



SAINT - GABRIEL
- DE -
VALCARTIER

CHANGE OF ADDRESS GUIDE

DATE OF CHANGE OF ADDRESS: DECEMBER 16, 2019

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WORD FROM THE MAYOR

The goal of this major project is to ensure the safety of our citizens by orienting our territory in a more consistent and logical manner that will streamline the locating of addresses. The municipal council has been studying this topic in order to minimize its impacts and ensure the best transition possible between the old and the new property addresses. It goes without saying that the safety of our population is the main concern of council and this project aims to facilitate the work of emergency services (first responders, fire services, ambulance, police, home-care services, etc.). Early this fall, **all residents of 5th Avenue** will receive their change of address kits. The change of addresses will come into effect on December 16th, 2019. Canada Post will continue to forward mail addressed to the previous address for one year, free of charge. Addresses on Boulevard Valcartier will be modified in the fall of 2020. Thank you for your understanding.

Official date of change: December 16th, 2019 – No sooner!

*No change of address may
be made BEFORE this date.*

As of December 16th, please proceed with your change of address as quickly as possible.

Canada Post will forward mail addressed to your previous address for one year, free of charge. However, if you neglect to make any changes before December 2020, you could encounter problems receiving your mail.

A CLEARLY VISIBLE CHANGE!

A duly numbered address

Your civic number is changing, and you will receive a temporary card printed with your new number at the same time as your official notice of change of address. Please post this card in an area that is clearly visible from the street as of December 16th, 2019. The visibility of your civic number allows emergency services, service providers and your visitors to more easily locate your property.

90 day delay

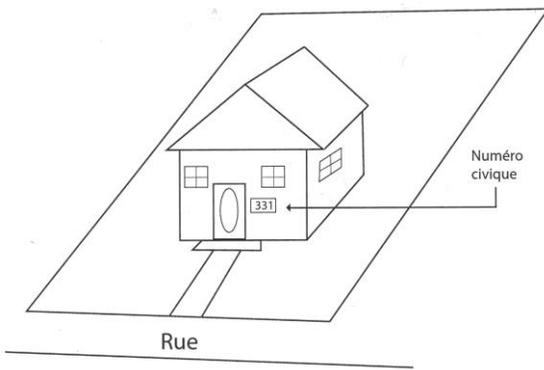
Every property owner must respect the municipal by-law pertaining to civic numbers. As of December 16th, you **have 90 days to proceed with the permanent and compliant** posting of your new civic number.

Construction By-Law no. 150, article 3.8 :

All main buildings must be identified by a distinct civic number in numbers or letters, legible horizontally, and visible from the street at all times.

The height of each of the numbers or letters that comprise the civic number must respect a minimal width of 7.6 cm (3") and a maximum height of 12.7 cm (5").

The civic number must be affixed to the front wall of the main building when this wall is in less than 20 meters (65.5') from the street line. In the case where the front wall of the building is located further than 20 meters (65.5') or more from the street line, the civic number must be affixed to the mailbox or a construction (ex: vehicle entry column, gateway, etc.) but never a natural element (ex: tree, rock, boulder, etc.) (see following plan). The mailbox or construction on which the civic number is posted must be located on the same side of the road as the main building.



The civic number is assigned by the Municipal Inspector when a building permit or authorization certificate is issued.

No one may appropriate a civic number without the Municipal Inspector's expressed authorization.

No one may remove an authorized civic number without the expressed authorization of the Municipal Inspector.

A question of safety!

As of December 16th, please use your new address when placing a 911 call (or *4141 from a cellular phone) in order to facilitate the work of emergency crews (fire, police, ambulance).

However, if you mention your previous address, rest assured that mechanisms remain in place during the transition period to direct emergency services to the proper address and respond efficiently to your call.



FREQUENTLY ASKED QUESTIONS

SHOULD I CHANGE MY PASSPORT OR MY CHEQUE BOOK?

Passport Canada does not need to be advised of your change of address. Simply cross out your old address on page 4 and write in your new address above the previous one. Do not use liquid corrector. If you do not have enough space on the page, simply write the new information on a separate piece of paper and insert it in your passport.

Concerning your cheque book, cheques are always valid, as it is the bank account number which prevails. You need only cross out your old address or affix a label printed with your new address.

WHAT HAPPENS TO MY DRIVER'S LICENCE AND MY HEALTH INSURANCE CARD?

The Société d'assurance automobile du Québec (SAAQ) will automatically proceed with the address change and will mail you a label printed with your new address. You will only need to affix this label to your driver's license.

As for your health insurance card, the change will also be made automatically.

SHOULD I CHANGE MY WILL AND MY MORTGAGE CONTRACT?

You are not obliged to edit these documents as they remain valid following an address change. However, at your next transaction or modification to a notarized act, you should advise your notary of the address change so that your documents may be updated.

WHAT HAPPENS IF I GIVE MY OLD ADDRESS TO EMERGENCY SERVICES?

During the transition period, mechanisms are in place to direct emergency services (911, *4141) to the right location and efficiently respond to your call.

However, it is **IMPORTANT** to get used to using your new address as of December 16th, 2019 as this is the address contained in the emergency service database.

WHAT HAPPENS IF I CHANGE MY ADDRESS BEFORE DECEMBER 16TH, 2019?

Before the official change date, **your new address is not valid anywhere**. If you change your address too soon, you could encounter problems receiving your mail.

WHAT SHOULD I DO AND WHEN?

You are responsible for changing your address. That's why it's important to plan out the various steps you must take.

Here is a memory aid to help you know what needs to be done and when in order to avoid any confusion.

BEFORE December 16th, 2019

- **Take note** of the official notice of change of address that you receive in the mail;
- **Read** this guide carefully
- **List** all the people and organizations that you need to contact as well as their contact information (see the memory aid on pages 7-8 as well as the government services on pages 9-11);
- **Companies:** begin to use up all your stationary printed with your old address.

BEFORE March 16th, 2020

- If your civic number is changing, **permanently modify the presentation** of your civic number (see page 2);

AUTOMATIC CHANGES

We are working in direct collaboration with many partners who will proceed with automatic address changes for you. Therefore, you will NOT need to contact the following organizations, institutions and companies:

- Bell / Vidéotron
- Commission de la construction du Québec (CCQ)
- Commission scolaire de la Capitale and Central Quebec School Board (school taxes, files of the students previously registered at the board)
- Directeur général des élections du Québec (DGEQ)
- Hydro-Québec
- Ministère du Travail, de l'Emploi et de la Solidarité sociale
- Passport Canada
- Canada Post
- CAUCA (Centrale des Appels d'Urgence Chaudière-Appalaches)

Tax return

Although the Municipality and Canada Post are linked to government services, you must still indicate your change of address on your next income tax return in 2020. This step is necessary due to the protection of personal information.

CITIZEN SUPPORT

The Municipality will offer citizens several tools in order to facilitate their change of address.

By mail

Accompanying this guide, is an official notice from the Municipality as well as a pre-printed temporary card with your new address to post in your window while you acquire a new permanent sign. Please post this card in an area clearly visible from the street as of December 16th, 2019. It is your responsibility to permanently change your civic number by March 16th, 2020.

In person

The municipal library's computer stations are available free of charge during office hours, Monday to Friday from 8:30 to noon and from 1:00 to 4:30 pm, as well as the library's business hours, where you may use the Internet to make your change of address.

The library's business hours are the following:

Monday: 2 :00-4 :30 pm

Tuesday: 10:00-noon & 4:30-8:30 pm

Wednesday: 6:30-8:30 pm,

Saturday: 2:00-4:00 pm

By email or by phone

For all questions regarding the change of address, you may contact the Municipal reception desk at 418 844-1218 or email us at admin@munsgdv.ca .

BUSINESS SUPPORT

To help you with the process, the Municipality recommends that you register with **Zone entreprise de Services Québec**, where you can advise several ministries and organizations of your change of address in one step : www2.gouv.qc.ca

If you need to re-order more stationary supplies before December 16th, 2019, we suggest that you only order a small quantity. You have until December 2020 to deplete your stock printed with the previous address. You could also reduce costs by affixing labels printed with your new address as of December 16th, 2019.

Here are a few examples of items that could need to be changed:

- Business cards
- Letter head
- Labels
- Envelopes
- Notebooks and pens
- Order numbers, invoices and faxes
- Payslips
- Trucks or other vehicles
- Flyers and corporative brochures

Make sure to inform your suppliers of your new address before December 2020 to avoid any delays in delivery.

CHECKLIST FOR CITIZENS

This checklist is not comprehensive but aims to facilitate the process. You will also find a list of government programs and services that could help on pages 9 to 11.

- Subscriptions (newspapers, magazines, etc.)
- Student financial aid
- Veterans Canada
- Professional association memberships
- Social associations, clubs
- Library
- Cable provider
- Credit cards
- Store cards
- Cellular service provider
- Gym
- Hospital
- Cemetery where you have a plot
- School Boards
- Telephone companies
- Alarm companies
- Insurance companies (car, home, life, medical, other)
- Accountant, notary, lawyer
- CPE, daycare
- Dentist
- Heating fuel/gas provider
- Church
- Employer
- Épargne Placements Québec
- Educational institutions (private school, college, university)
- Car manufacturer (recalls, guarantees)
- Government of Québec (pensions, taxes)
- Government of Canada (pensions, taxes)
- Financial institutions
- Stores (fidelity cards)
- Doctor's office
- Optometrist
- Organizations (charities)
- Parents, friends, correspondents
- Pharmacy
- Reward programs (Air Miles, Prime, HBC, etc.)
- Private pension funds

- Online shopping services (Ebay, Paypal, Amazon, etc.)
- Internet services
- Sûreté du Québec (certificates, firearms permits, etc.)
- Unions
- Veterinarian



CHECKLIST FOR BUSINESSES

This list is not exhaustive and only aims to facilitate the process.

- Subscriptions (newspapers, magazines, etc.)
- Email addresses
- Canada Revenue Agency (income tax return)
- Chamber of commerce
- Clients
- Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST)
- Alarm company
- Accountant, notary, lawyer
- Insurance broker
- Goods and service providers
- Financial institutions
- Registraire des entreprises
- Government relations
- Revenu Québec (income tax return)

Government services: how to navigate

This non exhaustive list of government services aims to facilitate the process of changing your address. For all questions regarding your change of address, please contact Services Québec or Service Canada directly.

REMINDER! Certain changes of address are automatic. To see which ones, turn to page 5.

SERVICES QUÉBEC

1 877 644-4545

1 800 361-9596 (teletype (TTY) toll-free)

www.mtess.gouv.qc.ca/services-quebec/index_en.aspwww.mess.gouv.qc.ca/services-quebec

SERVICE CANADA

1 800 622-6232

1 800 926-9105 (teletype (TTY) toll-free), www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html

PROVINCIAL GOVERNMENT

Québec student loans and bursaries

Modify your personal information on-line at *Votre dossier en direct!*

Ministère de l'Éducation et de l'Enseignement supérieur

1 877 643-3750

<http://www.afe.gouv.qc.ca/en/>

Compensation of Persons who Performed an Act of Good Citizenship or Victims of criminal acts

- Contact them directly;
- You must provide your file number.

Direction de l'indemnisation des victimes d'actes criminels (IVAC) 1 800 561-4822, www.ivac.qc.ca/en/Pages/default.aspx

Hunting or trapping licence

- Fill out the on-line form at <https://mffp.gouv.qc.ca/faune/formulaires/certificat-adresse.htm>

Security or investigation agent licence

- Fill out the change of address form online at:
https://www.bspquebec.ca/medias/files/AGENT/2019/ANG/194.013%20Changement%20adresse_ang.pdf
- File your form with the BSP by mail, fax or by email
- Bureau de la Sécurité privée 1 877 748-7483, <https://www.bspquebec.ca/en/41/to-contact-us>

Indemnities resulting from a workplace accident, professional illness or for the Safe Maternity program (CNESST)

- Fill out the online form at https://www.servicesenligne.csst.qc.ca/travailleurs/Changement_Adresse/etape0.aspx
- Phone or go to your regional office.
- You will be asked to provide your file number

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

Direction régionale des activités centralisées (DAC) Région Capitale-Nationale

425, rue du Pont Québec (Québec) G1K 7S6

Québec immigration, diversity and inclusion service

- Contact your local immigration bureau to learn the appropriate process for your situation;
- The persons concerned are those with an active immigration file:
 - Immigrant sponsor;
 - Foreign students;
 - Temporary foreign workers;
 - Those waiting for ministerial certificates;
 - Refugee status claimants.

Ministère de l'Immigration, de la Diversité et de l'Inclusion 1 877 864-9191, 1 866 227-5968 (teletype (TTY) toll-free) <http://www.immigration-quebec.gouv.qc.ca/en/home.html>

Public sector and parapublic sector pension plans (CARRA)

- If you receive or are contributing to one of the pension plans administered by the CARRA, you must contact them by phone or by mail.
- If your file is not being processed (request for service buy-back, request for reimbursement) you DO NOT need to advise the CARRA. They will use the bank of addresses provided by the RAMQ (Régie d'assurance maladie du Québec) when they need to contact you.

Commission administrative des régimes de retraite et d'assurances (CARRA) 1 800 463-5533, 1 855 317-4076 (teletype (TTY) toll-free),
<https://www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx>

Québec Savings Bonds and other investments (Épargne Placements Québec)

- Use the on-line services if you are already registered;
- Telephone them, with the following information on-hand:
 - Your mother's maiden name;
 - Your membership number, as shown on your trimestral report

Épargne Placement Québec: 1 800 463-5229, www.epq.gouv.qc.ca/en/

FEDERAL GOVERNMENT

Service Canada

- By phoning Service Canada, you can update your address for:
 - **Employment insurance;**
 - **Canada Pension Plan;**
 - **Old Age Security;**
- If you receive a pension or benefit from a country that has signed a social security accord with the Government of Canada – because you resided or worked in this country or you are the survivor of someone who lived in that country – you must advise Service Canada of your change of address.
- Service Canada can also answer your questions and guide you in the process of changing your address.

1 800 622-6232, 1 800 926-9105 (teletype (TTY) toll-free)

www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html

Canada Revenue Agency (CRA)

- By phoning the CRA, or by filling out an online request form, you can update your address for:

- Your income tax return;
- Your GST credit;
- Canada Child and Family Benefit;

1 800 959-7383, <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/change-your-address.html>

Citizenship Certificate

- Use the online service or call the Help Center:
Immigration and Citizenship Canada : 1 888 242-2100, <https://www.canada.ca/en/services/immigration-citizenship.html>

Firearms Possession and Acquisition License

- By calling the Canadian Firearms program or by filling out your request online, you can update your address for:
 - Firearms registration certificate;
 - Firearms License.

1 800 731-4000, www.rcmp-grc.gc.ca

Canada Savings Bonds and other investment

- You may change your address online or by phone.

1 877 899-3599 (payroll savings program), 1 800 575-5151 (certificated bonds, Canada RSP, Canada RIF),
https://www.csb.gc.ca/?_ga=2.63266215.927983144.1563973683-1592123500.1563973683

Veteran's pensions and benefits

- You may call or send the change of address form to:

Veterans Affairs Canada: 1 866 522-2122, www.veterans.gc.ca

Federal public service and survivor's pension

- You may phone the Federal public service Pension Center and Canadian Government Services
1 800 561-7930, (505) 533-5990 (teletype (TTY) toll-free; collect calls accepted),
www.tpsgc-pwgsc.gc.ca/comm/index-eng.html

FOR ANY ADDITIONAL INFORMATION

Municipality of Saint-Gabriel-de-Valcartier:

1743 Boulevard Valcartier

Saint-Gabriel-de-Valcartier (Quebec) G0A 4S0

418 844-1218

admin@munsgdv.ca