

Saint-Agapit, November 6, 2023

Subject: Modifications to the "accompanying services" offered to immigrants

Hello everyone,

Carrefour Emploi Lotbinière would like to inform its clients and partners, of changes to its current service offering.

Since 2004, our organization has been supporting immigrants in their arrival and integration into the community. Over the past two years, the number of newly arrived immigrants supported by our immigration and integration advisors, has increased significantly. This increase has become even more marked in recent months, due in part to requests for transportation, on the part of our clients.

Before going any further, here's a reminder of the basic services we offer:

- Assessment of necessary requirements
- Assistance in finding housing
- Support in obtaining government documents :
 - drivers' license
 - social insurance number (SIN or NAS)
 - health insurance card (RAMQ)
 - etc.
- Help in opening a bank account
- Support in finding a job, or returning to school
- Introduction to sports, social, and cultural activities in the region
- Support integrating children into schools and daycare centers
- Education workshops for immigrant families
- Referrals to immigration lawyers and consultants
- Referrals to immigration procedures :
 - permanent residence
 - work permit renewal
 - etc.
- Referrals for psychosocial needs

When we renewed our agreement with the Ministère de l'Immigration, de la Francisation et de l'Intégration last July (for funding to enable us to provide support to our immigrant clientele), we were unable to receive the financial increase we had anticipated, in order to respond to this new reality (over 200 new people in the last year). This has propelled us to take decisions regarding the services we offer.

IMPORTANT : It is essential to make an appointment with your assigned advisor. For all services, please allow 72 business hours before receiving a reply. We will respond according to priorities, and our team availability.

Transportation :

- All requests will be evaluated by an advisor within the framework determined by the Carrefour.
- Transportation will be provided only when the presence of an advisor is physically required.
 - SAAQ example : Transportation and support during the 1st appointment. Thereafter, the person must be able to arrange for their own travel.
- The Carrefour can make a referral to an organization for transport.
- We ask the business involved, to check with their organization for other modes of transport.

Housing :

- We offer support in finding accommodations. Please note that **we will no longer be able to furnish apartments, as we had in the past.**

It is with great regret that we have to take these decisions. Our objective is to provide immigrants with the tools they need, in order to develop their independence within the community. Our objective is to offer quality service to all clients, while respecting our own constraints. If you have any questions, please feel free to contact a member of our immigration team.

Thank you for understanding,

Huguette Charest
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Executive Director