

Newcomer's Guide

CFB BAGOTVILLE — 2022 EDITION



BAGOTVILLE MILITARY FAMILY
RESOURCE CENTRE (MFRC)



To contact us:

1775 rue Lucien Lecompte, PO Box 280, Bldg 116, Alouette, QC GOV 1A0

Monday to Thursday: 8:00 a.m. to noon and 1:00 p.m. to 4:00 p.m.

Friday: 8:00 a.m. to 11:45 a.m. and 1:00 p.m. to 4:00 p.m.

Telephone: 418-677-7468

Facebook: [CRFM Bagotville MFRC](#)

Website: www.crfmbagotville.com

Email address: info@crfmbagotville.com

Disclaimer Notice:

The information contained in this document is for informational purposes only. The MFRC does not recommend any particular services. The MFRC will not accept any liability for damage resulting from the use of certain services mentioned in this document. It is everyone's responsibility to conduct research to assess the reliability of the resources.



POSTING PROCESS CHECKLIST

2022 EDITION

WHAT?	WHEN?
BGRS – Register at https://bgrsguide.bgrs.ca/account/login and read relocation policy.	As soon as your posting message is received
Register your children for daycare (families with children)	As soon as your posting message is received
Obtain up-to-date duplicates of all of the following records: school, dental, medical, veterinary, legal and driving (all family members excluding the military).	As soon as your posting message is received
Apply for employment insurance benefits (if applicable to military spouses)	As soon as you receive your record of employment
Contact your home and auto insurance companies to transfer or cancel your insurance policies.	Depending on your moving date
Contact applicable service suppliers (electricity, cable, internet, gas and water) for the end of the service, transfer or connection.	Depending on your moving date

Make an appointment with the various health professionals to renew your prescriptions and check the vaccination cards (all family members excluding the military).	Before leaving
Request to Canada Post for mail forwarding. Contact the people and organizations who need to be informed of your change of address.	Before leaving
Enrol your children in school (families with children)	Upon arrival or during your house-hunting trip
Contact the Bagotville MFRC and Follow the Facebook Page: CRFM Bagotville MFRC .	As soon as possible
Obtain a Quebec health Insurance card from the Régie de l'assurance maladie du Québec (RAMQ) (all family members except the military member)	As soon as you arrive
Apply to the Quebec government for family allowances (families with children).	As soon as you arrive
Perform a mechanical check on your vehicle and register it with the Société de l'assurance automobile du Québec (SAAQ) (all those for whom this applies)	Within 90 days following your arrival
Obtain a Quebec driver's licence from the Société de l'assurance automobile du Québec (SAAQ) (all those for whom this applies)	Within 6 months following your arrival

Benefits and Privileges

Federal, Provincial and Municipal Legislation

Accessible Modes of Transportation in Saguenay

Settling Into Your New Community

- BGRS
- Base Housing Agency
- Houses
- Renting

FOR YOUR MOVE AND
THE COSTS INCURRED

BGRS

The BGRS is the focal point for the logistical, administrative, and financial organization of a military posting. You must register at the address below and read the Integrated Relocation Program Directive.

 www.bgrsguide.bgrs.ca

ABCs of Military Postings

ABCs of Military Postings is a website section that brings together a range of information to help you in making financial, real estate and other aspects of military-related decisions during your move-in or move-out process.

 [ABCs of Military Postings - Canada.ca](http://www.abcsmilitarypostings.ca)

For further information, **you can also** contact the BGRS services Coordinator at your base.

TO FIND YOUR NEW HOME:

Base Housing Agency

Many military family housing accommodations are located in the vicinity of CFB Bagotville.

For further information, visit the Canadian Forces Housing Agency website.

 [Official Website](http://www.cfhahousing.ca)

 418-677-4000, extension 7580

 alfc-cfha.bagotville@forces.gc.ca

Houses

Do you prefer to buy a house in Saguenay? To find out more on the Saguenay real estate market, visit the website below, which centralizes all the home offers:

- <https://www.centris.ca/en>

You can also visit these popular websites:

- Remax: : <https://www.remax-quebec.com/en/index.rmx>
- Via Capitale: <https://www.viacapitalevenu.com/en/>
- Sutton: <https://www.suttonquebec.com/en/>
- Du Proprio: <https://duproprio.com/en>
- Sis maison: <http://sismaison.com/#modal>
- Realtor: <https://www.realtor.ca/en>

For further information, please contact a real estate agent directly. You can also **call us** for a list of **bilingual real estate agents**.

Renting


Searching for an apartment or house can also be an option. Note that generally in Quebec, July 1 is the most popular day to move. However, it is possible to rent an apartment or a house at any time of the year.


In Quebec, there are several options to find your apartment or house for rent:


- Consult the classified ads in daily newspapers (local or national) or their websites.
- Consult Facebook sales and rental groups.
- Exploring the streets, in search of *For Rent* signs.
- Visit classified ad websites:
 - Kijiji: <http://kijiji.ca>
 - LesPAC: www.lespac.com
 - Kangalou: www.kangalou.com/en/
 - Louer.com: www.louer.com
 - Craigslist: <http://craigslist.ca>
 - LogisQuébec: <http://www.logisquebec.com>


If necessary, for any questions, refer to the Tribunal administratif du logement (Administrative Housing Tribunal).  <https://www.tal.gouv.qc.ca/en>

CONTACT US :

 418-677-7468

 info@crfmbagotville.com

 CRFM Bagotville MFRC

 1775, rue Lucien Lecompte,
P.O. Box 280, Bldg. 116,
Alouette (Québec)
GOV 1A

Service Providers

In Quebec, service providers may vary from those of other Canadian provinces.


Here are a few links that you may find useful as you settle into your new home.

Electricity

Hydro-Québec

Hydro-Québec is the main supplier in the region. If you have not been a customer of Hydro-Québec or another electricity distribution network in Quebec in the past five years, you must complete the online contract request form.

To request your subscription online:


 <https://www.hydroquebec.com/residential/customer-space/moving/become-a-customer.html>

Hydro-Jonquière

The second supplier is Hydro-Jonquière. This supplier only covers the Jonquière District. To subscribe:

Hydro-Jonquière

1710, rue Sainte-Famille,
Jonquière, Qc G7X 9C2

 418-698-3370

 <https://ville.saguenay.ca/services-aux-citoyens/hydro-jonquiere>

Cable, Telephone, and Internet Providers

There are many of them in the region. Here are the most popular companies:

- Bell Canada
- Vidéotron
- DERYtelecom (La Baie Borough)

Garbage, Recyclables, and Organic

Materials

For more information relating to the various collections throughout the territory of Ville de Saguenay, such as schedules, please consult the "Environment" section of the city's website:

 <https://ville.saguenay.ca/services-aux-citoyens/environnement>

Domestic waste

It is mandatory to put your garbage at the curb, in a rolling bin that meets the following criteria:

- Colour: black, grey, or green
- Made of plastic and fitted with wheels, handles, a hinged cover, and a "European" or "universal" grip for mechanized collection;
- Capacity: 240 or 360 litres

Fees for wheeled garbage bins must be paid by the occupant or landlord as the case may be and the internal agreement (lease or other).

Green, grey, or black wheeled garbage bins are available in most stores, including hardware stores.

Recyclables


The blue mobile bin must only be used to for recyclables. This bin belongs to the City of Saguenay. It must not be altered, painted, or used for other purposes. If you move out, you must leave it to the next occupant.


Organic Materials


Beginning in the fall of 2022, Ville Saguenay will collect organic materials. All residences should have received a brown bin and a mini kitchen bin during the summer of 2022.


Note that only brown paper bags are accepted in the brown bins. All types of plastic bags (compostable, oxo-biodegradable or biodegradable), even if certified, are prohibited.

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Accessible Modes of Transportation in Saguenay

Société de Transport du Saguenay (STS) – Transit buses

In Saguenay, it is important to note that the public transit system is reduced compared to large urban centres. The city's public transit service is managed by the Société de transport du Saguenay (STS), which serves the following municipalities: Chicoutimi, Jonquière, La Baie, Saint-Fulgence, L'Ange-de-la-Barbe and Saint-Honoré.

For more information on schedules, circuits, rates and adapted transportation, please visit the STS website at:

<https://sts.saguenay.ca>

Taxi

Here are the current rates for a taxi service:

COMPONENT	RATE
Starting Rate	\$4.55
Rate per kilometre travelled with the client	\$1.75 per kilometre
Rate per minute of waiting time	\$0.65 per minute (\$39 per hour)

- Chicoutimi – Taxis Unis: 418-543-3868
- Jonquière – Taxi Diamond: 418-547-2121
- La Baie – Taxi 2151: 418-544-2151

Carpooling

For long-distance trips across the Saguenay-Lac-Saint-Jean region, or elsewhere in Quebec, you can register with Kangaride to carpool at : <https://www.kangaride.com/>

A carpool home-to-work commuting platform is now available online, on

Kangaride. Visit: <https://local.kangaride.com/>

You can also consult carpooling Facebook groups.

Intercar

Intercar is an intercity service carrier that also offers bus and coach rental services. Visit: <https://intercar.ca/>

Intercar Chicoutimi 55 rue Racine Est
Intercar Jonquière 2249 rue Saint-Hubert
Chicoutimi (Québec) Jonquière(Québec)

☎ 418-549-2463 ☎ 418 547-2167

Railway Stations

From Jonquière, you can go to many places in Canada.

VIA Rail – Gare de Jonquière
2439 rue Saint-Dominique
Jonquière (Québec)

☎ 1-888-842-7245
<https://www.viarail.ca/en>

Airport

Saguenay is home to the Saguenay-Bagotville Airport, the main access point for the Saguenay–Lac-Saint-Jean region. This airport offers a variety of domestic and international flights. To consult schedules and rates, visit:

<http://aeroport.saguenay.ca>
☎ 418-677-2651

Childcare Centres

The Quebec childcare system offers a variety of options.

The sooner you enrol your children, the better your chances are to find a childcare space.

You can do this during pregnancy or as soon as you receive your posting message. You can also call the daycare centre directly to ensure that that your record is received.



SUBSIDIZED CHILD CARE ENVIRONMENT

- Childcare Centre (CPE)
- Daycare centres
- Licensed Home Daycare

UNSUBSIDIZED CHILD CARE ENVIRONMENT

- Private daycare centre
- Private family childcare

Pricing

In the case of **subsidized child care**, you will pay \$8.70 per day per child.

In **unsubsidized child care**, the cost is at the regular rate (\$35 and more). You will receive a tax credit to offset the overpayment, based on your family income.

You can also ask for monthly advance payments of the childcare tax credit.

If you are registered for prepayments and are posted out of Quebec before the end of the fiscal year, you will have to repay the prepayments received from Quebec, since you will be filing income tax return in another Canadian province. For further information on pricing:

<https://www.mfa.gouv.qc.ca/en/Pages/index.aspx>

Calculate your daily net cost of childcare expenses using the tool provided by the Government of Quebec:

<http://www.budget.finances.gouv.qc.ca/budget/outils/garde-net-en.asp>

LA PLACE 0-5

www.laplace05.com

La Place 0-5 is the only access counter to recognized childcare services in Quebec for your 0-5-year-olds. A Web platform designed to facilitate the search for a place in a daycare centre, in a CPE (Centre for Early Childhood–CEC) or in a recognized family setting.

As a military family, you are granted a certain priority for the CPE Alouette located in the family quarter of the Base. The Alouette CPE must be selected when registering on La Place 0-5 if desired. You must indicate that this is the CPE available at your work place.

☎ CPE Alouette: 418-677-4000, extension 7048

To Help You

Here are some resources to help you in your search for childcare service:

[La Place 0-5](#)

This site is the only access portal for registering on the waiting list to find a place in a daycare recognized by the Quebec Government.

[Garderie disponible Saguenay/ Lac-St-Jean \(Facebook\)](#)

From this Facebook group you can send out a call to check if there are places available based on the age of your children and area you live in.

[Regroupement des garderies et services de garde — Saguenay \(Facebook\)](#)


From this Facebook page, you can send out a call to check if there are places available based on the age of your children and area you live in.

[Liste des Centres de la petite enfance et des garderies du Saguenay - Ministère de la Famille](#)

This list provides you with a list of daycare and childcare centres in your area that you can call to find out if there are places available to register for La Place 0-5.

[Liste des bureaux coordonnateurs pour les milieux familiaux — Ministère de la Famille](#)


Communicate with the coordinating offices in the region will enable you to know the available childcare places under the Ministère de la Famille jurisdiction.

 [La Baie](#) - Bureau coordonnateur mini-monde: <https://www.mini-monde.com/>

 [Chicoutimi](#) - Bureau coordonnateur de la petite enfance: <https://www.cpebcdeslutins.com/>

 [Alma](#) - Centre de la petite enfance la Bambinerie: <https://www.cpelabambinerie.com/>

Address your concerns to our Member of Parliament, Ms. Andrée Laforest:

 By phone: 418 543-7797

 [E-mail](#)

TIP: some daycare facilities offer part-time places. It is easier to get in by accepting these places since the child then becomes priority for a full-time place.

SUBSIDIZED DAYCARES

CPEs offer places at a single rate (\$8.70 per day, per child).

Childcare Centre (CPE)

- A Childcare Centre (CPE) is a non-profit childcare service or a cooperative.
- A CPE has a Board of Directors; at least two thirds of whom are parents whose children attend or will attend the CPE.
- Each of these facilities can accommodate a maximum of 80 children from 0 to 5 years old.
- Services can be offered full-time, part-time or on an atypical schedule.

Daycare centres

- Daycare centres are for-profit enterprises run by a natural or legal person.
- Each daycare centre can accommodate a maximum of 80 children from 0 to 5 years old.
- Services can be offered full-time, part-time, or on an atypical schedule.

Licensed Home Daycare

- This service is offered in a private residence run by a daycare manager (RSG).
- This service is subject to regular inspections and must comply with the regulations and laws of the coordinating office of the region in which it is located.
- Contact information for recognized family environments can be found on La Place 0-5 website. It is up to you to contact them.

UNSUBSIDIZED CHILDCARE

The childcare service can determine its own daily rate (generally \$35 and more per day).

Private Daycare Centre

- Daycare centres are for-profit enterprises run by a natural or legal person.
- Each of these facilities can accommodate a maximum of 80 children from 0 to 5 years old.
- Services can be offered full-time, part-time, or on an atypical schedule.

Private Home Daycare

- This service is a private residence and is not subject to any specific law.
- Home daycare services have their own waiting list. You must therefore join them directly.

Education and Training

DESCRIPTION OF THE QUEBEC EDUCATION SYSTEM

In the province of Quebec, educational services are secular and you will find public and private institutions.

School attendance is mandatory for all children aged 6 and 16 years old. In Quebec, the school system public and private sectors include preschool, elementary and high-school education, general and vocational education at the secondary level. For further information on the Quebec education system, please visit [ministère de l'Éducation](#).

Apart from university education, educational services are free of charge for Quebec residents, although the government does provide financial assistance to students in the form of [loans and bursaries](#).

Private Schools

In Saguenay, there are three private schools, all located in the Chicoutimi District:

Preschool and Elementary

- [École trilingue Vision Saguenay](#): English and French are the languages taught as native languages. Spanish is taught as a second language.
- [ÉcolACTion de Chicoutimi](#): school transportation is not available.

Secondary

- [Séminaire de Chicoutimi](#)

Special projects and programs

Some institutions offer special educational programs, both at the elementary and secondary levels. From intensive English, to sports or artistic concentrations, several options are available for your children.

Please visit [Central Québec School Board](#) regarding Riverside Regional School.

To learn more, please visit [Centre de services scolaire des Rives-du-Saguenay](#) or [Centre de services scolaire de La Jonquière](#).

Neighbourhood French Schools

In the public sector, students who study in French school are divided among schools according to the neighbourhood in which they live.

The [Au Millénaire](#) project at Médéric-Gravel school, in La Baie provides access to trilingual public education for your children, regardless of where you live on the Centre de services scolaire des Rives-du-Saguenay territory.

Centre de services scolaire des Rives-du-Saguenay

Sectors: Alouette, Chicoutimi, La Baie, Laterrière, Saint-Honoré

<http://www.crsaguenay.qc.ca/>

418-698-5000

Centre de services scolaire De La Jonquière

Sectors: Kénogami, Larouche, Jonquière, Saint-Ambroise

<http://www.csjonquiere.qc.ca/>

418-542-7551

Education in English

It is possible for dependent children of members of the Canadian Forces to attend English schools. To do so, an affidavit from the employer is provided as a temporary authorization for the duration of the stay. For more information or to find out if your children are eligible for English education, please contact:

Josée Bergeron,
Financial and Administrative Officer, CFB Bagotville

418-677-4000, extension 7486

Only one school service centre can provide English education in Saguenay: Central Québec School Board. The [Riverside Regional School](#) offers elementary and secondary instruction in English. This school is located in Jonquière.

Elementary and secondary education

		PRIVATE SECTOR		PUBLIC SECTOR	
		ENGLISH	ENGLISH	ENGLISH	ENGLISH
PRESCHOOL	Preschool (4-Years Old)				C.S. des Rives-du-Saguenay C.S. De la Jonquière
	PRESCHOOL (5-Years Old)	École trilingue Vision	École trilingue Vision ÉcolACTion	C.S. des Rives-du-Saguenay (École Médéric-Gravel)	C.S. des Rives-du-Saguenay C.S. De la Jonquière
ELEMENTARY	Grades 1 to 6	École trilingue Vision	École trilingue Vision ÉcolACTion	Central Quebec School Board (Riverside School) C.S. des Rives-du-Saguenay (École Médéric-Gravel)	C.S. des Rives-du-Saguenay C.S. De la Jonquière
SECONDARY (High School Diploma – DES)	Secondary 1 to 5		Séminaire de Chicoutimi	Central Quebec School Board (Riverside School)	C.S. des Rives-du-Saguenay C.S. De la Jonquière

Professional and post-secondary education

PROFESSIONAL (Vocational Studies Diploma—DEP, ASP and AEP) <i>*Minimum completion of secondary 3-4 or 5 is mandatory depending on the DEP chosen.</i>	Duration varies depending on the program and the diploma. https://www.admissionfp.com/programmes-et-formations https://www.quebecmetiersdavenir.com/la-formation-professionnelle-au-quebec/	Centre de Formation professionnelle (CFP) of Centre de services scolaire de Jonquière: https://www.csjonquiere.qc.ca/cfpj/ Centre de Formation professionnelle (CFP) of Centre de services scolaire de Jonquière: https://www.csjonquiere.qc.ca/cfpj/
GENERAL ADULT EDUCATION	Duration varies depending on your needs.	Centre de formation générale des adultes De La Jonquière : https://www2.csjonquiere.qc.ca/cfga/a Centre de formation générale des adultes des-Rives-du-Saguenay : http://cfga-saguenay.ca/
COLLEGE (Attestation of College Studies—AEC) (College Diploma – DEC)	AEC— Attestation: 6 to 18 months DEC—Technical: 3-Year study programs DEC—Pre-university: 2-Year study programs	Cégep de Chicoutimi: https://cchic.ca/ Cégep de Jonquière: https://www.cegepjonquiere.ca/
UNIVERSITY (Certificate—Bachelor’s degree— Master’s degree—Doctorate or Ph.D.)	Duration varies depending on the program and the diploma.	Université du Québec à Chicoutimi: https://www.uqac.ca/ Université Téléq (distance education) : https://www.telug.ca/site/en/

Health Care Coverage in Quebec


The residents of our province are covered by the *Régie de l'assurance maladie du Québec* (RAMQ).

All civilians entitled to free health care.

Régie d'assurance maladie du Québec (RAMQ)

From Quebec

You must inform the RAMQ when you move, whether in Quebec or outside of the province. Your address and that of your children, if applicable, must be kept up to date when you are covered by the Quebec health insurance plan. You can do this by visiting:

 [Service québécois de changement d'adresse \(SQCA\)](http://www.sqca.gouv.qc.ca)

From another province

All the military personnel coming from another province are required to register their dependents with the RAMQ. It should be noted that military families can subscribe to health insurance as soon as they are settled in Quebec.


When a Canadian Forces member is posted to Quebec from another Canadian province or territory, their family members (spouse and children) with a status allowing them to settle, are exempt from the usual 3-month waiting period. Military families are encouraged to identify themselves as such at the time of registration.

To receive health care covered by the RAMQ free of charge, you must present your valid health insurance card each time you need services. To register with the Régie de l'assurance maladie du Québec, you must make an appointment online:

 <https://www.ramq.gouv.qc.ca/en>

You will need to select the information that matches your situation. You can then book your appointment online. An agent will contact you at the time you choose.

For any questions, you can always call the Régie directly at

 1-800-561-9749

Following this call, the Régie will send you your registration form by mail. You will be asked to verify the information and return it to a CLSC in the region with the following documents:

- 1. The original of one of the following pieces of identification according to your situation:**
 - Valid Canadian passport
 - Birth certificate
 - Certificate of Canadian citizenship
 - Permanent Resident card or any other document issued by Canadian immigration authorities attesting to your permanent resident status in Canada.
- 2. The original document confirming the relocation, such as the posting message, or a document confirming the release date.**
- 3. A photo:** Anyone over 14 years old must have a health insurance card with photo. You can have your picture taken in drugstores. Expect to pay \$10 to \$15 per passport-size photo.

Please note that if you are married and have chosen your spouse's last name, your health insurance card will still be issued in your own last name, as specified on your birth certificate.

The RAMQ will send you a letter mentioning the date from which you are covered. You must keep the letter until you receive your health insurance card.

The waiting period to obtain your card varies from 30 to 45 days after sending your registration form.

Should you have to go to a Health and Social Services Centre before receiving your card, your letter would not grant you free access to the service. However, you have two options for avoiding costs:

- 1.** If you are arriving from another Canadian province, medical services could be covered by the health insurance from your previous province of residence.
- 2.** Some doctors will not accept an out-of-province health insurance card for in-clinic treatment. You will therefore receive an invoice that you will not have to pay, but you will still have to make a payment request to the RAMQ in order for them to pay these fees. To do this, you must send them a copy of this invoice and your letter confirming your membership in the plan.

Finding a Family Doctor


The current health care situation in Quebec makes it difficult for everyone to find a family doctor and have quick access to the necessary specialists.

To have access to a family doctor in Quebec, you must register on the Guichet d'Accès à un médecin de famille (GAMF—Family Doctor Access Centre). All residents looking for a doctor are then grouped together in the same database by region. Each registration is assessed and prioritized according to the vulnerability criteria established by the RAMQ. The priority given to your request depends on your medical condition and the availability of medical staff, not on the date your registration was received.

To accelerate your search for a family doctor, register with the *Guichet d'accès à un médecin de famille* (GAMF) online as soon as you receive your health insurance card:

[Registering with a Family Doctor](#)

If you already have a family doctor in Quebec but in another region, you must call your [territory waiting list \(GACO\)](#) and make a request for another doctor in Saguenay. You will keep your current family doctor until you find a new one:

 1-844-867-5332

Please be informed that there is a waiting period for the assignment of a family doctor and that no doctor appointment will be made as a result of your registration with the GAMF or the GACO. Therefore, the use of walk-in clinics is a good option while waiting for your match with a doctor.


To help you find a doctor, please **call the MFRC**. We will assist you through our **Op Accès santé** program.


Pregnancy

Please call 418-541-1033. The Women's Health Department will guide you through all the steps in obtaining pregnancy follow-up.

Women registered with RAMQ

To receive services from a doctor during a pregnancy, you must call the various family medicine clinics in the region to find out about the possibility of being taken in charge by a doctor who provides this type of follow-up.

You can also call the Women's Health Department at the Chicoutimi Hospital at  418-541-1033 to obtain pregnancy follow-up. They are also available to guide you throughout all stages of pregnancy and childbirth.

In Quebec, it is also possible to obtain pregnancy follow-up from a midwife. To find out more, you can call the *Maison de naissance du Fjord-au-Lac* (Fjord-au-Lac Birth Centre) located in the Chicoutimi District at  418-541-1166 or visit the following link:

 [Midwifery services \(Maison de naissance du Fjord-au-Lac\)](#)

Women not registered with RAMQ

The steps to obtain pregnancy follow-ups remain the same as if you were covered by the RAMQ. However, you will have to pay for the services received. For this, it is important to check the related costs when looking for a doctor.

You can always call the Women's Health Department for more information  418-541-1033.

It should be noted that the unborn child will not be automatically covered at birth by the RAMQ. In order to be eligible, one of the two parents must be covered by the RAMQ or be awaiting an application for permanent residence at the federal level.

Medical Consultation

Most Saguenay families without a family doctor must go to the emergency room of one of the three hospitals in the region, to one of the private medical clinics, to the walk-in clinic, or use online medicine services.

Hospital emergency room

Hôpital de La Baie

1000, rue Dr Desgagné
La Baie (Québec)
G7B 2Y6

☎ 418-544-3381

Hôpital de Chicoutimi

305, rue Saint-Vallier
Chicoutimi (Québec)
G7H 5H6

☎ 418-541-1000

Hôpital de Jonquière

2230, rue de l'Hôpital
Jonquière (Québec)
G7X 7X2

☎ 418-695-7700

- Open 24/7
- Allow for a waiting period

Private medical clinics

Please note that there are charges for opening a file, and consultation fee to access the services provided at these private clinics.

Opti-Soins

2655 boul. du Royaume, bureau 550,
Jonquière (Québec), G7S 5Z8

☎ 418-548-7525

🌐 www.opti-soins.com

Global MD

875, chemin Sydenham, bureau 10,
Chicoutimi (Québec), G7H 0R1

☎ 418-973-6590

🌐 www.cliniqueglobalmd.com

Walk-in clinics

CLSC de Chicoutimi

411, rue de l'Hôtel-Dieu
Chicoutimi (Québec), G7H 7Z5

☎ 418-543-2221 (Option 6 then, 9) extension 3711

- Open 8 a.m. to 4:30 p.m., Monday to Friday
- Arrive on site at 7:50 to see a nurse, who will give you an appointment with a doctor in the afternoon, if necessary.
- Call at 8 a.m. to register. A nurse will call you back for an evaluation and a doctor's appointment will be scheduled as needed.
- Does not provide prescription renewals.

Online medicine

Rendez-vous Santé Québec

Whether you have a family doctor or not, you can use Rendez-vous santé Québec, a free government service allowing you to make an online appointment with a family doctor. The only eligibility criterion is to have a Quebec health insurance card.

To make an appointment, visit the following website:

🌐 www.rvsq.gouv.qc.ca

Maple

This telemedicine service is available to military families. Registration is free using your CFOne card number. If you do not have a CFOne card, you can contact the Family Information Line at 1-800-866-4546 to obtain an access code for the service.

To register and obtain an online medical consultation with a Canadian doctor, visit the following website:

🌐 <https://app.getmaple.ca/register>

For more information: [Virtual medical assistance](#)

Driving in Quebec

The following section provides the relevant information regarding your driver's licence and vehicle registration.

The Société de l'assurance automobile du Québec (SAAQ) is a provincial Crown corporation that issues driver's licences and car registrations.

- Winter Tires
- Driver's Licence
- Vehicle Registration
- Road Conditions

Please note that in Quebec, you must have car insurance with the company of your choice (the SAAQ does not insure drivers).

Winter Tires

The period during which winter tires are mandatory begins on December 1 and ends on March 15.

However, it is strongly recommended to extend this period on both sides, due to the presence of snow on the road from November to April.

Please note that each year, the CFB Bagotville Automobile Club offers the possibility of having your winter tires installed at a low cost.

The Tire Clinic is also available as a priority to families whose member is deployed.

Driver's Licence

From Quebec

If you are moving from another region of Quebec, you must notify the SAAQ of your change of address within 30 days of moving to the new address. You can do this by visiting:

 www.adresse.gouv.qc.ca

From another province

Please note that you can drive with your licence from another province during the six months following your establishment in Quebec. After this period, you must have your SAAQ licence to continue driving.

To obtain a Quebec driver's licence, you must make an appointment by phone by calling 1-888-667-8687.

The following are the original documents required at your appointment to replace your driver's licence:


- Driver's licence from another province or territory of Canada;

- Proof of Canadian citizenship or right of residence in Quebec;
- Proof of residence in Quebec;
- Proof that you resided in the province or territory that issued your licence if you have obtained it less than 3 years ago.

Vehicle Registration

To obtain a Quebec licence plate, you must have your vehicle, new or pre-owned, inspected by a SAAQ agent so that it complies with current standards. Here is the mechanical verification centre mandated by the SAAQ:

Autolook Inc.


205, rue des Laurentides,
Chicoutimi (Québec)
 418-696-1352

Then, you must go to the SAAQ office and present the following documents:

- Driver's licence from another province or territory of Canada;
- Mechanical inspection certificate
- Photo ID card.

Here is the SAAQ branch:

SAAQ Jonquière

2655, boulevard du Royaume
Jonquière (Québec)
 1-800-361-7620

You must now pay your driver's licence and registration every year.

For all the details concerning your driver's licence and car registration, please visit:

 <https://saaq.gouv.qc.ca/en/>

Road Conditions

Visit the Québec 511 website for the road network conditions, rest areas, etc.

 <https://www.quebec511.info/en/>

Government Services


Address Change

Provincial government

The Service québécois de changement d'adresse (SQCA - Québec Address Change Service) allows you to report your new address online or by phone to the following 7 ministries and agencies in a single step:

- Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST – Committee on Standards, Equity, Health and Safety at Work)
- Élections Québec
- Ministère du Travail, de l'Emploi et de la Solidarité sociale du Québec (Quebec Ministry of Labour, Employment and Social Solidarity)
- Régie de l'assurance maladie du Québec (Quebec Health Insurance Agency)
- Retraite Québec (Quebec Retirement)
- Revenu Québec
- Société de l'assurance automobile du Québec (Quebec Automobile Insurance Agency)


 [Service québécois de changement d'adresse \(SQCA\)](#)

 1-877-644-4545

Federal government

For all matters relating to federal tax, the GST and HST credit, the Canada Child Benefit, you must inform the Canada Revenue Agency of your change of address online or by telephone.

 [Update your CRA information: Change your address](#)

 1-800-959-7383

Please note that the CRA does not share your new address with other departments or agencies. It is therefore your responsibility to see if you need to inform others, depending on your situation.

Canada Post

When moving away, you can request a permanent change of address to redirect your mail to your new address. However, it should be noted that fees should be expected. For more information, visit the section "[Mail Forwarding](#)" on the Canada Post website.

Taxes and duties

Taxes

In Quebec, sales tax is 14.975%. The province has combined the federal sales tax (GST) of 5% and the Quebec sales tax (QST) of 9.975% into a single sales tax.

Duties

In Quebec, you must file two tax returns: one to the provincial government and the other to the federal government. The income tax return must be filed with both governments by April 30 of the calendar year following the tax year or June 15 of the current calendar year if you or your spouse report business income or are self-employed.

Please visit the Revenu Québec website for further information. There, you will find the following guide: "[New Residents and Income Tax](#)", an excellent summary for understanding the tax system. A section was also created there for [self-employed workers](#).

Here are some links that may be useful when filing your income tax return:

 Revenu Québec: <https://www.revenuquebec.ca/en/>

 Bureaux de Services Québec: <https://www.quebec.ca/en/finance-income-and-other-taxes>

 Canada Revenue Agency: <https://www.canada.ca/en/revenue-agency.html>

Employment insurance benefits

To receive benefits, you must have worked a specified number of hours over a 52-week period. To submit a request and find out the [minimum number of hours](#) required for Saguenay-Lac-Saint-Jean, please consult:

 <https://www.canada.ca/en/services/benefits/ei.html>

In order to complete your request, you will need to submit a record of employment. Your former employer can also forward it electronically, if the company is registered in the system.

Family Allowances

In Québec, families are entitled to Child Support Allowance in addition to the federal allowances. This financial measure includes the Family Allowance, the School Supplies Supplement, the Supplement for Handicapped Children and the Supplement for Handicapped Children Requiring Exceptional Care. The Family Allowance is paid on a quarterly basis, in January, April, July and October.

However, you can request a monthly payment. To do so, visit:

Change in Frequency of Family Allowance

The amount awarded per family depends on these criteria:

- Number of dependent children under 18 living with the beneficiary;
- Number of children in joint custody;
- Marital status (with or without a spouse);
- Family income, meaning the total income for both spouses if applicable.

In the case of a birth in Québec, you do not have to apply to receive the Family Allowance.

By declaring your newborn to the Registrar of Civil Status, you automatically register them.

You will receive your first Family Allowance payment within a maximum period of 40 days following receipt of your birth declaration by the Registrar of Civil Status or following receipt of your request if your child was born outside Québec.

To apply:

Application for Family Allowance

For more information, contact Retraite Québec from Monday to Friday, 8 a.m. to 5 p.m. at this toll-free number: 1-800-667-9625.

Federal, Provincial and Municipal Legislation

- **Tobacco Control Laws** : The legal age (18 years) is required to purchase tobacco and electronic cigarette products. Smoking and vaping are prohibited inside public places and workplaces and in within nine metres from doors, windows, and vents in public spaces.
- **Law regulating cannabis**: 21 years of age is required to purchase (in the SQDC) and possess cannabis. Each municipality in Quebec has its own legal framework for consumption. Then, **In Saguenay**, it is only permitted on private property and in one's own grounds. The possession limit is 150 grams of dried cannabis or its equivalent per household.
- **Cell phone laws**: it is illegal to use a cell phone or other hand-held mobile electronic device while driving, unless you are using a hands-free device.
- **Alcoholic beverage stores**: on sale in branches provided for this purpose, private (grocery and convenience stores) and government (SAQ).
- **Wearing a bicycle helmet**: highly recommended for regular cycling. Mandatory for electric bicycles.
- **A flashing green light means that there is priority left turn, not a controlled crosswalk.**
- **It is legal to turn right at a red light, except at intersections where you are not allowed to do so. You must first make a complete stop.**
- **Car seats for children and seat belts are mandatory**: consult this section on: www.saaq.gouv.qc.ca/website

To learn more about legislation in Quebec, visit:

 <https://educaloi.qc.ca/en/>

- **Pet Licences In Saguenay**: dog and cat owners must obtain a licence for each of their animals. These licences must be renewed annually. Registration form at [Licence - SPCA Saguenay](#).

For more information on the regulations surrounding pets in Ville de Saguenay: [Ville de Saguenay| Animals](#)

COVID-19

Quebec has implemented a series of health measures and rules to limit the spread of COVID-19. To know all the measures in place:

 [Coronavirus disease \(COVID-19\) in Québec](#)

 Info-COVID line: 1 877 644-4545

Here are some important details to remember:

- There is no administrative segregation measure for people arriving from other Canadian provinces.
- If you come from outside Canada: you will have to submit to **Travel instructions in the context of COVID-19**, including among other things, the obligation to self-isolate for a period of 14 days.
- You need a **proof of vaccination** to travel within and outside of Canada and access services in some provinces and territories.

Benefits and Privileges

IN THE REGION

Accès Saguenay Card

The Accès Saguenay Card is a unique tool that gives you access to the many recreational activities organized by Ville de Saguenay as well as to the full range of municipal public library services. This card is free for all residents or taxpayers of Saguenay. In addition, several cultural institutions offer exclusive promotions to card holders. This card is valid for two years and is renewable.

The Accès Saguenay card gives you access to:

- Registration for water and art activities offered by Ville de Saguenay
- Registration for day camps in Ville de Saguenay
- Ice and sports field rentals
- Discounts at all participating museums
- Discounts on tickets to certain Diffusion Saguenay shows.

To subscribe, simply go to the loan counter of one of the four network libraries (Chicoutimi, Arvida, Jonquière and La Baie) with ID and proof of residence. You can also apply for a card online. Whether in person or online, you must provide an ID proof or a proof of residence. Consult the following website for more information or to complete your online application:

 <https://ville.saguenay.ca/activites-et-loisirs/carte-acces-saguenay>

Avantages Saguenay

Avantages Saguenay gives you access to:

- Job interview grants
- Familiarization visits
- Networking activities
- Bonuses for settling in the region.

Hurry! You have one year following your move in the region to apply.

 418-697-0634, extension 107  avantages.saguenay@cjesag.qc.ca

 <https://www.avantagessaguenay.ca/>

BENEFITS AND DISCOUNTS FOR MILITARY FAMILIES

Sports and Recreation Plan (SRP)

To use the facilities and participate in the CFB Bagotville recreation programs, each family member must have their Sports and Recreation Plan card. To obtain it, go to the [SRP counter of the Recreation Centre](#) during [opening hours](#). Please note that several partners offer discounts on presentation of your card and that you can purchase reduced-price tickets for certain activities at the SRP counter.


 <https://www.cafconnection.ca/Bagotville/Adults/Recreation/Sports-and-Recreation-Plan.aspx>

CFOne Card

This card is the only one you need to access the programs and services provided by the Canadian Forces Morale and Welfare Services. This confirms your membership in the Canadian military community and gives access to the CANEX Rewards Program and Canadian Forces Appreciation Program. Canadian Armed Forces members can apply online:

 <https://www.cafconnection.ca/National/Programs-Services/CFOne.aspx>

For more information, please contact the CFOne Program offices at:


 1-855-245-0330.

Canadian Forces Appreciation Program

The Canadian Forces Appreciation Program offers various discounts to military members and their families, in recognition of their dedication. This program gives access to discounts in over 27,000 places around the world. The members can book trips or outings at a lower cost, and save on the purchase of a car. More details are available on the Canadian Forces Appreciation Program website:


 <https://cfappreciation.ca/>

CONTACT US:

 418-677-7468

 info@crfmbagotville.com

 CRFM Bagotville MFRC

 1775, rue Lucien Lecompte,
P.O. Box 280, Bldg. 116,
Alouette (Québec)

GOV 1A0

