

Immigrating to Montreal or living here during your asylum application process is probably one of your biggest life-changing projects. The Service de police de la Ville de Montréal (SPVM) welcomes you. You can rely on our support during this period of change and adaptation.

In Québec, the Charter of Human Rights and Freedoms recognizes that everyone is equal regardless particularly of age, gender, ethnic or national origin, race or colour, language, religion or sexual orientation. Violence in any form is banned.

The SPVM is a municipal police service. Police officers maintain the safety of citizens. They also enforce current laws and regulations. In this way, they protect the lives and property of citizens, maintain peace and public safety, prevent and combat crime. When a situation requires police services, feel free to contact them.

Police officers serve by observing the human rights and freedoms of citizens.

IN AN EMERGENCY, CALL 9-1-1.

If your life, your health or your safety is in danger or that of another person, you should immediately call 9-1-1. This phone number can be called free of charge from anywhere, even using a cell phone without a plan or a payphone.



📞 9-1-1

When the emergency call dispatcher responds, you must clearly state the word “Police”, “Firefighter” or “Ambulance”, in French or in English, to make sure we send you the right first responders.

In an emergency, call 9-1-1. However, it is not an information service.

Do not hesitate to report any incident to the police that may threaten your safety or that of another person. You can report a situation even if you are a newcomer or an asylum seeker. This will not have any impact on the processing of your application. Police officers are there to ensure your safety.

PREVENTION TIPS



HOUSING

A landlord asks you to pay a large amount of money to reserve housing.

What should you do?

- Ask the landlord to visit the apartment or house you will be renting (not the apartment or house next door or similar housing).
- Do not give anyone cash without obtaining a receipt and signing a lease with the right address and the apartment or house number you visited.
- If you hand over cash to reserve housing, make sure that you do not pay more than the first month's rent.



IMMIGRATION AND ASYLUM APPLICATIONS

An immigration or citizenship representative calls you and asks you for money or some kind of payment to speed up your application process.

What should you do?

- Ask questions. Take your time.
- Before you do anything such as giving money or personal information, find out more information. Ask people and workers you trust to recommend this representative.
- Make sure this representative is licensed to practice and give advice. To do so, the representative must be a member of the Immigration Consultants of Canada Regulatory Council.
- If you are a victim of fraud, please contact the police as soon as possible.

Many websites provide paid immigration or citizenship services. Some of these websites give you access to authorized representatives who are members of the Immigration Consultants of Canada Regulatory Council.

Other websites may offer you false guarantees such as jobs or fast-track processing of your application: beware! If you choose a paid representative who is not authorized, your application may be returned.

Be careful!



RESOURCES

INTAKE AND INTEGRATION

Asylum seekers (PRAIDA)

Interpreters are available in many languages

Monday to Friday from 8.00 a.m. to 5.00 p.m.
514 484-7878, extension 5
ciussswestcentral.ca/programs-and-services/lifestyle-habits-and-prevention/asylum-seekers-praida



DRIVING

Société de l'assurance automobile du Québec

Driver's licence, vehicle registration certificate and health insurance card

514 873-7620
saaq.gouv.qc.ca/en



IMMIGRATION

Gouvernement du Québec

Ministère de l'Immigration, de la Francisation et de l'Intégration

Newcomer services
514 864-9191
immigration-quebec.gouv.qc.ca/en



Government of Canada

Immigration Consultants of Canada Regulatory Council

canada.ca/en/immigration-refugees-citizenship/services/immigration-citizenship-representative/choose

Immigration, Refugees and Citizenship Canada

canada.ca/en/immigration-refugees-citizenship

LEGAL INFORMATION AND REDRESS

Aide juridique

Free legal services

514 864-2111
aidejuridiquedemontreal.ca/en



Office de la protection du consommateur

Your consumer rights and recourse options

514 253-6556
opc.gouv.qc.ca/en

HOUSING

Tribunal administratif du logement

Rights and obligations of tenants and landlords

514 873-2245
tal.gouv.qc.ca/en



REFERRALS TO COMMUNITY AND SOCIAL SERVICES

211 Grand Montréal

Montreal Island directory of community services

Multilingual (200 languages)
Call 2-1-1
211qc.ca/en



PSYCHOSOCIAL SUPPORT

Info-Social 811

Free and confidential telephone consultation service

24 hours/7 days a week
To quickly reach a psychosocial worker
Call 8-1-1
quebec.ca/en/health/finding-a-resource/info-social-811



SOS violence conjugale

Intake, assessment, information, awareness raising, support and referral services

Services are free, anonymous and confidential (domestic and family violence)
24 hours/7 days a week
1 800 363-9010
sosviolenceconjugale.ca/en

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EMERGENCY,
CALL
9-1-1

spvm.qc.ca



Are you
a newcomer
or an
asylum seeker?

Welcome!

There is advice
and resources
available to you.

Montréal