

GUIDE FOR Newcomers



Accueillante
Haut-Saint-Jean



Centre de ressources
pour nouveaux arrivants
au Nord-Ouest inc.

PLI  LIP

Partenariat local en immigration • Local Immigration Partnership
Haut-Saint-Jean

Welcome to the Haut-Saint-Jean region,
the destination of choice for a new start
in New Brunswick.



Eric Marquis
Mayor of Edmundston

It is with great pleasure that we wish you a warm welcome to Edmundston.

We hope that you will find here the social, economic, cultural and community dynamism that we take pride in. We are offering you a complete range of services to simplify your arrival.

Let yourself get charmed by the legendary Madawaska hospitality within this unique francophone culture.

If you have any questions, please do not hesitate to contact us at 506-739-2115 or at communication@edmundston.ca

Welcome home and see you soon!



Jean-Pierre Ouellette
Mayor of the Communauté rurale de Haut-Madawaska

As the Mayor of the Communauté rurale de Haut-Madawaska, it is my great pleasure to welcome you to our community.

The Communauté rurale de Haut-Madawaska is a welcoming, warm and inclusive community where success is possible.

This region is filled with music, history, culture and legends, and is the capital of the of the legendary Republic of Madawaska and a gathering point for Acadians, Aborigines, Quebecers and Americans. The Haut-Madawaska is a unique community with a rich past and a promising future.

Welcome home.



Patricia Bernard
Chief of the Madawaska Maliseet First Nation

As Chief of the Madawaska Maliseet First Nation, I welcome you to the unceded traditional territory of the Wəlastəkwēy (People of the Beautiful and Bountiful River).

Our people have been welcoming immigrants here since the Europeans first set foot on our continent. Specifically, in 1785, we welcomed the first Acadian settlers to our land in Madawaska, the oldest village in our nation, which is still occupied and one of the most historically significant. It is sometimes referred to as the capital of our land, as there would be annual meetings of the grand council of our people, held right here in Madawaska. In our language, the word "Madawaska" literally translates to Place of the Porcupines. However, the more precise meaning of the name comes from "the place where a lot of grass and hay grow at the junction of two rivers." So, when you imagine grass and hay growing out of the water, it can resemble porcupine quills.

That is the beauty of our language and understanding of our culture. With that, we welcome you to our vast territory of Wəlastəkwēy in Madawaska County, New Brunswick.

WORDS OF WELCOME



Martine Rioux
Coordinator
Communauté francophone accueillante
du Haut-Saint-Jean (CFA-HSJ)

The CFA-HSJ is one of the 14 pilot projects of the Welcoming Francophone Communities, an initiative of the Department of Immigration, Refugees and Citizenship Canada (IRCC), in response to the needs expressed in Francophone minority communities regarding Francophone immigration to Canada.

This community project, which brings together the City of Edmundston, the Haut-Madawaska, and the Madawaska Maliseet First Nation, aims to foster a sense of belonging among French-speaking newcomers to help them integrate and thrive in the region, and to raise awareness among all stakeholders to stimulate demographic and economic growth.

CFA-HSJ is the only one of its kind in New Brunswick. A total of \$ 981,000 has been invested over a three-year period (2020 to 2023), and the project has been extended for a fourth year.

WORDS OF
WELCOME



Ibrahim Sobhi
Coordinator
Local Immigration Partnership (LIP)

The long-term vision of the LIPs is to support the development of multi-sectoral partnerships at the local community level. These partnerships aim to integrate the needs of newcomers into the community planning process, identify community-specific strategic priorities, and implement a resettlement strategy and action plans to improve outcomes for newcomers.

The partnership is led by the City of Edmundston and is comprised of immigration stakeholders, immigrants, the business community and partners from the municipal administration.

The LIP will help implement the strategy and provide a better framework for identifying the needs of newcomers, the gaps in service delivery and the mechanism through which collaboration can provide better opportunities for immigrants.



Normand Bourdeau
General manager
Northwest Resource Center for Newcomers


The North West Newcomer Resource Center Inc. (CRNA-NO) is a non-profit organization founded in 2010 whose mission is to help newcomers who come to settle in the region in order to facilitate their social, economic, educational and cultural integration.

The CRNANO offers reception and settlement, employability and integration services. All services are offered free of charge to newcomers to the region thanks to financial support from IRCC and the Government of New Brunswick.

As a newcomer to Canada, it is important to familiarize yourself with the various aspects of daily life in your new adopted country as well as the specificities and subtleties of your region.

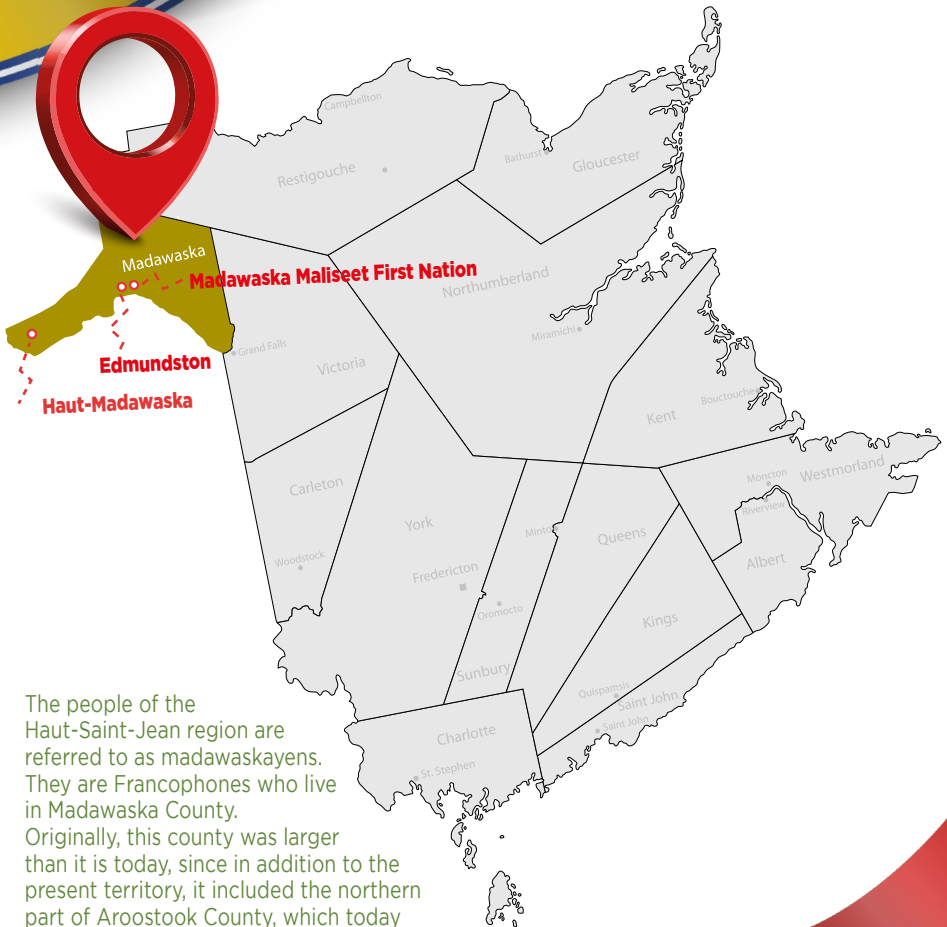
Here, in Northwestern New Brunswick, there are many things to discover and we are here to help you.

Our **PARTNERS**
in immigration



The communities of Edmundston, Haut-Madawaska and the Madawaska Maliseet First Nation constitute what is known today as the Haut-Saint-Jean (Upper Saint John) or the Haut-Saint-Jean region.

Located in northwestern New Brunswick, these three communities share a rich history that goes back to the 18th century with the arrival of French settlers, the ancestors of the Acadians now living in the province.



The people of the Haut-Saint-Jean region are referred to as madawaskayens. They are Francophones who live in Madawaska County. Originally, this county was larger than it is today, since in addition to the present territory, it included the northern part of Aroostook County, which today is part of the American state of Maine.

At the time, these two counties constituted the Upper Saint John River valley.





City of Edmundston

506-739-2115

www.edmundston.ca

Edmundston is the business and service hub of the Madawaska region.

It is the most populated city in the region. In the early days of colonization, Edmundston was called Petit-Sault (little waterfall). The Fortin du Petit-Sault, located at the confluence of the Saint John and Madawaska rivers, was used during this period to protect the territory. The town takes its current name from a former Governor of New Brunswick, Sir Edmund Walker Head, who visited Madawaska in 1856. Before the arrival of the first settlers, the Amerindians called this place "Madoueskak" meaning land of the porcupines.

In 1917, the Fraser Company built a pulp and paper mill and, in 1925, set up another paper mill in Madawaska, a neighbouring American town in Maine. This mill has provided employment for several generations.



Haut-Madawaska

506-258-3030

www.haut-madawaska.com

The Communauté rurale de Haut-Madawaska has four neighbourhoods that are brimming with natural and cultural treasures: Saint-Hilaire, Baker-Brook, Clair and Saint-François-de-Madawaska.

The Clair district is the picturesque crossroads of social and economic activities in Upper Madawaska. Located on the banks of the majestic St. John River, the village is connected to the American community of Fort Kent (Maine) by an international bridge. Saint-François-de-Madawaska, which is predominantly agricultural, is a very dynamic village. As the second oldest parish in Madawaska County, it was founded in 1859, although the first French families had already settled there in 1825. Today, Saint-François-de-Madawaska is a major employment generator.



Madawaska Maliseet First Nation

506-739-9765

www.madawaskamaliseetfirstnation.com

The Madawaska Maliseet First Nation is one of six Wolastoqiyik (or Maliseet) Nations living along the Saint John River.

Located in Northwestern New Brunswick, a large portion of its ancestral unceded territory is part of what is now the City of Edmundston.

Of its 374 registered members, 174 live on reserve in a residential area situated a few kilometres east of the confluence of the Saint John and Madawaska Rivers.

The Madawaska Maliseet First Nation is a thriving community that prides itself on stable leadership and economic growth.

WELCOMING communities



IMPORTANT THINGS

to do upon your arrival

This guide contains information from several sources.

Some information may have changed since this guide was originally created.

However, by visiting the websites we have provided, you will be able to find the information you need.

- ☐ Contact the **Northwest Resource Centre for Newcomers**
- ☐ Find **housing**
- ☐ Apply for a **Permanent Resident Card** (permanent residents only)
- ☐ Apply for a **Social Insurance Number**
- ☐ Apply for a **Medicare card**
- ☐ Get a **driver's licence**
- ☐ Open a **bank account**
- ☐ Apply for a **family doctor**
- ☐ Register **children in school**
- ☐ Improve **English and French language skills**
- ☐ Begin a **job search**



Accueillante
Haut-Saint-Jean

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IMPORTANT PHONE NUMBERS

Police

Non-emergency
506-739-2100
In case of emergency 911

RCMP

(Royal Canadian Mounted Police)
Non-emergency
1 888-506-1GRC (1472)

Energy Edmundston

Power Outages
506-739-2106

NB Power

Power Outages
1 800-663-6272

Telecare

Information (health and assistance)
811

General Information Line for all Community and Social Services

211

CRNANO

Northwest Resource Centre
for Newcomers
506-735-0604

NB Refugee Clinic

Legal information and assistance
Province-wide services
506-204-5781

Service New Brunswick (SNB)

Provincial Government Services
1 888-762-8600

Service Canada

Federal Government Services
1 800-622-6232 / 506-739-0222

Cabs

Taxi Camille

506-739-8480 / 506-263-2001

Allo Taxi

506-733-7025



**EMERGENCY
PHONE NUMBERS
24 HOURS**





ACCES TO A **COMPUTER**

Access to a computer

Mgr-W.-J.-Conway Public Library

33 Irène Street
Edmundston, NB, E3V 1B7

506-735-4713

Mgr-Plourde Public Library

15 Bellevue Street
Saint-François-de-Madawaska, NB E7A 1A4

506-992-6052

Working NB

(job search only)
121 de l'Église Street
Carrefour Assomption, suite 308
P. O. Box 5001
Edmundston, NB E3V 3L3

1 888-762-8600
<https://workingnb.ca/>

Service Canada

22 Emmerson Street
Edmundston, NB E3V 1R7
1 800-622-6232 / 506-739-0222
www.canada.ca

**Collège Communautaire
du Nouveau-Brunswick
Edmundston Campus**

(international students only)
35 15 Août Street
P. O. Box 70
Edmundston, NB E3V 3K7

506-735-2500
<https://www.ccnb.ca>

**Université de Moncton
Edmundston Campus**

(international students only)
165 Hébert Boulevard
Edmundston, NB E3V 2S8

506-737-5051
www.umoncton.ca

**Northwest Resource Centre
for Newcomers
(CRNANO)**

59 Queen Street
Edmundston, NB E3V 1A4
506-737-0604
www.crna.ca

Many cafés, restaurants and facilities offer free access to Wi-Fi if you bring your own device.





Immigration and Citizenship Canada

For the most up-to-date and reliable information about immigrating to Canada, visit the Department of Immigration, Refugees and Citizenship Canada (IRCC) website. This site provides everything you need to know about visiting, studying, working or immigrating to Canada, including how to apply for a permanent resident card, Canadian citizenship or Protected Person Status (refugee).

1 888-242-2100
www.cic.gc.ca

New Brunswick Refugee Clinic

This clinic provides legal assistance to immigrant and refugee claimants who wish to settle in New Brunswick.

349 St. George Street, Suite 203
Moncton, NB
E1C 1W8

506-204-5781
<https://nbrc-crnbc.ca/>
www.welcomenb.ca



GOVERNMENT SERVICES

A wide range of government agencies offer services to Canadians. The following are two that provide essential tools for your integration.

Service New Brunswick

delivers services that are under provincial jurisdiction, such as health care and driver's licences.

Service Canada

provides services that are under federal jurisdiction.

New Brunswick
Nouveau Brunswick

Canada



Medicare Card



Service New Brunswick (SNB)

Carrefour Assomption
121 de l'Église Street
Edmundston, NB E3V 1J9

1 888-762-8600
www.snb.ca

If you need to see a doctor or go to the hospital, you must present a health insurance (medicare) card in order to receive free care.

Visit www.gnb.ca to find out what services are covered.

You are eligible for New Brunswick health care coverage. It may take a few days to three months to process the application after you become a permanent resident or work permit in New Brunswick. You must complete an application form and provide documentation from Immigration and Citizenship Canada.

Service New Brunswick will send you a letter informing you if and when you qualify for coverage. For more information, contact the Health NB Client Advisor in Fredericton at 506-453-4227.

Driver's Licence and Car Registration



Service New Brunswick (SNB)

Carrefour Assomption
121 de l'Église Street
Edmundston, NB E3V 1J9

1 888-762-8600
www.snb.ca

You must have a valid driver's licence to drive a vehicle in Canada.

For more information go to:
Getting Around

Car Registration



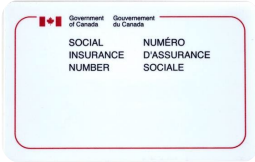
A motor vehicle registration is required under the Motor Vehicle Act which serves as the unique identifier of the vehicle.

To obtain motor vehicle registration, the applicant must submit a description of the vehicle including:

- the make and model of the vehicle;
- body type;
- vehicle serial or identification number;
- whether the vehicle is new or used;
- if it is a new vehicle, the date of its sale by the manufacturer or dealer to the person who intends to drive it.

No initial or renewal or replacement motor vehicle registration certificate, plate or permit will be issued unless the owner or operator of the motor vehicle has attached to his application proof of insurance policy for the vehicle.

Social Insurance Card



Service Canada

22 Emmerson Street
Edmundston, NB
E3V 1R7

1 800-622-6232 / 506-739-0222
www.canada.ca

You must have a Social Insurance Number (SIN) to get a job and to access government services.

You can apply for a Social Insurance Number (SIN) upon arrival. Apply online or in person and provide the necessary documentation.

Canada Post

Service Canada

1 800-267-1177

<https://www.canadapost-postescanada.ca/cpc/en/home.page>

Canada Post delivers your mail to your home and sends packages and letters. In some neighbourhoods, mail can be delivered to community mailboxes located along the street. There are several post offices and postal outlets in the Haut-Saint-Jean region.

Postal outlets are located in some pharmacies and grocery stores in the local area. In addition to selling stamps and shipping packages, they offer passport and income tax forms. Also, red mailboxes with the Canada Post logo can be found throughout the communities.

All mailing must have :

- The correct postage (stamp)
- A return address (home or work)
- Recipient's address
- A postal code

Edmundston

Canada Post Head Office
22 Emmerson Street
Edmundston, NB E3V 1S0

Edmundston

Shoppers Drug Mart
Service Counter
160 Hébert Boulevard
Edmundston, NB E3V 2S0

Saint-Basile

Canada Post Office
215 Principale Street
Saint-Basile, NB E7C 1C0

Saint-Jacques

Canada Post Office
4 Grondin Street
Saint-Jacques, NB E7B 1C0

Clair

Canada Post Head Office
695 Principale Street, Clair, NB
E7A 2H0

Saint-François-de-Madawaska

Canada Post Office
2020 Commerciale Street
Saint-François-de-Madawaska
E7A 1G0



Red mailboxes used to deposit your letters ready to be posted.



Community mailboxes



HOUSING

RENTING, RENTAL CONTRACT (LEASE)
BUYING A HOUSE
HEATING AND ELECTRICITY





TEMPORARY HOUSING

If you need temporary accommodation upon arrival in the region, there are a few options:

Hotels and Motels

Most will rent rooms by the night, and some offer small studio apartments with small kitchens that you can rent on a weekly or monthly basis. You can search online or visit **www.tourismedmundston.com**.

Airbnb.com

This website lists places to stay for a night, a week or a month. Sometimes, it is possible to rent a house, an apartment or a room in a house. You can go to the website: **www.airbnb.ca**.

RENTING an Apartment or a House

There are many places where you can rent an apartment or a house in the Haut-Saint-Jean region.

WHERE TO LOOK :

Signs

displayed in windows of homes or apartment buildings.

CRNANO

(Northwest Resource Centre for Newcomers)

506-735-0604 • **www.crna.ca**

In the media



www.infoweekend.ca

Local journal

Rental advertisements



www.facebook.com

Marketplace search



www.kijiji.ca

Search "Edmundston rental companies"



SIGNING A LEASE

In order to rent an apartment in Canada, some landlords require that a lease be signed for an average of one year. A lease is a legal agreement between the landlord and the tenant.

- The lease sets out the rights and responsibilities of the landlord and the tenant.
- Most leases state that you must give your landlord one month's notice before you move out.
- In some cases, the landlord may ask for proof of employment or income.
- Before you sign a lease, read it carefully.
- Most leases do not include utility costs (heat and electricity) or laundry costs. Many apartment buildings are equipped with pay-per-use laundry machines.
- Signing a lease requires a damage deposit to be paid. This money is returned to the tenant when they move out, as long as the unit is in the same condition as when they moved in.

Landlords of rental apartments must comply with safety standards. Each bedroom must have a window, and the apartment must have a working fire alarm.

For further information on tenancy and tenants' rights visit the Service New Brunswick website www.snb.ca and search for "Rentalsman Office."



BUYING A HOUSE

One of the best places to find a home is the website **www.realtor.ca**. It lists all the properties for sale in the Haut-Saint-Jean region. You can search for a house by cost, size, neighbourhood, etc.

Since buying a house requires a lot of research, you can contact a real estate agent who will be able to advise you. Some of the real estate agencies in the area are:

Alliance Reality

Exit

Keller Williams Capital Realty

Remax

Riviera Real Estate

Property Guys

Houses for sale usually have a sign placed on their property that gives the contact information of either the seller or the real estate agency. For further information on buying a home in New Brunswick, please visit: **www.fcnb.ca/en**

Buying Furniture and Household Items

There are several furniture stores in the area:

BrandSource Rice

Accent Meubles

Meubles Prix Budget

You can find some household accessories in supermarkets, drugstores, dollar stores, etc.

For a fee, you can order online and have items delivered to your home.

If you are on a budget that does not fit the purchase of new furniture, **flea markets, the R.A.D.O workshop** and the **Canadian Red Cross** sell used furniture.

There are many used items for sale at **www.kijiji.ca**. If you are interested, you will probably need a car or truck to transport your items. Cost and quality may vary. It is important to carefully inspect each item before purchasing.

You can find some household accessories in **supermarkets, drugstores, dollar stores, etc.**



HEATING AND ELECTRICITY

New Brunswick winters can be very cold. Starting in the fall, you will need to heat your home to a comfortable temperature (around 21 degrees Celsius). Canadians heat their homes in different ways:

Electricity

Please contact New Brunswick Power to set up your electricity account at **1 800-663-6272** or visit the website: **www.nbpower.com/en/contact-us/offices/**. You will receive a monthly bill for the electricity you use during the month.

Residents within the Edmundston city limits call **506-739-2115** or visit **www.edmundston.ca/en/services/energy**

Heating oil

If your home or apartment is heated with oil, you will need to contact a heating oil company. Search online under "heating oil companies."

Propane

If your house or apartment is equipped with a propane furnace, you will need to contact a propane supply company. Search online under "propane suppliers in Edmundston and Haut-Madawaska."

Wood

Some people use a wood stove for heating. If this is the case, you will need to stock up on wood in the fall. By consulting **www.kijiji.ca** and **Facebook**, you will have access to sellers. Be very careful when using a wood stove and never leave it running unattended.



COMMUNICATIONS

TELEPHONE, INTERNET
COMPUTER REPAIR, AND MEDIA





PHONE AND INTERNET SERVICES

Residential services

Companies that offer landline telephone and cable services also provide Internet services. These providers offer better rates when the cell phone, landline, cable and Internet services are included in a single package.

The major providers are:

Bell Aliant

Bell Aliant
1 888-214-7896
www.bellaliant.ca

 **ROGERS**

Rogers
1 866-210-4059
www.rogers.com

Cell phones

The best known providers of cellular phone sales and service are:

Bell Aliant, Koodo, Rogers, Telus, Virgin Mobile.

Atlantic Superstore, Audiotek, Cell Tab and Walmart
also provide cell phone services.

You can bring your own phone and have it set up for proper operation in the area. Before signing a contract, make sure you read it carefully so you understand all the terms and conditions of the plan you are being offered.



COMPUTER AND CELL PHONE REPAIR

There are a few companies that repair cell phones and computers.

Réparation CellTab

56 de l'Église Street
Edmundston, NB
E3V 1J6

506-737-8728

www.celltab.net

PC Tech Service

205 Saint-François Street, Apt D
Edmundston, NB
E3V 1G1

506-353-0808

<https://edmundston-tech-service.business.site/>

Public Phones

Although there are increasingly fewer public or pay phones in the area, hotels, department stores and shopping malls still have them. Instructions for making a local or long-distance call are found on the pay phone. The cost of a local call is 50 cents.

FIND a phone number



canada411.ca

Phone numbers and addresses
www.fr.canada411.ca



PagesJaunes

Business phone numbers and
addresses www.pagesjaunes.ca



TV Channels

The number of TV channels you can access will depend on your cable package.

Radio Stations

English and French radio stations broadcast music, hourly news, and provide information on activities and events. The most popular ones are:

- **CFAI FM 101.1** (news, music and information)
- **Frontière FM 92.7** (news, music and information)
- **Radio-Canada Acadie FM 100.3** (news and information)

Newspapers

- **L'Acadie Nouvelle** www.acadienouvelle.com
- **Info Weekend** www.infoweekend.ca
- **Telegraph Journal** www.tj.news

BANKING SERVICES

Since the banking system in Canada is likely to be different from that in your home country, we've put together some information to help you get familiar with how it works.





CANADIAN CURRENCY

The Bank of Canada provides Canadians with coins and banknotes they can use with confidence and be proud of.

In Canada, the monetary unit is the Canadian dollar. There are 100 cents in a dollar.

To compare the value of the Canadian dollar with the currency of another country:
www.bankofcanada.ca/rates/exchange

Coins



5 cents
Beaver



10 cents
Bluenose
Schooner



25 cents
Caribou



1 dollar
Loon



2 dollars
Polar Bear

Polymer Money



The 5 dollar note - Sir Wilfrid Laurier, Prime Minister from 1896 to 1911, was elected Member of Parliament in 1874. He sat in the House of Commons for 45 years. A master in the art of good compromise and an ardent defender of national unity, Wilfrid Laurier was the first Francophone to hold the office of Prime Minister. The governments he formed contributed to the growth and expansion of the country: they encouraged European and American immigration to Western Canada, supported the construction of a second transcontinental railway and ensured the integration, in Canada, two provinces - Alberta and Saskatchewan - and the Yukon Territory.



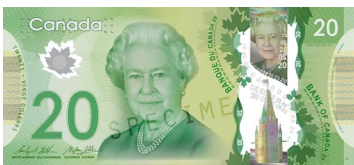
The 50 dollar note - William Lyon Mackenzie King is the longest-serving federal prime minister to date. He exercised his mandate during much of the 1920s, 1930s and 1940s, notably during some of the periods of Canadian history most marked by change: emancipation from British rule, the Second World War, the establishment unemployment insurance in 1940 and child benefit in 1944, as well as the country's active participation in the United Nations and the British Commonwealth of Nations. It was also under his mandate that in 1947, the Canadian Citizenship Act was passed. Before it came into force, "Canadians" were considered, not as full citizens, but as British subjects.



The 10 dollar note - New \$10 bill - Viola Desmond, just over 72 years after the African Nova Scotian was evicted from the whites-only section of a movie theater in New Glasgow, Nova Scotia. The civil rights pioneer and businesswoman is the first Canadian woman to appear on a circulating banknote.



The 100 dollar note - Sir Robert Borden, eighth Prime Minister of Canada, led the country during a very difficult period: the First World War. He succeeded in mobilizing Canadians around an unprecedented world conflict. The contribution of Canada, which then had only eight million inhabitants, was exceptional. When the fighting ended (November 11, 1918), more than 650,000 men and women from Canada and Newfoundland had taken part in the war effort, more than 66,000 soldiers had fallen on the field of honor and some 172 000 others suffered injuries. Given its substantial participation in the conflict, Canada obtained its own seat at the Paris Peace Conference in 1919 and at the League of Nations.



The 20 dollar note - Her Majesty Queen Elizabeth II became Canada's longest-reigning monarch in modern times, surpassing the record set by her great-great-grandmother, Queen Victoria.



FINANCIAL INSTITUTIONS

Canada has many financial institutions. There are banks and credit unions, also known as Caisses populaires. Both can help you manage your money by offering similar services, although they are not the same type of institution.

Banks are run by the federal government of Canada. In order to get services from a bank, you must open a bank account.

Credit unions are run by the provinces. In order to access their services, you must become a member of a credit union.

Financial Institutions in the Haut-Saint-Jean Region



The following services are offered by banks and credit unions:

- savings accounts
- checking accounts
- debit cards
- credit card
- travellers cheques
- personal loans
- registered retirement savings plan RRSP
- bank drafts
- exchange services
- letters of credit
- insurance products



Bank Account

A bank account is a safe way to invest your money. Banks offer different types of accounts, such as savings and checking accounts. Opening an account is simple, but you will need to provide personal and identification information, including your passport and social insurance number. You will need to contact a bank representative to determine the type of account you want. You can deposit money or make withdrawals from the bank branch of your choice or with a debit card.

Debit Card

You can use your debit card anytime to make a purchase at a store. The money will be withdrawn directly from your account. A debit card gives you access to your account from automated teller machines (ATM) located in bank entrances and shopping malls. It allows you to make withdrawals, deposit money or checks, pay bills (if they are set up for your account) and transfer money between your accounts. Ask your bank about fees for using your debit card. Fees vary depending on the bank.

Credit Card

You can also get a credit card from your bank. When you make a purchase with a credit card, it means you are borrowing money that you will have to pay back later, on a specific date. If you do not pay the full amount by the due date shown on your statement, you will be charged interest on the outstanding balance. Interest rates can be very high. It is therefore very important to ask your financial institution about payment deadlines and the interest rate applicable to your balance owed. To obtain a credit card, you will need to provide your bank with your personal information as well as information about your credit history, employment and salary. The bank will also perform a credit check.



CREDIT CHECK

A check of how you have paid your bills to date, both short and long term, is called a credit report. Creditworthiness demonstrates a person's ability to meet his or her commitments in obtaining credit. The company that performs the credit check is Equifax www.equifax.ca

Once you have arrived in the region, start paying your bills before the payment deadline. Building a good credit report early will make it easier to borrow money or get a mortgage.

For more tips on how to establish a good credit rating, please visit <https://www.canada.ca/en/financial-consumer-agency/services/credit-reports-score.html>

Identity Theft and Identity Fraud

An identity theft is a crime in which individuals steal another person's personal information for criminal purposes. Identity theft can take many forms:

- use of personal information to conduct banking transactions;
- copy of credit or debit card;
- from the most basic, such as dumpster diving and mail theft;
- sophisticated, such as phishing or database breaches;
- Spyware and computer viruses also enable thieves to steal personal information.

Protect Yourself Against Fraud:

Canadian Anti-Fraud Centre

<https://antifraudcentre-centreantifraude.ca/index-eng.htm>

Never share your personal information such as (date of birth, address, social insurance number, credit card number and any other details that may compromise your identity)



GETTING AROUND

MEANS OF TRANSPORTATION
DRIVER'S LICENCE
REGISTRATION AND INSURANCE





MEANS OF TRANSPORTATION

Cabs

The following are some of the cab companies in the Haut-Saint-Jean region:

Taxi Camille
506-739-8480
506-263-2001

Allo Taxi
506-733-7025

Bicycles

Bicycles can be purchased at the following retailers: **Canadian Tire, Walmart, Sports Experts** and **Jessome's La Source du Sport**. You can buy used bicycles at www.kijiji.ca. If you buy online, ask questions to make sure you are not buying a stolen bike.

There are many trails that make biking easy, enjoyable and safe. Both adults and children must wear a helmet when cycling.

Vehicle

You can buy a new or used car at car dealerships in the Haut-Saint-Jean region.

You can also find used cars at www.kijiji.ca and www.autotrader.ca

When you buy a used car on the Internet, check to see if the car has been in an accident, stolen or has any serious problems. You should have it inspected by a mechanic before you buy it.

Getting Financing for the Purchase of a Vehicle

A car loan is a personal loan related to the purchase of a car. The interest rate varies according to the amount and duration of the loan. It also depends on whether the car is new or used. For more information, please contact a dealer of your choice.



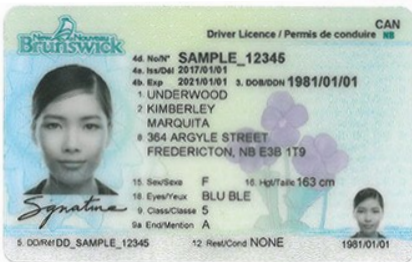
Driver's Licence

The process for obtaining a New Brunswick driver's licence depends on your home country and your driving experience.

If your home country is not on the exempt list, you will need to take a vision test, a written test and a road test, the latter with Service New Brunswick. To make an appointment, call **506-735-2085**. If you are required to take driver's education courses, Service New Brunswick will provide you with a list of driving schools to contact.

Once you receive your licence, you must pay a fee of \$90 or more (valid for four years) and provide some documentation.

Visit the Service New Brunswick website to view the documents required to obtain a driver's licence.



New Brunswick Driver's Licence



CAR REGISTRATION AND CAR INSURANCE

Car Registration

Before taking off with your car, you must ensure that your vehicle registration is valid and up to date. To do so, you must go to the Service New Brunswick office or on their website www.snb.ca. In order to be registered, your car must undergo a safety inspection and you must pay for it. The safety inspection must be done once every two years by a qualified mechanic.

Car Insurance

Insurance is required for all cars operated in New Brunswick. You must contact an insurance company to get insurance. Some auto insurance companies offer home insurance as part of a package. This service is available online. Make sure you understand the contract for any insurance before you sign it.



- In winter, your car must be equipped with winter tires. This means that you must have tires installed for this season. You can do this yourself, but it is advisable to ask a mechanic for help for at least the first year.

- It is against the law to drive while under the influence of drugs or alcohol.

- The maximum speed limit is displayed on black and white signs on the right side of the road. The maximum speed limit is indicated in kilometres per hour. On most highways in New Brunswick, the speed limit is between 90 and 110 km/h. The limit for city roads is between 50 and 60 km/h.

- In New Brunswick, all occupants of a car must wear a seatbelt while the car is in motion.

- If an ambulance, fire truck or police car is using its flashing lights and siren (horn), you must move to the right side of the roadway and pull over to the shoulder. If you are stopped at a traffic light, do not proceed, even if the light is green.

- Never pass a yellow school bus while it stops to pick up or drop off children, or while its flashing lights are on.

- There are strict laws regarding children's car seats. Children are required to use car seats according to their size until they are nine years old, weigh at least 36 kilograms (79 pounds) or are at least 145 cm (57 inches) tall. Car seats should ALWAYS be properly secured in the back seat. Also, newborn car seats should be installed so that they face the rear of the vehicle. On its website, www.canada.ca, the Government of Canada provides safety guidelines for car seats.

It is important that you carry the following documents: your driver's licence, registration certificate, proof of insurance for your car and the periodic inspection document. If you do not, you may be subject to a penalty or fine.



TRAVELLING OUTSIDE THE REGION

Airport

Although the Haut-Saint-Jean region does not have an airport with commercial flights, it is possible to travel a few hundred kilometres (about 3 to 4 hour drive) where airlines provide national and international flights.

Fredericton International Airport

2570 Route 102 Hwy
Lincoln, NB
E3B 9G1

506-460-0920
www.yfcfredericton.ca

distance: 286 km

Greater Moncton Roméo LeBlanc International Airport

777 Aviation Avenue, bureau 12
Dieppe, NB
E1A 7Z5

506-856-5444
www.cyqm.ca

distance: 450 km

Québec City Jean-Lesage International Airport

505 rue Principale
Québec, QC
G2G 0J4

418-640-3300
www.aeroportdequebec.com

distance: 318 km

Montréal-Trudeau International Airport

975 Roméo-Vachon Boulevard North
Dorval, QC
H4Y 1H1

514-394-7377
www.admtl.com

distance: 565 km

Bus Station

The Maritime Bus network connects you to New Brunswick and the rest of the Maritimes.

Maritime Bus

Irving Gas Station
191 Victoria Street
Edmundston, NB E3V 2H9

506-739-8309
www.maritimebus.com

Railway Station

Only freight trains pass through our region.



HEALTH AND SAFETY

HEALTH CARE AND EMERGENCIES





Whether you are a temporary resident (student or worker) on a work permit, or a permanent resident, you must apply for a New Brunswick Medicare card. This card allows you to receive free medical care in hospitals and doctors' offices. You will need to show your card every time you go to the doctor or hospital. If your life is in danger or if you are in such a serious condition that you need immediate care, call Health Emergency at **911** or go to the nearest hospital emergency room. Emergency services are available 24 hours a day.

For non-urgent advice or service, call **811**. This hotline will put you in touch with qualified people who can answer your questions and save you an unnecessary trip to the hospital or clinic.

Medicare Card

See page 14 of this guide for details on how to obtain a card.

Family Doctors

It can take some time to find a family doctor in New Brunswick. You can find a family doctor through Service New Brunswick. If you do not have a family doctor, walk-in clinics are available. Please see the list on the next page.

Tele-Care 811

Tele-Care is a bilingual information line provided by the New Brunswick Department of Health. Experienced nurses answer calls 24 hours a day. Call 811. They can answer your questions and give advice on medical care. You do not need a Medicare number to use these services and you can call from anywhere in New Brunswick.





Hospitals and Clinics

If you don't have a family doctor and need a consultation, go to a walk-in clinic where you can be examined, prescribed medication or medical tests and referred to a specialist. To monitor your health, request a family doctor as soon as possible.

One hospital and a few medical clinics, either with or without an appointment, serve the Haut-Saint-Jean region.

Phone numbers for these services can be found on their websites:

Edmundston Regional Hospital

275 Hébert Boulevard
Edmundston, NB
E3V 4E4

506-739-2200
www.vitalitenb.ca

Haut-Madawaska Medical Clinic

809 Principale Street
Clair, NB
E7A 2H7

506-992-0041
www.vitalitenb.ca

Dr Yen Tran Huu Medical Clinic

118 Isidore-Boucher Boulevard
Saint-Jacques, NB
E7B 1V8

506-739-6992

Monday and Thursday
5 p.m. to 8 p.m.

Madawaska Maliseet First Nation Health Centre*

1771 Principale Street
Madawaska Maliseet First Nation, NB
E7C 1W9

506-735-0676

*care provided for the
First Nation community

Soins Proxyma Care
(private clinic)

33 de l'Église Street
Edmundston, NB
E3V 1J3

506-735-7572
www.proxymacare.com

Soins Pro Access Care
(private clinic)

314 Victoria Street
Edmundston, NB
E3V 2H9

506-733-1243
<https://www.proaccesscare.com>



Pharmacies

Pharmacies (drug stores) are stores where you can buy medication prescribed by a doctor. There are also over-the-counter medications that you can buy without a prescription.



Other Medical Specialists

Dental care (dentists)
www.nbdent.ca

Optical care (optometrists)
www.nbao.ca

Mental health (psychiatrists or psychologists)
www.cpnb.ca

Children's care (pediatricians)
www.cps.ca

Audiology and speech therapy
www.nbaslpa.ca

Purchasing Additional Health Insurance

It is advisable to purchase private health insurance upon arrival in New Brunswick, especially if you do not have medical coverage from another province. Provincial health insurance does not cover all medical care, for example, the cost of prescription drugs, eye or dental care, psychotherapy or physiotherapy, etc.

You can purchase additional insurance for drugs, dental and vision care from a private insurance company. Some employers offer supplemental insurance to employees. There are many private insurance companies online. Make sure the company is reputable and read the contract carefully before you sign it.



Be Prepared in Case of Emergencies

New Brunswick's weather can affect safety at home and on the road, especially in winter.



Prepare an Emergency Kit for Your Home

It should include:

- flashlights
- batteries
- water
- extra medication
- any other items you may need if you are confined to your home during a storm or power outage.

Visit www.edmundston.ca for further information on emergency planning for your home. The Haut-Madawaska also runs a website where you can get information on emergency services: www.haut-madawaska.com



Prepare an Emergency Kit for the CAR

Your car should also be equipped with an emergency kit:

- Water and food
- A shovel
- Flashlight and extra batteries
- A first aid kit
- Reflective cones
- A spare set of clothes and blankets in case your car breaks down or you get caught in a storm.

Learn more about emergency road safety at www.getprepared.gc.ca



EDUCATION

SCHOOLING FOR CHILDREN AND TEENAGERS
LANGUAGE COURSES AND LIBRARIES





Public school grades in New Brunswick range from kindergarten (age 5) to grade 8 for elementary school, and from grade 9 to grade 12 for high school (age 17/18).

All schools in the Haut-Saint-Jean region are francophone except for one, Saint Mary's Academy, which serves students from kindergarten to grade 12 inclusively. Please note that the francophone schools offer English courses as a second language and Saint Mary's Academy offers French courses as a second language.

Children living in a given neighbourhood must attend the school assigned to that neighbourhood unless authorized by the School District.

Visit one of the school districts' websites to find schools in your neighbourhood.

District scolaire francophone

du Nord-Ouest

298 Martin Street
Edmundston, NB
E3V 5E5

506-737-4567
www.dsfn.no

Saint Mary's Academy

52 Marmen Avenue
Edmundston, NB
E3V 2H2

506-735-2066
<http://web1.nbed.nb.ca/sites/ASD-W/sma/Pages/default.aspx>

School Registration

The Northwest Newcomer Resource Centre (Centre de ressources pour nouveaux arrivants - CRNANO) can assist with school registration.

Their two School Settlement Workers (SSW) act as a liaison between immigrant families, the school districts, and the schools to facilitate the inclusion of newcomer students and to foster bonds between the school, the family, and the community.

To begin the registration process, please contact:

Karen Power

School Settlement Worker - CRNANO

karen.power@crna.ca
506-735-0604

Luz Angela Toro Lara

School Settlement Worker - CRNANO

luz.torolara@crna.ca
506-735-0604



School Transportation

For students who live more than one kilometre from the school, a school bus service is available to transport them in the morning and at the end of the day. The transportation services of the District scolaire francophone du Nord-Ouest and the Anglophone School District West determine the location of bus stops on an annual basis, based on the age of the students, their level of independence and their comprehension skills.

Contact the above-mentioned English and French school district websites for more information on eligibility requirements and bus stop locations.

Daycares and Early Childhood Centres

There are two types of daycares in New Brunswick:

Licensed (educational): childcare centres registered with the provincial government.

Unlicensed or unregistered: privately owned and operated by one or more individuals.

Children under the age of five can attend full-day childcare and children five years of age can attend preschool. When they reach school age, they can attend after-school care. After-school care programs often include transportation for children. After-school care varies according to the program offered and the cost of the service. It is a good idea to interview the staff to ensure that your child(ren)'s needs will be met.

To find approved childcare facilities, visit the following links:

<https://www2.gnb.ca/content/gnb/en/departments/education.html>

<https://www.nbed.nb.ca/parentportal/en/>



New Brunswick
School Bus

Should your child require social development assistance, please contact the local Social Development Department at at the following address:

Carrefour Assomption

121 de l'Église Street
Edmundston, NB
E3V 1J9

1 866-441-4249

www.gnb.ca/developpementsocial

L'Agence Famille et petite enfance Nord-Ouest

19 Caswell Street #1
Grand-Sault, NB
E3Z 1A6

506-253-0435



Post-Secondary Education

The Haut-Saint-Jean region has a variety of post-secondary programs and options.



UNIVERSITÉ DE MONCTON
CAMPUS D'EDMUNDSTON

**Université de Moncton
campus d'Edmundston**
165 Hébert Boulevard
Edmundston, NB
E3V 2S8

506-737-5051
www.umoncton.ca/umce-campus



**Collège communautaire
du Nouveau-Brunswick
Campus d'Edmundston**
35 du 15 août Road
Edmundston, NB
E3V 3K7

506-735-2500
www.ccnb.ca



Official Languages

New Brunswick is the only officially bilingual province in Canada, with English and French being the two official spoken languages. This means that it is possible to receive service in both languages at provincial and federal government offices. In the Haut-Saint-Jean region, 98% of the population speaks French, 2% speaks English only and over 60% speaks both languages.

Formal Language Courses

Formal courses are structured and have specific objectives. They can be credited toward a degree. They are delivered in an organized and structured context (e.g., in an educational or training institution (Collèges Communautaires du Nouveau-Brunswick and the Université de Moncton).

Informal Language Training

These courses are not structured for credit. They are designed to enable participants to become more fluent in conversation related to work and daily activities.

They may be offered at educational or training institutions and by partners, including the Northwest Resource Centre for Newcomers and public libraries in the region.

Northwest Resource Centre for Newcomers (CRNANO)

59 Queen Street
Edmundston, NB
E3V 1A4

506-737-0604
www.crna.ca

Public Libraries

New Brunswick public libraries offer free language courses via the Rosetta Stone® application. They are excellent community spaces where you can borrow books, magazines and videos. To access these services, you must register for a free library card. There are two public libraries in the Haut-Saint-Jean region. The library of the Université de Moncton, Edmundston campus is open to students only.

<https://www2.gnb.ca/content/gnb/en/departments/nbpl.html>

Mgr-W-J-Conway Public Library

33 Irène Street
Edmundston, NB
E3V 1B7

506-735-4713

Mgr-Plourde Public Library

15 Bellevue Street
Saint-François de Madawaska, NB
E7A 1A4

506-992-6052



EMPLOYMENT

JOB SEARCH, ENTREPRENEURSHIP
AND SELF-EMPLOYMENT





GETTING A **JOB**

To find a job, it is important to refer to the addresses and sites mentioned below. It is also a good idea to inform people in your area of your intentions.

In a community like ours, word of mouth is usually effective. In addition, many businesses put up posters in their windows to let people know that they need employees.

Reference Sites :

www.facebook.com/cecedmundston/

www.edupole.ca/en

www.workingnb.ca

www.jobbank.gc.ca/home

www.careerbeacon.com

www.monster.ca

www.indeed.com

www.workopolis.com

Employment with the Government

The federal and provincial governments also have job banks..

www.jobbank.gc.ca

www.nbjobs.ca



The Northwest Resource Centre for Newcomers (CRNANO)

offers pre-employment and employment assistance services. In collaboration with Working NB, these services include: employment counselling and orientation, job search basics, job search tools (resume, cover letter, interview techniques), networking events.

59 Queen Street
Edmundston, NB
E3V 1A4

506-737-0604
www.crna.ca

Working NB

Working NB services are available to all employers and job seekers in New Brunswick. Anyone in New Brunswick seeking career or training opportunities can contact a WorkingNB employment counsellor to begin working toward personal employment goals.

Carrefour Assomption
121 de l'Église Street, Suite 308
Edmundston, NB
E3V 3L3

506-735-2677
<https://workingnb.ca/>

Accès emploi (Édupôle) for Students

The main mission of Accès emploi (AE) is to provide diversified services related to job search and the regional labour market for students and employers located in the Northwest. AE also aims to facilitate and accelerate the transition of its clients to the labour market by proposing job search tools and workshops on various themes.

35 du 15 août Road
Edmundston, NB E3V 3K7

506-737-5399
www.edupole.ca



EMPLOYMENT STANDARDS

Employers are required by law to pay their workers at least the **minimum wage** for their work. The minimum wage in New Brunswick, as in all provinces, varies each year.

For questions about the minimum wage in New Brunswick, please see the following link: **www.gnb.ca**

Employers must also follow employment standards guidelines that ensure **worker safety and equity**. For example, an employer must:

- Pay a worker at least the minimum wage, and depending on the circumstances, pay overtime;
- Comply with guidelines for employee health and safety in the workplace.

For more information, visit the **WorkSafeNB** website at:
www.worksafenb.ca



Perhaps you would like to start your own business. If so, there are many programs and services in New Brunswick designed to help immigrant entrepreneurs.

The Atlantic Canada Opportunities Agency (ACOA)

is dedicated to creating opportunities for economic growth in Atlantic Canada by helping businesses become more competitive, innovative and productive, by working with various communities to develop and diversify their economies, and by promoting the region's assets.

551 Main Street, Suite 100
Grand-Sault, NB
E3Z 2W4

1 800-561-6134 (toll free)
www.canada.ca/en/atlantic-canada-opportunities.html

Madawaska CBDC

assists in the creation of small and medium-sized businesses as well as the expansion and modernization of existing businesses by providing entrepreneurs with financial and technical services (financial assistance, consulting and advisory services, training in business development and creation).

24 Saint-François Street
Edmundston, NB
E3V 1E3

506-737-8925
www.cbdc.ca

Business Development Bank of Canada (BDC)

promotes entrepreneurship and innovation and maintains an extensive database of business and trade information from federal, provincial, municipal and non-governmental organizations.

121 de l'Église Street, Suite 405
Edmundston, NB
E3V 1J9

1 888-463-6232
www.bdc.ca



Opportunity NB

Recognized as one of the Top 25 Employers in Atlantic Canada (2017-2020), Opportunity NB provides an engaged, well-equipped and empowering workplace where talent thrives. Its goal is to drive the economy of the province of New Brunswick forward.

121 de l'Église Street
Edmundston, NB
E3V 1J9

506-735-8703
<https://onbcanada.ca/>

Edmundston and the Haut-Madawaska Chambers of Commerce

Their goals and actions are consistently linked to the needs of their members. Their vision is on the cutting edge of the challenges and opportunities that the region is facing. They are also an impressive network of local, provincial, national and international businesses.

Through their activities and initiatives, the two chambers of commerce ensure a constant connection between their members and the community.

Edmundston Chamber of Commerce

1 Canada Road
Edmundston, NB
E3V 1T6

506-737-1866
<https://ccedmundston.com/en>

Haut-Madawaska Chamber of Commerce

2033 Commerciale Street
Saint-François-de-Madawaska, NB
E7A 1B3

506-992-6067
<https://en.cchautmadawaska.org/>

INCOME TAX AND OTHER TAXES





SALES TAXES

HST and GST

A harmonized sales tax, or HST, is added to the cost of most items you buy. The HST rate is 15%. It includes the federal component, the Goods and Services Tax (GST) of 5% and the provincial component of 10%.

This tax is calculated at the checkout when you pay for your purchases and is shown on the bottom of your receipt.

Income Tax

In Canada, every employee must pay income tax. The percentage to be paid is calculated from your annual salary. The taxed amount is deducted from your pay cheque. Each year, before April 30th, you must file a declaration of your income and what you have already paid. It is possible to claim tax relief based on what you have earned and what you have paid during the year. After verifying your return, Revenue Canada will either refund the overpayment or claim the amount you owe. For further assistance in filing your tax return, you can contact an accountant or a tax advisor.

For more information about taxes and your tax return, visit the Canada Revenue Agency website: www.cra-arc.gc.ca

For more information on employment insurance and the federal government pension plan (retirement), visit:
www.canada.ca/en/services/benefits.html

GOVERNMENT AND LAWS





LEVELS OF GOVERNMENT

In Canada, there are three levels of government

Municipal Government

Municipal government is managed by a mayor and councillors whose mandate is to make decisions at the municipal level and to represent the interests of residents. Municipal services include anything that impacts the smooth operation of the municipality. They also include garbage collection, snow removal, recreation and roads. The City of Edmundston, the Haut-Madawaska and the Maliseet First Nation have their own administration.



City of Edmundston
506-739-2115
<https://edmundston.ca/en>



Haut-Madawaska
506-258-3030
<https://haut-madawaska.com/en>



**MADAWASKA
MALISEET
FIRST NATION**

Madawaska Maliseet First Nation
506-739-9765
madawaskamaliseetfirstnation.com

By-laws

By-laws are municipal statutes. The Local Governance Act authorizes municipalities to create and enforce by-laws to ensure the health, safety and well-being of the community. To learn more about by-laws in the Haut-Saint-Jean region, visit the local government website or contact the City Hall.



Provincial Government

The provincial government is led by a Premier and MLAs who are elected every four years. The provincial government represents the interests of New Brunswickers. The Premier is the leader of the party that wins the most seats in the election. The provincial government is responsible for a variety of services including education, health care, highways, justice, tourism, culture and social services. **www.gnb.ca**



Federal Government

The federal government rules Canada. The Prime Minister is the leader of the party that wins the most seats in federal elections, which are held every four years. The federal government has many responsibilities, including justice, currency, heritage, immigration, citizenship, defence, labour, international affairs and the environment. **www.canada.ca**



LAW ENFORCEMENT



Royal Canadian Mounted Police (RCMP)

The Royal Canadian Mounted Police (RCMP) is both the federal police force of Canada and serves as the territorial police force for those Canadian provinces that do not have provincial services, that is, provinces other than Quebec, Ontario and Newfoundland and Labrador.

Its mission includes keeping the peace, enforcing the law and providing quality service to the communities it serves.

Every officer must:

- Ask you in which official language you want to be served
- Identify him/herself
- Explain to you the reason why he/she has arrested you

1 888-506-1472
www.rcmp-grc.gc.ca/en



Municipal Police

The municipal police ensure that the laws are respected and that the population's safety and well-being are protected.

In the Haut-Saint-Jean region, only the city of Edmundston benefits from this service.

To reach the Edmundston Police Force, please call
506-739-2100.

<https://edmundston.ca/en/services/police-force>



Alcohol, Tobacco and Drugs

Under the New Brunswick laws:

- You must be at least 19 years old to purchase, possess or consume alcohol or cigarettes.
- It is illegal to consume alcoholic beverages on the street.
- Smoking is not permitted inside buildings and smokers must be kept a certain distance from building entrances.

Driving a vehicle under the influence of alcohol or drugs can result in the suspension of your driver's licence, up to and including suspension of your driver's licence and may result in criminal charges. For more information, please refer to the Driving Under the Influence section. www.gnb.ca

- The use or possession of cannabis that is not purchased from Cannabis NB or prescribed by a physician is illegal. For more information, please visit: www.cannabis-nb.com

Legal Support

Anyone under arrest has the right to access a lawyer. The Law Society of New Brunswick can help you get legal support:

Law Society of New Brunswick

506-458-8540

<https://lawsociety-barreau.nb.ca/en/>

There are also law firms in the area. You will find experts in many areas: family, corporate, employment and human rights.

Legal Aid

Legal aid is available to low-income people who cannot afford a lawyer.

Haut-Saint-Jean Legal Aid Services

121 de l'Église Street

Edmundston, NB

E3V 1J9

506-735-4213



NEW-BRUNSWICK REFUGEE CLINIC

The New Brunswick Refugee Clinic is a non-profit organization whose mandate is to provide free legal services to refugee claimants and individuals making applications for permanent residence on humanitarian grounds. The clinic's services are provided free of charge by its staff and trained volunteers, under the direction of experienced immigration and refugee lawyers. The clinic is governed by a board of directors consisting entirely of dedicated volunteers with many years of experience in working with refugees and newcomers.

At the same time, the clinic provides practical training opportunities for law students, articling students, practicing lawyers and members of the community in immigration and refugee law.

New Brunswick Refugee Clinic
327 St. George Street, Suite 204
Moncton, NB
E1C 1W8

506-204-5781
<https://nbrc-crnb.ca/>



CANADIAN HUMAN RIGHTS ACT

The Canadian Human Rights Act

Canada is governed by laws to which all citizens must adhere. The Canadian Human Rights Act protects everyone from discrimination based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or a conviction for which a pardon has been granted.

If you feel you are being subjected to discrimination at school, in the workplace or elsewhere, please contact the New Brunswick Human Rights Commission at **506-453-2301**.

FOOD AND SHOPPING





FOOD AND SHOPPING

There are several grocery stores in the area. Some offer a selection of international foods. In addition to food, they often carry household products, medicines and clothing.

The main grocery store chains in the Haut-Saint-Jean are:



Atlantic Super Store
577 Victoria Street
Edmundston, NB

www.atlanticsuperstore.ca



Walmart
805 Victoria Street
Edmundston, NB

www.walmart.ca



IGA - Donat Thériault
580 Victoria Street
Edmundston, NB

<https://www.iga.net/en>



Marché Bonichoix
D.E. Landry et fils ltée
1976 Commerciale Street
Saint-François-de-Madawaska, NB

www.bonichoix.com



Marché Ami
611 Principale Street
Clair, NB

<https://www.marcheami.ca/en>

Some stores also offer specialty foods:



Épicerie internationale LE NIMBA INC.
305 Victoria Street
E3V2J6

506-253-7994

<https://www.facebook.com/epicerieinternationalelenimba>



Simply for Life
296 Victoria Street
Edmundston, NB
E3V 2H9

506-735-8446

<https://simplyforlife.com/location/simply-for-life-edmundston/>



FOOD AND SHOPPING

Some stores are grouped together in the same space. These are called shopping malls. There are four in the region. They offer all the items you need.

These shopping malls are:

Carrefour Assomption

This shopping mall is located downtown. It offers, among other things, clothing stores, an eyewear store, a jewelry store, a pharmacy and snacks. Since this is downtown, there are stores, boutiques and restaurants nearby.

121 de l'Église Street
Edmundston, NB
E3V 1J9

506-739-7351
<https://en.carrefourassomption.com/>

Brunswick Shopping Mall

This shopping mall is located close to the university, the community college and the high school.

180 Hébert Boulevard
Edmundston, NB
E3V 2S7

506-739-9379
<https://brunswickshoppingcenter.com/>

Maliseet Mall

This mall is located on the Madawaska Maliseet First Nation.

15, Mowin Street
Madawaska Maliseet First Nation, NB
E7C 0E2

506-739-8432



EVERYDAY LIFE

IN THE HAUT-SAINT-JEAN





HOLIDAYS

Surrounded by the Appalachian mountain range and bordered by the majestic Saint John River, our region is known for its natural beauty. In addition to providing you with details on the climate, the following pages will help you enjoy and appreciate our beautiful part of the country.

Statutory Holidays in New Brunswick

As in other places, government offices and some stores are closed on statutory holidays.

Most of these holidays are observed throughout New Brunswick:

New Year's Day	January 1 st
Family Day	Third Monday in February
Good Friday	Friday before Easter Sunday (March or April).
Easter Monday	Monday after Easter Sunday (March or April)
Victoria Day	Monday before May 24
Canada Day	July 1 st
New Brunswick Day	First Monday in August
Labour Day	First Monday in September
Thanksgiving Day	Second Monday in October
Remembrance Day	November 11 th
Christmas Day	December 25 th
Boxing Day	December 26 th



Weather Conditions

New Brunswick has four very distinct seasons: spring, summer, fall and winter. Although there are official dates that define the length of the seasons, weather conditions do not always correspond to the calendar. In fact, weather conditions are often unpredictable.

Dressing Appropriately for the Conditions

Winter in Canada can be a challenge for some newcomers. Winter temperatures can drop to -20 or -30 degrees Celsius (-4 or -20 Fahrenheit). Snow accumulations of 2 to 5 centimetres are common. During storms, up to 30 centimetres or more of snow can fall. In these cases, schools, some stores and workplaces are closed. Environment Canada's weather station advises the public of weather forecasts and radio stations provide information about closures and cancellations.

To survive Canadian winters, you will need to bring warm clothing such as: hats, gloves or mittens, warm coats, boots, scarves, gloves, etc. boots, scarves, snow pants (especially for children).
www.jeparsaucanada.com/vetements-hiver-canada/ (French website)

Information on weather conditions

www.weather.gc.ca

www.accuweather.com

www.theweathernetwork.com/ca



PARKS

Parks, Walking, and Biking Trails

Parc du Petit-Sault
45 Victoria Street, Edmundston

- **Edmundston Dog Park**
Boisé des baraques
(walking trail, relaxation area, rest area)
- **Lions Park**
(amusement park)
- **Lion Public Pool**

City Hall Square
5 Court Street, Edmundston
Rest area, events and shows

Iroquois Park
15 de l'école Street, Saint-Basile
Baseball, skating ring, rest area

Du Berceau Park
275 Principale Street, Saint-Basile
Amusement park, water park, skatepark.

Hermile-Mercure Park
10, secteur Joe Soucy, Saint-Basile
Walking trail, soccer

Edmundston-Nord Park
26 Olivier-Boucher Street, Edmundston
Baseball, basketball, volleyball, amusement park, walking trail,
rest area and outdoor skating ring.

Archibald-Fraser Park
215 Canada Road, Edmundston
Trail, training park

Carrier Park
Carrier Street, Edmundston
Training Park, basketball, volleyball

Eymard-Desjardins Park
994 Saint-François Street, Edmundston
Outdoor skating ring, walking trail, amusement park, rest area

- **Bill-Turgeon Stadium**
Baseball, outdoor skating ring
(ice ring)
- **Place de l'artisan**
(stage, walking path, rest area, shows)
- **Skateboarding**



Parks, Walking, and Biking Trails

Kinsmen Park

325 Saint-François Street, Edmundston

Amusement park, community garden

Richelieu Park

155 22nd Street, Edmundston

Walking trail, tennis, amusement park, rest area

Vivez-Mieux Park

21 Belone Street, Saint-Jacques

Natural amusement park, rest area, trail

Palladium Park

22 Paul-Grondin Avenue, Saint-Jacques

Soccer, baseball, BMX track, amusement park, rest area,

Outdoor skating ring, dog park

République Provincial Park

31 Isidore-Boucher Boulevard, Saint-Jacques

www.parcsnb.ca

Camping, antique automobile museum, pool, walking trail

Community Nature Park

Saint-François-de-Madawaska

Rest area

New Brunswick Botanical Garden

15 Isidore-Boucher Boulevard, Saint-Jacques

www.jardinnbgarden.com

Walking trail, rest area, restaurant

A peaceful oasis conducive to the pleasure of the senses, it includes eleven thematic gardens and two arboretums on over eight hectares of land bordering the Madawaska River.

Le Petit Témis Interprovincial Trail

Bike trail linking Edmundston, NB and Rivière-du-Loup, Qc. for 134 km

Sentier du prospecteur Trail

Miller Street, Edmundston

Hiking and snowshoeing trails

Sentiers Madawaska Trails

Nadeau Street, Edmundston

<https://sentiersmadawaska.ca/en>

Mountain bike trails of more than 80 km

Sentier Méruimticook Trail ilnc.

www.facebook.com/meruimticook

Hiking and snowshoeing trails of more than 50 km



Sports and Recreation

Both indoor and outdoor sports facilities are available in the area, including:

Soccer, football, biking, tennis, golf, baseball, basketball, pickleball, skiing, hockey

Swimming (indoor and outdoor public pools)

Skating (indoor and outdoor)

Fitness (gyms and training centres)

For further information, visit the websites of surrounding municipalities or contact the recreation departments listed below:

Edmundston Recreation Services

55 du 15 Août Street

Edmundston, NB

E3V 0G4

506-739-2122

<https://edmundston.ca/en>

Jean-Daigle Centre

85 du 15 Août Street

Edmundston, NB

E3V 0G4

506-739-2090

www.edmundston.ca/en/notre-ville/amphitheatre

Edmundston Sports Pavilion

55 du 15 Août Street

Edmundston, NB

E3V 0G4

506-739-2122

For a complete list of organizations that offer sports, cultural and recreational activities, please refer to the directory available at the following address:

<https://edmundston.ca/en/services/recreation-sports>

P.R.O. Jeunesse (Children's support)

55 du 15 Août Street

Edmundston, NB

E3V 0G4

506-739-2104

communautaire@edmundston.ca





Arts and culture

The Edmundston Arts Centre, located in a former church in the heart of downtown, focuses on the creation and presentation of arts.

Through performances, concerts, and exhibitions, the centre presents a diverse and high-quality artistic program. La petite Église, a true crossroads of arts and culture, is the perfect place to meet artists and artisans, to participate in workshops and to explore various art forms from different cultures.

For more details about the many artistic and cultural activities, please contact the Edmundston Arts Centre.

Edmundston Arts Centre

82 Canada Road
Edmundston, NB, E3V 1V5

506-739-2127

www.artsedmundston.ca

For more information on arts and culture services in the Edmundston region (dance classes, theatre, music, etc.) please click here:

<https://edmundston.ca/en/services/arts-and-culture>

For more information on arts and culture services in the Haut-Madawaska region, please visit the following website:

<https://haut-madawaska.com/en>

Events

For more information on activities and events in the Haut-Saint-Jean region, please consult these sites or visit the websites and Facebook pages of the three municipalities and organizations in the region.

They will help you integrate and discover your new home: a warm and welcoming region!

Edmundston Events

97 de l'Église Street
Edmundston, NB E3V 1J6

506-737-8945

info@wowedmundston.ca

<https://www.tourismedmundston.com/en-ca/events/>

Edmundston Tourism

21 Victoria Street
Edmundston, NB E3V 2H5

1 866-737-6766

www.tourismedmundston.com/

Municipality of Haut-Madawaska - Festivals and Events

3851 Principale Street
Baker-Brook, NB E7A 2A1

506-258-3030

info@haut-madawaska.com

<https://haut-madawaska.com/en/visitors/festivals-events>



Cinema

Cinéma V

27 Costigan Street
Edmundston, NB
E3V 1W7

506-735-9008
www.cinemav.co

Casino

Casino - GREY ROCK

Maliseet First Nation
100 Chief Joanna Blvd
Saint-Basile, NB
E7C 0C1

506-735-2820
www.greyrockcasino.com

Volunteering

Volunteering is not only a great way to help others, it is also a great way to meet people and get to know your community. There are many ways to volunteer in the area. The Volunteer Edmundston (Bénévoles Edmundston) service can help you find volunteer opportunities. The service supports over 156 accredited organizations located in our region.

Volunteers Edmundston

55 du 15 Août Street
Edmundston, NB
E3V 0G4

506-739-2122
<https://edmundston.ca/en/services/recreation-sports/volunteering>

CRNANO

59 Queen Street
Edmundston, NB
E3V 1A4

506-737-0604
www.crna.ca

CFA

Communauté francophone accueillante
du Haut-Saint-Jean

506-739-2084
www.immigration-hsj.ca



Religious Institutions and Ethnocultural Associations

Cathedral of the Immaculée-Conception

145 Rice Street
Edmundston, NB
E3V 1T5

506-737-8950
www.diocese-edmundston.ca

Edmundston Islamic Community Centre

227 Saint-François Street
Edmundston, NB
E3V 1G1

506-740-2795
www.facebook.com/profile.php?id=100075765713414

Roman Catholic Diocese of Edmundston

60 René-Bouchard Street
Edmundston, NB
E3V 3K1

506-735-5578
www.diocese-edmundston.ca

Christian Church of Pentecost

7-50th Avenue
Edmundston, NB
E3V 3E9

506-739-9280
www.egliseedmundston.ca

Holy Spirit Church

1 des Vétérans Drive
Edmundston, NB
E3V 3K8

506-735-5843
<https://egliseedmundston.com>

Notre-Dame-Des-Sept-Douleurs Church

90-37th Avenue
Edmundston, NB
E3V 2W7

506-735-8826
www.diocese-edmundston.ca

St. John the Baptist and St. Paul's United Church

82 Canada Road
Edmundston, NB
E3V 1V5

506-735-8961
<https://www.facebook.com/groups/194404423600>

Jehovah's Witnesses

155 Acadie Boulevard
Edmundston, NB
E3V 3K8

506-739-6338

Edmundston Independant Baptist Church

174 Hébert Boulevard
Annexe Brunswick (Suite 38)
Edmundston, NB

506-739-0173
edmundstonbaptist@yahoo.ca
www.edmundstonbaptist.org
www.facebook.com/BaptisteEdmundston



HELP AND SUPPORT





The Haut-Saint-Jean region offers support to individuals and families who are experiencing family or social difficulties. Shelter and assistance are available to these individuals through humanitarian and social service organizations.

Shelter and Support Services Facilities

L'Escale Madavic provides shelter and support to women and their children who are victims of domestic violence.

Escale Madavic

506-739-6265 OR 911

<https://www.escalemadavic.com/?lang=en>

The Eclipse is a shelter for victims of sexual violence.

L'Éclipse

506-739-7729

www.escalemadavic.com/services-eclipse.html

Other Non-shelter Support Organizations

Canadian Red Cross - Edmundston Chapter

34A Power Road
Edmundston, NB
E3V 2X8

506-736-0050

www.redcross.ca

New Brunswick Association for Community Living - Special Needs

55 Emmerson Street, suite 103
Edmundston, NB
E3V 1R9

1 866-622-2448

www.nbacl.nb.ca

Dans le fond, on se ressemble!



Communauté francophone
accueillante
du Haut-Saint-Jean

506-739-2084
cfa@immigration-hsj.ca
immigration-hsj.ca



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