



# Welcome Kit

for Newcomers  
to Charlevoix



ESPAÑOL



FRANÇAIS



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# Welcome Message

Dear Newcomers,

Welcome to the Charlevoix region, a land rich in nature, culture, and diversity. We are delighted to welcome you and to help you discover the attractions, services, and opportunities our region has to offer.

We have prepared this welcome kit for you, containing useful and practical information to ease your settlement and integration. Inside, you will find details about administrative procedures, available resources, local activities, and partner organizations.

This welcome kit is the result of a collaboration between several organizations committed to offering you a warm and personalized reception. We are here to guide, support, and assist you throughout your immigration journey.

We hope this kit will be helpful to you and that you will soon feel at home in Charlevoix. We wish you a warm welcome to your new community.

The Welcome Kit Committee

This guide was created and revised in 2025 in collaboration with:

Centre intégré  
universitaire de santé  
et de services sociaux  
de la Capitale-Nationale  
Québec

SANA  
Charlevoix / École-de-Bois  
SERVICE D'ACCUEIL  
NOUVEAUX ARRIVANTS

Québec

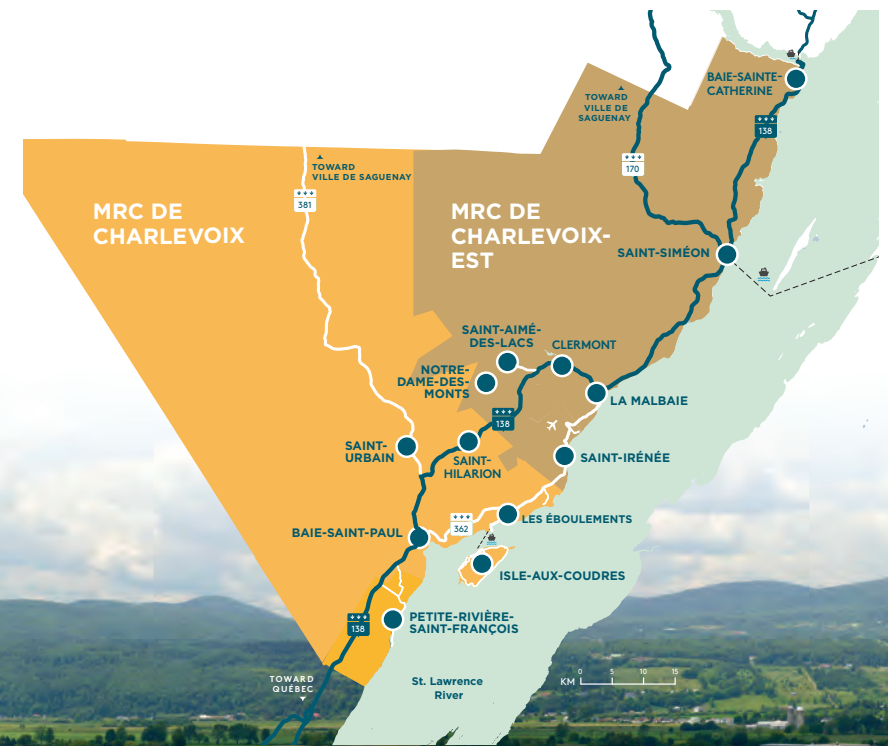


AVISE  
Centre de formation Charlevoix



# The Charlevoix Region

Charlevoix is a region in the Province of Québec located northeast of Québec City, along the shores of the St. Lawrence River. It boasts stunning natural landscapes, rich culture and local heritage, and a wide variety of tourism activities. The region was partially shaped by a meteorite impact. Charlevoix is made up of two regional county municipalities (MRCs), 13 municipalities, and 3 unorganized territories (TNOs). According to Statistics Canada (2021), it is home to 28,780 residents. The Charlevoix region offers diverse landscapes and weather throughout the seasons. It is a vibrant place to live, with much to offer: whale watching, outdoor activities, artists, local products, various sports, festivals, historical landmarks, and much more!





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# Immigration Services



## SANA - Newcomer Welcome Service

The mission of SANA (Service d'accueil des nouveaux arrivants) is to support the settlement and the social and professional integration of all individuals newly arrived in the Charlevoix region.



[cje-appui.qc.ca/service-daccueil-des-nouveaux-arrivants](http://cje-appui.qc.ca/service-daccueil-des-nouveaux-arrivants)



## Accompagnement Québec

*Accompagnement Québec* is a free and personalized service offered to immigrants to support their integration and participation in Québec society in French.

Integration assistance agents from the Ministry of Immigration, Francisation and Integration (MIFI) assess your immediate or future needs and work with you to develop a personalized action plan to guide and support you throughout your integration process.



### A free and personalized service for sponsored refugees

Our integration officers will inform you of your rights and responsibilities as part of a collective sponsorship and will provide you with information about:

#### Settling in to Québec

Housing, health care, social services

#### Learning French

Registering for classes

#### Entering the labour market

Finding a job

### Regular follow-ups to ensure a successful integration

- 2 weeks after your arrival\*
- 3 months after your arrival
- 12 to 15 months after your arrival

Indicate your native language during registration to access interpretation services.

\*Your sponsor should be present at this meeting to learn more about their responsibilities and about *Accompagnement Québec*.

Immigration,  
Francisation  
et Intégration

Québec



**Register today!**  
Ask your sponsor for help.

[Québec.ca/accompagnement-immigrant](http://Quebec.ca/accompagnement-immigrant)

# 2

## Planning Upon Arrival

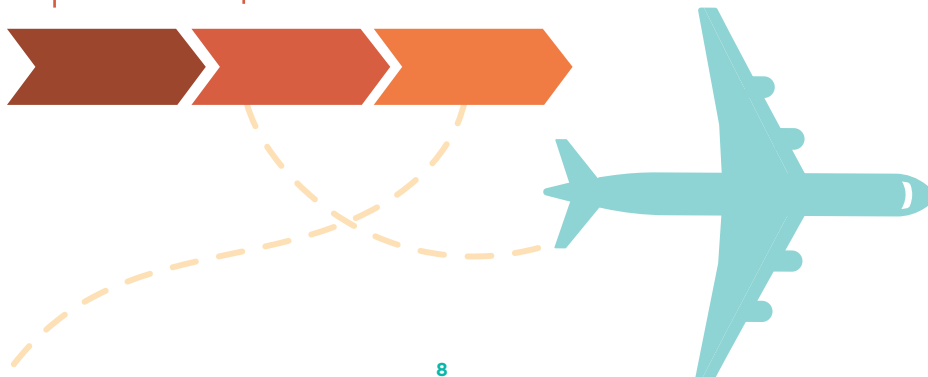
Important Steps to Take During Your First Days in Canada

### In the First Few Days:

- Obtain a Social Insurance Number (SIN);
- Register with the Québec Health Insurance Board (RAMQ), and find out about waiting periods and the necessity of acquiring private health insurance;
- Purchase private health insurance if necessary;
- Open a bank account;
- Register to exchange your driver's license;
- Enroll your children in school and/or daycare.

### After One Year:

- Learn about provincial and federal income taxes and file your tax return



## Social Insurance Number (SIN)



A Social Insurance Number (SIN) is required in order to work legally in Canada. It will be essential from your very first days, as you'll need it to open a bank account and to begin a new job. This number is also used for filing income tax returns, employment insurance, family allowances, and many other government programs.

Obtaining a SIN is a free service. You simply need to go directly to a Service Canada office upon your arrival in Québec.

### FOR THE MRC OF CHARLEVOIX-EST Service Canada Office - La Malbaie

541, rue Saint-Étienne, La Malbaie (QC) G5A 1J3  
Phone: 1 800 622-6232



### FOR THE MRC OF CHARLEVOIX

There is no permanent Service Canada office in Baie-Saint-Paul. However, services are available at:

#### René-Richard Library

9, rue Forget, Baie-Saint-Paul (QC) G3Z 1T4  
Phone: 418 435-5858

Wednesdays, 9:00 a.m. to 12:30 p.m. and 1:00 p.m. to 3:30 p.m.

### Documents required to apply for a SIN:

- The original of an immigration document, such as your work permit or study permit;
- Your passport;
- A valid address and phone number in Québec.

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# Media and Information Sources

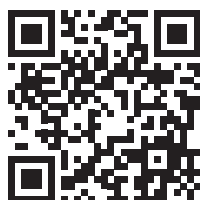


There are various media outlets and information sources that help you stay informed about news and events in the Charlevoix region:

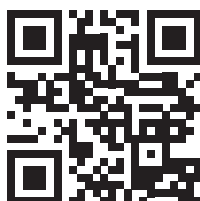


**CharlevoixSocial**

Service Directory



Regional Radio



Le **Charlevoisien**

Digital Media



Regional Television



Community Television



Community Television





# 4 Health



## Québec Health Insurance Board (RAMQ)

RAMQ is the agency responsible for managing Québec's public health insurance plan and prescription drug insurance plan.

*Note:* Eligibility for RAMQ depends on your immigration status.

→ [ramq.gouv.qc.ca/en](https://ramq.gouv.qc.ca/en)



## Private Health Insurance

This type of insurance is intended for people who are not covered by RAMQ. If you are eligible for RAMQ, you will receive your health insurance card for free three months after registering. During this 3-month period, known as the RAMQ waiting period, you must be covered by private health insurance, even if you have group health insurance through your job. Here are some examples of private insurance providers (others are also available):



Travel, health,  
and life insurance

→ [qc.bluecross.ca](https://qc.bluecross.ca)



Integrated Health  
Services

→ [greenshield.ca](https://greenshield.ca)



For you or your  
business

→ [cowangroup.ca](https://cowangroup.ca)

## Prescription Drug Insurance

People aged 18 and over who are staying in Québec temporarily are generally not eligible for the public drug insurance plan, except in certain cases.



# Family Doctor

A family doctor is a general practitioner assigned to you. You can book appointments with your family doctor as needed, which will make accessing healthcare much easier.

As soon as you receive your health insurance card, you should register on the waiting list to get a family doctor who is accepting new patients. Wait times to get a family doctor can vary. For information regarding pregnancies, please refer to page 33 (Section 10).

→ [quebec.ca/en/health/finding-a-resource/quebec-family-doctor-finder](https://quebec.ca/en/health/finding-a-resource/quebec-family-doctor-finder)



# Health Resources in Charlevoix

## MRC of Charlevoix

### HOSPITAL

#### Baie-Saint-Paul Hospital

Phone: 418 435-5150  
88 Racine Street  
Baie-Saint-Paul, QC G3Z 0K3

Centre intégré  
universitaire de santé  
et de services sociaux  
de la Capitale-Nationale  
**Québec**

→ [ciusss-capitalenationale.gouv.qc.ca/a-propos/cucr/charlevoix](https://ciusss-capitalenationale.gouv.qc.ca/a-propos/cucr/charlevoix)

### CLINIC

#### Health Solidarity Cooperative of the MRC de Charlevoix

Phone: 418 435-6310  
Local 201, 975, boul. Mgr-De-Laval  
Baie-Saint-Paul, QC G3Z 2W3

**Walk-in:** Call between 12:00 p.m. and 1:00 p.m.  
to book an appointment for the following day.

→ [coopsantemrccharlevoix.com](https://coopsantemrccharlevoix.com)



### LOCAL COMMUNITY SERVICE CENTRE (CLSC)

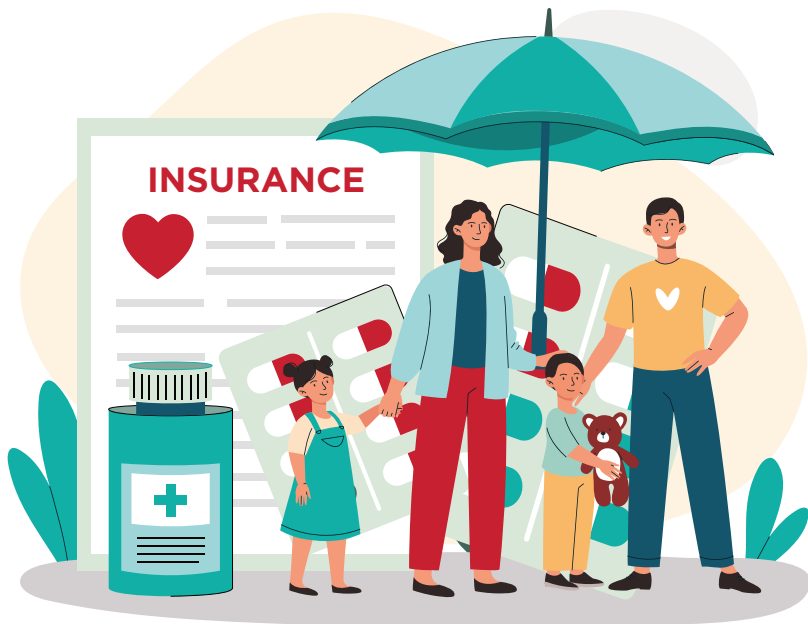
#### CLSC Baie-Saint-Paul

Phone: 418 435-5475  
10 Boivin Street, Baie-Saint-Paul, QC G3Z 1S8

#### CLSC Isle-aux-Coudres

Phone: 418 438-2788  
25 Traverse Road  
Saint-Bernard-sur-Mer, QC G0A 3J0

→ [ciusss-capitalenationale.gouv.qc.ca/en](https://ciusss-capitalenationale.gouv.qc.ca/en)





## MRC of Charlevoix-Est

### HOSPITAL

#### La Malbaie Hospital

Phone: 418 665-1700  
303 Saint-Étienne Street  
La Malbaie, QC G5A 1T1

Centre intégré  
universitaire de santé  
et de services sociaux  
de la Capitale-Nationale  
**Québec**



[ciusss-capitalenationale.gouv.qc.ca/  
a-propos/projets-envergure/lamalbaie](https://ciusss-capitalenationale.gouv.qc.ca/a-propos/projets-envergure/lamalbaie)

### CLINICS

#### Clermont Family Medicine Clinic

Phone: 418 439-3935  
110 Notre-Dame Boulevard, Clermont, QC G4A 1G3

#### La Malbaie Family Medicine Clinic

Phone: 418 665-2366  
515 Saint-Étienne Street, La Malbaie, QC G5A 1W7

**Walk-in:** Call 418 665-2366, option 1, in the morning  
starting at 8:00 a.m. to check for available hours.

### LOCAL COMMUNITY SERVICE CENTRE (CLSC)

#### CLSC Baie Sainte-Catherine

Phone: 418 237-4272  
309 Leclerc Street, Baie-Sainte-Catherine, QC G0T 1A0

#### CLSC La Malbaie

Phone: 418 665-6413  
535 Comporté Boulevard La Malbaie, QC G5A 1S8

#### CLSC Saint-Siméon

Phone: 418 638-2369  
371 Saint-Laurent Street, Saint-Siméon, QC G0T 1X0

**Where to go if you are concerned  
about your health or the health  
of someone close to you**



[ciusss-capitalenationale.gouv.qc.ca/  
en/services/consultation-medecin-infirmiere/  
dispo-pour-vous](https://ciusss-capitalenationale.gouv.qc.ca/en/services/consultation-medecin-infirmiere/dispo-pour-vous)

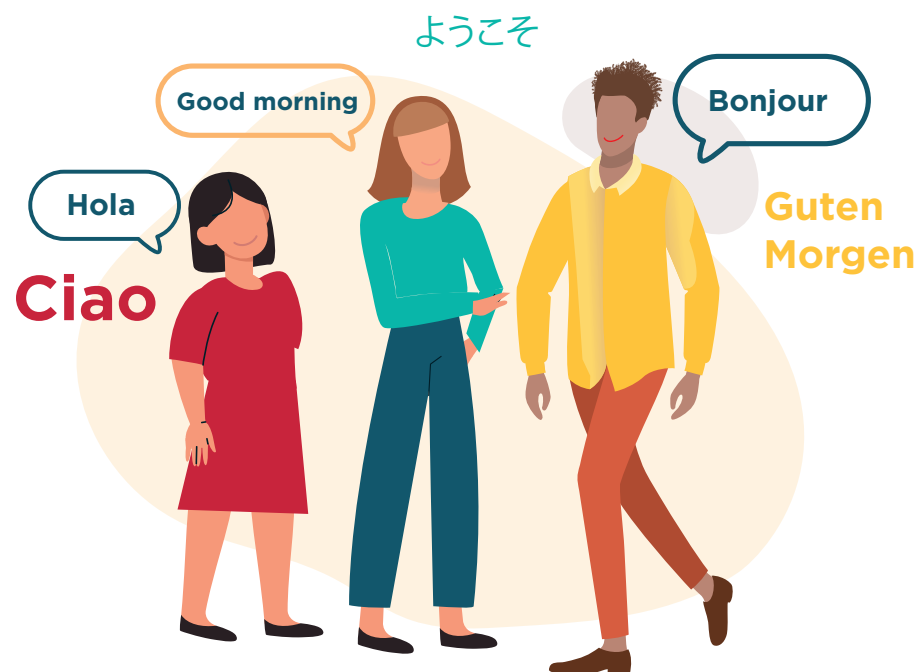


## Medical Interpretation Services

### Interpreter Bank of the Capitale-Nationale Region

The Interpreter Bank of the Capitale-Nationale offers interpretation services within the health and social services network. It allows individuals with limited knowledge of French to access health and social services in their own language.

This service complements other resources already available in both the community and public sectors. Requests for interpreter services must be made by the requesting organization or by someone working for that organization. Interpretation services are free of charge for users, as the costs are covered by the institution.



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# Food, Clothing, and Budget Assistance



## MRC of Charlevoix

### Pro-Santé Community Center Baie-Saint-Paul

Open Monday to Friday, from 8:00 a.m. to 4:00 p.m.



Centre  
Communautaire  
Pro-Santé



### L'Ancre - Isle-aux-Coudres

Open Monday, Tuesday, Wednesday,  
and Friday from 9:00 a.m. to  
4:30 p.m., and Thursday from  
9:00 a.m. to 6:00 p.m.



## MRC of Charlevoix-Est

### SACC

Community Support Service  
of Charlevoix-Est

Open Monday to Friday,  
from 8:30 a.m. to 4:00 p.m.



### Ressourcerie Le SACC Vert

Community Support Service  
of Charlevoix-Est

Open Tuesday to Sunday.



### CJE Ma p'tite fripe La Malbaie

Open Tuesday to Friday,  
from 8:30 a.m. to 4:30 p.m.



### Clothing Counter - Clermont

Open Mondays from 12:30 p.m. to 3:00 p.m., from September  
to June (including holiday Mondays: Thanksgiving, Easter  
Monday, and National Patriots' Day).

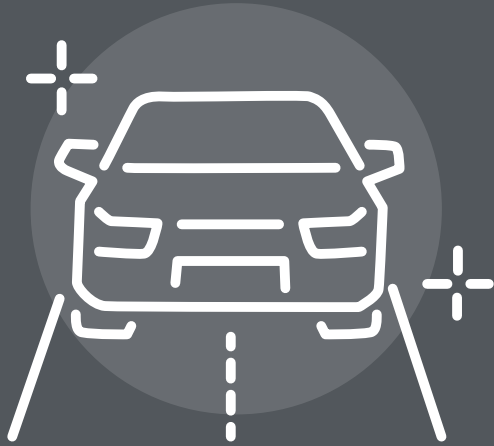
### St. Vincent de Paul Society La Malbaie

Open Mondays from  
1:30 p.m. to 7:00 p.m.



# 6

## Transportation



### Driver's License and Road Rules

#### Driver's License

You may drive a car for the first 6 months after arriving in Québec if you have a valid foreign driver's license. After this 6-month period, you must have a Québec driver's license. It is important to schedule an appointment with the Société de l'assurance automobile du Québec (SAAQ) as soon as you arrive to check whether you are eligible to exchange your foreign license for a Québec one.



→ [saaq.gouv.qc.ca/en/make-appointment](https://saaq.gouv.qc.ca/en/make-appointment)

#### Vehicle Registration

To be allowed to drive on Québec roads, every vehicle owner must register their vehicle with the SAAQ (Société de l'assurance automobile du Québec) and pay the required fees annually. For more information, visit the official website:



→ [saaq.gouv.qc.ca/en/vehicle-registration](https://saaq.gouv.qc.ca/en/vehicle-registration)

#### Important Note

**Both vehicle registration and driver's license fees must be paid every year.**

#### Child Car Seats

The law requires that your child be properly secured in a seat that is appropriate for their weight and height until they are able to safely use a seatbelt. Please note that all car seats have an expiration date. Be very cautious when purchasing a used car seat, make sure it has not expired and has never been involved in an accident.

→ [saaq.gouv.qc.ca/en/road-safety/behaviours/child-safety-seats](https://saaq.gouv.qc.ca/en/road-safety/behaviours/child-safety-seats)



## Winter Driving

In winter, drivers must adapt their driving to weather and road conditions. To ensure everyone's safety, winter tires are mandatory from December 1 to March 15, inclusive.

However, in Charlevoix, especially in more mountainous areas, the first snowfalls often arrive well before December 1. It is therefore recommended to install your winter tires earlier to avoid being caught off guard.



To be compliant, a tire designed for winter driving must have the following symbol on it.



[saaq.gouv.qc.ca/en/road-safety/behaviours/adapting-driving/winter-driving](https://saaq.gouv.qc.ca/en/road-safety/behaviours/adapting-driving/winter-driving)

## Tips to avoid Winter Surprises

**Keep a winter emergency kit** in your vehicle at all times. It should include: a snow brush, ice scraper, windshield washer fluid, shovel, etc.

Before hitting the road, **fully clear your vehicle of ice and snow.**



While driving, **reduce your speed** and keep a safe distance from the vehicle in front of you, especially when visibility is low or roads are slippery.

Even on sunny days, **beware of black ice.**

**Always turn on your parking lights** and low beam headlights when it's dark or cloudy.

If possible, **delay your trip** when road conditions are poor.

## Have you thought about installing your winter tires?



In Charlevoix, snow often arrives before November.



Book an appointment with your nearest mechanic.



Make sure your tires are in good condition.

Not complying can result in a \$300 fine



Winter tires are mandatory from December 1 to March 15.

For more information, visit the official SAAQ website: [saaq.gouv.qc.ca](https://saaq.gouv.qc.ca)



## Public Transportation

### Mobilité Charlevoix

#### Mobilité Charlevoix

For any questions, you can contact Mobilité Charlevoix by phone at 418-400-8080 or by email at [info@mobilitecharlevoix.ca](mailto:info@mobilitecharlevoix.ca).

→ [mobilitecharlevoix.ca](https://mobilitecharlevoix.ca)

#### Important Note

**Carpooling** is a common practice in Charlevoix. It helps to share costs and reduce your ecological footprint. To find ride offers or requests, you can check Facebook groups dedicated to carpooling in the region.



## Workers' Rights

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In Canada, the law protects all workers. It's important to understand your rights while working in Canada.

Here are a few helpful resources:

#### CNESST - Commission on Labour Standards, Pay Equity, and Occupational Health and Safety

CNESST

→ "I am a temporary foreign worker"  
CNESST: [cnesst.gouv.qc.ca/en](https://cnesst.gouv.qc.ca/en)



#### Justice Pro bono

Volunteer lawyers providing free legal support.

Justice  
PRO BONO  
Avocates et avocats bénévoles

→ [justiceprobono.ca/en](https://justiceprobono.ca/en)



#### Service Canada

→ Temporary foreign workers - Your rights are protected: - [Canada.ca](https://Canada.ca)

Service  
Canada



You have the right to contact these offices and visit these websites without anyone's permission. Your employer cannot punish you or deport you for using these resources. This is part of your legal protection as a worker in Canada.

# 8

## Housing



## Rights and Responsibilities

In Québec, both landlords and tenants have rights and responsibilities. In the event of a dispute, cases are handled by the Tribunal administratif du logement (TAL). Here are a few useful resources:

### Tribunal administratif du logement (TAL)

→ [tal.gouv.qc.ca/en](http://tal.gouv.qc.ca/en)



### Éducaloi

Newcomers to Québec

→ [educaloi.qc.ca/en/web-guide/newcomers-quebec](http://educaloi.qc.ca/en/web-guide/newcomers-quebec)



## Finding Housing – Where to Look

To find housing in the region, you have several options:

### SARL

#### ORH of Charlevoix

Phone: 418 435-2850, ext. 1  
sarl@omh.bsp.com



→ [orhmrcc.ca](http://orhmrcc.ca)

#### OMH of Charlevoix-Est

Phone: 418 665-4966  
info@omhce.com



→ **Municipal Housing Office (OMH)**  
**Charlevoix-Est – Charlevoix Social**

You can contact a Housing Search Assistance Service (SARL), a service that helps you find, choose, and settle into housing that meets your needs.







## Logements Charlevoix

An online housing search platform.



**LOGEMENTS  
CHARLEVOIX**

This portal, developed by partner organizations of Charlevoix's Integrated Social Development (DSI), is intended for anyone looking to rent or offer residential housing in the territories of the MRC of Charlevoix and the MRC of Charlevoix-Est. You can also sign up for the notification system to be informed every time a new rental listing is posted.

→ [logementscharlevoix.ca](https://logementscharlevoix.ca)



You can also search on websites like Facebook and Kijiji, where listings are posted by owners and agencies.

## Canada Mortgage and Housing Corporation



[cmhc-schl.gc.ca](https://cmhc-schl.gc.ca)



### Information Guide

Offers a complete guide in multiple languages for newcomers on how to rent a home in Canada and what you need to know (Translated into several languages).



[cmhc-schl.gc.ca/consumers/  
home-buying/newcomers](https://cmhc-schl.gc.ca/consumers/home-buying/newcomers)



## Home Insurance

While not mandatory in Québec, it is strongly recommended to have home insurance or tenant's insurance if you are renting. It protects you in cases of theft, fire, water damage, or civil liability if you cause damage to others. Most insurance companies offer this type of coverage.



### Important Note

If you are planning to move, we recommend using **Canada Post's mail forwarding service**. You can visit the following section for more information:



**Forward mail when you move or relocate**  
**Personal | Canada Post**

To make sure you don't forget anything, use the **Québec Address Change Service (SQCA)** to notify provincial organizations of your new address:



[adresse.gouv.qc.ca/inscrire/  
FormulaireChangementAdresse.aspx?Etape=0&Lng=en](https://adresse.gouv.qc.ca/inscrire/FormulaireChangementAdresse.aspx?Etape=0&Lng=en)

Also notify the **federal government** of your new address:



[canada.ca/en/government/change-address.html](https://canada.ca/en/government/change-address.html)



# 9

## Learning French



### Francisation Québec

If you would like to register for French courses, we invite you to explore the government's official French language learning services through **Francisation Québec**:

→ [quebec.ca/en/education/learn-french](https://quebec.ca/en/education/learn-french)



### French Courses

In Charlevoix, **Avise** – Centre de formation Charlevoix (part of the Charlevoix School Service Centre) is the organization mandated by the Ministry of Immigration, Francisation and Integration (MIFI) to offer French language training. They provide part-time French courses in Baie-Saint-Paul and La Malbaie, adapted to each learner's level, regardless of prior knowledge of French. To be admitted, you must register on the official government platform (see the link on Francisation Québec's website). **Avise** also offers specialized training and French language learning activities in the workplace for newcomers.



→ [aviseformation.ca/francisation-quebec](https://aviseformation.ca/francisation-quebec)

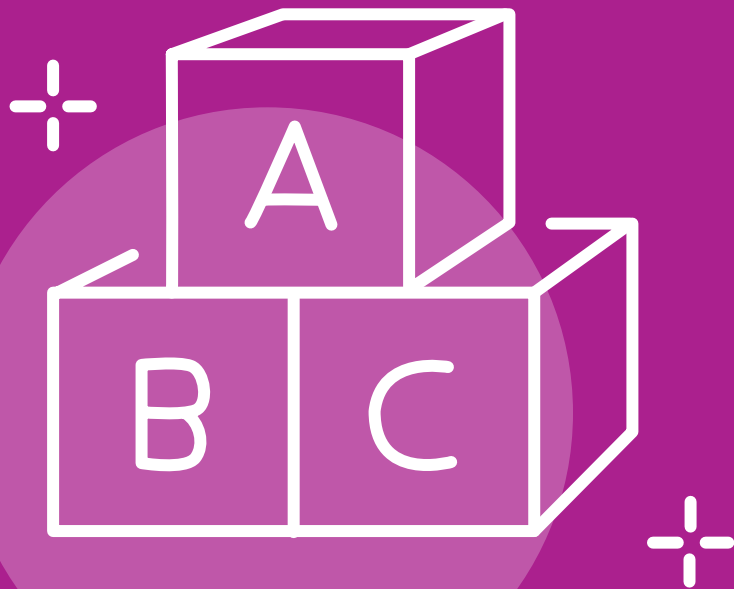
### FAC – Charlevoix Literacy and Learning Services

The Charlevoix Literacy and Learning Center (FAC) offers services to both francophone and non-francophone newcomers who need to improve their basic skills in reading, writing, math, and new technologies. FAC also provides community education workshops on a variety of topics. Finally, a support, referral, and guidance service is available for individuals who have difficulty filling out forms or understanding documents. Free access to the internet and computers is also provided.



→ [formationalphacharlevoix.org](https://formationalphacharlevoix.org)

# 10 Families



## Pregnancy

If you are pregnant and would like support, you can register online at:

→ [Ma grossesse service | Gouvernement du Québec](#)

This gives you access to various support services available in the region, such as nurses, doctors, and nutritionists.

## Québec Parental Insurance Plan (RQAP)

Before your child is born, you can register for the Québec Parental Insurance Plan (QPIP/RQAP) to receive financial assistance during the weeks when you are unable to work due to the birth of your baby. This support can be used up until your child is 18 months old and can cover up to 75% of your salary. The program is flexible, adapts to your needs, and is available for mothers, fathers, or co-parents.

→ [Québec Parental Insurance Plan](#)



## Family Allowances (Financial Support)

In Québec, two types of financial assistance may be provided to you from the birth of your child until they reach adulthood: the Family Allowance (from the Québec government) and the Canada Child Benefit (from the Canadian government). The amounts vary depending on family income.

Family Allowances are managed by Retraite Québec:

→ **Retraite Québec - Online services - Family Allowance**

The Canada Child Benefit (CCB) is administered by the Canada Revenue Agency (CRA):

→ **Canada child benefit (CCB) - Canada.ca**

Access to these two programs may vary depending on your family situation and immigration status:

→ **Retraite Québec - I am a parent who immigrated**

→ **Who can apply - Canada child benefit (CCB) - Canada.ca**

### Good to Know

**Naître et grandir** and **Mieux vivre avec notre enfant** are two free resources recommended by professionals. They provide valuable information about pregnancy, early childhood, and child development in Québec.

→ **Naître et grandir, website and magazine**

→ **From Tiny Tot to Toddler | Institut national de santé publique du Québec**



## Registration for childcare services



The new Government Childcare Registration Portal is the official platform for registering children aged 0 to 5 in early childhood education services across Quebec, as of November 2025. This portal replaces La Place 0-5 and aims to make access to childcare spaces easier while better meeting the needs of families.

**Please note :** at the time this guide was prepared, the website was still in transition, and no additional information was available.

→ **Registration for childcare**

## School Registration

### Charlevoix School Service Centre



For school registrations (preschool elementary, and high school), all the information can be found on the Charlevoix School Service Centre website. However, please note that parents must contact the school directly, either by email or phone, to schedule an appointment for their child's registration. There are also registration deadlines that must be respected.

### Elementary School Admission

→ **Admission et inscription - Centre de services scolaire de Charlevoix**

### High School Admission

→ **Admission et inscription au secondaire - Centre de services scolaire de Charlevoix**

## Summer Day Camps

All municipalities in Charlevoix offer summer day camps for children. For more information, please contact your local municipality directly.



# Finances

## Bank Account and Income Taxes

11



### Opening a Bank Account

Whether you are an immigrant, refugee, student, or temporary foreign worker, you will need a bank account to manage your daily finances. Here are the two financial institutions with branches in the Charlevoix region:

#### Desjardins

Immigrate to Canada



→ [Offers for Newcomers to Canada - Desjardins](#)

#### National Bank

How to open an account as a newcomer to Canada?

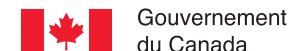


→ [How do I open an account if I'm new to Canada? | National Bank](#)

## Income Tax Filing

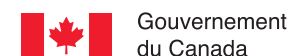
Each year, people living in Canada must file their income tax returns with both the Canada Revenue Agency (CRA) (federal government) and Revenu Québec (provincial government). The deadline to submit your tax return is generally April 30. Here are some helpful tools:

### Understanding Your Taxes



→ [Purpose of taxes - Learn about your taxes - Canada.ca](#)

### Personal Income Tax



→ [Personal income tax - Canada.ca](#)

### Income Tax Return - Revenu Québec



→ [Income Tax Return | Revenu Québec](#)

Local organizations in the region can also help you file your income tax return. Under certain conditions, they may offer free or low-cost assistance. Contact them directly to check your eligibility for support.

#### CIRCCO (MRC of Charlevoix)

3, rue Clarence Gagnon, Room 3, Baie-Saint-Paul  
QC G3Z 1K5 Phone: 418 435-2884



→ [circco.com](#)

#### Charlevoix Volunteer

##### Action Centre (MRC of Charlevoix-Est)

367, rue Saint-Étienne, La Malbaie  
QC G5A 1M3 Phone: 418 665-7567



→ [abcharlevoix.com](#)

# 12 Climate



The Charlevoix region is very popular during the summer season, as it is a highly sought-after tourist destination. You'll notice that the area gets significantly busier in the summer due to the influx of visitors!

## Dressing for the Seasons

**It is important to dress appropriately during the winter season, as temperatures can drop significantly.**

The region offers many activities to help you get familiar with winter life. Here are the essential winter clothing items:

- 1 Winter Hat (Toque or Beanie)
- 2 Neck Warmer or Scarf
- 3 Winter Coat
- 4 Insulated Mittens or Gloves
- 5 Insulated Winter Pants
- 6 Winter Boots



### Special Attention for Babies and Young Children

Because they move less, babies and young children are at higher risk of frostbite. It is especially important to dress them properly from head to toe with suitable winter gear. Once bundled up, they'll be able to enjoy the beautiful winter days right along with you!

## Seasons and Weather

Charlevoix is a stunning region where each season brings unique landscapes and activities. Here's what you can experience throughout the year:

### Spring

As the snow melts and the sun begins to warm the air, it's time to enjoy maple syrup, a sweet Québec specialty. Visit a sugar shack to learn how maple sap is transformed into syrup. You'll witness nature waking up, trees growing green leaves, and flowers blooming. It's like a rebirth of nature after the long winter months.



### Summer

Long, warm days make it perfect for enjoying the outdoors. You can go cycling on Isle-aux-Coudres, an island in the middle of the St. Lawrence River, and admire the views. You can also watch whales near Baie-Sainte-Catherine or explore farmers' markets filled with fresh local products. Children have two months of school break, plenty of time to explore parks, patios, pools, and festivals that bring the region to life.



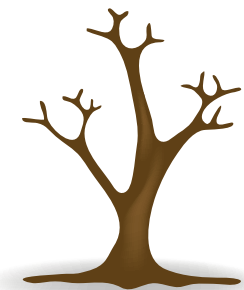
### Fall (Autumn)

This is the season of colors, when the leaves turn brilliant shades of red, orange, and gold. It's the perfect time for hiking in national parks like Hautes-Gorges-de-la-Rivière-Malbaie or Grands-Jardins, where you can discover Charlevoix's unique wildlife and plants. Many sporting and cultural events are organized by local municipalities during this season.



### Winter

When the cold sets in and the snow covers the ground, Charlevoix becomes a winter wonderland. You can go downhill or cross-country skiing at Le Massif de Charlevoix, known for its trails and breathtaking views of the river. You can also visit Mont Grand-Fonds or Les Sources Joyeuses to enjoy a variety of winter sports. Other popular activities include snowmobiling, dog sledding, ice skating, and snowshoeing. Winter can feel challenging, but it also has a lot to offer!



#### Important Note

We recommend subscribing to Environment Canada alerts to receive real-time notifications about severe weather events throughout the year (e.g., snowstorms, extreme cold, heatwaves, freezing rain, heavy rain, or severe thunderstorms).

## Street Snow Removal

During the winter, snow removal operations take place regularly, which may lead to parking restrictions on city streets. Make sure to check your municipality's website for details specific to your area. Be careful, vehicles parked during snow removal may be towed!

### Québec 511

Before hitting the road, it's recommended to check Québec 511 for up-to-date information on road conditions throughout the province.

→ [quebec511.info/en](https://quebec511.info/en)



## Waste and Recycling Sorting

# 13

In Charlevoix, waste is sorted into different bins based on the type of material:



→ **Sorting checklist**

**Check with your municipality to find the collection schedule specific to your area.** You can also access detailed information on how to sort residual materials, recyclables, compostables, and other waste types. For household hazardous waste, bring them to your local ecocentre.

### MRC of Charlevoix

→ Collecte des déchets  
MRC de Charlevoix

### MRC of Charlevoix-Est

→ Matières - Mes collectes

### Mobile App Ça Va où? RECYC-QUÉBEC

Tools to help you sort your waste properly.

→ App mobile Ça Va où? - RECYC-QUÉBEC





# 14

## Emergency Numbers



911

### Emergencies

Ambulance, Fire, Police

811

### OPTION 1 - Info-Santé

For non-urgent health problems

### OPTION 2 - Info-Social

For non-urgent psychosocial issues

1 800 463-5060

Québec Poison Control Centre

1 800 363-9010

SOS Domestic Violence

1 800 668-6868

Kids Help Phone

Bilingual Service

1 866 APPELLE

(1 866 277-3553)

Québec Suicide

Prevention Centre

211

Information and referral  
service for social and community  
resources across Québec



## Settlement-Related Expenses

- ☐ Housing rental
- ☐ Furnishing your home (furniture, appliances, bedding, cookware, etc.)
- ☐ Internet connection
- ☐ Electricity and heating
- ☐ Home and vehicle insurance
- ☐ Phone(s)
- ☐ Warm clothing
- ☐ Purchase of a car or public transit passes
- ☐ Health insurance for yourself and your family
- ☐ Groceries
- ☐ Daycare services
- ☐ School-related fees





# Welcome Kit

for Newcomers  
to Charlevoix

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