



# Getting Settled



## First Experiences

Preparing for when you first arrive can make the adjustment process smoother and help you manage your emotions and get your bearings.

### Adjusting to a new environment

Being in a new environment can be unsettling and confusing. Differences in behaviour, social norms and even food can make the adjustment more difficult than expected.

Experiencing hardship when you arrive in a new country is common and can be overcome.

To find out more about these phases, see [the chart on the phases of adaptation](#) (p. 35).

"When I arrived, I hoped to find a job as an engineer right away, but then the reality of the situation hit me. I was frustrated and stressed, and the bills were piling up. Friends who had already been here for a long time told me to improve my French, adjust my CV and consult an employment integration organization. I was able to find a job outside my field, which gave me my first experience in Québec. I learned the importance of keeping an open mind and asking for help."

**Carlos**, economic immigrant from Colombia



### Did you know?

- **For the first 6 months**, you have the right to receive public services in a language other than French.
- Interpreting and translation services are offered in some regions. You may have to wait. Institutions must inform you that a free and confidential interpreter is available.
- **After 6 months**, public organizations must assess your needs and provide services in French, except in health care and public safety.
- You cannot be denied **emergency or health services** because of the language you speak.
- Speaking French can give public service employees (for example, in the health and social services sector) a better understanding of your needs.

### Notes

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## Getting through the airport: what to expect

Here is some practical information to cross the border without any issues.



- R** MIFI agents will meet you when you get off the airplane and can guide you through the next steps.

**YUL** Aéroport International Montréal-Trudeau

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### Customs and immigration declaration

- The declaration is available in multiple languages.
- Option 1: up to 72 hours before your flight, you can fill out a declaration in advance using the ArriveCAN mobile app.
- Option 2: kiosks are available at the airport to fill out the declaration, and agents can help you.

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### Presenting immigration documents

- Keep your passport and your documents (CSQ, CAQ, work permit or study permit confirmation) readily available.
- Present your documents to the border services officers.

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### Receiving official documents

- At customs, you will receive your immigration documents (work or study permit, etc.).

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### Checked baggage

- Check the signs for the baggage carousel number for your flight.
- Collect your bags and check that everything is in order.
- Are your bags lost or delayed? Visit the luggage claim service counter (arrivals level, gate 28).

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### Transportation

- Paid options: bus, taxi, carpooling, shuttle to some hotels.
- If your destination is not Montréal, check how to get there before you leave.
- Your host organization authorized by the MIFI or your sponsor will let you know about transportation arrangements before you arrive.

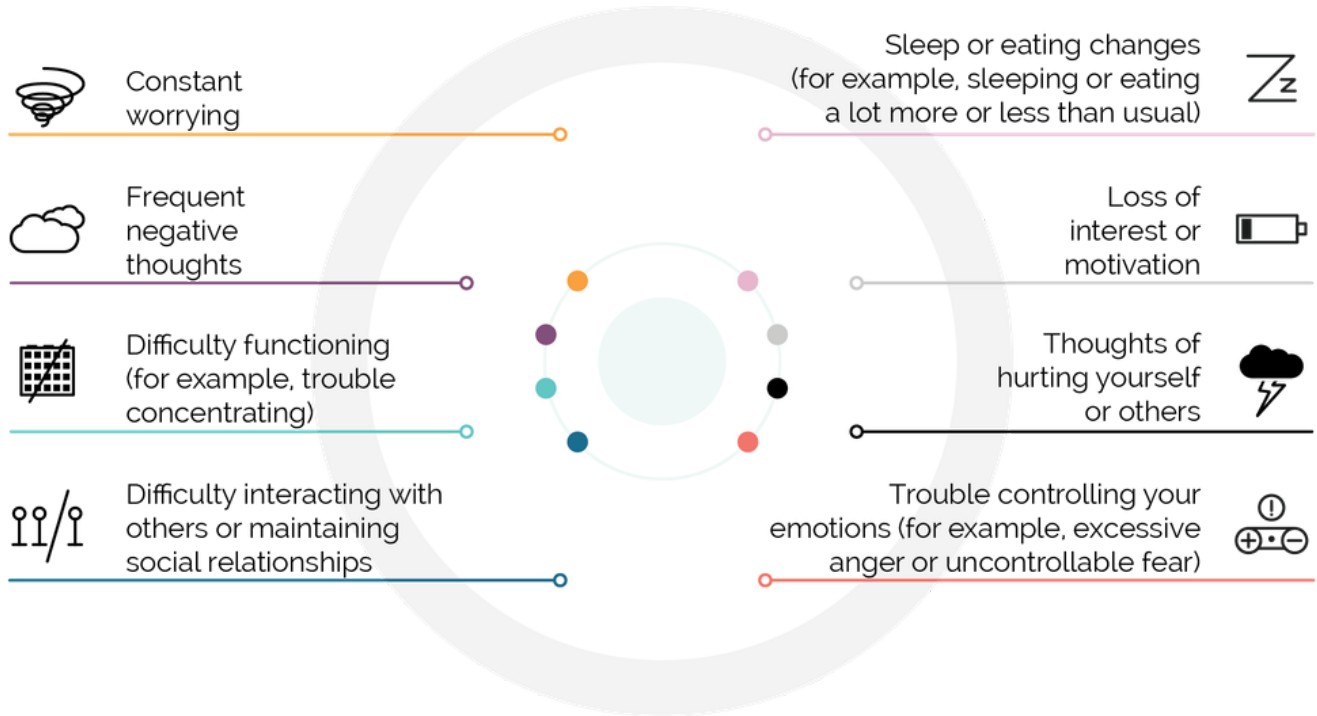
### MIFI Reception Service

- Offered from noon to midnight, only at Montréal-Trudeau international airport.
- Follow the blue stickers on the ground to the "Immigration Québec" area.
- Information about the services offered by MIFI and community organizations to make your settling in easier.

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## Signs of stress or depression to watch for



This list is for reference only. The signs can change over time and based on your experiences.

Talk to someone you know or a health and social services professional if:

- You are showing signs of stress or depression
- Your condition is affecting your daily life (your job, studies, family responsibilities, etc.)
- What you are experiencing is very intense or is not going away
- You are concerned about someone you know.

Don't wait until the situation gets worse to ask for support. Free and confidential resources are available 24/7.

To find out more, see **Mental health help and support resources** (p. 24).

## Notes

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# Resources available to newcomers

Using free support services can make it easier to get settled in Québec.

## Where to start?

These two resources can help you get started with the installation process.

Your family in Québec can also be a great help upon arrival.

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### Accompagnement Québec

- Free and personalized public service for immigrants and refugees
- Accessible abroad and throughout Québec
- Access to an integration assistance agent from the MIFI
- Needs assessment (settling in, recognition of skills, employment, French classes, immigration, etc.)
- Personalized action plan
- Support the specific needs of sponsored refugees
- <https://www.quebec.ca/en/immigration/integration-service-for-immigrants>

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### Community organizations offering support to immigrants and refugees

- Free community services for immigrants and refugees
- Information to help you settle in in (RAMQ, SIN, driver's license, daycare registration, finding housing, etc.)
- Referrals to appropriate resources (employment, housing, health, education, etc.)
- Information on Québec society
- Intercultural exchange program
- <https://www.quebec.ca/en/immigration/partners> (select the filter "Accueil, installation, intégration, renseignement et référence")
- <https://www.quebec.ca/en/immigration/partners> (select the filter "installation et accompagnement des personnes réfugiées prises en charge par l'État")

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## Practical tips

Find useful information to start settling in and recognize risky situation on the toolkit website:

<https://infobienetre.ca/en/arriving/#practical-tips>



| Government-assisted refugees                                                                                                                                | Privately sponsored refugees                                                                                                                                              |
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| <p>The MIFI has authorized a host organization to support you in your settlement process.</p> <p>This includes temporary accommodation when you arrive.</p> | <p>Your sponsor agreed to support you for your first year in Québec.</p> <p>Among other responsibilities, they must find suitable housing for you and cover the rent.</p> |

Physical health and wellness assessment

When you arrive, your host organization authorized by the MIFI or your sponsor is responsible for making an appointment for you.

Entirely voluntary and free, this assessment:

- Gives you a better idea of your health and your family's health
- Allows you to get referrals to services that support your physical and mental well-being.

Your assessment is done at two appointments:



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|  <p><b>Services offered by your educational institution</b></p> | <ul style="list-style-type: none"><li>• Orientation activities (opportunity to meet students and teaching staff in your program, campus tour, and information on available services)</li><li>• Social activities that allow you to meet students and learn about Québec society</li><li>• Immigration advice (study permit, medical insurance, etc.)</li><li>• Information on scholarships for international students</li></ul> |
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- Services for TFWs in the agricultural and food processing sector
- Reception at the airport, guidance and mental health and legal support
- Phone and chat
- WhatsApp : 514 415-8077
- Montréal, Québec and Laval: 1 514 415-8077
- Québec and Chaudière-Appalaches: 1 581 849-7941
- Saguenay-Lac-Saint-Jean: 1 581 574-8174
- <https://rattmag.org/services/>



- Information, support and activities for TFWs
- French, English and Spanish
- 1 888 454-3998
- WhatsApp : 438 543-5062, 438 378-5152
- <https://www.infotetquebec.com/>
- Downloadable information guide in French/English, French/Spanish and French/Tagalog: <https://www.infotetquebec.com/guide/>

