



## Welcome

---

*Your fellow Quebecers are with you in this difficult situation you are experiencing, and assure you of their friendship.*

*The Québec government wants to make available to you and your loved ones the services needed for a return to normal life. Accordingly, to facilitate your arrival in Québec, you will be met immediately in Montréal, and will be able to rapidly obtain, if you deem it necessary, any of the various assistance services described in this leaflet.*

---

## On your arrival at Montreal-Trudeau Airport

Everything has been set up to ensure that you are not alone unless, of course, you wish to be. After you have gone through the formalities with the Canadian government authorities, you will be met by representatives of Immigration-Québec, who will accompany you to retrieve your luggage.

Once your luggage has been screened, you will be directed to the international arrivals area. From there, you may:

- rejoin your friends or family members who have come to pick you up;
- leave the airport by the means of your choice and go home; or
- be accompanied to the reception area, where you will be directed to the appropriate resources. A transportation service will be available for that purpose outside the airport.

## Emergency assistance

The Canadian Red Cross offers you accommodation, clothing, food and reception services to tide you over for a 72-hour period.

Information:  
**1 866 501-1941 (toll free)**

## Health and psychological support

Québec's health and social services network offers you a complete range of health and psychological support services.

To find out how to obtain these services near your home, call:  
**1 800 363-1363 (toll free)**

## Financial assistance

If you are unable to cover your basic needs, you can meet with a resource person from the ministère de l'Emploi et de la Solidarité sociale, in the reception area, who will evaluate your situation.

Information:  
**1 888 643-4721 (toll free)**

## For information

Services Québec has put at your disposal the following toll-free number:  
**1 800 363-1363**

Complete information is also available at:  
**[www.gouv.qc.ca](http://www.gouv.qc.ca)**