

IMMIGRATION  
GREATER | GRAND  
MONCTON.ca

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# NEWCOMERS' GUIDE



**Welcome** to Greater  
Moncton, a place where  
dreams can come true  
and where you belong!



Welcome to Moncton! Welcome to one of the best places in Canada to live, work and play. We are a warm and friendly community that has much to offer you. As the largest City in New Brunswick, Moncton is a place of opportunity for work and to enjoy life. We have a diverse business environment, where the transportation, technology and tourism sectors are leading the way. We have an equally active recreational atmosphere that includes sporting fun, a vibrant arts and culture scene and lots to do for families. Moncton residents also enjoy affordable real estate, quality French and English education and a growing multicultural community. With a desire for continued growth, our City is committed to immigration and offering the best opportunities for you and your families. I encourage you to take advantage of the many resources we have set up for newcomers. We want you to make connections and to experience our excellent quality of life, so that you not only become familiar with Moncton, but also feel at home.

**Dawn Arnold**

Mayor, City of Moncton



Dieppe is known for its residents' strength, spirit of co-operation and vibrancy. The city's many services contribute to a quality of life sought out by a growing number of young families seeking a community which is stable, comfortable, safe and productive. Even through significant demographic growth, we have succeeded in maintaining a community spirit which our residents appreciate. Many activities for all age groups are offered throughout the year – and our parks and recreational facilities are the envy of many. We are pleased to welcome you to your new home!

**Yvon Lapierre**

Mayor, City of Dieppe



At home next to the Petitcodiac River's world-famous tidal bore, Riverview celebrated the diversity and excitement of our natural surroundings, and the quality of life they provide to us. A variety of parks, nature trails and recreation amenities connect our neighbourhoods so people of all ages can lead healthy and active lifestyles. We welcome and nurture inclusivity with the growing number of new immigrants to our town. This is a safe and inviting place where neighbours become friends, arts and culture is cherished, and you can live the life you want. Come and learn more about the services and experiences available to you in Riverview. It's my privilege to welcome you here.

**Ann Seamans**

Mayor, Town of Riverview

# Check out our Greater Moncton **immigration website**

For additional, up-to-date information on immigrating to Greater Moncton, including a comprehensive guide to preparing for your arrival and getting settled in Moncton, Riverview and Dieppe, visit [www.immigrationgreatermoncton.ca](http://www.immigrationgreatermoncton.ca). This is a website built with the collaboration of the three communities and is designed to help you find essential support services and contacts that you need to feel comfortable in your new home. Whether you are coming here to continue your studies, start a new business, work or start a new life in general, it will be useful to you.

SUMMARY OF  
**IMPORTANT THINGS TO DO**  
UPON YOUR ARRIVAL

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\*If applicable

This guide contains information taken from several sources. Lists and other information may have changed since the printing of this publication. In some cases, the information provided may represent only a sample of available resources. Mention of information resources in this guide is not an endorsement of the businesses and companies mentioned.

**Moncton City Hall**

Economic Development and Immigration  
655 Main Street  
Moncton N.B. E1C 1E8  
(506) 389-5937  
immigration@moncton.ca

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# Welcome to Greater Moncton!

The cities of Moncton and Dieppe, and the Town of Riverview make up what is known today as Greater Moncton, Greater Moncton region or Greater Moncton area (GMA). Located in southeast New Brunswick, these three communities stem from a rich history that began with the 17<sup>th</sup> century arrival of French settlers, who are the forefathers of the Acadian population in New Brunswick today. The first settlers established a village along a winding section of the Petitcodiac River, and named it “Le Coude”, or the elbow. In 1755, the village was captured by the British under the command of Lieutenant General Robert Monkton, after whom the city of Moncton has been named.



Just east of Moncton were French villages that, in the 20<sup>th</sup> century, came together to become what is known today as Dieppe. Across the River, on the south side, Anglophone communities united to create the Town of Riverview.

For decades, shipbuilding and the railway grew the local economy. Today, Greater Moncton is considered the economic engine for the province. Because of its location in the centre of Atlantic Canada, it remains a transportation and logistics hub for the railway and trucking industry.

Moncton, Dieppe and Riverview are independent communities, with each electing its own mayor and council. However, to keep costs down and for the benefit of residents, they share some key services, such as policing and transit.

Greater Moncton's population is approximately 140 thousand people. While the English and French heritage remains prevalent, the region has experienced growing diversity over the last decade. The Université de Moncton hosts French-speaking students from all over the world, while job opportunities and the region's quality of life have attracted many newcomers and their families.

To learn more about Moncton, Dieppe and Riverview, visit:



 [www.moncton.ca](http://www.moncton.ca)

 [www.townofriverview.ca](http://www.townofriverview.ca)

 [www.dieppe.ca](http://www.dieppe.ca)

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Three urban communities of Greater Moncton

## IMPORTANT TELEPHONE NUMBERS



**Police (RCMP - Royal Canadian Mounted Police)**  
Non-emergency ☎ (506) 857-2400



**NB Power**  
Power outages ☎ 1-800-442-4424



**Tele-care**  
Health information and support ☎ 811



**NB Refugee Clinic**  
Legal support and information ☎ (506) 204-5781



**Service New Brunswick (SNB)**  
Provincial government services ☎ 1-888-762-8600



**Service Canada**  
Federal government services ☎ 1-800-622-6232 or  
(506) 851-6718



**Taxis**  
Air Cab ☎ (506) 857-2000

White Cab ☎ (506) 857-3000 or  
(506) 855-0000

Taxi Direct NB ☎ (506) 383-0075



**Bus**  
Codiac Transpo ☎ (506) 857-2008

## EMERGENCY TELEPHONE NUMBER

Call  **911** 24 hours 



Ambulance



Fire



Police



Poison



## COMPUTER ACCESS



### Moncton Public Library

644 Main Street, Suite 101, Moncton  
 (506) 869-6000  
 [www.monctonpubliclibrary.ca](http://www.monctonpubliclibrary.ca)



### Dieppe Public Library

333 Acadie Avenue (City Hall), Dieppe  
 (506) 877-7945  
 (506) 877-5015  
 [www.dieppe.ca](http://www.dieppe.ca) (Living section)



### Riverview Public Library

34 Honour House Court (Town Hall), Riverview  
 (506) 387-2108  
 [www.gnb.ca](http://www.gnb.ca)



### Volunteer Centre of Southeastern New Brunswick

22 Church Street, T290, Moncton  
 (506) 869-6977  
 [www.volunteergreatermoncton.com](http://www.volunteergreatermoncton.com)  
 [mctnvol@nbnet.nb.ca](mailto:mctnvol@nbnet.nb.ca)



### Multicultural Association of the Greater Moncton Area (MAGMA)

22 Church Street, Suite C170, Moncton  
 (506) 858-9659  
 1-800-980-1740  
 [www.magma-amgm.org](http://www.magma-amgm.org)  
 [info@magma-amgm.org](mailto:info@magma-amgm.org)



### (CAFI) Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick

236 St. George Street, Suite 119, Moncton  
 (506) 382-7494  
 [www.cafi-nb.org](http://www.cafi-nb.org)

Coffee shops, restaurants and other facilities have WiFi access for your own device.

## IMMIGRATION

### Immigration, Refugees and Citizenship Canada

To get the most recent and reliable information about immigration to Canada, visit the Citizenship and Immigration Canada website. This site provides everything you will need to know to visit, study, work in or immigrate to Canada. This includes how to apply for a permanent resident card, citizenship or refugee protection.

 [www.cic.gc.ca](http://www.cic.gc.ca)  
 1-888-242-2100

### New Brunswick Provincial Nominee Program (NBPNP)

The NBPNP is a provincial immigration program where individuals from all over the world have an opportunity to live in New Brunswick and apply for permanent residency. As an economic program, the NBPNP selects, and nominates qualified business people and skilled workers from around the world. The program includes a new Express Entry to the New Brunswick Labour Market Stream. For more information:

 [www.welcomenb.ca](http://www.welcomenb.ca)

## OTHER RESOURCES FOR IMMIGRANTS



**MAGMA**  
Multicultural Association  
of the Greater Moncton Area



**AMGM**  
Association multiculturelle  
du Grand Moncton

### Multicultural Association of the Greater Moncton Area

- helps new immigrants and refugees to become settled in the community
- provides support and training in English and French
- creates cultural awareness in the community
- protects and promotes human rights



22 Church Street, Suite C170, Moncton N.B. E1C 0P7



[www.magma-amgm.org](http://www.magma-amgm.org)



[info@magma-amgm.org](mailto:info@magma-amgm.org)



(506) 858-9659



1-800-980-1740



### Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick

- helps francophone and francophile immigrants to become settled in the community
- supports francophone and francophile immigrants with all aspects of their needs – including social, economic, legal, etc. – as they settle in the community
- promotes cultural diversity



236 St. George Street, Suite 119, Moncton, N.B., E1C 1W1



[www.cafi-nb.org](http://www.cafi-nb.org)



[info@cafi-nb.org](mailto:info@cafi-nb.org)



(506) 382-7494



### New Brunswick Refugee Clinic

This clinic provides legal support for immigrants and refugee claimants.



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



[www.nbrc-crnbc.ca](http://www.nbrc-crnbc.ca)



(506) 204-5781

## ETHNO-CULTURAL ASSOCIATIONS

Contact information for these associations can be found at:

 [www.immigrationgreatermoncton.ca](http://www.immigrationgreatermoncton.ca)

Albanian Association Greater Moncton  
Association Haïtienne des Maritimes (ASHAMA)  
Association of the Netherlands - Greater Moncton  
Belgo-Canadian Association  
Cameroon Association  
Congo Brazzaville Association  
Brazilian Association of New Brunswick  
Burundian Association  
France (Consulat General De France - Service Culturel)  
Greater Moncton Chinese Association  
Hungarian Association  
India (Indo-Canadian Association)  
Irish-Canadian Cultural Association of NB  
Israel (Congregation Tiferes Israel)  
Italy (Moncton Italian Association)  
Korean Association  
Kosovars Association  
Latino Association of Greater Moncton (VIVA Moncton)  
Lebanese Association  
Moncton Association of Guineans and Friends  
Moncton Muslim association  
New Brunswick Congolese Association of Congo Kinshasa  
Philippines (Filipino Association of NB)  
Provincial Council of African Ancestry  
Romania (Consul General of Romania)  
Russian Multicultural Association of Greater Moncton  
Scottish (Greater Moncton Scottish Association)  
Ukrainian Club of Moncton  
Vietnamese Association



LOCAL  
IMMIGRATION  
PARTNERSHIP

PARTENARIAT  
LOCAL EN MATIÈRE  
D'IMMIGRATION

The Greater Moncton Local Immigration Partnership (LIP) is a community initiative led by the City of Moncton and made up of a council of groups, businesses and individuals who help support immigrants in the community. The LIP creates an opportunity for groups to work together to help immigrants and newcomers to the community. The Partnership has information on programs designed to help newcomers to the Greater Moncton Area. For more information, visit [immigrationgreatermoncton.ca](http://immigrationgreatermoncton.ca)

You can also connect with the Partnership on Facebook:

 [facebook.com/gmlip.pligm](https://facebook.com/gmlip.pligm)

GREATER MONCTON



 [moncton.ca](http://moncton.ca)  [immigration@moncton.ca](mailto:immigration@moncton.ca)  (506) 389-5937



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

# GOVERNMENT SERVICES

## GOVERNMENT AGENCIES

There are two government agencies helping Canadians with services. Service New Brunswick (SNB) offers help with provincial responsibilities, such as health care and driver's licences. Service Canada focuses on federal government responsibilities like passports and social insurance cards.

REASON	WHERE	COST
<ul style="list-style-type: none"> <li>● <b>New Brunswick Medicare Card</b> Health care coverage</li> </ul> 	 <p><b>Service New Brunswick (SNB) Assumption Place</b>   770 Main Street, Moncton, N.B.   (506) 856-2204   1-888-762-8600   <a href="http://www.snb.ca">www.snb.ca</a></p> <p>or</p> <p><b>Place 1604, Suite 130</b>   200 Champlain Street,                      Dieppe, N.B.   (506) 869-6222   1-888-762-8600   <a href="http://www.snb.ca">www.snb.ca</a></p>	Free
<ul style="list-style-type: none"> <li>● <b>Driver's licence</b></li> </ul> 	See section above	Varies
<ul style="list-style-type: none"> <li>● <b>Social Insurance Number (SIN)</b></li> <li>● <b>Other immigration documents</b></li> </ul>	 <p><b>Service Canada Heritage Court</b>   Suite 310, 95 Foundry Street                      Moncton, N.B.   (506) 851-6718   <a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>   <a href="http://www.canada.ca">www.canada.ca</a></p>	Free

**WHY**

If you need to see a doctor or go to hospital, you must present your health card to receive free healthcare. Find out what is covered at [www2.gnb.ca](http://www2.gnb.ca).

**HOW**

You are eligible for New Brunswick Medicare coverage three months **after** you have received permanent residency in New Brunswick. In some cases, you may be able to receive it immediately. You must complete an application form and provide documents from Citizenship and Immigration Canada. NB Health will notify you by letter if and when coverage begins. For more information, call the NB Health Client Advocate in Fredericton at (506) 453-4227.

You need a driver's licence to operate a vehicle in Canada.

See Transportation section

You need a SIN to get a job and have access to government services. Citizens, permanent and temporary residents can apply for a SIN.

You can apply for a SIN when you arrive, as long as you have proof of residency. Obtain an application online or in person and provide documentation.



## CANADA POST

Canada Post delivers your mail at home and ships letters and parcels. In new neighbourhoods, the mail may be delivered to community mailboxes along the street. There are several post offices and postal outlets across Greater Moncton.

### Canada's Post Main Office

 281 St. George Street, Moncton, N.B.

 (506) 857-7258

 [www.canadapost.ca](http://www.canadapost.ca)

Other outlets can be found at pharmacies and grocery stores across the City. In addition to selling stamps and shipping packages, they have passport applications and income tax return documents.

Greater Moncton also has many postal boxes where you can drop off envelopes. Postal boxes are red and have a Canada Post design on the side.

When mailing a letter or package, it must contain:

- Correct postage
- A return address (your home or work)
- The address where you are sending it
- The addresses must also contain postal codes



# HOUSING

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# HOUSING



## TEMPORARY HOUSING

If you need a temporary place to stay when you first arrive in Greater Moncton, there are a few options:



- Hotels and motels – most charge by the night, but some also have small kitchenettes that will allow you to stay at a weekly or monthly rate. You can search for them online.
- Airbnb.com – This website offers nightly, weekly or monthly places to stay. You can often rent single rooms in people’s homes, entire apartments or homes. To use Airbnb, you need to register with the site. Registration is free but there are extra charges for things like cleaning, when you rent from Airbnb.



## RENTING AN APARTMENT OR HOUSE

There are many places you can rent an apartment or house in Greater Moncton. Where to look:

[kijiji.ca](http://kijiji.ca)



### Rental property companies

Search online for: “Moncton rental property companies”

### Signage

Signs in windows of houses and apartment buildings

### MAGMA and CAFI

Through support services at the Multicultural Association of the Greater Moncton Area and Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick



### Signing a lease

To rent an apartment in Canada, you will need to sign a lease. A lease is a legal agreement between the landlord (property owner) and the tenant (renter).

- The lease sets out the rights and responsibilities of both the landlord and tenant.
- Most leases are for rent only, and do not include the cost of utilities (heat and electricity) or the cost of doing laundry. Many apartments have coin laundry machines in the building.
- Most apartments require a year-long lease with a damage deposit to be paid. The deposit is returned when you move if your apartment is in the same condition as when you moved in.
- Most leases require a month's notice before you move.
- In some cases landlords will also want to see proof of employment or income.
- When signing a lease, read it carefully.

Rental apartments are required to follow safety standards. Each bedroom must have a window and the apartment must have working smoke alarms.

For more information on renting and tenant rights, visit the Service New Brunswick site at [www.snb.ca](http://www.snb.ca) and search for "Office of the Rentalsman".



## BUYING A HOME

One of the best places to search for a house is to visit [www.realtor.ca](http://www.realtor.ca). This site lists all the available homes in Greater Moncton. You can search for a home by a specific price range, neighbourhood and size.

- You can also contact a real estate agent or company to get help. There are several large real estate companies in Greater Moncton, including Re/Max, Century 21, Creativ Realty, Property Guys and Royal LePage.
- Homes that are for sale also have signs on their front lawns with contact information.
- There are several steps required to buying a home in Canada. If you are not familiar with the process, it may be best to use a real estate agent.
- To find out more about buying a home in New Brunswick, visit [www.legal-info-legale.nb.ca](http://www.legal-info-legale.nb.ca)



## BUYING FURNITURE AND HOUSEWARES

- Many stores in Greater Moncton sell furniture for your home. These include Best Buy, Costco, the Brick, Leon's, Sleep Country, Surplus Furniture Warehouse, Canadian Tire and Walmart. For a fee, you can order many things online and have them delivered to your home.
- A cheaper option is to look for second-hand items at The Salvation Army Thrift Store, Enviro Plus, Habitat for Humanity ReStore and Value Village.
- [www.Kijiji.ca](http://www.Kijiji.ca) has a large list of second-hand items for sale. However you will likely need a car or truck to pick up your items. Prices and quality can vary, so it is important to carefully inspect items before buying.
- Accessories for your home can be purchased at grocery stores, pharmacies, dollar stores and many other retailers across Greater Moncton.





## HEATING AND ELECTRICITY

New Brunswick winters can be very cold. As soon as fall arrives, you will need to heat your home. The cost of heating your home in winter is different than the cost of heating your home in summer. In New Brunswick, buildings are heated in many different ways: heating oil, natural gas, electricity, and wood.

### Heating oil

If your home or apartment uses heating oil, you will need to contact a heating oil company. There are several in Greater Moncton. You can search online under “heating oil companies Moncton”.

### Natural gas

If your home or apartment has a natural gas furnace, you will need to contact a natural gas company. There are several in Greater Moncton. You can search online under “natural gas suppliers Moncton”.

### Electricity

Electricity costs tend to be higher in the winter months. Electricity is provided through NB Power. Many new homes also use electric heat. When you move into a home or apartment you will need to contact them to set up an electricity bill 1-800-663-6272 or visit [www.nbpower.com](http://www.nbpower.com).

### Wood

Some people use wood stoves to heat their homes in winter. You will need to have a large supply of wood for the season. On [www.kijiji.ca](http://www.kijiji.ca) you can find people who sell dry firewood for wood stoves. You must be very careful using a wood stove and cannot leave it unattended.



# COMMUNICATIONS

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## TELEPHONE AND INTERNET SERVICES

Today, many people rely on mobile devices for communication. In New Brunswick, the companies that provide telephone landlines and cable television to your home, also provide internet services. The main providers are:



**Bell Aliant**  
 ☎ 1-888-214-7896  
 🌐 [www.bellaliant.ca](http://www.bellaliant.ca)



**Rogers**  
 ☎ 1-866-210-4059  
 🌐 [www.rogers.com](http://www.rogers.com)



**Eastlink**  
 ☎ 1-888-345-1111  
 🌐 [www.eastlink.ca](http://www.eastlink.ca)

These providers offer better prices when telephone, cable, mobile phone and internet services are combined.



## Mobile phones

There are many cellular or mobile phone providers in Greater Moncton. There are Kiosks at the Champlain Mall and stores throughout the City that sell cell phone services. The most common mobile phone providers are Telus, Virgin Mobile, Rogers, Bell Aliant, Koodo and Eastlink.

Walmart, Costco, Best Buy and Atlantic Superstore also offer cell phone services.

You can buy a new cellphone at these locations, or bring your own phone. Before you sign any contract, be sure to read it carefully to make sure you understand your mobile plan.





### Computer and mobile phone repair

There are several small shops across Greater Moncton which will repair cell phones and computers.

#### Geeksquad at Best Buy (computer repair)

 (506) 853-5188

#### Moncton Computer Exchange and Repair

 (506) 855-8585

#### BJW Electronics Repair (electronics and computers)

 (506) 857-2118

#### Atlantic Cell Phone Repair

 (506) 874-3838

### Public telephones

Public or pay telephones are becoming more difficult to find in the city. Hotels, the airport, bus and train station have pay telephones. Instructions on how to place a local and a long distance call are posted on the telephone. The cost for a local call is .50 cents.



### Finding phone numbers

Telephone numbers and addresses

Telephone numbers and business addresses



 [www.canada411.ca](http://www.canada411.ca)



 [www.yellowpages.ca](http://www.yellowpages.ca)



## NEWS AND INFORMATION



### Websites

The Internet is the easiest place to find Canadian and international news. In Canada, national news sites include:

-  [www.globeandmail.com](http://www.globeandmail.com)
-  [www.nationalpost.com](http://www.nationalpost.com)
-  [www.cbc.ca](http://www.cbc.ca)
-  [www.globalnews.ca](http://www.globalnews.ca)
-  [www.ctvnews.com](http://www.ctvnews.com)

These sites also offer sections that focus on news local to Atlantic Canada, New Brunswick and Moncton.



### Television stations

The numbers of the television channels you have will depend on the cable company that you use, and the television package you select. These channels will help you to get the latest news: CBC, CTV, Global, CNN (US), PBS (US) CTV News Channel, CBC News Network and Weather Network.





## Radio stations

Radio is a good way to learn about what is happening in Greater Moncton. There are English and French stations broadcasting news, music and other information.

### English

- CBC Radio One 106.1 FM (news and information)
- CBC Radio Two 95.5 FM (music and information)
- K945 Music 94.5 FM (Rock and pop music)
- Classic Rock 103.1 FM
- Country 96.9 FM
- The Bend 91.9 FM (pop music and information)
- Max FM 103.9 FM (classic rock music)

### French

- CBAF 88.5 FM (music and information)
- Espace musique 98.3 FM (classical and jazz music)
- l'Acadie Country 99.9 FM (country music)
- Radio Beauséjour 89.5 FM (country music)
- CFBO 90.7 (Contemporary music)
- CKUM Université de Moncton student radio 93.5 FM (French)



## Newspapers

### English

- Times & Transcript – Moncton  
 [www.timestranscript.com](http://www.timestranscript.com)
- Telegraph-Journal – Saint John  
 [www.telegraphjournal.com](http://www.telegraphjournal.com)

### French

- L'Acadie Nouvelle  
 [www.acadienouvelle.com](http://www.acadienouvelle.com)
- L'Étoile  
 [www.telegraphjournal.com/letoile](http://www.telegraphjournal.com/letoile)
- Le Moniteur Acadien  
 [www.moniteuracadian.com](http://www.moniteuracadian.com)



# MONEY AND BANKING

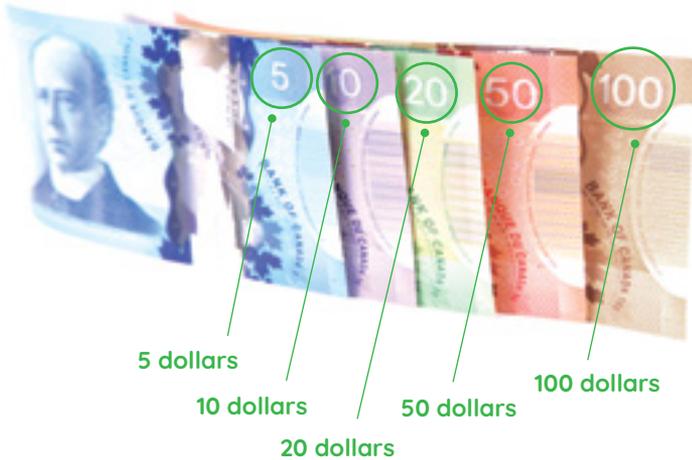
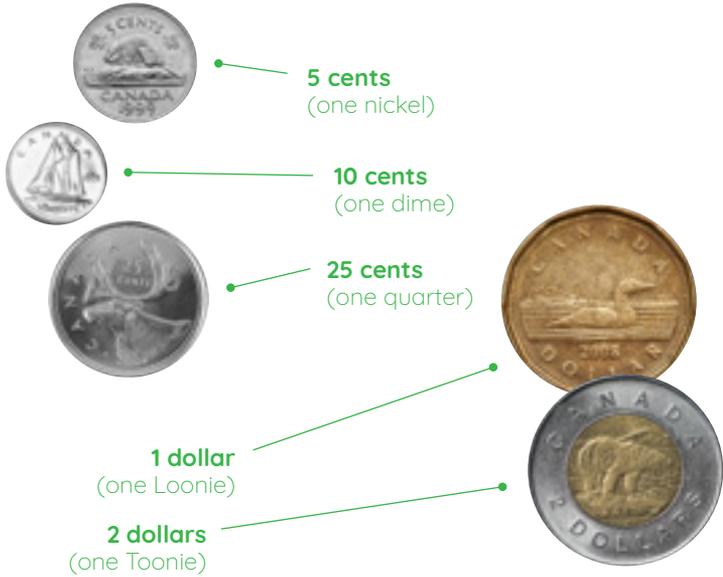
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## CANADIAN MONEY

The Canadian currency is the dollar. There are 100 cents in one dollar. To get the value of the Canadian dollar in other countries, you can visit: [www.xe.com](http://www.xe.com)





## BANKING

There are many financial institutions in Greater Moncton. In Canada, there are banks and cooperatives, also known as credit unions. Both can help you with your money and offer similar services, but they are not the same.

Banks are managed by the Federal Government of Canada. To do business with a bank, you need to open a bank account.

### Banks in the Greater Moncton area

These banks have offices across Canada.



Cooperatives are managed by the provinces. To use a cooperative or credit union, you must become a member.

### Cooperatives in Greater Moncton



Both banks and cooperatives have similar services, such as:

- saving accounts
- chequing accounts
- debit cards
- credit cards
- mortgages
- travel cheques
- personal loans
- RRSPs
- bank drafts
- currency exchange services
- letters of credit
- financial planning
- insurance products





## HOW TO OPEN A BANK ACCOUNT

A bank account is a safe place to keep your money. Banks offer different kinds of accounts, such as savings accounts and chequing accounts. Opening an account is easy, but you will be required to provide personal information and identification such as a passport and Social Insurance Number. You will need to speak with the bank representative about the kind of account you want.

You can put in or take out your money at any branch of the bank you select or by using a debit card.

### Debit Card



A Debit Card is a plastic card that gives you access to your account from automatic banking machines that can be found throughout Greater Moncton.

Using a Debit Card, you can take out money, deposit cash or cheques, pay bills (if you have them set up with your account), and transfer money between accounts. When you use a Debit Card to shop, the money is immediately taken from your bank account.

Ask your bank what fees you must pay to use a Debit Card. Banks differ in their payments fees.

### Credit Card



You can also get a Credit Card at your bank. A Credit Card is different than a Debit Card. Using a Credit Card means that you borrow money to buy something now and pay it back later. If

you do not pay the entire amount you owe by the deadline listed on your Credit Card statement, you will pay interest on the amount you owe. The interest on credit cards is very high, so you need to be careful on how you use your credit card. Generally, to avoid interest, you must pay the entire amount you owe within a month.

In order to get a Credit Card, you will need to provide your bank with personal information including details on previous debt, employment and salary. The bank will also do a credit check.



## YOUR CREDIT CHECK

A credit check is a report of your credit history. It details what debt you have had in the past and your record of paying it back. The company that does credit checks is Equifax:

 [www.equifax.ca](http://www.equifax.ca)

Upon your arrival in Greater Moncton, it may be difficult for you to obtain credit if you do not have a credit report. As soon as you arrive, immediately start paying your bills by the payment deadline. This will help you to set up a good credit report.

Having a good credit report will also make it easier to borrow money in the future or get a mortgage for a home from the bank.



# GETTING AROUND MONCTON

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## PUBLIC TRANSIT (BUS)

The public transit system serving Greater Moncton is Codiac Transpo. For schedules and rates:



 857-2008

 [www.codiactranspo.ca](http://www.codiactranspo.ca)



## TAXIS

Among the best known cab companies in Greater Moncton:

### Air Cab

 (506) 857-2000

### White Cab

 (506) 857-3000

 (506) 855-0000

### Taxi Direct NB

 (506) 383-0075



## CYCLING

There are several bike shops in the Greater Moncton Region, but you can buy bicycles at Canadian Tire, Walmart and Sears. You can also find used bicycles on [www.kijiji.ca](http://www.kijiji.ca). If you choose to buy one online, shop carefully and ask questions to ensure the bike was not stolen.

Used bikes are also available for purchase at La Bikery.

 [labikery.ca](http://labikery.ca)

Adults and children are required to wear helmets when biking. Greater Moncton has many biking trails that make it easy and safe for cyclists to travel.



## VEHICLE

You can buy new and used vehicles at car dealerships in Greater Moncton. Used vehicles can also be found on



 [www.kijiji.ca](http://www.kijiji.ca)



 [www.autotrader.ca](http://www.autotrader.ca)

If you buy a used vehicle off the internet, choose carefully and be sure to research if it was in an accident, has serious problems or was stolen. You should have a mechanic check your vehicle before buying it.



## Driving in New Brunswick

To drive in New Brunswick, you need a driver's licence. To own a vehicle, it must be registered and insured.



### Driver's licence

Getting a driver's licence in New Brunswick will depend on your country of origin and your previous driving experience. Visit the Service New Brunswick to see what documents you must have to get a licence.

 [www.gnb.ca](http://www.gnb.ca)

If you do not have the correct documents, you will need to write a written driving exam, take a vision test and a driving test. There are also driving schools in Greater Moncton that can help you to obtain your licence. Service New Brunswick can provide you with a list of them.

To also have to take a driving test with Service New Brunswick. To schedule a driving test, call (506) 856-2992. Once you have passed the test, to get your licence you must:

- Pay the fee: \$90 or more (valid for four years)
- Provide documentation: See the list on the website or visit a Service New Brunswick office.



### Registering your vehicle

Once you have your driver's licence, you will need to register your car or other vehicle. This can also be done through Service New Brunswick. To register your vehicle, you will need to have a safety inspection and pay a fee. The safety inspection can only be done through a licenced mechanic and must be done every year.

Service New Brunswick also provides information online and at its service centre on how to register your vehicle.



### Vehicle insurance

In order to drive a vehicle in New Brunswick, you will need to make sure your vehicle is insured.

To purchase vehicle insurance, you will need to contact an insurance company. There are many insurance companies that offer vehicle insurance. Check online but make sure the company you are dealing with has a good reputation. Read your vehicle insurance policy very carefully before signing it.



## Rules of the road

- You need to have snow tires on your vehicle in the winter. This requires buying a set and having a mechanic install them and remove them every year.
- It is against the law to drive if you have been drinking alcohol.
- The speed limit, in black numbers, is posted on white and black signs on the right-hand side of the road. The maximum legal speed is in kilometres per hour. On most highways in New Brunswick, the speed ranges from 90 km to 110 km. City roads have speed limits of 50 to 60 km.
- In New Brunswick, you and everyone in your vehicle must wear seatbelts when the vehicle is moving.
- If an ambulance, fire truck or a police vehicle has its flashing lights and siren (horn) on, drive to the right side of the road and stop. If you are stopped at a light, do not proceed, even if the light turns green.
- Never pass a yellow school bus when it is stopped for children to enter or exit, or when its signal lights are flashing.
- There are strict vehicle seat laws for children in vehicles. Each child must be in the right size car seat until they are nine years old, weigh at least 36 kilograms (79 pounds) or be at least 145 centimetres (57 inches) tall. Car seats must ALWAYS be in the back seat and properly fastened. Also, newborn babies must face backwards in their car seats. The Government of Canada provides car seat safety guidelines on its website at [www.canada.ca](http://www.canada.ca)

## Traveling outside Greater Moncton

The City of Moncton is known as a transportation hub because it is located in the centre of Atlantic Canada. From the Greater Moncton Region, you can easily drive throughout the Maritimes, to other parts of Canada and to the United States.



## MONCTON AIRPORT

Greater Moncton Roméo LeBlanc International Airport offers more than 100 flights to weekly destinations around the world. Located in Dieppe, it is 10 km from downtown Moncton. Most flights connect to all major commercial locations in Canada. Air Canada, Porter, Westjet and New Leaf fly out of Moncton Airport year round.



**AIR CANADA**

**Air Canada**

[www.aircanada.ca](http://www.aircanada.ca)



**Porter Airlines**

[www.flyporter.com](http://www.flyporter.com)



**Westjet**

[www.westjet.com](http://www.westjet.com)



### Greater Moncton Roméo LeBlanc International Airport

 777 Aviation Avenue, Unit 12, Dieppe, N.B.

 (506) 856-5444

 [www.cyqm.ca](http://www.cyqm.ca)





## TRAIN STATION

Via Rail is the company that serves Canada through several rail networks. The network in eastern Canada links Montreal and Halifax. Greater Moncton residents have access to that network in Moncton.

### Via Rail Station

-  1240 Main Street, Moncton, N.B.
-  (506) 857-9830 (arrivals and departures)
-  (506) 857-9830 (information and reservation)
-  [www.viarail.ca](http://www.viarail.ca)



## BUS STATION

Maritime Bus network allows you to travel throughout New Brunswick and the Maritimes.

### Maritime Bus

-  1240 Main Street, Moncton, N.B.
-  1-800-575-1807
-  [www.maritimebus.com](http://www.maritimebus.com)



# HEALTH AND SAFETY

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As a newcomer, there are some important things you need to know about getting health care in Canada. If you are a permanent resident or Canadian Citizen, you must apply for a New Brunswick Medicare Card as soon as possible. This card allows you to receive free medical care in hospitals and doctors' offices. You will have to present your card every time you visit a doctor or a hospital.

## NEW BRUNSWICK MEDICARE CARD

See page 18 for details on getting a card.



## GREATER MONCTON HOSPITALS

Two hospitals serve Greater Moncton. The phone numbers for specific departments are listed on their websites:

### The Moncton Hospital

 135 MacBeath Avenue, Moncton, N.B.

 (506) 857-5111

 <http://en.horizonnb.ca>

### Dr. Georges-L.-Dumont University Hospital Centre

 330 Université Avenue, Moncton, N.B.

 (506) 862-4000

 [www.vitalitenb.ca](http://www.vitalitenb.ca)

### Moncton Community Mental Health Centre - Refugee Clinic

 81 Albert Street, Moncton, N.B.

 (506) 856-2444

Services provided: Wide range of health-related programs and services for adults and children, you may need a referral for some services.



## IN AN EMERGENCY

**Only** dial 911 in an emergency. It connects you to emergency services for police, ambulance, fire and poison control.



### BE PREPARED FOR EMERGENCIES

New Brunswick weather, especially in the winter, can affect safety at home and when driving.



### Prepare an emergency kit for your home

It should include:

- flashlights
- batteries
- water
- extra medication
- other items you may need if you are stuck in a storm or without power at home.

Visit the City of Moncton website [www.moncton.ca](http://www.moncton.ca) for more information emergency planning for your home.

The City of Dieppe also has a website where you can access information on emergency services:

 <http://www.dieppe.ca/en/servicesmunicipaux/preparatifsauxsituationsdurgence.aspx>



### Prepare an emergency kit for your car

Your vehicle should also have emergency supplies in the trunk:

- water and food
- shovel
- flashlight and extra batteries
- first-aid kit
- reflective pylons
- extra clothing and blankets (In case you are stuck by the side of the road or caught in a storm.)

To find out about emergency road safety:

 [www.getprepared.gc.ca](http://www.getprepared.gc.ca)



## FAMILY DOCTORS

Getting a family doctor in New Brunswick may take some time. Through Service New Brunswick, you can register to be assigned a family doctor.

If you don't have a family doctor, Greater Moncton has many walk-in and after-hours medical clinics that you can use. Different clinics have different operating times and you will need to book an appointment before going.



## WALK-IN AND AFTER-HOURS MEDICAL CLINICS

The New Brunswick Medical Society lists the many walk-in clinics in Greater Moncton on its website:

 [www.nbms.nb.ca](http://www.nbms.nb.ca)





## TELE-CARE NB – DIAL 811

Tele-Care is a bilingual information line offered by the New Brunswick Department of Health. Experienced nurses answer your call 24 hours per day, 7 days per week. Dial 811. They can answer your questions and offer advice on medical treatment.

You don't need a Medicare number to use these services and can call from anywhere in New Brunswick.



## PHARMACIES

Pharmacies, also known as drug stores, are shops where you can get medication prescribed by a doctor. Pharmacies also carry over-the-counter medicine, which means medication you can buy without a doctor's prescription.

There are many pharmacies in Greater Moncton where you can get medicine and fill a doctor's prescription:



**Shoppers  
Drug Mart**



**Jean Coutu**



**Guardian Drugs**



**Lawtons Drugs**



**Ford's Family  
Pharmacy**



**Staples Drugs**

Larger stores like Walmart, the Atlantic Superstore, Costco and Sobeys also have pharmacies.



## BUYING ADDITIONAL HEALTH INSURANCE

You will need private insurance for the first three months of being in New Brunswick, especially if you do not have any medical coverage from another plan or province.

Once you receive provincial Medicare Health Insurance, it will cover you for many treatments and procedures, but not all of them. Without additional insurance, you may have to pay for medication, eye glasses, dental care and other treatments.

You can buy additional insurance from a private insurance company that will cover medication, eye care and dental services. Many workplaces offer additional insurance for their employees.

There are many private insurance companies that are listed online. Be sure to read the plans carefully and that the company you are dealing with has a good reputation.



## OTHER MEDICAL SPECIALISTS

Finding Medical Specialists online:



For eye care:  
OPTOMETRISTS



For teeth:  
DENTISTS



For mental health issues:  
PSYCHIATRISTS or  
PSYCHOLOGISTS



For infant and  
child care:  
PEDIATRICIANS

It is best to visit a family doctor or walk-in clinic first before deciding on a specialist. The doctor can also recommend specialists in your area.

# EDUCATION

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## SCHOOLS FOR CHILDREN AND YOUTH

The public school system in New Brunswick goes from kindergarten (age 5) to Grade 12 (ages 17/18).

There are two separate school systems – English (Anglophone) and French (Francophone).

In Greater Moncton, the two school districts are Anglophone East School District and District scolaire francophone Sud. Each school has a boundary. Only children living within the school boundary are allowed to attend that neighbourhood school.

Schools have elementary, middle and high school levels:

**Elementary (k-5)** – Children start elementary school in kindergarten at the approximate age of five.

**Middle School (6-8)** – Children start in grade five at the approximate age of 10.

**High School (9-12)** – Teenagers start high school in grade nine at the approximate age of 14. They will receive their high-school diploma in grade 12 at the approximate age of 18.

Visit the school board websites to find schools in your neighbourhood.

### Anglophone East School District

 [www.asd-e.nbed.nb.ca](http://www.asd-e.nbed.nb.ca)  
 (506) 856-3222

### District scolaire francophone Sud

 [www.francophonesud.nbed.nb.ca](http://www.francophonesud.nbed.nb.ca)  
 (506) 856-3333  
 1-888-268-9088



## SCHOOL REGISTRATION

To register your children in school, contact the school where you live for an appointment. You will need immigration documents, proof of address and health care information including vaccines.



## DAYCARES AND AFTER-SCHOOL CENTRES

In New Brunswick, there are two types of childcare services:

**Licensed:** They are registered with the provincial government.

**Unlicensed or unregistered:** Often these are home daycares where an individual watches children.

Children under 5 years old can go to daycare for the entire day. Once children are school-age, they can go to after-school care. After-school programs often pick up your children directly from school.

Some daycares and after-school programs are better than others. They are also different prices. It is important to ask a lot of questions before choosing care for your children.

To find approved child-care facilities in Greater Moncton, visit:

The Government of New Brunswick has a list of approved daycares on its website.

 [www.gnb.ca](http://www.gnb.ca)

For more information contact the Department of Social Development in your community:

### **Assumption Place**

 770 Main Street, Moncton, N.B.

 1-866-426-5191



## POST-SECONDARY EDUCATION

Greater Moncton has several post-secondary education options.

### UNIVERSITIES

#### **Université de Moncton, Moncton campus – French**

 1-800-363-8336 ext. 2

 (506) 858-4000

 [www.umoncton.ca](http://www.umoncton.ca)

#### **Crandall University-Christian Liberal Arts University - English**

 333 Gorge Road, Moncton, N.B.

 1-888-968-6228

 (506) 858-8970

 [www.crandallu.ca](http://www.crandallu.ca)

#### **Mount Allison University**

(45-minute drive from Moncton) - English Admissions

 65 York Street, Sackville, N.B.

 (506) 364-2269

 [www.mta.ca](http://www.mta.ca)

#### **University of New Brunswick Faculty of Nursing, Moncton Campus**

 100 Arden Street, Moncton, N.B.

 (506) 856-3355

 [www.unbf.ca/nursing/moncton](http://www.unbf.ca/nursing/moncton)



## COMMUNITY COLLEGES

### **New Brunswick Community College in Moncton (NBCC)**

 1234 Mountain Road, Moncton, N.B.

 (506) 856-2220

 1-888-664-1477

 [www.nbcc.ca](http://www.nbcc.ca)

### **Collège communautaire du Nouveau-Brunswick in Dieppe (CCNB)**

 505 Collège Street, Dieppe, N.B.

 (506) 856-2200

 1 800 561-7162

 [ccnb.ca/english](http://ccnb.ca/english)

## PRIVATE INSTITUTIONS

### **Eastern College (business, technology, healthcare)**

 1070 St. George Boulevard, Moncton, N.B.

 (506) 856-5166

 1-800-297-0778

 [www.easterncollege.ca](http://www.easterncollege.ca)

### **Oulton College**

 55 Lutz Street, Moncton, N.B.

 (506) 858-9696

 1-888-757-2020

 [www.oultoncollege.com](http://www.oultoncollege.com)

### **BayTech College (trades)**

 120 English Drive, Moncton, N.B.

 (506) 853-8883

 [www.baytechcollege.ca](http://www.baytechcollege.ca)

### **Chez Bernard Beauty Academy**

 106 Dieppe Boulevard, Dieppe, N.B.

 (506) 857-0192

 [www.chezbernardbeautyacademy.com](http://www.chezbernardbeautyacademy.com)

### **Medes College (beauty and wellness)**

 1040 Champlain Street, Suite 300, Dieppe, N.B.

 (506) 384-3223

 [www.medes.ca](http://www.medes.ca)

### **Jon Raymond Institute (hairstyling)**

 21 Stone Avenue, Moncton, N.B.

 (506) 857-9840

 [www.jonraymond.com](http://www.jonraymond.com)

### **McKenzie College (technical skills)**

 100 Cameron Street, Moncton, N.B.

 (506) 384-6460

 [www.mckenzie.edu](http://www.mckenzie.edu)

### **Moncton Flight College**

 1719 Champlain Street, Dieppe, N.B.

 (506) 857-3080

 1-800-760-4632

 [www.mfc.nb.ca](http://www.mfc.nb.ca)

## **LANGUAGE TRAINING**

### **Alliance Française de Moncton – French courses**

 236 St. George Street, Moncton, N.B.

 (506) 387-5056

 [www.afmoncton.ca](http://www.afmoncton.ca)

### **Multicultural Association of Greater Moncton (MAGMA) – French and English courses**

 22 Church Street, Suite C170, Moncton N.B.

 (506) 858-9659

 1-800-980-1740

 [www.magma-amgm.org](http://www.magma-amgm.org)

## **Collège Communautaire du Nouveau-Brunswick (CCNB) in Dieppe - Language Learning Centre**

 505 Collège Street, Dieppe, N.B.

 (506) 856-3581

 [www.ccnb.ca](http://www.ccnb.ca)

## **New Brunswick Community College, Moncton (NBCC)**

 1234 Mountain Road, Moncton, N.B.

 (506) 856-2220

 1-888-664-1477

 [www.nbcc.ca](http://www.nbcc.ca)

## **Université de Moncton – French courses**

 Moncton, N.B.

 (506) 858-4121

 [www.umoncton.ca/edperm](http://www.umoncton.ca/edperm)

## **YMCA – English courses**

 30 War Veterans Avenue, Moncton, N.B.

 (506) 857-0606

 [www.ymcamoncton.com](http://www.ymcamoncton.com)

## **McKenzie College**

(ESL-English as a second language courses)

 100 Cameron, Moncton, N.B.

 (506) 384-6460

 [www.mckenzie.edu](http://www.mckenzie.edu)



## LANGUAGE TESTING AND PROFESSIONAL DOCUMENTS

If you do not speak English or French, you will need to take a language test to assess your speaking level. The federal government offers newcomers a service to help with this. Visit or contact a Service Canada office to learn more:

 [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)



## PUBLIC LIBRARIES

The New Brunswick Public Libraries are excellent community spaces where you can borrow books, magazines and videos. They offer classes and activities for children, and also have free computers and internet services. To use the services, you will need to sign up for a free library card. There are three libraries in the Greater Moncton Region:

### Moncton Public Library

 644 Main Street, Suite 101, Moncton, N.B.

 (506) 869-6000

 [www.monctonpubliclibrary.ca](http://www.monctonpubliclibrary.ca)

### Dieppe Public Library

 333 Acadie Avenue, Dieppe, N.B.

 (506) 877-7945

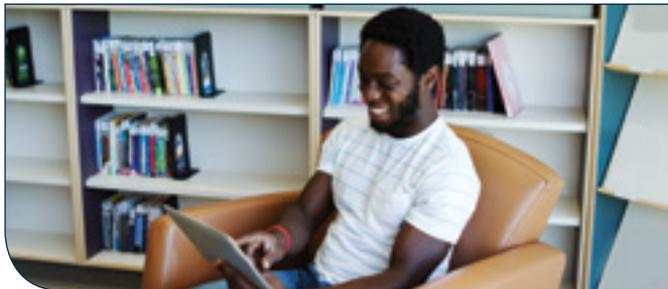
 [www.dieppe.ca](http://www.dieppe.ca)

### Riverview Public Library

 34 Honour House Court, Riverview, N.B.

 506-387-2108

 [www.gnb.ca](http://www.gnb.ca)



# FINDING A JOB

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## FINDING A JOB

There are many options when it comes to looking for a job in Greater Moncton. The people who have the most success finding work do not rely on one method but use several methods. One important step is to tell others (friends, family, neighbours) that you are looking for work. Many jobs are not posted and are filled without being advertised.

### Websites

There are websites which list all the jobs in your area. Most company websites also have a job or career section where they list open positions. These websites list job openings:

-  [www.workopolis.ca](http://www.workopolis.ca)
-  [www.careerbeacon.com](http://www.careerbeacon.com)
-  [www.monster.ca](http://www.monster.ca)
-  [www.indeed.com](http://www.indeed.com)
-  [www.nbjobs.ca](http://www.nbjobs.ca)

### Government of Canada jobs

The Government of Canada and the New Brunswick governments also have job banks:

-  [www.jobbank.gc.ca](http://www.jobbank.gc.ca)
-  [www2.gnb.ca](http://www2.gnb.ca)

### Job placement agencies

There are job placement agencies that you can register with. They can provide temporary and short-term work.

Kelly Services

-  [www.kellyservices.ca](http://www.kellyservices.ca)

Drake International

-  [www.drakeintl.com](http://www.drakeintl.com)

Integrated Staffing

-  [www.integratedstaffing.ca](http://www.integratedstaffing.ca)

## PRE-EMPLOYMENT SERVICES

The Multicultural Association of Greater Moncton (MAGMA) and CAFI (francophone immigrants) offer pre-employment services for immigrants:

### **Multicultural Association of the Greater Moncton Area (MAGMA)**

-  22 Church Street, Suite C170, Moncton, N.B.
-  [www.magma-amgm.org](http://www.magma-amgm.org)
-  [info@magma-amgm.org](mailto:info@magma-amgm.org)
-  (506) 858-9659
-  1-800-980-1740

### **CAFI: Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick**

-  236 St. George Street, Suite 119, Moncton, N.B.
-  [www.cafi-nb.org](http://www.cafi-nb.org)
-  [info@cafi-nb.org](mailto:info@cafi-nb.org)
-  (506) 382-7494

## EMPLOYMENT SERVICES

**Atlantic Human Services offers Employment Services for immigrants:**

-  51 Highfield Street, Suite 101, Moncton, N.B.
-  [www.theahsgroup.com](http://www.theahsgroup.com)
-  (506) 383-9033
-  1-855-383-9033

## LOCAL NEWSPAPERS

Don't forget to check the Saturday edition of your local newspaper where jobs are advertised in the classifieds section. Many stores put signs in their windows when they are hiring.

## NEW BRUNSWICK EMPLOYMENT STANDARDS

Employers are required by law to pay a worker no less than minimum wage to do a job. **The minimum wage in New Brunswick is \$11\*.**

Employers must also follow employee standards guidelines that make sure workers are safe and treated fairly. For example, an employer must:

- Pay a worker at least minimum wage and in some circumstances, pay overtime
- Ensure proper safety gear and training on equipment
- Follow guidelines on employee safety and comfort while on the job. For more information:

 [www.workershelp.ca](http://www.workershelp.ca)

## SELF-EMPLOYMENT

You may want to open your own business. There are many programs and services in New Brunswick to help new business owners. You can take training courses and learn all the steps needed to run a business – accounting, marketing, networking, investing, etc. These organizations in Greater Moncton can help you start your business:

### 3plus Corporation

 [www.3plus.ca](http://www.3plus.ca)

### Community Business Development Corporation

 [www.cbdc.ca](http://www.cbdc.ca)

### Atlantic Canada Opportunities Agency

 [www.acoa-apeca.gc.ca](http://www.acoa-apeca.gc.ca)

### Service New Brunswick

 [www.snb.ca](http://www.snb.ca)

### Business Development Bank of Canada

 [www.bdc.ca](http://www.bdc.ca)

### Venn Innovation

 [www.venninnovation.com](http://www.venninnovation.com)

### Canada Business

 [www.canadabusiness.ca](http://www.canadabusiness.ca)

### Startup Moncton

 [www.startupmoncton.ca](http://www.startupmoncton.ca)

\*As of August, 2017.

# TAXATION IN CANADA

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## TAXES

### Sales tax

Nearly everything you buy is subject to an additional tax called the Harmonized Sales Tax or HST. The tax rate is different from province to province. In New Brunswick, the HST is 15%. The HST tax will show on the bottom of your receipt when you buy something.

### Income tax

In Canada, there is a tax on the income you make. This income tax helps pay for services like health care, roads, education, employment insurance and retirement. When you work, a percentage of what you make will be taken and given to the federal government. The amount taken is a percentage based on how much you earn.

Every year, by April 30, you will need to complete an income tax return that details what you have earned and what you have paid for. There are tax breaks given depending on what you earn and what you have paid for throughout the year. To get help with your tax return you can pay an accountant or tax specialist to complete your tax forms for you.

For more information on taxes and your income tax return, visit the Canada Revenue Agency's website:

 [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

To learn more about employment insurance and the federal pension plan (retirement):

 [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)

# GOVERNMENT AND THE LAW

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## CANADIAN HUMAN RIGHTS ACT

If you are new to Canada, you will discover that Canada is governed by laws which no citizen is above. Also, the Canadian Human Rights Act protects the basic rights of individuals against discrimination based on race, national origin, colour, religion, age, sex, sexual orientation, marital status, family status and disability.

If you feel you have been discriminated against at school, in the workplace or elsewhere, contact the New Brunswick Human Rights Commission at (506) 453-2301.

## GOVERNMENT

In New Brunswick, we operate under three levels of government:

### Municipal government

The municipal government is the government that works at the city or town level. There are councillors and a mayor who are elected every four years to make decisions and represent the interests of residents. Services at the municipal level include garbage collection, snow clearing, recreation, roads – anything that directly impacts the functioning of the city or town. Moncton, Riverview and Dieppe each have their own municipal governments.



 [www.moncton.ca](http://www.moncton.ca)

 [www.townofriverview.ca](http://www.townofriverview.ca)

 [www.dieppe.ca](http://www.dieppe.ca)

## Provincial government

The provincial government is led by a premier and members of the Legislative Assembly (MLAs) who are elected every four years to represent the interest of the province's people. The premier is the leader of the party that wins the most seats in the provincial 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](http://www.gnb.ca)

## Federal government

The federal government is the Government of Canada. The leader is the Prime Minister. The Prime Minister is the leader of the party that wins the most seats in the federal election, which takes place every four years. The federal government is responsible for many things, including justice, currency (money), heritage, immigration, citizenship, defence, labour, international affairs and the environment.

# Canada

 [www.canada.ca](http://www.canada.ca)

## BYLAWS

Each municipality in Greater Moncton has bylaws. The Province of New Brunswick's Municipalities Act authorizes cities to create and enforce bylaws to maintain the health, safety and wellness of the community. To learn about bylaws in Moncton, Dieppe and Riverview, visit the municipality's website or contact city or town hall.



### **POLICE (RCMP - Royal Canadian Mounted Police)**

Police officers are present on New Brunswick and Greater Moncton roads. A police officer's job is to maintain safety in the community. If you are stopped by a police officer in your car, the officer will request your driver's licence, insurance and the registration information for your car.

If you are ever in the unfortunate situation of being arrested by police, you need to know your rights. The police must:

- Identify him/her
- State that you are under arrest
- Tell you the reason for the arrest
- Tell you that you have the right to speak with your lawyer



RCMP

 (506) 857-2400

 [www.rcmp-grc.gc.ca/en](http://www.rcmp-grc.gc.ca/en)



### **LAWS**

#### **Alcohol, Tobacco and drugs**

New Brunswick laws state:

- You must be 19 years old to purchase, possess or consume alcohol or cigarettes.
- You cannot drink alcohol on the street.
- You cannot smoke indoors and within so many feet of building entrances.
- Drinking and driving is illegal. It carries heavy fines and can even mean jail time.
- Consumption or possession of drugs that are not purchased at a pharmacy or prescribed by a doctor is illegal.



## LEGAL SERVICES

### Legal representation

Every person who is arrested has the right to legal representation. The Law Society of New Brunswick can assist in helping you to receive legal support:

 (506) 458-8540

 [www.lawsociety-barreau.nb.ca](http://www.lawsociety-barreau.nb.ca)

There are also law firms in Greater Moncton experienced in many areas including, family law, corporate law, labour law and human rights law. They can be searched for online.

### Legal Aid

Legal Aid is available for low-income individuals who cannot afford to pay for legal support.

Greater Moncton Legal Aid Service

 (506) 853-7300

 860 Main Street, Suite 402, Moncton, N.B.

### New Brunswick Refugee Clinic

The New Brunswick Refugee Clinic provides legal support for immigrants and refugee claimants.

New Brunswick Refugee Clinic

 (506) 204-5781

 349 St. George Street, Suite 203, Moncton, N.B.





# FOOD AND SHOPPING

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## BUYING FOOD AT GROCERY STORES

There are many places you can buy food in Greater Moncton. Grocery Stores are located across the region. They sell food, household products and in some places, medication and clothing. They also carry a large selection of international foods. The two major grocery stores with locations across Greater Moncton are:

*Atlantic*  
**superstore**

**Atlantic Superstore**



[www.atlanticsuperstore.ca](http://www.atlanticsuperstore.ca)

**Sobeys**

**Sobeys**



[www.sobeys.com](http://www.sobeys.com)

Walmart, Costco and Giant Tiger sell food. Greater Moncton also has meat and fish markets. You can find them online.



## BUYING FOOD AT SPECIALTY GROCERY STORES

Here are a few specialty grocery stores in Greater Moncton, including:

### **Afrikana (products from Central Africa)**

7 Jones Street, Moncton N.B.

(506) 854-5050

### **Blue Olive Grocery Store (Middle Eastern groceries)**

451 Paul St., Dieppe N.B.

(506) 382-2888

[blueolive.ca](http://blueolive.ca)

### **Spice Shop (Asian/Filipino)**

75 Champlain St., Dieppe N.B.

(506) 204-2249

### **Dolma Foods (international)**

110 St. George St., Moncton N.B.

(506) 852-3774



### **AK Korean Food and Groceries**

 247 Killam Dr, Moncton N.B.

 (506) 204-8906

### **Baobab**

African goods store

 331 Elmwood Dr, Moncton, N.B.

 (506) 384-2321

### **Near East Chinese Market**

 342 Coverdale Road, Riverview, N.B.

 (506) 204-8888



## **BUYING FOOD AT FARMERS' MARKETS**

Greater Moncton's farmers' markets operate all year long. Here you can buy locally grown fruits and vegetables, meats, cheeses, as well as arts and crafts. The markets also have excellent vendors who sell ready-to-eat foods from around the world.

### **Marché Moncton Market (downtown)**

 120 Westmorland St., Moncton N.B.

 (506) 853-3516

 [www.marchemonctonmarket.ca](http://www.marchemonctonmarket.ca)

 Hours of operation: Saturday, 7 a.m. to 2 p.m.

### **Marché de Dieppe Market**

 232 Gauvin Road, Dieppe N.B.

 (506) 382-5750

 [www.marchedieppemarket.com](http://www.marchedieppemarket.com)

 Hours of operation: Saturday, 7 a.m. to 1:30 p.m.



## PLACES TO SHOP

Greater Moncton offers the largest retail shopping options in the province. There are two major shopping areas:

### Trinity Shopping Complex

Located on Mountain Road next to Wheeler Boulevard, this large shopping area includes many stores such as: Walmart, Costco, Atlantic Superstore, Kent Hardware, Home Depot Hardware, Dollar Stores, Michaels Crafts, Cineplex movie theatre and Best Buy electronics.

The surrounding area includes even more shops and grocery stores. Buses that stop along Plaza Boulevard offer easy access to this shopping area.

**Champlain Mall** is an indoor shopping centre that has over one hundred stores including Walmart, Sobeys and Sears. It is located on Champlain Blvd, along the border of Moncton and Dieppe. Buses travel to and from Champlain Mall.

## CF Champlain

 [www.cfshops.com](http://www.cfshops.com)

Throughout the region there are also many specialty shops that provide all kinds of products and services. If you are searching for a special product or service, go online or ask someone in the community.

Most stores are open seven days a week, but only open from noon to 5 pm on Sundays.



# ENJOYING LIFE IN GREATER MONCTON

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New Brunswick is the largest of Canada's three Maritime provinces. It borders Nova Scotia in the southeast, Quebec in the west and the American state of Maine in the south. A large portion of our border is also coastline - the Bay of Fundy, Northumberland Strait and Gulf of St. Lawrence. New Brunswick is known for its natural beauty. Summers are warm and sunny with sandy beaches, parks and trails that can be enjoyed. Watersports such as boating and fishing are also very popular.

Winters are cold and snowy making skating, snowshoeing, skiing and other outdoor activities popular across the province.

For more information on the many things to see and do in the province, visit [www.tourismnewbrunswick.ca](http://www.tourismnewbrunswick.ca).



### VOLUNTEERING

Volunteering is an excellent way to help others, meet people and to get to know your community. There are many ways to volunteer in the Greater Moncton Region. The Volunteer Centre of Southeastern New Brunswick can connect you with volunteer opportunities. The Centre supports more than 150 registered agencies and organizations in Dieppe, Moncton and Riverview.

#### **Volunteer Centre of Southeastern New Brunswick Inc.**

 22 Church Street, Suite T290 Moncton, N.B.

 (506) 869-6977

 [www.volunteergreatermoncton.com](http://www.volunteergreatermoncton.com)



ENG



FR

### SPEAKING ENGLISH AND FRENCH

New Brunswick is the only officially bilingual province in Canada. That means both French and English are the official languages of the province. This means that in government offices, you can receive service in English or French.

The majority of New Brunswickers speak English but more than 30% of New Brunswickers speak French, while many more speak both languages.



## OFFICIAL HOLIDAYS IN NEW BRUNSWICK

Each year there are official holidays where government offices and most stores are closed for business. Most of these holidays occur across Canada as well:

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

## BEING PREPARED FOR THE WEATHER

New Brunswick experiences four very different seasons: Winter, spring, summer and fall. There are official dates that define the seasons, although the weather does not always following these timelines. In fact, the weather is often unpredictable:



**Winter**  
December 21 to March 21



**Spring**  
March 21 to June 21



**Summer**  
June 21 to September 21



**Fall**  
September 21 to December 21



## DRESSING FOR WEATHER

The weather in spring, summer and fall is easily manageable in New Brunswick, but winter can be very uncertain. It is important that you prepare for winter as temperatures can get as cold as -20 to -30 degrees Celsius (-4 to -20 degrees Fahrenheit). There are on average 3 or 4 snowstorms a year that are considered serious enough to close schools, colleges and workplaces.

During the winter, most media have storm information pages on their websites. CBC.ca for example has a local Storm Centre section on their site that lists all the weather cancellations in the province.

### Preparing for winter means:

Warm clothing: Hats, gloves or mittens, warm coat and boots, scarves, snow pants (especially for children)

Storm preparation: visit the Health & Safety section (page 49) to find out about home emergency storm preparation

Weather information:

 [www.weathernetwork.com](http://www.weathernetwork.com)

 [www.accuweather.ca](http://www.accuweather.ca)



## ENJOYING THE OUTDOORS

### Tidal Bore

The Tidal Bore is a unique event along the Petitcodiac River that is caused by the extreme tides of the Bay of Fundy. The Bay has the highest tides in the world, and extreme changes in the River's water level happens two times a day. You can see the Tidal Bore in action along the river from Moncton, Dieppe and Riverview.

For a daily schedule:

 [www.tidalboretimes.ca](http://www.tidalboretimes.ca)

## Centennial Park

Centennial Park offers fun and recreation throughout the year. The 230-acre green space is located in the centre of the city (on St. George St.) and is easily accessible by car, bicycle and bus. The park is open all year with seasonal activities that include swimming, hiking, tennis, snowshoeing, cross country skiing and skating. The playground, splash pad and some park trails are wheelchair accessible.

 (506) 853-3516  
 [www.moncton.ca](http://www.moncton.ca)

## Irishtown Nature Park

This is a very popular park for cycling, bird watching and taking nature walks. Irishtown Nature Park is 2,200-acre space in the north end of Moncton. There are walking trails in the spring, summer and fall and groomed ski trails during the winter months.

 (506) 853-3516  
 [www.moncton.ca](http://www.moncton.ca)

## Mapleton Park

This 300-acre park located in Moncton's north end can be accessed from Gorge Road or Mapleton Road. There are wide accessible trails as well as more challenging trails. Open all year, this park has an outdoor skating rink in the winter.

## Riverfront Park

Located along the banks of the Petitcodiac River in downtown Moncton, Riverfront Park has an excellent walking, running and biking trail. This trail is also part of the Trans Canada Trail system that also links the communities of Riverview and Dieppe. Along the riverfront, there are several points of interest including Bore Park, Skateboard Park, the Hal Betts Memorial Sportsplex and a memorial honouring three fallen RCMP police officers. On the Riverview side, there is a well-landscaped trail that provides excellent views of the river. To contact the Visitor Information Centre that is located along Riverfront Park, call (506) 853-3516.

## Place 1604

Located at the heart of Dieppe's downtown core, Place 1604 boasts large, urban public spaces, a refrigerated skating oval, a musical park, an outdoor theatre and various public works of art.

## St-Anselme Rotary Park

Dieppe's St-Anselme Rotary Park is a woodland space that has trails designed for walking, biking and running.

 (506) 877-7946

## Dobson Trail

The Dobson Trail provides an opportunity for outdoor enthusiasts to explore the wonders of New Brunswick's wilderness. It has nine distinct sections stretching over 58 kilometres between Riverview and Fundy National Park.

## Mill Creek Nature Park

Mill Creek Nature Park is a municipal park located in Riverview offering a variety of trails for hiking, bird watching, mountain biking cross country skiing and snowshoeing. A fun combination of outdoor recreation and nature conservation.

 (506) 387-2024

## Winter Wonderland Park

Skating around the outdoor oval or tobogganing and sliding down the hill at Winter Wonderland Park is a thrilling way to enjoy the weather and take advantage of Riverview's ample snowfall. The park also features a BMX pump track, a walking trail and a picnic area during the summer months.

 (506) 387-2024



## COMMUNITY PARKS AND PLAYGROUNDS

There are many, many playgrounds across Greater Moncton. For more information on community parks and playgrounds, contact:

Moncton's Parks and Leisure Services

 (506) 853-3516

Dieppe's Community Recreation Department

 (506) 877-7900

Riverview's Parks & Recreation Department

 (506) 387-2024



## SPORT FACILITIES

Indoor and outdoor sports facilities can be found in Greater Moncton. Sporting activities include:

- Soccer, football, cycling, tennis, golf, baseball, softball, basketball, pickle ball and lawn bowling,
- Indoor and outdoor public swimming
- Arenas and gymnasiums

For more information on where these facilities are located, contact the websites of the local municipalities or call the Recreation Department numbers listed above.



## ARTS AND CULTURE

Greater Moncton is known for its vibrant arts and culture scene. Throughout the year, you can attend concerts, musicals and theatrical productions:

### Capitol Theatre

The Capitol is a beautiful old theatre that offers many quality concerts and theatrical shows.

-  811 Main Street, Moncton, N.B.
-  (506) 856-4379
-  1-800-567-1922
-  [www.capitol.nb.ca](http://www.capitol.nb.ca)

### Théâtre l'Escaouette

Theatrical and musical shows in French can be found at this theatre.

-  170 Botsford Street, Moncton, N.B.
-  (506) 855-0001
-  [www.escaouette.com](http://www.escaouette.com)

### Moncton Coliseum

The arena is home to the Moncton Wildcats hockey team and the Moncton Miracles basketball team. It is also the site of many large concert tours and trade shows.

-  377 Killam Drive, Moncton, N.B.
-  (506) 857-4100
-  1-888-720-5600
-  [www.monctoncoliseum.com](http://www.monctoncoliseum.com)

### Centre Culturel Aberdeen Coopérative Ltée and Jardin Aberdeen

This historic building in the downtown has been refurbished and is the home of the local ballet school and other cultural organizations. It has an art gallery and restaurant.

-  140 Botsford Street, Moncton, N.B.
-  (506) 857-9597
-  [www.centreculturelaberdeen.ca](http://www.centreculturelaberdeen.ca)

### **Riverview Arts Centre**

The Riverview Arts Centre strives to inspire a passion for the arts while enriching the cultural life of our community.

-  400 Whitepine Road, Riverview, N.B.
-  (506) 852-7189
-  [www.riverviewartscentre.ca](http://www.riverviewartscentre.ca)

### **Université de Moncton**

There are many student groups on campus. The Socio-cultural Recreation Services Student Centre, Room B-150 helps students who are interested in cultural experiences in Greater Moncton.

-  18 Antonine-Maillet Avenue, Moncton, N.B.
-  (506) 858-4554
-  (506) 858-3712
-  [www.umoncton.ca/umcm-saee](http://www.umoncton.ca/umcm-saee)

### **Centre of arts and culture Dieppe**

-  331 Acadie Avenue, Dieppe, N.B.
-  (506) 854-2787
-  [www.centredesartsdieppe.ca](http://www.centredesartsdieppe.ca)





## CINEMAS / MOVIE THEATRES

There are two Cineplex movie theatres in Greater Moncton:

### Cineplex Cinemas - Trinity Drive

127 Trinity Drive, Moncton, N.B.

(506) 857-8903

[www.cineplex.com](http://www.cineplex.com)

### Cineplex Cinemas - Dieppe

499 Paul Street, Moncton, N.B.

(506) 382-2095

[www.cineplex.com](http://www.cineplex.com)

### Université de Moncton Ciné-Campus

This campus movie club shows independent and French films.

18 Antonine-Maillet Avenue, Moncton, N.B.  
(Amphitheatre 163, Jacqueline Bouchard Bldg.)

(506) 858-3712

[www.umoncton.ca](http://www.umoncton.ca)

### Far Out East Cinema

Movies from around the world.

18 Antonine-Maillet Avenue, Moncton, N.B.  
(Amphitheatre 163, Jacqueline Bouchard Bldg.)

(506) 859-2475

Visit their Facebook page for movie show times and details





## OTHER ACTIVITIES

The Greater Moncton area is full of attractions and activities that attract many tourists.

### **Magic Mountain Water Park**

 [www.magicmountain.ca](http://www.magicmountain.ca)

### **Magnetic Hill Zoo**

 [www.moncton.ca](http://www.moncton.ca)

### **Casino New Brunswick**

 [www.casinonb.ca](http://www.casinonb.ca)

For a list of activities, festivals and events taking place year-round, visit the **city of Moncton tourism page**:

 [www.moncton.ca](http://www.moncton.ca)

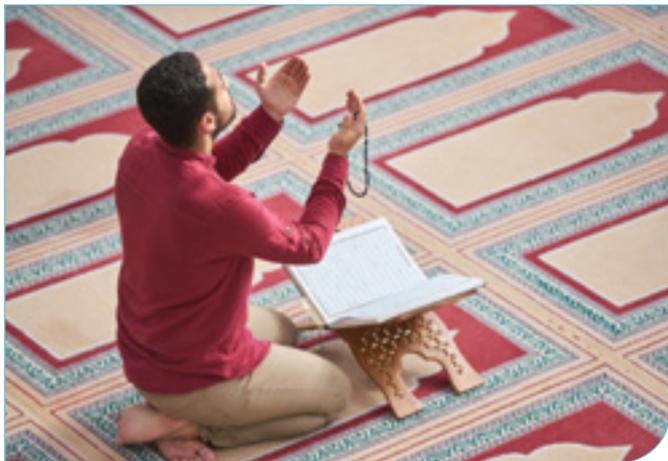
For **events and activities** across the **province**:

 [www.tourismnewbrunswick.ca](http://www.tourismnewbrunswick.ca).



## PLACES OF WORSHIP

Under the Canadian Charter of Rights and Freedoms, you may practise the religion of your choice in Canada. In Greater Moncton, there are churches, a mosque and a synagogue.





# COMMUNITY AID AND SUPPORT

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The Greater Moncton Region has support for individuals and families needing help. There are humanitarian agencies and social service organizations to help.



## SHELTERS AND SUPPORT SERVICES

Shelters offer a temporary place to stay for anyone who needs it. These are shelters for people who are homeless and have nowhere to go.

### **Community Chaplaincy**

Shelter for the homeless.

 75 Gordon Street, Moncton, N.B.

 (506) 851-6384

 [www.monctonchaplaincy.com](http://www.monctonchaplaincy.com)

### **Crossroads for Women Inc.**

Shelter for women and children fleeing abusive relationships.

 Moncton, N.B.

 (506) 853-0811

 [www.crossroadsforwomen.ca](http://www.crossroadsforwomen.ca)

### **Harvest House**

Shelter for the homeless.

 182 High Street, Moncton, N.B.

 (506) 855-0626

 [www.harvesthouseministries.org](http://www.harvesthouseministries.org)

### **House of Nazareth**

Shelter for the homeless.

 14 Clark Street, Moncton, N.B.

 (506) 858-5702

 [www.maison-nazareth.org](http://www.maison-nazareth.org)

### **Greater Moncton Family Resource Centre**

A range of programs and activities intended for parents and their children between 0 and 6 years old.

-  451 Paul Street, Suite 210, Dieppe, N.B.
-  (506) 384-7874
-  [www.frc-crf.com/moncton](http://www.frc-crf.com/moncton)

### **Moncton Community Mental Health Centre and Refugee Clinic**

Wide range of health-related programs and services for adults and children, you may need a referral for some services.

-  81 Albert Street, Moncton, N.B.
-  (506) 856-2444

### **New Life Mission Inc.**

After-school drop-in programs, snacks, homework help, etc.

-  155 Lester Street, Moncton, N.B.
-  (506) 859-4277
-  [www.newlifemoncton.com](http://www.newlifemoncton.com)

### **ReConnect Street Intervention Program**

Assistance with housing or shelter, food resources and referral to assistance agencies

-  575 Main Street or 30 War Veterans Avenue, Moncton, N.B.
-  (506) 856-4362
-  [www.ymcamoncton.com](http://www.ymcamoncton.com)

### **YWCA (Young Women Christian Association)**

-  22 Church Street, Suite T310, Moncton, N.B.
-  (506) 855-4349
-  [www.ywcamoncton.com](http://www.ywcamoncton.com)



## FOOD BANKS

A food bank collects, manages and shares food with those in need. Food Depot Alimentaire is the main distribution centre for food in the Moncton area. Food banks can be used to help individuals and families who cannot afford to pay for groceries. The food at the food bank comes from donations, local restaurants and shops.

### **Food Depot Alimentaire**

 330 MacNaughton Avenue, Moncton, N.B.  
 (506) 383-4281

### **Second Mile Food Bank**

 243 Lewisville Road, Moncton, N.B.  
 (506) 857-9121  
 (506) 531-1373

### **Peter McKee Community Food Centre**

 475 St. George St, Moncton N.B.  
 (506) 383-4281

### **Open Hands Food Bank**

 19 Mark Avenue, Moncton, N.B.  
 (506) 382-3663

### **Salvation Army Community and Family Services**

 32 King Street, Moncton, N.B.  
 (506) 389-9901

### **West End Food Bank**

 398 Salisbury Road, Moncton N.B.  
 (506) 874-5307

### **Albert County Food Bank**

 50 Runnymede Road, Riverview, N.B.  
 (506) 386-7824



## COMMUNITY KITCHENS

Community kitchens serve free meals at different times of the day, week or month. Please call ahead to confirm days and times.

### **Karing Kitchen**

St. John's United Church

 75 Alma Street, Moncton

 (506) 854-3837

### **Ray of Hope Kitchen**

Knights of Columbus, St. Augustine Council

 340 Dominion Street, Moncton

 (506) 857-4224

















Ce guide est aussi disponible en français