

• SERVICES OFFERED TO ASYLUM SEEKERS IN QUÉBEC •

Fact Sheets for Workers

Document prepared by
the Centre d'expertise sur le bien-être et l'état de santé physique des réfugiés et des demandeurs d'asile
(CERDA)
CIUSSS du Centre-Ouest-de-l'île-de-Montréal

This document was prepared by the Centre d'expertise sur le bien-être et l'état de santé physique des réfugiés et des demandeurs d'asile (CERDA) of the Direction des services intégrés de première ligne at the Centre intégré universitaire de santé et de services sociaux (CIUSSS) du Centre-Ouest-de-l'Île-de-Montréal.

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Acknowledgements

The authors of this document want to thank Janet Cleveland, researcher on the rights and health of asylum seekers, refugees and migrants with no status at the Centre de recherche SHERPA, institut universitaire au regard des communautés ethnoculturelles, CIUSSS du Centre-Ouest-de-l'Île-de-Montréal, as well as the professionals at the Programme régional d'accueil et d'intégration des demandeurs d'asile (PRAIDA) who donated their time to review and complete the contents of these fact sheets.

Validity of the information

These fact sheets provide general information about the services offered to asylum seekers by the Government of Canada and the Government of Quebec as they await the decision on whether they will be granted refugee status. Given that the procedures are constantly evolving, it is important to keep in mind the fact that the information is up to date to January 15, 2019. Also, given the range and complexity of the backgrounds of those asylum seekers, it was not possible to capture every exception. Consequently, it is important to seek the advice of the specialists in the different areas and to obtain complementary validation as they proceed.

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Trosseille, N. & Gagnon, M.M. (2019). *Services Offered to Asylum Seekers in Quebec. Fact Sheets for Workers*. Centre d'expertise sur le bien-être et l'état de santé physique des réfugiés et des demandeurs d'asile. CIUSSS du Centre-Ouest-de-l'Île-de-Montréal. Montréal, 18p.

This document is available at www.cerda.info

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AQAADI - Association québécoise des avocats et avocates en droit d'immigration

BOC - Basics of Claim

CIUSSH - Centre intégré universitaire de santé et de services sociaux

CLE - Centre local d'emploi

CNESST - Commission des normes, de l'équité, de la santé et de la sécurité au travail

CSDM - Commission scolaire de Montréal

DCO - Designated Country of Origin

IFHP - Interim Federal Health Program

IME - Immigration Medical Examination

IRB - Immigration and Refugee Board

IRCC - Immigration, Refugees and Citizenship Canada

MEES - Ministère de l'éducation et de l'enseignement supérieur

MIDI - Ministère de l'immigration, de la diversité et de l'inclusion

MNA - Unaccompanied minor (mineur non-accompagné)

MSSH - Ministère de la santé et des services sociaux

MTESS - Ministère du travail, de l'emploi et de la solidarité sociale

PRRA - Pre-removal Risk Assessment

SIN - Social Insurance Number

PRAIDA - Programme régional d'accueil et d'intégration des demandeurs d'asile

RAMQ - Régie de l'assurance maladie du Québec

UNHCR - United Nations High Commissioner for Refugees

At a glance

Every asylum seeker has legal immigration status in Canada, even those who entered irregularly. Their right to stay is temporary, and if they obtain refugee status, they become permanent residents, with all of the associated rights.

While awaiting the decision as to whether or not they will be granted refugee status, they receive basic necessities from the federal and provincial governments [\(1\)](#) to help them settle and integrate into Quebec society.

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At a glance

An asylum seeker is a person who is claiming refugee status outside their country because their life is in danger there. If their claim is accepted, that person becomes a refugee sur place.

The *Geneva Convention Relating to the Status of Refugees* defines a refugee as a person who “owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country” (2). Canada signed that international treaty in 1969.

24,745
asylum seekers

entered Quebec in 2017,
approximately 5 times more
than the previous year. (3)

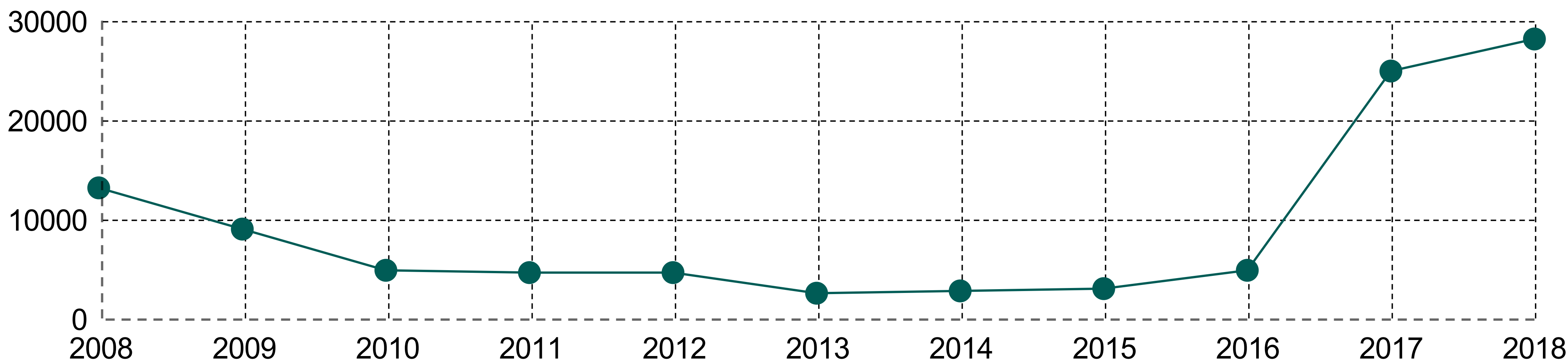
In 2017,
the rate of acceptance of
asylum applications was
approximately

63 % (4)

Between 2016 and 2018, the
wait time for a hearing
increased from 2 months to

19 months (5)

Number of asylum seekers who entered Quebec between 2011 and 2018



Source from 2008 to 2010 : http://www.midi.gouv.qc.ca/publications/fr/recherches-statistiques/Portraits_Immigration_Temporaire_2008_2013.pdf
Source from 2011 to 2018 : <https://www.canada.ca/fr/immigration-refugies-citoyennete/services/refugies/demandes-asile/demande-asile.html>

Note : no data available before 2008.

Among the asylum seekers who arrived in
Quebec in 2017 (6) :



29% were
children under
15 years of age



45% were women
55% were men



30% were from
Haïti

Among the asylum seekers recognized as refugees
in Quebec in 2016 (7) :



54% spoke
French



17,8%
understood
neither French
nor English



17,9% had less
than 6 years of
schooling



42% had more
than 14 years
of schooling

At a glance

The Programme régional d'accueil et d'intégration des demandeurs d'asile (PRAIDA) has been mandated by the ministère de la Santé et des Services Sociaux (MSSS) to meet the needs of asylum seekers in Quebec under section 80 of the *Act respecting health services and social services* (8).

PRAIDA is a key resource in the well-being of asylum seekers and services offered to them, as well as a doorway to the health care system in Quebec.

Resource

PRAIDA

3725, rue St-Denis
Montréal (QC) H2X 3L9
(514) 484-7878

Target clients

- Asylum seekers
- Persons in the process of regularizing their status (PRRA, humanitarian considerations)
- Failed refugee claimants
- Persons filing a refugee claim in Canada
- Persons from moratoria country
- Unaccompanied minors (MNA)

Role of the social worker

PRAIDA social workers assess their clients' needs. They have the skills to determine the impact of a client's migratory path and experiences on their ability to proceed with the immigration process and integration into the host society. In addition, they prepare an intervention plan with the client, taking into account their immigration status and the impact of that status on access to services that can meet their specific needs.

Offer of services

PRAIDA has several teams.

The psychosocial reception team

Objective: conduct a summary psychosocial evaluation of their clients in order to direct them towards the right interventions and resources.

Role of the social worker:

- triage and screen for risk factors;
- intervene in crisis situations;
- assess the needs of clients and their eligibility for temporary housing and transportation;
- inform clients about the immigration, settlement and integration process; and
- orient clients towards internal or external complementary resources.

The health care team

Objective: provide nursing care to evaluate and refer to the appropriate resources.

Role of the nurse:

- assess, refer and orient persons with health issues: pregnant women, unstable chronic conditions, prescription renewals, vaccinations, mental health issues, immediate health care needs, etc.

The psychosocial monitoring team

Objective: offer overall guidance to the most vulnerable clients with the help of an intervention plan.

Role of the social worker:

- assess the most vulnerable clients' level of social functioning, and provide them psychosocial guidance;
- take charge of unaccompanied minors;
- develop intervention plans;
- refer the most vulnerable clients to front-line and second line services, or to community organizations; and
- mediate with different community organizations for access to services.

The temporary housing team

Objective: offer temporary housing to asylum seekers upon their arrival in Quebec, further to an assessment by a PRAIDA social worker.

Nature of the service :

- at all times: a safe place, three meals a day, psychosocial guidance; and
- as available: workshops on housing, financial assistance, health, legal aid, community services, etc.

Related resources: designated representatives

In certain cases, the Immigration and Refugee Board (IRB) asks PRAIDA to act as the designated representative for unaccompanied minors and for persons who are unable to understand the immigration process.

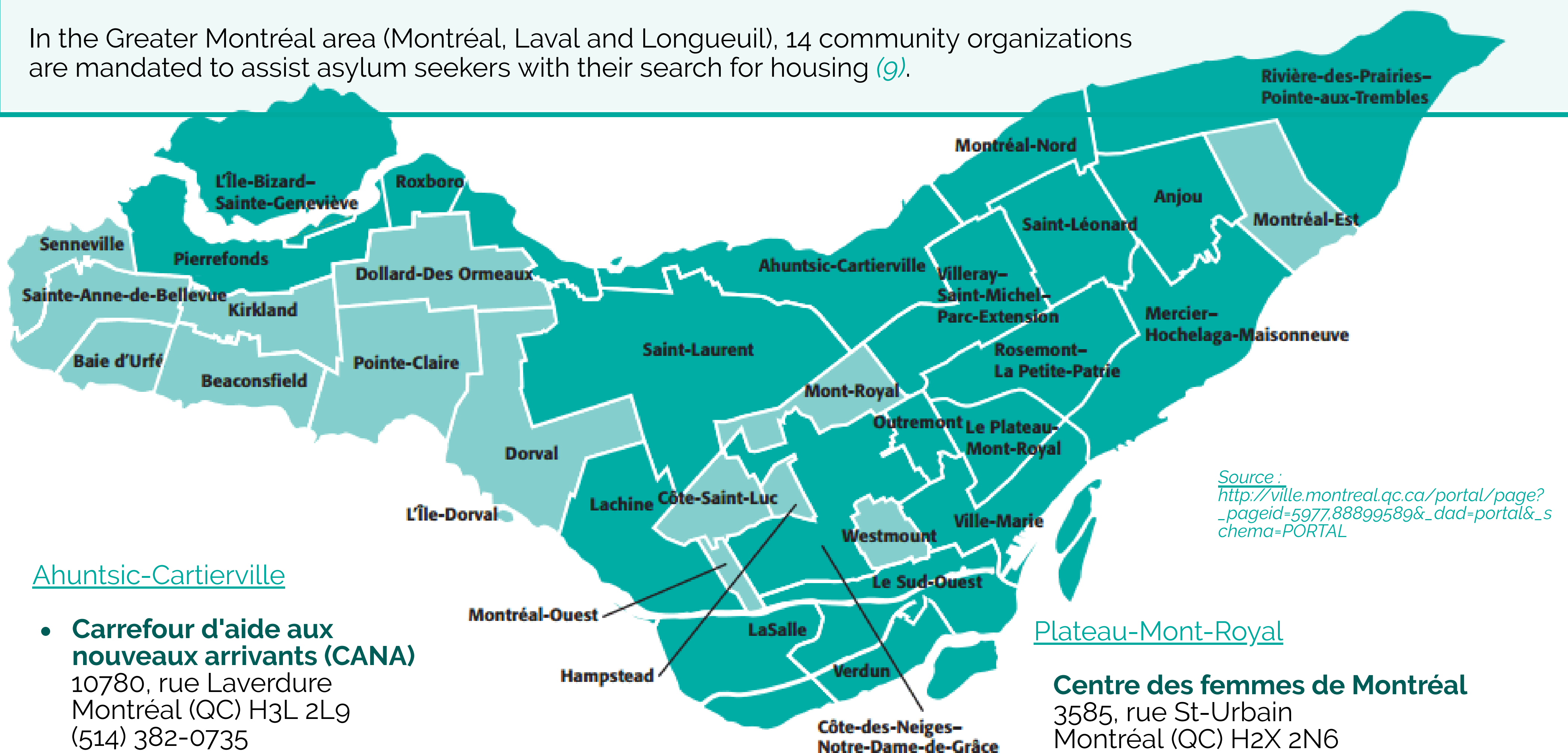
Role of the designated representative:

- inform, support and help the client understand their situation;
- retain the services of a lawyer and/or orient the client in obtaining support for their case;
- protect the client's interests and, if necessary, testify at the hearing; and
- help the client gather the evidence in support of their case, and help them make decisions about their situation.

At a glance

Because of their temporary status and, in some cases, their precarious financial situation, some asylum seekers may have difficulty finding housing, so they should start searching as soon as they arrive.

In the Greater Montréal area (Montréal, Laval and Longueuil), 14 community organizations are mandated to assist asylum seekers with their search for housing (9).



Source :
http://ville.montreal.qc.ca/portal/page?_pageid=597788899589&_dad=portal&_schema=PORTAL

Ahuntsic-Cartierville

- **Carrefour d'aide aux nouveaux arrivants (CANA)**
 10780, rue Laverdure
 Montréal (QC) H3L 2L9
 (514) 382-0735
<http://cana-montreal.com/en/>

Côte-des-Neiges

- **Regroupement des organismes du Montréal ethnique pour le logement (ROMEL)**
 6555, ch. de la Côte-des-Neiges
 Montréal (QC) H3S 2A6
 (514) 341-1057, poste 200
<http://www.romel-montreal.ca/>

Laval

- **Carrefour d'intercultures de Laval**
 1536, bd. Curé-Labelle
 Laval (QC) H7V 2W2
 (450) 686-0554
<https://www.carrefourintercultures.com/>

Longueuil

- **Carrefour Le Moutier**
 99, place Charles-Le Moyne
 Longueuil (QC) J4K 4Y9
 (450) 679-7111
<https://www.carrefourmoutier.org/>

Mercier-Hochelaga-Maisonneuve

- **Accueil liaison pour arrivants (ALPA)**
 2030, bd. Pie IX, bur. 309
 Montréal (QC) H1V 2C8
 (514) 255-3900
<https://www.alpaong.com/english/>

Montréal-Nord

- **Centre communautaire multiethnique de Montréal-Nord**
 11121 av. Salk, bur.15
 Montréal (QC) H1G 4Y3
 (514) 329-5044
<http://www.centremultiethnic-mtl.n.org/>
- **L'Entre Parents de Montréal Nord**
 4828 bd. Gouin Est
 Montréal (QC) H1H 1G4
 (514) 329-1233
<http://www.entrepents.org/>

Plateau-Mont-Royal

Centre des femmes de Montréal

3585, rue St-Urbain
 Montréal (QC) H2X 2N6
 (514) 842-4780
<https://en.centredesfemmesdemtl.org/>

Rosemont - La Petite Patrie

- **Bureau de la communauté haïtienne de Montréal**
 6970, rue Marquette
 Montréal (QC) H2E 2C7
 (514) 725-9508
<https://www.bchm.ca/>
- **La Maisonnée**
 6865, av. Christophe-Colomb
 Montréal (QC) H2S 2H3
 (514) 271-3533
<http://www.lamaisonnee.org/>

Saint-Léonard

- **Accueil aux immigrants de l'Est de Montréal (AIEM)**
 5960, rue Jean-Talon Est, bur.209
 Montréal (QC) H1S 1M2
 (514) 723-4939
<http://www.aiemont.com/>

Sud-Ouest

- **Centre Social d'Aide aux Immigrants (CSAI)**
 6201, rue Laurendeau
 Montréal (QC) H4E 3X8
 (514) 932-2953
<https://centrescai.org/>

Villeray-Saint-Michel-Parc-Extension

- **Carrefour de liaison et d'aide multiethnique (CLAM)**
 7290, rue Hutchison, 2ème étage
 Montréal (QC) H3N 1Z1
 (514) 271-8207
<https://www.leclam.ca/>
- **La Maison d'Haïti**
 3245, av. Emile-Journault
 Montréal (QC) H1Z 0B1
 (514) 326-3022
<http://www.mhaiti.org/>

At a glance

Asylum seekers may be in a precarious financial situation, and in some cases, migration will have exhausted all of their savings. Because of the uncertainty of their status, they may have difficulty finding work.

Asylum seekers may be eligible for a last-resort financial assistance program as soon as they arrive in Quebec, as long as they meet certain conditions (10).

Offer of services

There are two last-resort financial assistance programs:

- The **Social Assistance Program**, which is for people who do not have a severely limited capacity for employment. The amount is based on the person's characteristics (for example, the amount may be adjusted if the person has dependent children) ;
- The **Social Solidarity Program**, which is for adults who have, or families in which one of the adults has, a severely limited capacity for employment (serious health problems, physically impaired or challenged AND socioprofessional characteristics (education and work experience) that limit their employment options). In this case, the person must provide a medical report.

Eligibility

In order to receive financial assistance, the person must meet certain conditions:

- reside in Quebec;
- be at least 18 years of age (or, if not, be or have been married, or be the parent of a dependent child); and
- demonstrate that their financial resources are less than or at the threshold set by regulation.

Resources

In Montréal
**Centre spécialisé des
demandeurs d'asile, des
garants défaillants et des
services aux parrainés (11)**

First visit:
1004, rue St-Antoine Ouest
Montréal (QC) H3C 3R7
(514) 872-4310

Subsequent visits:
287, rue Notre-Dame Ouest
Montréal (QC) H2Y 1T8
(514) 872-8838

[https://www.mtess.gouv.qc.ca/
services-a-la-clientele/centre-
specialise-des-demandeurs-
dasile/asile_en.asp](https://www.mtess.gouv.qc.ca/services-a-la-clientele/centre-specialise-des-demandeurs-dasile/asile_en.asp)

Elsewhere in Québec
Centre local d'emploi (CLE)

Depending on the region of
residence, check the locator

[https://www.mess.gouv.qc.ca/services-en-ligne/centres-
locaux-emploi/localisateur/services_en.asp](https://www.mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/services_en.asp)

At a glance

Asylum seekers are entitled to apply for an open work permit from Immigration, Refugees and Citizenship Canada (IRCC) (12).

After they receive their work permit, asylum seekers must obtain a Social Insurance Number (SIN) before they can start working.

Offer of services

When they submit their claim for refugee status, asylum seekers may specify, in Schedule 12, whether they would like to apply for a work permit. IRCC will process their application after receiving the results of their medical examination, and their work permit will be mailed to them if their application is approved (13).

It is their responsibility to notify IRCC of any change of address.

Eligibility

The work permit is issued to asylum seekers awaiting the decision by the IRB or whose claim has been refused but they cannot be removed from Canada.

Depending on their status, the work permit may be free or cost \$155 or \$255.

Nationals of a Designated Country of Origin (DCO) may only apply for a work permit 180 days after their file has been sent to the IRB.

DCOs are countries that do not normally produce refugees and respect human rights and offer state protection.

Resources

Work permit
IRCC

1 (888) 242-2100 (toll free)

<https://www.canada.ca/en/immigration-refugees-citizenship.html>

Social Insurance Number (SIN)
Service Canada

<http://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng>

Labour standards
**Commission des normes du travail, de l'équité,
de la santé et de la sécurité au travail (CNESST)**

1 (844) 838-0808

<https://www.cnesst.gouv.qc.ca/Pages/accueil.aspx>

At a glance

After arriving in Quebec, asylum seekers have 15 days to fill out the Basis of Claim Form (BOC Form). This is a key step in their refugee claim.

Workers must not fill out the BOC Form: this is a legal procedure that falls within the purview of the lawyers.

It is strongly recommended that they seek assistance with the immigration process from a consultant. If their financial situation is precarious, they may be eligible for financial assistance.

Offer of services

The consultant may be:

- a lawyer who is a member of the Barreau;
- a member in good standing with the Chambre des notaires du Québec; or
- a consultant accredited by the Immigration Consultants of Canada Regulatory Council (not covered by Legal Aid).

Legal Aid is an organization that provides representation for persons having financial difficulties (14).

Eligibility

Eligibility for Legal Aid takes into account the income, assets and liquid assets of the person.

In certain cases, the person will be eligible subject to their making a contribution.

Normally, persons receiving social assistance are eligible for Legal Aid.

Role of the consultant

Advise asylum seekers about the immigration process (15) :

- ensure that they understand the services available to them;
- explain how the system for granting asylum works, and the stages in the claim; and
- inform them about the short- and long-term consequences of the process.

Guide asylum seekers through the legal procedures:

- follow up and notify them of deadlines;
- help them fill out the BOC Form;
- assemble a file with the evidence provided by the asylum seeker for the hearing and, if possible, validate the information;
- ensure that any statements are supported; and
- represent the asylum seeker.

Resources

Service de référence du Barreau du Québec	(514) 866-2490	https://www.barreau.qc.ca/en/find-lawyer/referral-services/
Centre communautaire juridique de Montréal Bureau d'aide juridique Droit de l'immigration	440, boul. René Lévesque Ouest Suite 1001 Montréal (QC) H2Z 1V7 (514) 849-3671	http://www.aidejuridiquedemontreal.ca/
Association québécoise des avocats et avocates en droit de l'immigration (AQAADI)	445, boul. Saint-Laurent Suite 500 Montréal (QC) H2Y 3T8	http://www.aqaadi.com/en/find-lawyer/member-listing/
Comité d'Aide aux Réfugiés	18, rue Beaubien Est Montréal (QC) H2S 1S5 (514) 272-6060, poste 5	http://boussolejuridique.ca/en/resource/canadian-council-for-refugees/
Just Solutions Clinic		http://www.montrealcitymission.org/en/programs/legal-clinics/just-solutions

At a glance

Asylum seekers with young children may need to have them looked after so that they can take francization classes or work.

Asylum seekers are not eligible for subsidized childcare, or for reimbursement of child care expenses (16).

Offer of services

In Quebec, child care services must comply with the *Educational Childcare Act*, and fall under one of the following two categories (17):

- recognized childcare services: childcare centres (CPEs), subsidized daycare centres, non-subsidized daycare centres, and home childcare services; and
- non-recognized childcare services: home childcare services, community drop-in daycare centres, nursery schools, day camps, and school childcare services.

Certain community organizations offer drop-in childcare services while the parents attend activities provided by the organization (example: francization classes).

Eligibility

Asylum seekers are not eligible for subsidized childcare. They may, however, have their children looked after at their expense using:

- non-subsidized childcare services;
- non-recognized childcare services.

Resources

Non-subsidized childcare	<ul style="list-style-type: none">• Check with "La Place 0-5" to find out whether the childcare is registered• If not, contact the childcare service directly	https://www.mfa.gouv.qc.ca/en/services-de-garde/parents/choix/localisateur/Pages/index.aspx
Non-recognized childcare	Contact the person in charge of the childcare service directly	

At a glance

In Quebec, school is mandatory and free for all children between 6 and 16 years of age (18).
Under the *Charter of the French Language* (Bill 101), children must attend a French-language school (19). Children who speak little or no French will first take a reception class.

Offer of services

The school boards are responsible for managing schools and educational organizations at the pre-school, primary and secondary school levels.

The school that the child will attend is normally located in the neighbourhood where the family lives, making it easier to get there and back. Parents must take an appointment with the hospitality sector of their community's school board.

School supplies and certain services or activities are paid for by the parents:

- the school provides a list of school supplies that must be purchased;
- parents may be asked for money to pay for complementary school supplies or uniforms; and
- lunch services, childcare services and extra-curricular activities are covered by the parents.

If a family is facing financial hardship, the school may propose an arrangement. In some cases, social assistance may provide a subsidy to cover school expenses once a year.

Resources

In Montréal, the French-language school boards are:	Commission scolaire de Montréal 3737, rue Sherbrooke Est Montréal (QC) H1X 3B3 http://csdm.ca/	Commission scolaire Marguerite-Bourgeoys 1100 Boul. Côte-Vertu Saint-Laurent (QC) H4L 4V1 (514) 855-4950 http://www.csmb.qc.ca/	Commission scolaire de la Pointe-de-l'Île 550, 53ème avenue Montréal (QC) H1A 2T7 (514) 642-9520 https://www3.csqi.qc.ca/
Elsewhere in Québec:	Locator : http://fcsq.qc.ca/commissions-scolaires/recherche-par-region-et-code-postal/?L=0		

At a glance

If the person does not understand French, they should take francization classes provided by (20) :

- the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) ; and
- the ministère de l'Éducation et de l'Enseignement supérieur (MEES).

Eligibility

Anyone aged 16 and over who has applied for asylum and resides in Quebec may take French classes from MIDI for free.

Certain registration fees may apply.

Offer of services

MIDI

Part-time classes

- beginner and intermediate levels;
- held in organizations and schools throughout Montréal and other cities in Quebec;
- registration directly with the establishment, the person may have to be assessed to determine their level.

Online classes

- intermediate and advanced levels;
- minimum of 6 hours per week;
- requires a computer with an internet connection;
- there are also specialized programs:
 - health and nursing care;
 - applied engineering and science;
 - administration, law and business.

Classes in the workplace

- beginner, intermediate and advanced levels;
- for people who are already employed, offered part-time, at the employer's request;
- agreement between MIDI and certain businesses to encourage immigrant workers to learn French;
- given at the workplace by a qualified instructor.

MEES

French as a second language classes

- offered to adults in adult education centres;
- the classes are free, but there may be a registration fee;
- applications must be submitted directly to the adult education centre in the person's area of residence.

Adapted program

- offered to persons who received little or no schooling in their country of origin;
- there are also transitional French classes for young immigrants between 16 and 20 years of age whose francization through reception classes was insufficient to prepare them for adult general education.

Resources

MIDI

Part-time classes

<https://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/part-time/index.html>

Online classes

<https://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-online/index.html>

Classes in the workplace

<https://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/courses-workplace.html>

MEES

Locator:

<http://www.education.gouv.qc.ca/en/trouver-une-ecole/>

At a glance

The Interim Federal Health Program (IFHP) is the health care coverage provided by the Government of Canada to asylum seekers. It covers basic health care and medication, and is governed by an agreement between the federal government and the Medavie Blue Cross insurer (21).

Asylum seekers must undergo an Immigration Medical Examination (IME) within 30 days after arriving in Canada: they will have received a document with instructions from a Border Services Officer.

Eligibility

IFHP is for asylum seekers awaiting a decision and for failed refugee claimants.

The coverage terminates:

- if the claim is accepted, 90 days after the decision or receipt of the card from the Régie de l'assurance maladie du Québec (RAMQ); or
- if the claim is refused, on the date set for deportation.

Asylum seekers may only obtain care from providers registered with Medavie Blue Cross.

Role of the worker

Remind the asylum seeker to always check whether the professional they are consulting is a Medavie Blue Cross provider and accepts asylum seekers with IFHP (note: the list of professionals and clinics registered with Medavie Blue Cross is not up to date).

Warn the asylum seeker that Medavie Blue Cross never reimburses a patient who has already paid.

If the asylum seeker runs into problems with IFHP (eligibility, etc.), refer them to PRAIDA.

Offer of services

Basic coverage

- hospital services for in- and out-patients;
- services provided by doctors, authorized nurses and other health care professionals authorized to practice in Canada (*); and
- laboratory, diagnostic and ambulance services.

Supplemental coverage

- limited emergency dental and eye care;
- home care and long-term care;
- care provided by health care professionals (**); and
- functional appliances and accessories, medical supplies and equipment (***).

Coverage for prescription medication

- most prescription medication and other products listed in RAMQ forms.

IME coverage

- for most categories of beneficiaries, IFHP also covers the cost of an IME and any related diagnostic tests; and
- only a designated physician may perform that examination and provide the asylum seeker with proof thereof, which will be needed when applying for a work permit.

* Including perinatal care.

** psychologists, clinicians, psychotherapists, therapy and consultation services, occupational therapists, speech therapists and physiotherapists.

*** orthopedic equipment and prosthetics, mobility aids, hearing aids, supplies for diabetics, supplies for incontinence, and oxygen equipment.

For these services, always check whether conditions apply.

Conditions

Medical care

Medical care

- identical to RAMQ coverage (except in a few rare cases, such as fertility treatment).

Midwife

- maximum \$3,042.

Ambulance

- maximum \$350.

Immigration Medical Examination

- first IME is free.

Mental health

Psychotherapy

- maximum of 20 sessions;
- member of the order of psychologists;
- upon referral from physician;
- two-hour assessment; and
- request for pre-authorization for therapy.

Psychiatry

- upon presentation of the IFHP.

Interpreters

- not covered by IFHP, other than psychiatric and physiotherapy care.

Dental care

No pre-authorization

- examination, X-rays;
- simple extractions;
- relining and repair of dentures;
- trauma and pain control;
- emergency medication.

With pre-authorization

- complex extractions;
- restorations (only severely damaged teeth);
- general anesthesia;
- partial and full dentures.

Medication and supplemental services

Medication

- régime d'assurance médicaments (RAMQ) list.

Other (no pre-authorization)

- eye examination;
- hearing examination.

Other (with pre-authorization)

- physiotherapy;
- occupational therapy;
- home care;
- long-term care;
- prosthetics;
- orthotics;
- mobility aids;
- supplies for diabetics;
- respiratory aids;
- etc.

Interpreter

- It is important that the asylum seeker understand what their worker is telling them;
- If they do not understand French or English, they may be accompanied by an interpreter;
- When making an appointment, the asylum seeker or the interpreter should mention their need for an interpreter.

Resources

Medical clinics and health care professionals

A minority of doctors, dentists, pharmacists and other health care professionals accept patients with IFHP.

Hospitals

In principle, every hospital in Quebec provides free health care to patients with IFHP:

- Emergency: generally no issues;
- External clinic: some doctors not registered as IFHP service providers may refuse to see patients with IFHP or may require a fee payment.

A patient with IFHP should never pay a fee.

Info-santé et info-social (call 811)

- Telephone consultation offered in French and English.
- Accessible 24/7.
- Confidential communication with a nurse or a social worker.
- Provides professional advice and refers to the appropriate resources.

For immigration-related psychosocial problems, asylum seekers should contact PRAIDA.

- (1) <https://www.immigration-quebec.gouv.qc.ca/en/informations/asylum-seekers-situation/index.html>
- (2) <https://www.unhcr.org/protection/basic/3b66c2aa10/convention-protocol-relating-status-refugees.html>
- (3) <https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/asylum-claims/processed-claims.html>
- (4) <https://irb-cisr.gc.ca/en/statistics/protection/Pages/index.aspx>
- (5) <https://irb-cisr.gc.ca/en/refugee-news/Pages/Q1-2018.aspx>
- (6) https://ouvert.canada.ca/data/en/dataset/b6cbcf4d-f763-4924-a2fb-8cc4a06e3de4?_ga=2.236563267.356327548.1532461195-1129353015.1516293393
- (7) http://www.midi.gouv.qc.ca/publications/fr/recherches-statistiques/Portraits_categories_2012-2016.pdf
- (8) <http://ciusss-centreouestmtl.gouv.qc.ca/soins-et-services/programme-regional-daccueil-et-dintegration-des-demandeurs-dasile-praida/index.html>
- (9) https://www.immigration-quebec.gouv.qc.ca/publications/fr/divers/Guide_demandeur_asile.pdf
- (10) http://www.emploi.quebec.gouv.qc.ca/uploads/tx_fceqpubform/SR_f_sr3002.pdf
- (11) https://www.mtess.gouv.qc.ca/services-a-la-clientele/centre-specialise-des-demandeurs-dasile/index_en.asp
- (12) <https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5553-applying-change-conditions-extend-your-stay-canada-worker.html>
- (13) https://www.canada.ca/content/dam/ircc/migration/ircc/francais/pdf/trousses/form/imm0008_12f.pdf
- (14) http://www.servicesjuridiques.org/wp-content/uploads/Guide.2017.ENG_.web_.pdf
- (15) <https://www.barreau.qc.ca/media/1329/guide-droit-immigration.pdf>
- (16) <https://www.mfa.gouv.qc.ca/en/services-de-garde/parents/programme-contribution-reduite/admissible/Pages/index.aspx>
- (17) <https://www.mfa.gouv.qc.ca/fr/services-de-garde/parents/Pages/index.aspx>
- (18) http://www.education.gouv.qc.ca/fileadmin/site_web/documents/education/diversite/feuillett_immigrants_francais.pdf
- (19) <http://www.education.gouv.qc.ca/en/parents-and-guardians/instruction-in-english/eligibility/anglais/legislation/>
- (20) http://www4.gouv.qc.ca/FR/Portail/Citoyens/Evenements/immigrer-au-quebec/Documents/FEU_FrancisationDemandeurs_FR_FIN_IMP.pdf
- (21) <https://www.canada.ca/fr/immigration-refugies-citoyennete/services/refugies/aide-partir-canada/soins-sante/programme-federal-sante-interimaire/resume-couverture-offerte.html>

**Centre intégré
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de-l'Île-de-Montréal**

Québec



**Centre d'expertise sur le bien-être et l'état de santé
physique des réfugiés et des demandeurs d'asile**

Direction des services intégrés de première ligne