

Inform'Accueil

| Inform'Accueil | Volume 20 | Number 02 | September 2024

**DEFENSE,
CARING
AND SUPPORT**
in a 100 human way!



Fédération des familles d'accueil
et ressources intermédiaires
du Québec

50
ans



Here

for you
and your
children

When you know you're well surrounded, life is sweeter. When you know that people you trust are there for you, you can breathe deeply, take the time to look ahead and believe that anything is possible.

For 50 years, the FFARIQ has been looking after Quebec's foster families. By listening, supporting, and taking action in the field, we protect families' rights and make tools available to help them on a day-to-day basis.

Because every foster family in Quebec who opens their door, and their heart deserves all the loving support they can get to help their children spread their wings.



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A Word from our President

Autumn will be rich in emotion

Hello dear foster families,

Time flies! It's already time to reserve your place at our symposium on October 19 and 20. And what a symposium it will be! Our 50th anniversary is an event that deserves to be celebrated in style!

Crazy About our Children for 50 Years

Our theme this year is inspired by an event in 1991. Camil Bouchard chaired the Youth Task Force. His mandate: to find solutions to the crisis facing youth protection services. A situation similar to the one we face today.

Mr. Bouchard tabled his report, entitled *Un Québec fou de ses enfants*. The report's recommendations were aimed at preventing and reducing the onset of problems among young people, such as neglect, rejection and abandonment. This report had a major impact on family policies in Quebec. We are witness to the fact that much remains to be done. We keep his work in mind while continuing this work that we have to do.

For all the details on our symposium, which will be an opportunity to recognize the work of our builders, past presidents and regional committees, consult the Events section of this *Inform'Accueil*.

Exceptional Global Sum (EGS)

Here are the confirmations received:

- 1st payment on September 15 for active foster families;
- 2nd payment on October 15 for inactive foster families.

Remember that the EGS is a 1.95% compensation adjustment for the period from January 1st, 2012, to December 31, 2020. To qualify, you must have been a foster family until August 26, 2021. Institutions will make the calculation through the SIRTF. We will keep you informed.



Quebec City Office Relocation

With the opening of the Trois-Rivières point of service, where meeting and training rooms are available, it was no longer necessary to occupy such a large location in Quebec City. Therefore, we moved to a smaller office at 8500 Henri-Bourassa Blvd, Suite 265, Quebec City, G1G 5X1.

We invite you to make an appointment beforehand to ensure that the person you wish to meet is available.

Last Paper *Inform'Accueil*

We know you read the *Inform'Accueil*. You mentioned it in large numbers in our 2022 survey. It's therefore important for us to maintain this communication tool, while respecting our financial capacities and, let's face it, doing something for the environment.

From now on, our *Inform'Accueil* will be published exclusively online. Three issues will be published each year to keep you informed of the progress made for the benefit of the children and you, our foster families. You'll also find testimonials, tips and information to help you in your day-to-day work, both in caring for your children and in your administrative tasks.

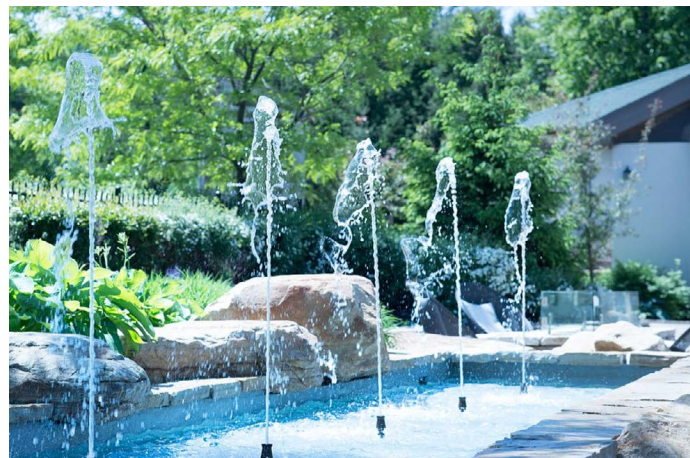
You can find the *Inform'Accueil*, and all issues published since 2011, in the Members section of our website at www.ffariq.org/fr/informations-membres/informaccueil.

You will also notice that there is no Echo of the regions in this issue. This section will be back in our online issue in December.

See you at the symposium!

Mélanie Gagnon
Acting Provincial President

Events!



Symposium 2024: Crazy About our Children for 50 Years!

Under the theme **Crazy about our children for 50 years**, we'll be celebrating our 50th anniversary and taking the opportunity to pay tribute to people whose dedication to the cause of foster families and the little ones they take in has left its mark on our history. We'll be presenting you with a magazine about our 50th anniversary, so that you'll always remember this moment.

Inspiring speakers

Three speakers will offer food for thought as you navigate life's sometimes turbulent waves. .

Date:
October 19 and 20, 2024

Location:
Manoir Saint-Sauveur

Book before:
September 20, 2024



Nancy Audet, Honorary President
Nancy is the voice of children in difficulty. In her lecture, she will remind us of the importance of foster families in providing a nurturing environment for young children who should never be in a rehabilitation center.



Bruno Landry
In the form of ten commandments, Bruno presents, with humor and emotion, his tips for integrating individual strengths and adapting to change, in order to improve our relationships in the various facets of our lives.



Marie-Claude Barrette
Marie-Claude shares her thoughts on the meaning of life, the rhythm it imposes and our freedom to choose to follow it or not. How can we keep our own essence in the whirlwind of life?



Make Way for the Party!

Starting at 6 p.m., we'll be waiting for you to join us for cocktails, a banquet and a masked party with the Alter Ego group. Put on your best black-and-white clothes and the wolf we'll give you, then let yourself be enchanted by the evening's atmosphere!

Sunday Plenary

Our weekend concludes on Sunday with a plenary session from 9 a.m. to noon. This moment of discussion will establish your most important concerns, which will guide our actions over the coming year.

Register Now!

You have received all the information and the registration form by e-mail or post. You didn't receive it? Call us at 1 866 529-5868.

We look forward to celebrating with you!

See you soon!

Fous de nos enfants

depuis | **50**
ans

Laws & Negotiations

Negotiation and Concerted Action

At the Extraordinary General Meeting (EGM) held on August 19 and 20, we took stock of negotiations and discussed possible pressure tactics in the event of the situation not breaking the deadlock.

Your Concerns and Worries

Discussions with the members present highlighted some of the concerns raised by the confidentiality aspect, specific to the field of children's resources, on the real ability to carry out concerted action.

It also emerged from these discussions that you have certain concerns about the impact of municipal bylaws on the holding of pressure tactics and their visibility in your living environment.

In other words, you're wondering to what extent the legislation interferes with your fundamental right of association, which includes the right to lobby.

What the Law Says

The associative model of resource representation is set out in the *Act respecting the representation of family-type resources and certain intermediate resources and the process for negotiating a collective agreement respecting them* (ARR).

As a result, all legislative mechanisms related to the negotiation process of your collective agreement are based on the ARR, and not on the Labour Code (LC).

While the LC refers to the right to strike, the ARR refers to concerted action. But why? Because you can't deprive a child of a service to which he or she is entitled, or diminish its quality.

This significantly limits the range of pressure tactics available, and calls into question their real effectiveness. At the time of writing, the FFARIQ is still awaiting the Quebec Court of Appeal's decision on the legality of the ARR in this respect.

In Conclusion

The FFARIQ has to deal with very restrictive legal mechanisms. Our Charters guarantee the rights and freedoms of association, conscience, opinion, expression and peaceful assembly, and establish restrictive criteria for their legislative application.

We'll get back to this...

Life Story



Claudie Deraspe and Damien Deraspe
Foster family since 2012
1 biological child - 6 foster children
Type: family-type resource
Region: Îles-de-la-Madeleine

From North to South, Values that Unite and Heal

“As islanders, we know what it means to be far from the cities. In the Islands, we hunt seals, we go fishing, we pick blueberries... it's all part of our culture. Just like up north.”

When Claudie and Damien chose to become foster families, one thing was clear and uncompromising: they wanted to take in foster children until they came of age. Becoming a foster family wasn't a job for them, it was the way to make their family dream come true.

While in the process of international adoption, they became a proximity foster family by taking in Claudie's 17-year-old cousin. Then they replaced a pregnant friend to take in 10-year-old Camille, already used to foster families.

The couple chose to open their arms, their hearts and their home to native children. A social worker from the Centre jeunesse des Îles-de-la-Madeleine had told them about her experience working with people from the North, and how desperately they were needed.

And so, the day before Camille's arrival, they withdrew their application for international adoption. Some time later, Maikan arrived at the Deraspe home at 10 ½ months old. She is now 4 ½ years old and will start kindergarten this year.

Life in the North

Maikan was born in Puvirnituk, a Nunavik village on the east coast of Hudson Bay, west of the Ungava Peninsula, with a population of around 1,800.

Life is hard in the North. Only 13,000 people in 14 villages inhabit this immense territory. Services and foodstuffs are hard to come by.

Graduation rates are very low, with 80% of young Inuit dropping out before secondary 5.

Suicide is a scourge here, particularly among young people, who commit suicide 8 times more often than the Quebec average.

Alcohol and drug addictions are also rife. 80% of police interventions involve intoxicated people.

The lack of homes and space is significant. With the highest birth rate on the planet, 23% of people live in overcrowded housing.

Maikan's First Months

It was in this social context that Maikan was born prematurely, at 31 weeks. She suffers from congenital sucrose-isomaltase deficiency, a genetic disorder affecting 5% of the Inuit population, which prevents the digestion of sugars from certain fruits and cereals.

When Maikan was born, she went to hospital in Montreal. She spent 2 1/2 months there, then another 2 months in Puvirnituk. It was early in the pandemic. No volunteer could go and cradle her, even though physical contact at an early age is so important for developing attachment skills. Maikan is still being followed by specialists at the CHUL.

When she was discharged from the hospital, she was placed in an emergency daycare center, a resource for children aged 3 and under, 24 hours a day, 7 days a week. Two nurses work a rotating 8-week schedule. It was there that a fairy godmother entered Maikan's life: nurse Josée-Mélanie.

Maikan Joins the Deraspe Family

When an Aboriginal child is placed with a non-Aboriginal family, all other possibilities have been eliminated: remaining with the family, placement with a member of the immediate family, then placement with a member of the same or another nation.

The children then went down south to meet their foster family. In Maikan's case, her state of health would have required the Deraspes to move north, as the little girl did not have the strength to be brought back north if the adaptation had not gone well. However, the good recommendations about Claudie and Damien reassured those involved.

This is where the fairy godmother comes in. She agreed to take little Maikan into her home for a few days to ensure the transition here in Quebec City. A bond was quickly formed between Claudie, Damien and Maikan, who then left for the Islands with the little girl.



The orange T-shirt is a symbol of solidarity with survivors of pension schools.



“We had to give her a lot of love,” says Claudie. At the emergency day-care center, the adults were overwhelmed, and despite all the love they have for the children, they didn't have the time to stimulate them. When Maikan arrived, she couldn't sit up because her back and leg muscles weren't toned enough. She had developmental delays and a language disorder. We made an appointment at the CLSC to have her assessed, and then appointments with various specialists. And love cures a lot! She needed to be mothered and reassured.

Fear of Abandonment

As a child, Maikan would cry whenever anyone moved away from her, and would cling to Claudie's chain. “At the emergency daycare, they would give the bottle and put a towel in the highchair so she could drink on her own. There was less physical contact than in a normal family. If we hadn't taken care of her, she would have died because she was so fragile,” Claudie believes.

The little girl was also having spasms of sobbing and convulsions. “She was rushed to the CHUL. She was followed by a neurologist. We thought it was epilepsy, but it wasn't.”

Today, almost 4 years later, Maikan is still having trouble getting to sleep. Claudie sprays her room with a little lavender. She also puts 1 or 2 hearts under her pillow. She puts on her pyjamas at the same time as Maikan, to reassure her that she'll still be there tomorrow. And at night, she sleeps with the monitor. Maikan then knows that if she wakes up, Claudie or Damien will be there until she goes back to sleep.

Preserving Inuit Roots

The couple's aim is to keep Maikan's Inuit culture alive. Whether through books, songs (including those by Ellisapie) or a TV show, Maikan keeps in touch with her culture and familiarizes herself with her mother tongue.

The Deraspe family regularly travels to the North, among other things to try to maintain the bond between Maikan and her family. On the first trip, the biological mother came with her mother, Maikan's grandmother, for the planned 2-hour visit. And on the 3e trip, the grandmother spent 15 minutes to see Maikan without her mother. Yet the Deraspe family was quite open to more visits with the biological family.

A Community to Know

“We love the Inuit people. They are always laughing. They have values that we love, like respect for the elderly. It would be to our advantage to listen to them and learn from them. We went beluga whale hunting in June. It was so touching to see this reality, the sharing. No matter who shot it, every member of the community left with a piece in a bag. Clearly, they had a meal to share,” says Claudie.

Maikan, 4 ½ Years Old and Big Sister

Today, Maikan calls Claudie and Damien Mommy and Daddy. She's starting kindergarten this year. She's a real ray of sunshine. Her happiness makes her endearing.

Despite her speech impediment and mood swings from one extreme to another, Maikan thrives. And her relationship with her siblings is one of harmony and laughter.

“One morning, our 2 ½-year-old was looking for her pacifier. I could hear on the monitor and Maikan told her she was going to help her find it. It moved me to see sisters helping sisters. It's a real joy,” concludes Claudie.

Tips from the Pros

How can we support our children so that we all have a smooth start to the new school year?

Autumn is back-to-school season. Perhaps you're already starting to feel the stress in your children's minds as they prepare for the new school year.

Back-to-school is a stressful time of year, so our children experience more alarming emotions (fear, sadness, insecurity...) and their brains go into protection mode. This can lead to resistance and withdrawal. We often say that our children resist, but this is an instinctive protective mechanism in the face of stress.

Here are a few dos and don'ts.

	TO DO	DON'T	
1	Around the age of 5 to 7, your child can feel more than one emotion at a time. He may be anxious, curious or excited, afraid of the unknown, or fearful of being separated from you.	Welcome the different emotions by putting into words what he's feeling in order to initiate an eventual inner discourse to manage himself emotionally. "I feel like part of you is looking forward to meeting your teacher and new friends, but another part of you is stressed and would rather stay home."	Ignore negative feelings.
2	Your child is experiencing unpleasant emotions such as anxiety and stress.	Express emotions to release them. Emotions are first activated and then calmed if you listen carefully and let the child express himself. "What's worrying you? Do you want to talk about it? How do you imagine your first day at school? The child can then see the positive aspects of the situation."	Try to convince the child to feel something else. "You should be happy instead of scared. You were getting bored at home. At school, you'll make lots of friends!"
3	Your child is emotional, so your rational arguments won't work, because they don't speak to the right part of his or her brain.	Stay in the emotion. Your child needs to know that what he or she is feeling is normal. You can then direct the attention to a positive emotion. "I know it's hard for you. It's normal to feel stress, but I'm convinced that at the end of the day, you'll be proud of yourself! You'll have overcome your fear and feel stronger."	Rationalizing emotions is the most common mistake. Avoid saying things like, "Stop worrying, it's going to be okay! You have nothing to be afraid of!"
4	The situation is important to your children.	Share a similar experience you've had and how you overcame your stress. They will feel less alone in their experience and have a model of resilience to emulate.	Trivialize the stressful situation. "It's not the end of the world! You've been going to this school for 3 years. It's not like you know anyone!"
5	Back to school means a new environment for your child.	Minimize the novelty to help him get used to his new environment, for example, by going with him to new places and taking the bus a few days before school starts.	Trivialize or ignore the stress created by new habits.



So how can we help them face this stage with a positive approach?

I suggest 2 keys:

- Help them to calm down emotionally (at the beginning of the year, but also throughout the year);
- Gentle separation (especially for young children).



For many children, the first day of school is a rush. The problem comes 2 or 3 weeks later, when motivation goes from very high to very low.

That's when they come up with "I don't like my teacher" or "She gives us too much homework".

Even if you feel like saying "It's only been 3 weeks, you'll think it's long" or "Well, I don't like my boss either, but that's life", here's a great opportunity to continue practicing your listening skills!

To listen is to welcome. Welcoming means opening your arms, opening your heart to what is there, at this moment, without judging, without trying to make people see things differently, without trying to regulate the problem, without moralizing...

And just because it's SIMPLE doesn't mean it's EASY!

The youngest children develop their sense of self as distinct from others. They are therefore highly dependent on the adults around them. Separation from the parent becomes an important issue. How can we make it smoother?

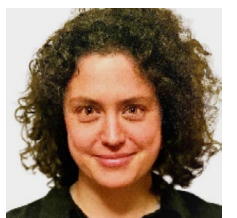
Here's a simple 3-step ritual to do with preschool and early elementary-age children:

1. Offer a transitional object that maintains a connection with you in your absence (bracelet, photo, note, drawing, our perfume...).
2. When you arrive at the school or day-care center, make warm, friendly contact with the adult who will be looking after your child. This positive interaction reassures your child. In this way, you act as a go-between to establish contact.
3. Offer your child a hug and kiss. Name the moment when you'll meet again and your mutual anticipation to lessen the impact of the separation. "Say, I can't wait to see you again and hear all about your day!"

Let's practice **true listening**. As parents, we often want to **DO** something to help our children, but it's better to **BE** fully present to them. They are full of resources and above all need to feel that we have confidence in them and that they are capable.

Happy back-to-school!

Anouk Berthiaume,
Les formations COMMEunique



Did You know?



Researchers put FF Training Under the Microscope

The FFARIQ had the privilege of participating in the research project *La formation des parents d'accueil au Québec. Premier portrait provincial*, by the Institut universitaire Jeunes en difficulté (IUJD) in partnership with the Équipe de recherche sur le placement et l'adoption en protection de la jeunesse.

The FFARIQ puts a lot of effort and resources into making relevant training courses available, adapted to the needs of its members. We were therefore delighted to share our observations and expertise with the researchers.

The researchers' objectives are to produce an initial portrait of foster parent training in Quebec (supply, issues and quality), to better understand the training needs of foster parents, and to understand the factors that influence participation rates.

The Participation Rate

This research objective is of particular interest to the FFARIQ. Despite an elaborate range of training courses on a variety of subjects, most of which are delivered remotely to facilitate access, the participation rate has fallen short of our expectations.

Have you ever felt at a loss when faced with the behavior of a child who has just arrived at your home? Do you sometimes feel lost in all the administrative and compulsory documents from the institution? Have you ever felt that the departure of a child entrusted to your care was like mourning? You're not alone!

Training addresses many of these situations. In addition to enabling foster families to develop coping strategies and a better understanding of children's specific needs, training also helps foster families to:

- Maintaining balance in their own homes;
- Dealing with the grief of children leaving home;
- Navigate the emotional complexities of their role.

Quebec, an Exception in Terms of Training

Quebec is the only province in Canadian where foster family training is not mandatory.

Yet the scientific literature points to significant benefits to training:

- Increases foster families' satisfaction with their role;
- Increases their efficiency;
- Breaks isolation by mixing with other foster families.

Other positive effects include improved child behavior and better foster family retention (foster families are less likely to close their places when they receive training).

Make Training Mandatory?

For the FFARIQ, the important thing is to give people a taste for training, not to make training mandatory.

Where foster family training is **mandatory**, parents receive pre training, even before a first child settles under their roof. There is also an ongoing training program for all foster parents: regular foster families, local foster families and mixed foster families.

These training courses focus on:

- The role of the foster family and the working relationship with the institution;
- Children's needs;
- Balance in the foster environment and the ability to take care of oneself.

What's Next?

The full research report will be submitted in October. We'll be able to inform you of its conclusions and possible follow-up in the December Inform'Accueil.

Sources:

IUJD, *Regard sur la formation des familles d'accueil au Québec: premier portrait provincial*. Information bulletin. Issue 15. October 2022.

IUJD, *Training foster parents: a collective challenge. Highlights of a research project*. CIUSSS Centre-Sud-de-l'Île-de-Montréal.

JOLY, Marie-Pierre, Marie-Andrée Poirier, Véronique Noël, Vanessa Fortier-Jordan and Sherlyn Louis-Jacques. *La formation des parents d'accueil au Québec. Premier portrait provincial* in provincial in Revue de Psychoéducation. Volume 51, number 3. 2022.

Inter-régional and training

Testimonial from one of our foster families

Mrs St-Pierre and Mr Demontigny have been a foster family for 19 years. More than 60 children have stayed under their roof. Some were 3 days, 3 weeks, 17 months or 2 years old when they arrived for the 30-day assessment.

Today, they have 8 children at home: 2 in tutorship, 1 adopted and 5 in regular places. The couple also have 3 biological children who are now adults.

“The training courses have all been positive for me. Sometimes I've even redone a course with another trainer to tackle the subject in a different way. Having your memory refreshed encourages you to keep going!”

On a daily basis, she encounters a lot of oppositional disorders and has to manage crises. Her clientele is getting older and is now in their teens. Their baggage is different, and so are their needs.

“Topics like sexuality are coming up more and more often. It's good to know how to tackle them,” how to discuss the questions young people have about gender identity, among other things.”

Oppositional Defiant Disorder has also forced her to change her glasses frequently.

“We take it as an affront, but when we understand that it's their wounds that are talking, it helps us to change our interventions. In the heat of the moment, we tend to forget that and think that the child needs to change their attitude, but we need to change ours too. I've learned to take the child aside to have a conversation and defuse the bomb. The child wants to take his or her place, but sometimes they have to conform, because in society there are particular behaviors to adopt.”

“The training courses are a good source of help in developing my toolbox. Thank you FFARIQ!”



Why train?

Because every child has a different background.

Whether you're a foster family with little or a lot of experience, training is always a source of inspiration. Every time a child arrives at your home, he or she does so with a heavy backpack.

Training on a wide range of subjects

We develop a wide range of training courses based on your needs, and offer them mainly virtually, to fit in better with your reality. Here are a few examples:

- Would you like to create a family atmosphere conducive to more joy, laughter and gentleness?
- Your child has questions about his or her sexual orientation and you're wondering how to help?
- How do you prepare a teenager for independence?
- How can we adopt an attitude that makes children want to collaborate rather than oppose?
- How to understand and intervene with a child with autism spectrum disorder?

Interested in these topics? The training schedule for the period from September 5, 2024, to May 21, 2025 is online. The schedule can be viewed in your private regional Facebook group. A total of 29 different training courses over 73 days are on offer.

Log on to [VotreEspace.ffariq.ca](https://votreespace.ffariq.ca) to register. Having trouble with this medium? Write to: formations@ffariq.ca or call Karine Tremblay, Administrative Assistant, Training and Accounting at 418 529-4734 ext. 108 or toll-free at 1 866 529-5868. She'll be happy to help.

Echo

From the Regions

Each region has its own committee of dedicated people committed to supporting both new and experienced foster families. By meeting with foster families, presenting information sessions and organizing activities, they enable foster families to be better equipped, to get together and share their experiences.

Regional Facebook private groups are a simple and accessible way to keep in touch with your regional committee and other foster families in your area. If you haven't yet subscribed to your region's private group, here's what you need to do:

1. Let us know you're interested by sending an e-mail to the region's Facebook account manager;
2. Do a search on Facebook by entering the manager's login and then make a friend request. When it's accepted, you'll be included in the group, where you can exchange ideas and ask questions.

Information required to connect to Facebook des régions

REGION	MANAGER	E-MAIL	IDENTIFIÉ
Mauricie/ Centre-du-Québec	Sylvain Bilodeau	sbilodeau@ffariq.ca	Sylvain Bilodeau
North Shore	Cynthia Gagnon	cgagnon@ffariq.ca	Cynthia Gagnon
Québec	Francine Boutin	fboutin@ffariq.ca	Francine Boutin
Gaspésie	Nancy Blais	nblais@ffariq.ca	Nancy Blais
Laval	Annie Blouin	ablouin@ffariq.ca	Annie Blouin
Outaouais	Carolle Desjardins	cdesjardins@ffariq.ca	Carolle Desjardins
Laurentians	Sophie Quenneville	squenneville@ffariq.ca	Sophie Quenneville
Batshaw	Ross Wilson	rwilson@ffariq.ca	Ross B Wilson

Reference Partners

Discounts and privileges: one of the benefits of being part of the FFARIQ family
On presentation of the FFARIQ privilege card, these merchants have agreed to give discounts to FFARIQ members.
Many thanks!



\$150 on a complete pair of prescription eyeglasses or prescription sunglasses / **\$25** Unifocal lenses / **\$50** Progressive lenses / **\$50** Contact lenses / **\$50** Non-prescription sunglasses worth **\$100** or more / **\$25** for 3 or more bottles of Eye Omega product / **\$10** Blue light filtering glasses / **\$250** laser vision correction service at IRIS eye clinic in Laval. Offers cannot be combined, are not applicable on safety glasses and do not apply to contact lens service contracts or professional services. AIR MILES reward miles on all purchases / IRIS unconditional guarantee / Interest-free financing. To benefit from your advantages, you must register at www.iris.ca/avantages ** Offer valid for all members of your family. **



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Get **10% off** on the purchase of shoes, boots, and accessories in all Yellow & Cité stores in Quebec upon presentation of your membership card.



You can receive a **50% discount** on your online police certificate requests. Call FFARIQ for the promo code. Visit <https://promoidqc.ca/>



Get a **10% discount** on your online purchases. To take advantage of the discount, please call FFARIQ for the promo code. Visit <https://lassembleuse.com>



All items except furniture, equipment and LEGO brand are eligible for a **10% discount**. For the promo code call FFARIQ. Visit <https://grenierdespetits.ca/>



Adults and children can receive a **10% discount** on the regular admission price for all courses when they present their membership card. Visit www.valleescrete.com for more information on activities.



If you make a purchase of \$500 or more, you can get a **\$50 discount**. Valid in all Tanguay and Entrepôt Tanguay stores until December 31, 2024. This offer is always valid in the following departments: Furniture, Mattresses, and Decorations. Does not apply to previous purchases and cannot be combined with promotions offering taxes paid. Discount applied before taxes. Limit of one discount per customer. PTR: 0441869. Delivery throughout the province of Quebec. Visit www.Tanguay.ca



25% discount on Familizoo tickets (valid from April 1 to September 2) **25% discount** on Atlantide Complex tickets, all-inclusive activity package (valid from June 22 to September 2, 2024) Discount code applicable on site or online. Call the FFARIQ to find out. Visit <https://www.complexeatlantide.com>.



The Strom Spa Nordiques offers you the possibility of having access to an exclusive page, monthly contest, partner benefits, discounts and reading promoting balance and well-being. For your link to their partner benefit site. Please contact the FFARIQ. For a taste of what is the Strom Nordic Spa visit: <https://www.stromspa.com/>



The Biodiversity Museum offers **15% discount** for individual or family entry upon presentation of your FFARIQ privilege card. Visit <https://www.biodiversite.net/>



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You can get a **15% discount** on any online purchase. To get your promo code, call FFARIQ. Visit <https://www.miditrente.ca/fr>



Need Help or Information?

Any question is a good one!

Doubts, difficulties, or disputes? The FFARIQ is here for you.

The role of the FFARIQ is to answer your questions and assist you when necessary. Whether it's responding to general information requests, advising you on difficulties encountered, or assisting you in situations of dispute or conflict, they are there for:

- General information;
- Questions relating to a difficulty;
- Administrative inquiry;
- Interventions in response to a report;
- Challenging the classification review;
- Disagreement.

Here are some ways you can join us

Telephone: 418 529-4734 or toll-free 1 866 529-5868
 Fax: 418 529-0456
 Toll-free fax: 1 866 388-8860

24-hour Service
 Outside office hours, choose option 3. You'll be automatically redirected to the person in charge of the watch.

Quebec:
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FFARIQ Community
 Your space is available ONLY to FFARIQ member foster families:
www.votreespace.ffariq.ca
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