

At your service!

Employment



Finding a job

Training

Going back to work

Being your own boss

Changing careers

**Knowing your rights
and working in Québec**



In 2001, financial assistance from Emploi-Québec averaged nearly **\$3,000 per person** helped.

In the next few years, Québec's employment market will be full of opportunities for people seeking a new job or a career change. The latest government studies show that approximately 600,000 jobs will be available by 2005. The Québec Government is also striving to achieve full employment and will make additional efforts to accelerate job creation by 2005.

Opportunities will open up all across Québec in a variety of trades and professions, and for people with different educational backgrounds. All this information is available in the collection of brochures titled *Le marché du travail – Perspectives professionnelles pour l'horizon 2005* recently made public by Emploi-Québec and published for each Québec region.

Do you want tips on how to find a job? The Government of Québec has published this ***At Your Service! Employment*** – guide, an easy-to-use reference tool that will answer many of your questions on this subject.

In every Québec region, Emploi-Québec has developed a network of *Centres locaux d'emploi* (local employment centres, or CLEs), whose mission is to assist you, provide you with information and advise you on how to look and prepare for a job. More than 400 organizations, including the *Réseau des Carrefours jeunesse-emploi*, are dedicated to developing your skills and providing you with relevant information. Other important sources of information are job-search clubs and professional associations.

Do you want to get ahead in your company or switch jobs? If so, you may have to take courses to upgrade your skills or acquire new ones. It's often possible to go back to school or to combine work with training. ***At Your Service! Employment*** can set you on the right course.

NOTE
The masculine gender when used in this guide designates both women and men.

At your service! Employment is a publication of the Gouvernement du Québec
Coordination: Secrétariat à la communication gouvernementale
Production: Cossette Communication
© Gouvernement du Québec, 2002

On-line Placement is an Emploi-Québec service that gives job seekers free access to on-line job listings, and allows employers to post jobs and consult the applications of individuals looking for work (www.emploiquebec.net).

Finding a job

Where should I start my job search?

Bear in mind your interests, aptitudes, educational background and skills. Get informed about the job market and keep an eye on the jobs posted in industries that are hiring.

The multi-service area at your CLE provides access to documentation, information on the job market and other tools. The Web site of the *Ministère de l'Éducation's Direction de la formation générale des adultes* provides access to the reception and referral or continuing education services.

There are also many public, private and community organizations that have several service outlets across Québec to help you with your search (see Page 6).

—
Emploi-Québec
 1-888-367-5647
www.emploiquebec.net

—
Ministère de l'Éducation
www.meq.gouv.qc.ca

—
**Réseau des Carrefours
 jeunesse-emploi**
www.cjereseau.org

—
**Association des Clubs
 de recherche d'emploi**
www.cre.qc.ca

—
**Collectif des entreprises
 d'insertion du Québec**
www.collectif.qc.ca

—
**Regroupement québécois
 des organismes de dévelop-
 pement de l'employabilité**
<http://rquode.savie.qc.ca>

—
**Canadian Practice
 Firms Network**
www.rcee-cpfn.ca

Other sites

—
www.monster.ca
www.jobboom.com
www.monemploi.com

Is a curriculum vitae important?

Yes, it is important. Your CV provides a written portrait of who you are and what you've done, and most employers today will ask for one before even considering a candidate.

How do I prepare my CV and cover letter?

Your Complete Job Search Guide, which is available free of charge from the CLE in your region (see Page 6), contains tips, model cover letters and CVs, as well as useful job-search sites. In addition, certain CLEs and a wide variety of external resources, including educational institutions, offer workshops on the subject.

How do I prepare for an interview?

Find out all you can about the employer and the position advertised. Think about the questions you could be asked, and focus on putting your best foot forward. You can also find tips on Web sites and in publications available at the CLEs.

—
Ministère de l'Éducation
www.meq.gouv.qc.ca

I am disabled and want to find a job. Is there any assistance available?

Yes. Emploi-Québec's *Contrat d'intégration au travail* program reimburses employers for any expenses incurred as a result of your disability. Contact your CLE or visit the Government of Québec's programs and services Web site for more information.

—
Emploi-Québec
 1-888-367-5647
www.emploiquebec.net
www.formulaire.gouv.qc.ca



In the past year, **137,000** people have found a job using Emploi-Québec's services, and **230,000** adults have taken advantage of adult and continuing education services.



It is estimated that 60% of all new jobs created in the future will require vocational or technical training, and 25% will require a university degree.

Training



Québec's 2001 unemployment rate, based on level of education

No diploma/degree: 17%

High school: 10.7% à 12.3%

College:
• General education 10.5%

• Technical education 5.4%

University: 4%

I want to go back to school. Where can I get advice?

Educational institutions have reception and referral services or adult and continuing education departments with specialized resources that can help you. There are also educational and professional counselling and guidance resources in the private sector (see Page 6).

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your regional office, p. 6

What are the conditions for registering for an adult education program?

The educational institution in question will provide you with the criteria for admission to high school-, college- and university-level programs.

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your regional office, p. 6

Someone I know has trouble reading, writing and counting. How can I help?

The *Info-Alpha* line will give you contact information for organizations that offer courses.

Fondation québécoise de l'alphabétisation
1-800-361-9142
Your school board, p. 6

Can my professional experience count toward a degree?

Yes, in some cases, adults may obtain credits for knowledge and skills acquired outside the classroom. You will have to check with educational institutions to find out.

I don't have a high school diploma. Who can help me?

The Ministère de l'Éducation may recognize your knowledge and skills by having you take a high school equivalency examination. Approximately 80% of adults who take this exam pass.

Can I go back to school without quitting my job?

Yes. School boards, CEGEPs and universities offer full- and part-time programs during the day and in the evening. They also offer a variety of distance education courses and training programs provided in the workplace.

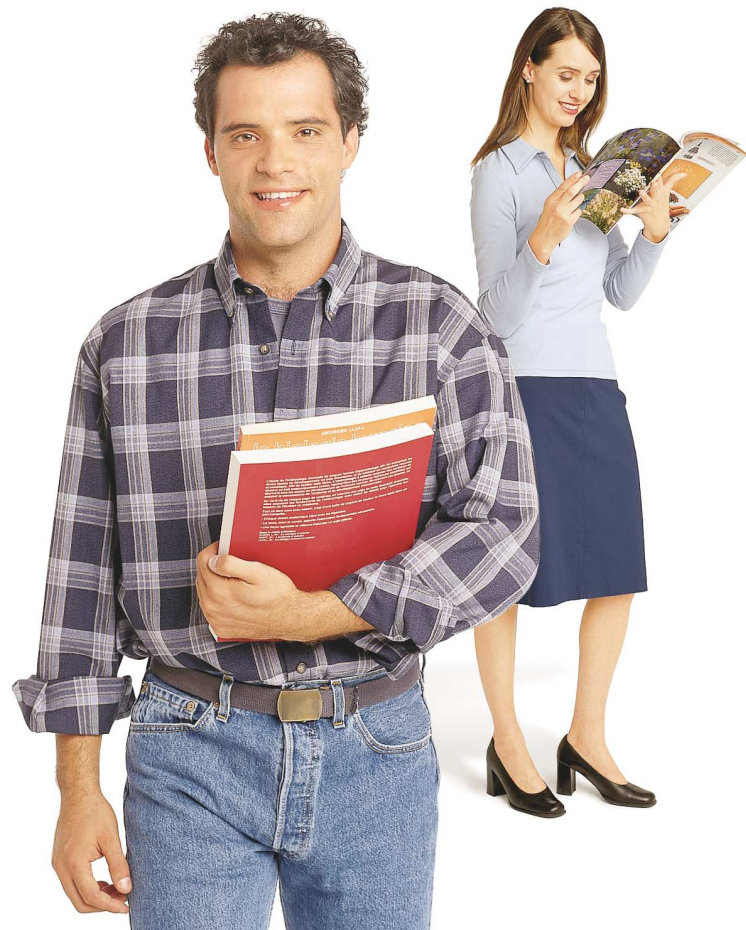
Ministère de l'Éducation
www.meq.gouv.qc.ca
www.inforoutefpt.org
Your regional office, p. 6

Who do I approach for information on the training programs available?

The *Guide de retour aux études* provides comprehensive information on this topic. It is available at the regional offices and on the Web Site of the Ministère de l'Éducation. The INFOROUTE Web site, which is recognized by the Ministère de l'Éducation, offers information on professional and technical training, as well as continuing education. The on-line REPERES database, which can be consulted in the multi-service areas at CLEs, provides easy access to specific information on this subject.

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your regional office, p. 6

Emploi-Québec
www.inforoutefpt.org
www.reperes.qc.ca
Your CLÉ, p. 6



A new measure in the Loans and Bursaries Program allows certain people enrolled in part-time studies to qualify.

I want to become an apprentice in a trade. How does it work and who should I contact?

Under the *Workplace Apprenticeship* program, you will work with an experienced person who will act as your mentor and show you the ropes. Contact your CLE for more information (see Page 6).

I want to get on-the-job training. Where can I obtain information?

School boards and CEGEPs offer professional and technical programs alternating work and study. Universities have co-operative education programs, paid and unpaid workplace internships, work-study programs and workplace internships as part of training credits.

—
Emploi-Québec
1-888-367-5647
www.emploi Quebec.net

—
Ministère de l'Éducation
www.meq.gouv.qc.ca
www.inforoutefpt.org
Your regional office, p. 6

Financial assistance

Do I qualify for the Loans and Bursaries Program?

Contact the financial aid office of the educational institution you wish to attend to find out if you qualify for financial assistance.

—
Ministère de l'Éducation
Aide financière aux études
1-877-643-3750
www.afe.gouv.qc.ca

I'm working and want to take some courses. Are there any assistance programs available?

Start by obtaining information from your employer. If the company is subject to the *Act to Foster the Development of Manpower Training*, it must invest the equivalent of 1% of its payroll in employee training and development.

Your employer can be granted a tax credit to cover part of your salary and training costs. This program gives apprentices the opportunity to train under the supervision of a mentor.

—
Your CLE, p. 6

I don't have employment income and I need training. Do I qualify for assistance?

Yes, if you have not done regular academic studies in the past 24 months, are unemployed and cannot find a job, principally because you lack proper training, you may qualify for financial assistance under certain conditions. Contact your CLE for further information.

If you are experiencing financial difficulties and are taking a course lasting over 45 hours, but that does not qualify for the Loans and Bursaries Program, you could receive an employment assistance allowance. Contact your CLE for further information (see Page 6).

—
Emploi-Québec
1-888-367-5647
www.emploi Quebec.net
Your CLE, p. 6



BAS-SAINT-LAURENT, GASPÉ

If necessary, the resources listed here can refer you to others.

General references

Communication-Québec
1-800-363-1363
Services for the deaf
and hearing impaired
1-800-361-9596
www.gouv.qc.ca

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net

Ministère de l'Éducation
www.meq.gouv.qc.ca

Service régional d'admission du
Montréal métropolitain (SRAM)
(514) 271-2454 (collect calls
accepted from outside Montréal)
www.sram.qc.ca

Service régional d'admission
au collégial de Québec (SRAQ)
www.sraq.qc.ca

Service régional d'admission
des cégeps du Saguenay-
Lac-Saint-Jean (SRAS)
www.sras.qc.ca

Ministère du Revenu
1-800-267-6299
www.revenu.gouv.qc.ca

Commission des normes
du travail
1-800-265-1414
www.cnt.gouv.qc.ca

Ministère du Travail
www.travail.gouv.qc.ca

Ministère des Relations avec
les citoyens et de l'Immigration
www.immigration-quebec.gouv.qc.ca

Ordre des conseillers et
conseillères d'orientation et
des psycho-éducateurs et
psycho-éducatrices du Québec
www.orientation.qc.ca

Ordre des conseillers en
ressources humaines et en
relations industrielles agréés
du Québec
1-800-214-1609
www.portail-rhri.com

Ordre des psychologues
du Québec
1-800-363-2644
www.ordrepsy.qc.ca

Regional resources

Communication-Québec

www.bas-saint-laurent.gouv.qc.ca

Commission des normes du travail

Matane
1-800-668-2010

Centres locaux d'emploi

Bas-Saint-Laurent

CLE d'Amqui
(418) 629-2225
(collect calls accepted)

CLE de Cabano
1-800-463-4709

CLE de La Pocatière
1-800-567-3036

CLE de Matane
(418) 562-0893

CLE de Mont-Joli
(418) 775-7246

CLE de Rimouski-Neigette
1-800-463-0728

CLE de Rivière-du-Loup
1-800-567-1709

CLE de Trois-Pistoles
(418) 851-1432
(collect calls accepted)

Gaspésie-Îles-de-la-Madeleine

CLE d'Avignon
1-877-229-0541

CLE de Bonaventure
(418) 534-2823

CLE de la Côte-de-Gaspé
1-800-663-3647

CLE de la Haute-Gaspésie
1-800-663-3595

CLE des Îles-de-la-Madeleine
(418) 986-4411

CLE du Rocher-Percé
1-877-229-0540



ESPÉRANCE – ÎLES-DE-LA-MADELEINE

Clubs de recherche d'emploi

Bas-Saint-Laurent

Amqui
(418) 629-2572

Rivière-du-Loup
(418) 867-8685

Matane
(418) 566-6407

Rimouski
(418) 722-8747

Carrefours jeunesse-emploi

Bas-Saint-Laurent

CJE de Kamouraska
Saint-Pascal
(418) 492-9127

La Pocatière
(418) 856-1525

CJE Matane
(418) 566-6749

CJE Mitis
(418) 775-6440

CJE MRC Rimouski-Neigette
(418) 722-8102

CJE Rivière-du-Loup/
Les Basques
Rivière-du-Loup
(418) 867-4992

Trois-Pistoles
(418) 851-1877

CJE du Témiscouata
(418) 854-5530

CJE Vallée de la Matapédia
(418) 629-2572

Gaspésie – Îles-de-la-Madeleine

CJE Avignon-Bonaventure
Bonaventure
(418) 534-3993

Paspébiac
(418) 752-2040

Carleton
(418) 364-6660

CJE de la Côte-de-Gaspé
(418) 368-2121

Sainte-Anne-des-Monts
(418) 763-2308

CJE Relance du Rocher-Percé
Chandler
(418) 689-6402

Grande-Rivière
(418) 385-3883

CJE des Îles-de-la-Madeleine
(418) 986-2536

MEQ

Direction régionale
(418) 727-3600

School Boards

Bas-Saint-Laurent

CS de Kamouraska/
Rivière-du-Loup
(418) 862-8204

CS des Monts-et-Marées
(418) 566-2500

CS des Phares
(418) 722-4922

CS du Fleuve-et-des-Lacs
(418) 854-0720

Gaspésie – Îles-de-la-Madeleine

Eastern Shores School Board
(418) 752-2247

CS des Chic-Chocs
(418) 368-3499

CS des Îles
(418) 986-5511

CS René-Lévesque
(418) 364-7510

Centres locaux de développement

Bas-Saint-Laurent

CLD de La Mitis
Mont-Joli
(418) 775-7089

CLD de la MRC de Témiscouata
Notre-Dame-du-Lac
(418) 899-9253

Matane
(418) 562-1250

Rivière-du-Loup
(418) 862-1823

CLD de Rimouski-Neigette
(418) 722-8766

Trois-Pistoles
(418) 851-1481

La Pocatière
(418) 856-3340

Amqui
(418) 629-4212

Gaspésie – Îles-de-la-Madeleine

Cap-aux-Meules
(418) 986-2225

Gaspé
(418) 368-7000

Sainte-Anne-des-Monts
(418) 763-2530

Carleton-Saint-Omer
(418) 364-2000

New Carlisle
(418) 752-3333

Chandler
(418) 689-6678

There are various programs to help job seekers return to work, regardless of their age or situation.

Going back to work

Do I need a degree to re-enter the job market?

No, not necessarily. However, a diploma/degree is highly valued by employers who often include it in their selection criteria and prerequisites. The staff at CLEs and school board reception and referral services, as well as private career counsellors, can help guide you.



Every year, Emploi-Québec helps nearly **260,000 people** enter the job market.

If you want to go back to school to get a diploma/degree, you might be able to obtain some high school and college credits based on your previous experience (professional knowledge, volunteer work, personal reading, etc.). (see Training, Page 4)

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your CLE or your CS, p. 6

I'm 45 years old and have very little professional experience. Will it be hard for me to find a job?

Given the shortage of skilled workers, companies will increasingly be turning to older people to fill their vacancies. There are also programs, specialized organizations and employment support groups that help people aged 40, 50, or 55 and over to find jobs. You may need to take a refresher course or other training. Contact your CLE or school board for more information (see Page 6).

I want to go back to work. Do I qualify for financial assistance?

The *Parental Wage Assistance* (PWA) program offers financial assistance to low-income workers who have at least one dependant child.

Ministère de l'Emploi et de la Solidarité sociale
1-888-643-4721
www.mess.gouv.qc.ca

Under certain conditions, if you were unemployed and have found a job, you may qualify for financial assistance to cover the expenses incurred as a result of your new job (childcare, school supplies, transportation costs, etc.). Contact your CLE for more information (see Page 6).

Can an employer receive financial assistance for hiring an employment insurance claimant?

Yes, in some cases, Emploi-Québec grants wage subsidies to reimburse part of the salary paid to a newly hired former employment insurance claimant. The aim, obviously, is to give companies an incentive to hire people who are looking to re-enter the job market.

In Québec, small- and medium-sized businesses accounted for 40% of the new jobs created between 1995 and 1999. Self-employed workers account for 13% of jobs today. Why not join their ranks?

Being your own boss

I want to start up a business. Where should I go for information?

First, if possible, log on to <http://demarrez-entreprise.gouv.qc.ca> or contact your Centre local de développement (local development centre, or CLD), the one-stop gateway for all budding and current entrepreneurs.

<http://demarrez-entreprise.gouv.qc.ca>

Ministère de l'Industrie et du Commerce
www.mic.gouv.qc.ca
Your CLD, p. 6

You can also obtain the *Starting a Business* brochure, available at the Communication-Québec offices (see Page 6). Several organizations and financial institutions also offer consultation services.

Are there training programs that can help me start up my business?

School boards (see Page 6) and CEGEPs offer their professional or technical graduates a 15-hour module on *Sensibilisation à l'entrepreneuriat*.

Several school boards offer the *Lancement d'une entreprise* program, while CEGEPs offer

Démarrage d'entreprise programs. You can also submit your business proposal to the Ministère de l'Éducation's *Concours québécois entrepreneurship – Entrepreneur à tout âge* contest.

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your regional office, p. 6

I want to become self-employed. Who can I turn to for help?

Through its *Soutien au travail autonome* program, Emploi-Québec offers unemployed people technical or financial support to start up a business or become self-employed. Contact your CLE for more information (see Page 6). Several organizations can also help you.

Association des Centres locaux de développement du Québec
www.acldq.qc.ca

Fondation de l'entrepreneuriat
www.entrepreneuriat.qc.ca

Info entrepreneurs
1-800-322-4636
www.infoentrepreneurs.org

Where can I find employees for my company?

Emploi-Québec provides free job advertising services through its *On-line Placement Services*, as well as access to its database of job seekers.

Emploi-Québec
1-888-367-5647
www.emploi-quebec.net

Are there discussion networks for self-employed workers?

Yes, there are many such networks that allow you to gather considerable information and not feel isolated. Contact Communication-Québec for information on associations near you.

Communication-Québec
1-800-363-1363
www.gouv.qc.ca



Every year, more than **4,000 people** benefit from the *Soutien au travail autonome* program provided by Emploi-Québec.



It is always possible to change occupations if the one you've chosen is no longer satisfying, or if a change is necessary for you to achieve a specific career goal. Women in particular may want to consider working in professions that are traditionally associated with men.

Changing jobs

Where can I find information on the trades and professions that are most in demand?

Emploi-Québec regularly publishes an overview of the most promising areas of activity, listed by region and profession, which you can consult in the multi-service area of your CLE.

The reception and referral services of public and private educational institutions or adult and continuing education departments also have specialized resources to guide you in your search.

Each year, there are some 20 employment and training fairs and exhibitions. Visit your CLE for a list of upcoming events.

There are also a number of useful publications on the market. These include: the 2002 edition of the *Guide de l'emploi - Les entreprises qui recrutent au Québec* (Les Éditions Septembre), *Les Carrières d'avenir au Québec* (Les Éditions Jobboom), and *Droit sur mon emploi, le guide étape par étape pour réussir sa recherche d'emploi* (Les Éditions Septembre).

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net
Your CLE, p. 6

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your regional office, p. 6

Femmes regroupées en options non-traditionnelles
1-877-273-7668
www.front.qc.ca

www.monemploi.com

What government and private training programs are available in my region?

Training programs vary from one region to another, depending on their specific manpower requirements and the regional economy. Information on training is available in your area in the on-line REPERES database, in the multi-service area of your CLE, or at school board reception and referral services.

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net
www.reperes.qc.ca

Ministère de l'Éducation
Your regional office, p. 6
www.meq.gouv.qc.ca
Your School Board, p. 6

I'd like to take distance education courses. How do I go about it?

Increasingly, distance education courses are available at the high school, college and university levels. There are also a number of courses available on the Internet and on television.

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your school board, p. 6

Société de formation à distance des commissions scolaires du Québec
www.sofad.qc.ca

Cégep@distance
1-800-665-6400
www.cegepadistance.ca

Télé-université
1-888-843 4333
www.teluq.quebec.ca

For more information

La formation à distance sur demande
www.cursus.edu

Le Canal Savoir
1-888-640-2626



Pay equity involves giving jobs *usually held by women* a salary equal to that of jobs *usually held by men*, even if these jobs are different, provided that they are of equivalent value. Even if you haven't signed a collective agreement, Québec has very strict laws governing labour standards, applicable to all.

Knowing your rights and working in Québec



In Québec, the *Commission des normes du travail* is a one-stop centre for all issues related to working conditions, including paid leaves, vacations, etc.

What is the minimum wage?

On October 1, 2002, it will be \$7.20, and will increase to \$7.30 on February 1, 2003. No benefit given by an employer, such as a car or paid accommodation, justifies an employee being paid less than the minimum wage.

What is the legal age for working in Québec?

In Québec, you can work at any age. However, it is against the law to have work done by a young person under 14 without the written consent of a parent. The same law applies to employing young people required to attend school (generally until age 16).

I'm pregnant. What are my rights concerning my job?

You are allowed to be absent from work without pay for examinations related to your pregnancy.

You are also entitled to a maternity leave and parental leave as well as to other measures, depending on your situation. The *Act respecting Labour Standards* prohibits your employer from dismissing you because you are pregnant.

I believe I was dismissed without good and sufficient cause. Where can I get information on this subject?

If you've been working for at least three years for the same company, you can file a complaint within 45 days of your dismissal, either in writing or in person at the *Commission des normes du travail* office nearest you (see Page 6).

Commission des normes du travail
1-800-563-9058
www.cnt.gouv.qc.ca
Your regional office, p. 6

Ministère du Travail
www.travail.gouv.qc.ca

Commission de l'équité salariale
1-888-528-8765
www.ces.gouv.qc.ca

Working in Québec

I have a degree from another country. How can I determine its equivalency here in Québec?

You can obtain an education credential evaluation

report by going to a regional office of the *Ministère des Relations avec les citoyens et de l'Immigration* (see Page 6).

Ministère des Relations avec les citoyens et de l'Immigration, Service des équivalences
www.immigration-quebec.gouv.qc.ca

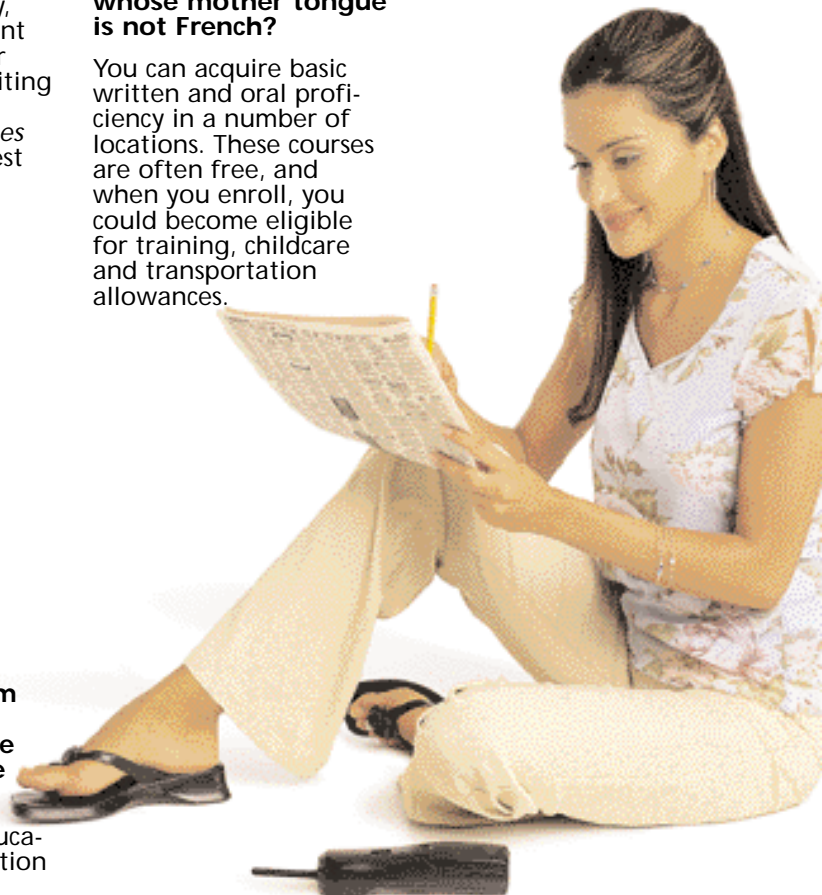
I'm not fluent in French. Are there any courses for people whose mother tongue is not French?

You can acquire basic written and oral proficiency in a number of locations. These courses are often free, and when you enroll, you could become eligible for training, childcare and transportation allowances.

Find out more at the *Carrefour d'intégration* nearest you. School boards and CEGEPs also offer French language courses.

Carrefour d'intégration (Integration Centre)
www.immigration-quebec.gouv.qc.ca
Your regional office, p. 6

Ministère de l'Éducation
www.meq.gouv.qc.ca
Your regional office or Your School Board, p. 6



At your service! Employment

Government support provided to Québec adults
who used the services of Emploi-Québec

\$3,000 per person

(2001 average)

Why did the Government introduce in the spring of 2002 an adult education and continuous training policy in Québec?

To **maintain** and **enhance** adults' skills

To **ensure** that all adults have a basic education

To **fight** against illiteracy and increase the level of basic education among Quebecers

To **upgrade** acquired knowledge and skills

To **improve** accessibility to ongoing training

The Government's contribution in 2001

Emploi-Québec programs: **\$793 million**¹

The Ministère de l'Éducation's adult education program: **\$600 million**

Nearly **half a million adults** have used the Emploi-Québec and Ministère de l'Éducation adult education services.

45,000 companies have used Emploi-Québec's services.

Employers' contribution

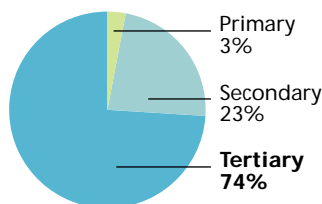
A total of **\$1.6 billion** has been invested in manpower training by businesses subject to the *Act to Foster the Development of Manpower Training*.

The Québec job market

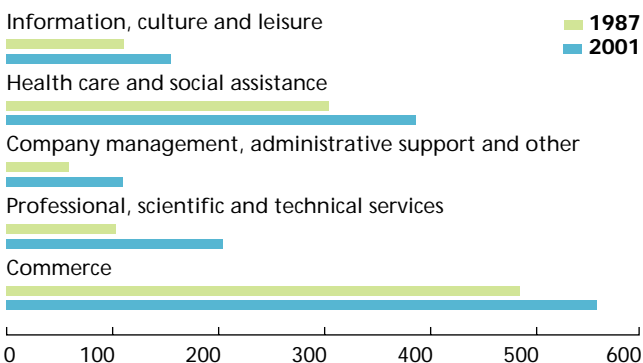
Percentage breakdown of employment by industry sector in 2001

3.5 million workers

Over **200,000 employers** in all areas of activity



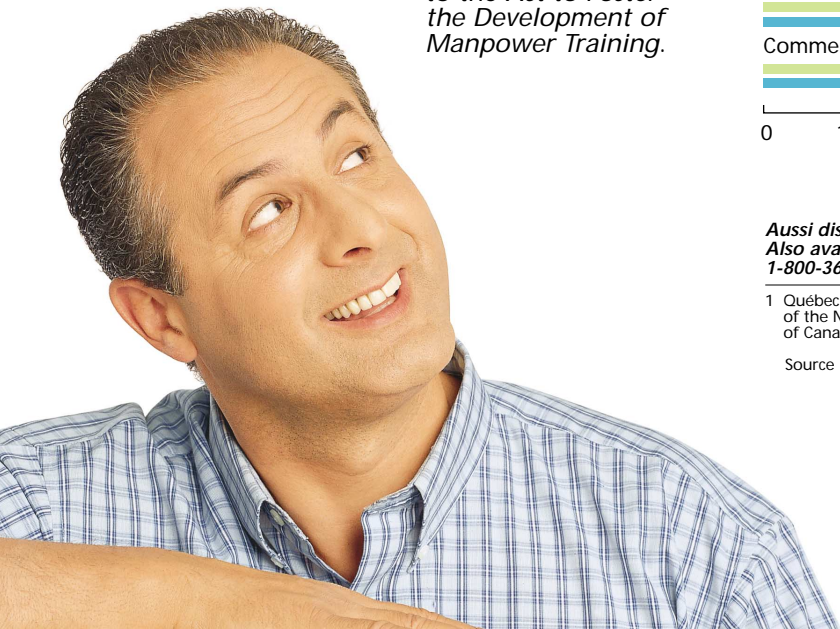
Employment by industry in the tertiary sector 1987 and 2001



*Aussi disponible en version française
Also available in Braille
1-800-363-1363*

¹ Québec is responsible for active employment programming and for certain operations of the National Employment Service, financed by the Employment Insurance Account of Canada.

Source : Emploi-Québec and the Ministère de l'Éducation



CAPITALE NATIONALE, CHA

If necessary, the resources listed here can refer you to others.

General references

Communication-Québec
1-800-363-1363
Services for the deaf
and hearing impaired
1-800-361-9596
www.gouv.qc.ca

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net

Ministère de l'Éducation
www.meq.gouv.qc.ca

Service régional d'admission du
Montréal métropolitain (SRAM)
(514) 271-2454 (collect calls
accepted from outside Montréal)
www.sram.qc.ca

Service régional d'admission
au collégial de Québec (SRAQ)
www.sraq.qc.ca

Service régional d'admission
des cégeps du Saguenay-
Lac-Saint-Jean (SRAS)
www.sras.qc.ca

Ministère du Revenu
1-800-267-6299
www.revenu.gouv.qc.ca

Commission des normes
du travail
1-800-265-1414
www.cnt.gouv.qc.ca

Ministère du Travail
www.travail.gouv.qc.ca

Ministère des Relations avec
les citoyens et de l'Immigration
www.immigration-quebec.gouv.qc.ca

Ordre des conseillers et
conseillères d'orientation et
des psycho-éducateurs et
psycho-éducatrices du Québec
www.orientation.qc.ca

Ordre des conseillers en
ressources humaines et en
relations industrielles agréés
du Québec
1-800-214-1609
www.portail-rhri.com

Ordre des psychologues
du Québec
1-800-363-2644
www.ordrepsy.qc.ca

Regional resources

Communication-Québec

www.capitale-nationale.gouv.qc.ca
www.chaudiere-appalaches.gouv.qc.ca

Commission des normes du travail

Capitale Nationale

1-800-268-4940

Chaudière-Appalaches

Saint-Romuald
1-888-238-6460

Centres locaux d'emploi

Capitale Nationale

CLE de Baie-Saint-Paul
(418) 435-5590

CLE de Beauport
(418) 646-3350

CLE de Charlesbourg
(418) 644-1266

CLE de La Côte-de-Beaupré
(418) 827-6730

CLE de La Malbaie
1-800-567-8004

CLE de Limoilou
(418) 646-0050

CLE de Loretteville
(418) 840-2900

CLE de Portneuf
1-800-463-3886

CLE des Quartiers-Historiques
(418) 643-3300

CLE de Sainte-Foy
(418) 646-8066

CLE de Vanier-des-Rivières
(418) 646-1950

Chaudière-Appalaches

CLE de Lac-Etchemin
1-866-825-2640

CLE des Chutes-de-la-Chaudière
1-800-626-8055



UDIÈRE-APPALACHES

CLE de Lévis
1-800-561-4380

CLE de L'Islet
1-800-663-2226

CLE de Montmagny
1-800-663-2106

CLE de Sainte-Croix
1-800-663-2127

CLE de Saint-Georges
1-800-463-3024

CLE de Saint-Joseph-de-Beauce
1-800-663-0223

CLE de Saint-Lazare
1-800-663-0351

CLE de Sainte-Marie
1-877-322-6585

CLE de Thetford Mines
1-800-567-5592

Clubs de recherche d'emploi

Capitale Nationale

Groupe Intégration Travail
www.git.qc.ca
Vanier
(418) 686-1888
Sainte-Foy
(418) 653-3099

Chaudière-Appalaches

Passage-Travail
Lévis
(418) 833-7122

Thetford Mines
(418) 335-2961

Sainte-Marie
(418) 386-4445

C.A.R.E. Montmagny-L'Islet
Montmagny
(418) 248-9559
Saint-Fabien
(418) 249-2626
Saint-Pamphile
(418) 356-5574

Passage Travail
Charny
(418) 832-0088

Saint-Georges
(418) 227-5445

Carrefours jeunesse-emploi

Capitale Nationale

Capitale Nationale
(418) 524-2345

Charlesbourg
(418) 623-3300 ou 849-9511

Baie-Saint-Paul
(418) 435-2503

La Malbaie
(418) 665-7745

Beaupré
(418) 827-8211

CJE Chauveau
(418) 847-0308

CJE Jean-Talon
(418) 651-6415

CJE de Montmorency
(418) 821-0063

Saint-Marc-des-Carrières
(418) 268-3502

Donnacona
(418) 285-5877

Saint-Raymond
(418) 337-6460

Sainte-Catherine-de-
la-Jacques-Cartier
(418) 875-2455

Chaudière-Appalaches

Thetford Mines
(418) 335-0802

Disraëli
(418) 449-4996

Sainte-Marie-de-Beauce
(418) 386-2532

Saint-Joseph-de-Beauce
(418) 397-8045

Saint-Georges
(418) 228-9610

CJE MRC de Bellechasse
1-800-932-4562

CJE Chutes-de-la-Chaudière
(418) 834-4334

CJE Les Etchemins
(418) 625-2533

Tourville
(418) 359-3730

L'Islet-sur-Mer
(418) 247-7335

Lotbinière
(418) 888-8855

Montmagny
(418) 248-3522

CJE de la MRC de Desjardins
(418) 833-6008

MEQ

Direction régionale
(418) 643-7934

School Boards

Capitale Nationale

Central Québec School Board
(418) 688-8730

CS de Charlevoix
(418) 665-4487

CS de la Capitale
(418) 682-2666

CS de Portneuf
(418) 285-5018

CS des Découvreurs
(418) 652-2158

CS des Premières-Seigneuries
(418) 622-7825

Chaudière-Appalaches

CS de la Beauce-Etchemin
(418) 228-5541

CS de la Côte-du-Sud
(418) 248-2016

CS de L'Amiante
(418) 338-7807

CS des Navigateurs
(418) 838-8566

Carrefour d'intégration pour les immigrants

Québec
1-888-643-1435
Guichet Immigration Québec
(418) 644-0089

Centres locaux de développement

Capitale Nationale

Clermont
(418) 439-4614

Beaupré
(418) 827-5256

Shannon
(418) 844-2358

Baie-Saint-Paul
(418) 435-3673

Sainte-Famille, Île d'Orléans
(418) 829-0297

Cap-Santé
(418) 285-4616

Québec
(418) 525-7771

Chaudière-Appalaches

Saint-Georges
(418) 228-7810

Saint-Jean-Port-Joli
(418) 598-6388

Lévis
(418) 837-4781

Montmagny
(418) 248-5984

Saint-Joseph-de-Beauce
(418) 397-4354

Saint-Lazare
(418) 883-2249

Lac-Etchemin
(418) 625-3904

Sainte-Croix
(418) 926-2205

Sainte-Marie-de-Beauce
(418) 386-1608

Thetford Mines
(418) 338-2188

LAVAL, LAURENTIDES, LANAUDIÈRE

If necessary, the resources listed here can refer you to others.

General references

Communication-Québec
1-800-363-1363
Services for the deaf
and hearing impaired
1-800-361-9596
www.gouv.qc.ca

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net

Ministère de l'Éducation
www.meq.gouv.qc.ca

Service régional d'admission du
Montréal métropolitain (SRAM)
(514) 271-2454 (collect calls
accepted from outside Montréal)
www.sram.qc.ca

Service régional d'admission
au collégial de Québec (SRAQ)
www.sraq.qc.ca

Service régional d'admission
des cégeps du Saguenay-
Lac-Saint-Jean (SRAS)
www.sras.qc.ca

Ministère du Revenu
1-800-267-6299
www.revenu.gouv.qc.ca

Commission des normes
du travail
1-800-265-1414
www.cnt.gouv.qc.ca

Ministère du Travail
www.travail.gouv.qc.ca

Ministère des Relations avec
les citoyens et de l'Immigration
www.immigration-quebec.gouv.qc.ca

Ordre des conseillers et
conseillères d'orientation et
des psycho-éducateurs et
psycho-éducatrices du Québec
www.orientation.qc.ca

Ordre des conseillers en
ressources humaines et en
relations industrielles agréés
du Québec
1-800-214-1609
www.portail-rhri.com

Ordre des psychologues
du Québec
1-800-363-2644
www.ordrepsy.qc.ca

Regional resources

Communication-Québec

www.laval.gouv.qc.ca
www.laurentides.gouv.qc.ca
www.lanaudiere.gouv.qc.ca

Commission des normes du travail

Laval
1-800-567-5500

Laurentides

Saint-Jérôme
1-888-238-6461

Lanaudière

Repentigny
1-888-238-6468

Centres locaux d'emploi

Laval

CLE de Chomedey-
Sainte-Dorothée
(450) 680-6400

CLE de Laval-des-Rapides
(450) 972-3050

CLE de Sainte-Rose-de-Laval
(450) 628-8066

CLE de Saint-Vincent-de-Paul
(450) 664-4885

Laurentides

CLE de Lachute
1-800-263-2732

CLE de Mirabel-Saint-Janvier
(450) 979-2313

CLE de Sainte-Agathe
1-800-567-8334

CLE de Sainte-Thérèse
(450) 435-3667

CLE de Saint-Eustache
(450) 472-2311

CLE de Saint-Jérôme
1-800-561-0692

CLE de Mont-Laurier
1-800-567-4562
L'Annonciation
(819) 275-5333

CLE de Sainte-Adèle
1-800-363-7011

Lanaudière

CLE de Berthierville
1-800-461-6261

CLE de Joliette
1-800-463-5434

CLE de Rawdon
1-877-502-4128

CLE de Repentigny
1-877-286-6840

CLE de Saint-Jean-de-Matha
1-888-872-0048



AUDIÈRE

CLE de Sainte-Julienne
1-800-363-8645

CLE de Terrebonne
1-877-286-4404

Clubs de recherche d'emploi

Laurentides

Centre d'intégration en emploi Laurentides (C.I.E.L.)
Saint-Jérôme
(450) 431-0028

Centre d'intervention des Basses-Laurentides pour l'emploi (CIBLE)
Sainte-Thérèse
(450) 435-5462

Lanaudière

Club de recherche d'emploi de Lanaudière
www.crel.org

Repentigny
(450) 654-9612

Terrebonne
(450) 492-4104

Joliette
(450) 752-2303

Carrefours jeunesse-emploi

Laval

CJE de Laval
Laval
(450) 967-2535

Sainte-Rose
(450) 967-2535

Laurentides

CJE de la MRC de Deux-Montagnes
(450) 974-1635

CJE Laurentides Mont-Tremblant
(819) 425-1200

Sainte-Agathe-des-Monts
(819) 321-1774

CJE Thérèse de Blainville
Sainte-Thérèse
(450) 437-1635

Sainte-Anne-des-Plaines
(450) 437-1635

Bois-des-Filions
(450) 437-1635

CJE Rivière-du-Nord
(450) 431-5253

CJE Antoine-Labelle
(819) 623-3013

CJE des Pays-d'en-Haut
(450) 227-0074

Lanaudière

CJE L'Assomption
(450) 581-3785

CJE d'Autray-Joliette
Joliette
(450) 755-2226 or 836-1112

Berthier
(450) 836-1112

Saint-Gabriel-de-Brandon
(450) 836-1112

CJE Montcalm
1-888-831-3930 or
(450) 831-3930

CJE des Moulins
(450) 492-0088

CJE de Matawinie
St-Jean-de-Matha
1-888-886-9220 or
(450) 886-9220

Rawdon
(450) 834-1527

MEQ

Direction régionale
(450) 430-3611

School Boards

Laval

Sir Wilfrid Laurier
(450) 621-5600

CS de Laval
(450) 625-6985

Laurentides

CS de la Rivière-du-Nord
Saint-Jérôme
(450) 436-6721

CS de la Seigneurie-des-Mille-Îles
(450) 974-7000

CS des Laurentides
Sainte-Agathe-des-Monts
(819) 326-0333

CS Pierre-Neveu
Mont-Laurier
(819) 623-4310

L'Annonciation
(819) 275-7880

Lanaudière

CS des Affluents
Repentigny
(450) 492-9400

Mascouche
(450) 492-3737

CS des Samares
(450) 758-3500

Carrefour d'intégration pour les immigrés

Laval

(450) 972-3225 or
1-800-375-7426

Centres locaux de développement (CLD)

Laval

CLD de Laval
(450) 978-5959 ou 978-6990

Laurentides

CLD de la MRC d'Argenteuil
Lachute
(450) 562-8829

CLD de la MRC d'Antoine-Labelle
Mont-Laurier
(819) 623-1545

CLD de la MRC des Laurentides
Saint-Faustin-Lac-Carré
(819) 688-7335

CLD de la MRC de Deux-Montagnes
Deux-Montagnes
(450) 472-1502

CLD de Mirabel
Mirabel
(450) 435-2800

CLD Rivière-du-Nord
Saint-Antoine
(450) 431-0707

SDE des Pays-d'en-Haut
Sainte-Adèle
(450) 229-8052

SDE Thérèse de Blainville
(450) 430-6666

Lanaudière

CLD de la MRC de L'Assomption
Repentigny
(450) 654-6488

CLD de la Matawinie
Rawdon
(450) 834-5222 or
1-877-834-5222

CLD de la MRC D'Autray
Berthierville
(450) 836-7028

CLD économique des Moulins
Terrebonne
(450) 477-6464

CLD de la MRC de Montcalm
Sainte-Julienne
(450) 831-3777

CLD Joliette
Joliette
(450) 752-5566

MONTÉRÉGIE, ESTRIE

If necessary, the resources listed here can refer you to others.

General references

Communication-Québec
1-800-363-1363
Services for the deaf
and hearing impaired
1-800-361-9596
www.gouv.qc.ca

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net

Ministère de l'Éducation
www.meq.gouv.qc.ca

Service régional d'admission du
Montréal métropolitain (SRAM)
(514) 271-2454 (collect calls
accepted from outside Montréal)
www.sram.qc.ca

Service régional d'admission
au collégial de Québec (SRAQ)
www.sraq.qc.ca

Service régional d'admission
des cégeps du Saguenay-
Lac-Saint-Jean (SRAS)
www.sras.qc.ca

Ministère du Revenu
1-800-267-6299
www.revenu.gouv.qc.ca

Commission des normes
du travail
1-800-265-1414
www.cnt.gouv.qc.ca

Ministère du Travail
www.travail.gouv.qc.ca

Ministère des Relations avec
les citoyens et de l'Immigration
www.immigration-quebec.gouv.qc.ca

Ordre des conseillers et
conseillères d'orientation et
des psycho-éducatrices et
psycho-éducateurs du Québec
www.orientation.qc.ca

Ordre des conseillers en
ressources humaines et en
relations industrielles agréés
du Québec
1-800-214-1609
www.portail-rhri.com

Ordre des psychologues
du Québec
1-800-363-2644
www.ordrepsy.qc.ca

Regional resources

Communication-Québec

www.estrie.gouv.qc.ca

Commission des normes du travail

Montérégie

Longueuil
1-800-667-0005

Estrie

Sherbrooke
1-800-563-3441

Centres locaux d'emploi

Montérégie

CLE d'Acton Vale
1-800-438-4765

CLE de Boucherville
(450) 655-5646

CLE de Brome-Missisquoi
1-800-463-0230

CLE de Brossard
(450) 672-1335

CLE de Châteauguay
1-800-465-0286

CLE de Contrecoeur
(450) 587-5555

CLE de la Haute-Yamaska
(450) 776-7134

CLE de La Vallée-du-Richelieu
1-877-856-1966

CLE Le Haut-Richelieu
1-800-567-3627

CLE Le Haut-Saint-Laurent
1-800-567-0220

CLE de Longueuil-Est
(450) 647-1324

CLE de Longueuil-Ouest
(450) 677-5517

CLE de Marieville
1-888-872-0680

CLE de Saint-Constant
(450) 635-6221

CLE de Saint-Hubert
(450) 676-7952

CLE de Saint-Hyacinthe
1-800-465-0719

CLE de Saint-Rémi
(450) 454-4054

CLE de Sorel
(450) 742-5941

CLE de Valleyfield
1-800-567-1029

CLE de Vaudreuil-Soulanges
1-800-463-2325

Estrie

CLE d'Asbestos
1-800-205-7141

CLE de Coaticook
1-877-324-4056

CLE d'East Angus
1-800-363-1539



CLE de Lac-Mégantic
1-800-567-0632

CLE de Magog
1-800-363-4531

CLE de Sherbrooke-Est
1-800-567-8423

CLE de Sherbrooke-Ouest
1-800-268-3411

CLE de Windsor
1-800-563-9127

Clubs de recherche d'emploi

Montérégie

Saint-Hyacinthe
www.club-emploi.qc.ca
(450) 771-6611

Vallée-du-Richelieu
(450) 447-4037

Châteauguay
(450) 699-4545

Brossard
(450) 462-2003

Haute-Yamaska/
Brome-Missisquoi
(450) 378-4211

Rive-Sud
(450) 442-2367

Réseaux Emploi
Entrepreneurship
(450) 424-5727

Beloil
(450) 464-5323

Sud-Ouest
(450) 377-4889

Vallée des Forts
(450) 346-3044

Estrie

Estrie
(819) 563-9111

Carrefours jeunesse-emploi

Montérégie

Granby
(450) 776-7700

Cowansville
(450) 266-0993

Bas-Richelieu
(450) 743-1441

Ormstown
(450) 829-1028

Saint-Rémi
(450) 454-5814

Saint-Jean-sur-Richelieu
(450) 347-4717

Farnham
(450) 293-0923

CJE La Pinière
(450) 926-2200

CJE La Prairie
(450) 632-7177

CJE de Longueuil
(450) 677-1635

CJE Marguerite-d'Youville
(450) 449-9541

CJE Maskoutain
(450) 771-9253

CJE Saint-Hubert
(450) 678-7644

Mont-Saint-Hilaire
(450) 446-7636

Saint-Basile-le-Grand
(450) 653-2358

Chambly
(450) 447-3573

Vaudreuil-Soulanges
(450) 455-3185

CJE de Laporte
(450) 671-8949

Acton Vale
(450) 546-0311

Windsor
(819) 845-5900

Châteauguay
(450) 699-8001

Beauharnois-Salaberry
(450) 373-6767

Estrie

Lac-Mégantic
(819) 583-1101

Saint-Ludger
1-877-583-2081

Lambton
1-877-583-2081

Notre-Dame-des-Bois
1-877-583-2081

Magog/Stanstead
(819) 843-3007

Coaticook
(819) 849-0440

Asbestos
(819) 879-7667

Warwick
(819) 358-9838

Richmond
(819) 826-1999

Sherbrooke
(819) 565-2722

East Angus
(819) 832-1513

MEQ

Montérégie

Direction régionale
(450) 928-7438

Estrie

Direction régionale
(819) 820-3382

School Boards

Montérégie

New Frontiers School Board
(450) 691-1440

Riverside School Board
(450) 672-4010

Estrie

Eastern Townships School Board
(819) 868-3100

Carrefours d'intégration pour les immigrants

Sherbrooke
1-888-879-4288

Saint-Lambert
1-888-287-5819

Centres locaux de développement

Montérégie

Granby
(450) 777-1141

Verchères
(450) 583-3303

Saint-Césaire
(450) 469-5731

Cowansville
(450) 266-4928

Longueuil
(450) 646-3933

Saint-Hyacinthe
(450) 773-4232

Acton Vale
(450) 546-3203

Beloil
1-877-464-4188

Sainte-Catherine
(450) 632-1440

Vaudreuil-Dorion
(450) 424-2262

Napierville
(450) 245-7289

Sorel-Tracy
(450) 742-5933

Huntingdon
(450) 264-5252

Saint-Jean-sur-Richelieu
(450) 359-9999

Salaberry-de-Valleyfield
(450) 373-2214

Estrie

Lac-Mégantic
(819) 583-4411

East Angus
(819) 832-4914

Magog
(819) 843-8273

Sherbrooke
(819) 821-5577

Coaticook
(819) 849-7014

MONTRÉAL

If necessary, the resources listed here can refer you to others.

General references

Communication-Québec
1-800-363-1363
Services for the deaf
and hearing impaired
1-800-361-9596
www.gouv.qc.ca

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net

Ministère de l'Éducation
www.meq.gouv.qc.ca

Service régional d'admission du
Montréal métropolitain (SRAM)
(514) 271-2454 (collect calls
accepted from outside Montréal)
www.sram.qc.ca

Service régional d'admission
au collégial de Québec (SRAQ)
www.sraq.qc.ca

Service régional d'admission
des cégeps du Saguenay-
Lac-Saint-Jean (SRAS)
www.sras.qc.ca

Ministère du Revenu
1-800-267-6299
www.revenu.gouv.qc.ca

Commission des normes
du travail
1-800-265-1414
www.cnt.gouv.qc.ca

Ministère du Travail
www.travail.gouv.qc.ca

Ministère des Relations avec
les citoyens et de l'Immigration
www.immigration-quebec.gouv.qc.ca

Ordre des conseillers et
conseillères d'orientation et
des psycho-éducateurs et
psycho-éducatrices du Québec
www.orientation.qc.ca

Ordre des conseillers en
ressources humaines et en
relations industrielles agréés
du Québec
1-800-214-1609
www.portail-rhri.com

Ordre des psychologues
du Québec
1-800-363-2644
www.ordrepsy.qc.ca

Regional resources

Commission des normes du travail

(514) 873-4947

Centres locaux d'emploi

CLE d'Anjou-Montréal-Est
(514) 864-6633

CLE de Lachine
(514) 634-2425

CLE de Lasalle
(514) 365-4543

CLE de Montréal-Nord
(514) 321-5665

CLE de l'Ouest de l'Île
(514) 694-9494

CLE de Saint-Laurent
(514) 345-0131

CLE de Saint-Léonard
(514) 864-6161

CLE de Verdun
(514) 864-6646

CLE d'Ahuntsic
(514) 872-4949

CLE de la Côte-des-Neiges
(514) 872-6530

CLE de Crémazie
(514) 872-5500

CLE de Saint-Michel
(514) 872-5050

CLE de Fleury
(514) 872-5000

CLE de Hochelaga-Maisonneuve
(514) 872-3100

CLE de Lorimier
(514) 872-6480

CLE du Plateau Mont-Royal
(514) 872-4922

CLE de Mercier
(514) 872-4747

CLE de Notre-Dame-de-Grâce
(514) 872-5180

CLE de Parc-Extension
(514) 872-3188

CLE de Pointe-aux-Trembles
(514) 872-7524



CLE de Pointe-Saint-Charles
(514) 872-6426

CLE de Rivière-des-Prairies
(514) 872-4969

CLE de Rosemont-Petite-Patrie
(Beaubien Street office)
(514) 872-5005

CLE de Rosemont-Petite-Patrie
(Park Avenue office)
(514) 872-4434

CLE de Rosemont-Petite-Patrie
(Iberville Street office)
(514) 872-6550

CLE de Saint-Alexandre
(514) 872-4310

CLE de Sainte-Marie-Centre-Sud
(514) 872-2326

CLE de Ville-Émard
(514) 872-6600

Clubs de recherche d'emploi

Côte-des-Neiges
Job-Search Centre
(514) 733-3026

Centre de recherche
d'emploi de l'Est inc.
(514) 256-1645

Centre de recherche
d'emploi de Pointe-Claire
(514) 697-1500

Centre de recherche d'emploi
du Sud-Ouest de Montréal
(514) 366-0660

Jewish Vocational Service (JVS)
345-2625

Carrefours jeunesse-emploi

CJE Ahuntsic-Bordeaux-
Cartierville
(514) 383-1136

Park Extension Youth
Organization PEYO
(514) 278-7396

Youth Employment Service
(514) 878-9788

CJE Anjou/Saint-Justin
(514) 353-5400

CJE Bourassa et Sauvé
(514) 327-5555

CJE Centre-Sud/Plateau
Mont-Royal/Mile-End
(514) 528-6838

CJE Côte-des-Neiges
(514) 342-5678

CJE Hochelaga-Maisonneuve
(514) 523-2400

CJE de Marquette
(514) 634-0450

CJE de Mercier
(514) 354-5552

CJE Notre-Dame-de-Grâce
(514) 482-6665

CJE de l'Ouest de l'Île
Dorval
(514) 633-9663

Dollard-des-Ormeaux
(514) 421-1414

CJE Pointe-aux-Trembles et
Montréal Est
(514) 640-4700

CJE Rosemont-Petite-Patrie
(514) 279-8725

CJE Verdun
(514) 767-9971

CJE Sud-Ouest de Montréal
(514) 934-2242

CJE Montréal Centre-ville
(514) 875-9770

CJE Viger/Jeanne-Mance
(514) 256-5051

CJE Saint-Laurent
(514) 855-1616

CJE Lasalle
(514) 368-1832

CJE Rivière-des-Prairies
(514) 648-8008

MEQ

Direction régionale
(514) 873-4630

School Boards

English Montréal School Board
(514) 483-7200

Lester B. Pearson School Board
(514) 422-3000

CS de Montréal
(514) 596-6000
Adult education
(514) 350-8800

CS Marguerite-Bourgeoys
(514) 855-4500
www.csmb.qc.ca

CS de la Pointe-de-l'Île
(514) 642-9520

Carrefour d'intégration pour les immigrants

Carrefour d'intégration du Nord
Carrefour d'intégration
de l'Ouest
Carrefour d'intégration de l'Est
Carrefour d'intégration du Sud
(514) 864-9191

Centres locaux de développement

CLD Montréal
(514) 872-0573

CDEC Ahuntsic/Cartierville
(514) 858-1018

CLD et CDEC Anjou/
Montréal-Est
(514) 353-7171

CDEC de l'Est
(514) 256-6825

RÉSO du Sud-Ouest
(514) 931-5737

CDEC Centre-Nord
(514) 948-6117

CDEC Centre-Sud/
Plateau Mont-Royal
(514) 845-2332

CDEC NDG/CDN
(514) 342-4842

SDE Rivière-des-Prairies/
Pointe-aux-Trembles
(514) 494-2606

CLD Mont-Royal/Outremont
(514) 495-7446

CLD de l'Ouest de l'Île
(514) 694-0260

CLD Verdun
(514) 362-0177

CLD de Lachine
(514) 634-3471

CLD de Lasalle
(514) 367-1490

OUTAOUAIS, ABITIBI-TÉMIS

If necessary, the resources listed here can refer you to others.

General references

Communication-Québec
1-800-363-1363
Services for the deaf
and hearing impaired
1-800-361-9596
www.gouv.qc.ca

Emploi-Québec
1-888-367-5647
www.emploi.quebec.net

Ministère de l'Éducation
www.meq.gouv.qc.ca

Service régional d'admission du
Montréal métropolitain (SRAM)
(514) 271-2454 (collect calls
accepted from outside Montréal)
www.sram.qc.ca

Service régional d'admission
au collégial de Québec (SRAQ)
www.sraq.qc.ca

Service régional d'admission
des cégeps du Saguenay-
Lac-Saint-Jean (SRAS)
www.sras.qc.ca

Ministère du Revenu
1-800-267-6299
www.revenu.gouv.qc.ca

Commission des normes
du travail
1-800-265-1414
www.cnt.gouv.qc.ca

Ministère du Travail
www.travail.gouv.qc.ca

Ministère des Relations avec
les citoyens et de l'Immigration
www.immigration-quebec.gouv.qc.ca

Ordre des conseillers et
conseillères d'orientation et
des psycho-éducateurs et
psycho-éducatrices du Québec
www.orientation.qc.ca

Ordre des conseillers en
ressources humaines et en
relations industrielles agréés
du Québec
1-800-214-1609
www.portail-rhri.com

Ordre des psychologues
du Québec
1-800-363-2644
www.ordrepsy.qc.ca

Regional resources

Communication-Québec

www.outaouais.gouv.qc.ca
www.abitibitemiscamingue.gouv.qc.ca

Commission des normes du travail

Outaouais

Hull
(819) 772-3019 or
1-800-268-3019

Abitibi-Témiscamingue

Rouyn-Noranda
(819) 763-3200 or
1-800-565-9202

Centres locaux d'emploi

Outaouais

CLE d'Aylmer
1-800-567-9678

CLE de Buckingham
1-800-567-9694

CLE de Campbell's Bay
1-800-567-9685

CLE de Gatineau
1-877-767-8773
(819) 568-6500

CLE de Hull
(819) 772-3502

CLE de Papineauville
1-877-639-0739

CLE de Maniwaki
1-800-567-9209

Abitibi-Témiscamingue

CLE d'Amos
1-800-567-6507

CLE de La Sarre
(819) 339-7901
(collect calls accepted)

CLE de Rouyn-Noranda
1-800-263-9583

CLE de Senneterre
1-800-363-2258



CAMINGUE, NORD-DU-QUÉBEC

CLE de Val-d'Or
1-877-229-0538

CLE de Ville-Marie
1-800-463-3931

Nord-du-Québec

CLE de la Baie-James
Chibougamau
1 866 722-7354
Lebel-sur-Quévillon
(819) 755-3801
La Sarre
(819) 339-7901
Matagami
(819) 739-6000

CLE d'Inukjuak
Inukjuak
(819) 254-8760
Kuujuarapik (Inuit)
(819) 929-3552
Ivujivik
(819) 922-3328
Kuujuarapik (Cree)
(819) 929-3325
Nemaska
(819) 673-2512

CLE de Kuujuaq
Kuujuaq
1-800-964-2961
Kangisualujuaq
(819) 337-5204
Kangisujuaq
(819) 338-3327
Kangirsuk
(819) 935-4406
Salluit
(819) 255-8954
Tasiujaq
(819) 633-5249

CLE de Chisasibi
1-800-567-4385

Clubs de recherche d'emploi

Club de recherche d'emploi
La Relance Outaouais
www.larelance.ca
Hull
(819) 770-6444

Carrefours Jeunesse-emploi

Outaouais

CJE de l'Outaouais
(819) 561-7712

CJE Papineau
(819) 986-5248

CJE du Pontiac
(819) 648-5065

CJE Vallée de la Gatineau
(819) 441-1165

Abitibi-Témiscamingue

CJE d'Abitibi-Est
Val-d'Or (819) 825-5627
Malartic (819) 757-4141
Senneterre (819) 737-2258

CJE de la MRC d'Abitibi-Ouest
(819) 333-1110

CJE de la région d'Amos
(819) 732-8739

CJE de la MRC Rouyn-Noranda
(819) 762-0715

CJE du Témiscamingue
(819) 622-2538

Nord-du-Québec

CJE de la Jamésie
(418) 748-1131

MEQ

Outaouais

Direction générale
(819) 772-3382

Abitibi-Témiscamingue

Direction générale
(819) 763-3001

School Boards Outaouais

Western Québec School Board
(819) 684-2336
1-800-363-9111

CS au Coeur-des-Vallées
(819) 986-8514

CS des Draveurs
(819) 663-9221

CS des Hauts-Bois-
de-l'Outaouais
(819) 449-7866

CS des Portages-de-l'Outaouais
(819) 771-4548

Abitibi-Témiscamingue

CS de l'Or-et-des-Bois
(819) 825-4220

CS de Rouyn-Noranda
(819) 762-8161

CS du Lac-Abitibi
(819) 333-5411

CS du Lac-Témiscamingue
(819) 629-2472

CS Harricana
(819) 732-6561

Nord-du-Québec

CS de la Baie-James
(418) 748-7621

CS Crie
(418) 923-3347

CS Kativik
(514) 482-8220

Carrefour d'intégration pour les immigrants

Gatineau
(819) 246-3345 or
1-888-295-9095

Centres locaux de développement

Outaouais

CLD de la Vallée-de-la-Gatineau
Maniwaki
(819) 449-7649

CLD des Collines-de-l'Outaouais
La Pêche
(819) 456-2121

CLD du Pontiac
Campbell's Bay
(819) 648-5217

CLD Papineau
Montebello
(819) 423-5491

CLD de Gatineau
Hull
(819) 595-4050

Abitibi-Témiscamingue

CLD Abitibi
Amos
(819) 732-6918

CLD de la MRC Rouyn-Noranda
Rouyn-Noranda
(819) 797-7142

CLD de la Vallée-de-l'Or
Val-d'Or
(819) 874-4717

CLD du Témiscamingue
Ville-Marie
(819) 629-3355

CLD d'Abitibi-Ouest
La Sarre
(819) 333-2214

Nord-du-Québec

CLD Katujiniq
Kuujuaq
(819) 964-2035

CLD de la Baie-James
Matagami
(819) 739-4111 or
1-800-516-4111