



FRANCOPHONE IMMIGRANT WOMEN IN YUKON

WELCOME BOOKLET



ALLIANCE DES FEMMES DE LA
FRANCOPHONIE CANADIENNE

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Dear readers,

Francophone immigrant women make an invaluable contribution to the vitality and diversity of Canada's Francophone and Acadian minority communities. Their resilience and commitment, whether to their families or to society, enrich our social fabric and strengthen Francophone identity across the country. Yet their path to integration can be marked by specific obstacles, including challenges related to language, access to appropriate services and adaptation to new cultural realities.

This booklet, designed to support these women in their integration, is also intended to extend its usefulness. Presented here in English, it aims to equip English-speaking immigration service providers to effectively refer their French-speaking clients to French-language resources and services essential to their integration into Francophone communities.

This document is the result of in-depth consultations with French-speaking immigrant women, and has been designed to respond concretely to their needs. It contains key information on services offered, resources available and opportunities for community involvement in a Francophone context. Adapted versions for other regions such as Ontario, Manitoba and British Columbia have also been developed to reflect local particularities.

We would like to express our deepest gratitude to the partners who contributed to this project, notably Les EssentiElles. Thanks to their expertise and collaboration, this booklet is a valuable tool for strengthening inclusion and promoting access to adapted services.

We hope this guide will be a useful resource, both for French-speaking immigrant women and for the professionals who support them in their integration. Together, let's make this welcoming experience a success and a springboard to successful integration.

With all our admiration and best wishes for a successful integration,

Happy reading,

NOUR ENAYEH,
President

SOUKAINA BOUTIYEB,
Executive Director



Nour Enayeh, President



Soukaina Boutiyeb,
Executive Director

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ABOUT THIS BOOKLET

This welcome booklet was produced by the Alliance des femmes de la francophonie canadienne (AFFC). It is intended for all French-speaking immigrant women living in the Yukon, and for anyone involved in providing services to immigrants. The practical information it contains is presented as follows:

- Services for women offered by AFFC member organizations and other organizations
- Services for Francophones
- Services offered to all Yukon Francophones in the following areas:
 - Employment
 - Education and early childhood
 - Housing
 - Health and social services
 - Transport
 - Culture and community activities
 - Human rights and legal services

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Welcome booklet for French-speaking immigrant women
in the Yukon

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HOW TO USE THIS BOOKLET

The presentation of services is accompanied by hyperlinks enabling you to access the resources presented by 

Note that the hyperlinks in this version of the booklet bring you to French (not English) webpages.

This booklet is available in digital format. You can access it by clicking on the image of the QR code or by scanning it with your device.



It is with gratitude and respect that we wish to emphasize that we live and work on the traditional territory of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council. Shãw nithän. Kwãñáschis. Gunalchîsh.



THE YUKON TERRITORY

The Yukon Territory is the second most populous of Canada's three Northern Territories, between the Northwest Territories and Nunavut. It is located at the northwestern end of Canada, bordered by British Columbia, the Northwest Territories and Alaska. The Yukon as we know it today was created on the traditional territory of First Nations. The total population of the Yukon is over forty thousand, of which nearly 25% belong to the following 14 First Nations (and to eight different linguistic groups):

- Carcross/Tagish First Nation
- Champagne and Aishihik First Nations
- First Nation of Na-Cho Nyak Dun
- Little Salmon/Carmacks First Nation
- Kluane First Nation
- Kwanlin Dün First Nation
- Liard First Nation
- Dena de Ross River Council
- Selkirk First Nation
- Ta'an Kwäch'än Council
- Teslin Tlingits Council
- Tr'ondëk Hwëch'in First Nation
- Gwitchin Vuntut First Nation
- White River First Nation

English and French are the two official languages of the Yukon.

In 2024, the Yukon government's Department of Health and Social Services received national recognition for its work towards reconciliation in the provision of health and well-being.



In 2021,
2,205 people spoke
French at least regularly
at home (5.5% of the
population).

Among those
with French as one of
their mother tongues,
over two-thirds spoke the
language regularly
at home.



SERVICES FOR WOMEN

OFFERED BY AFFC MEMBER ORGANIZATION

LES ESSENTIELLES

Les EssentiElles offers services and support to Yukon women in important aspects of their lives:

- **Wellness:** promoting the presence of women in the arts and good living conditions for the achievement of individual potential of Franco-Yukon women;
- **Support for Families:** the **Bébé en santé**, **Avenir en santé** program ensures the delivery of the Canada Prenatal Nutrition Program and provides support for Francophone and exogamous families;
- **Community Services:** activity programming, access to a shower, access to a washer and dryer, and to Cong'Elles;
- **Education and Youth:** the organization aims to educate young people about sexuality, the feminist movement and non-traditional occupations for young girls;
- **Social Justice:** preventing and raising awareness of violence against women and combating poverty;
- **Representation:** in support of prevention initiatives, promote the rights and interests of Yukon francophone women at the local, territorial and national levels.



TO FIND OUT MORE



SERVICES FOR WOMEN

OTHER SERVICES

DOMESTIC VIOLENCE

Intimate Partner Violence: The Yukon government's **Escaping Domestic Violence** page includes resources and a practical method to help women leave their abusive environment, information on housing and financial assistance to which they have access, and a safety plan for children.

[TO FIND OUT MORE](#)



Women's Shelters: Yukon has a network of shelters for abused women and children. Individual consultations, crisis hotlines and on-site counselling are available to anyone experiencing violence. Teams provide confidential walk-in services and outreach.

[TO FIND OUT MORE](#)



Help for Cases of Sexual Violence: The Yukon Sexual Assault Response Team offers emergency services, including 24/7 access to qualified hospital staff and a toll-free support line.

[TO FIND OUT MORE](#)



PREGNANCY AND CHILDBIRTH FOLLOW-UP

The **Yukon Midwifery Program** provides safe, comprehensive care for pregnant women and their babies during pregnancy, at birth and up to eight weeks after birth. Registered midwives are integrated into the Yukon health care system, and work closely with other health and social service providers to offer high-quality care to Yukoners.

[TO FIND OUT MORE](#)



FUNDS FOR WOMEN'S PROJECTS

The Yukon government has created a Women's Community Projects Fund. It subsidizes community projects where women can receive additional financial assistance to cover costs associated with training, organizational development or activities.

[TO FIND OUT MORE](#)



RECEPTION SERVICES FOR FRANCOPHONES

Several organizations offer reception services to immigrants and other francophones wishing to settle in the Yukon.

RECEPTION SERVICES

- The **Association franco-yukonnaise (AFY)** offers reception and settlement services for francophones wishing to settle in the Yukon. The organization provides referrals to education and early childhood services, government services, health services, job search and settlement services.
- Its **Communauté francophone accueillante** program aims to enhance the vitality of Francophone minority communities in order to promote the integration and retention of Francophone newcomers.
- The goal of the **Yukon Multicultural Centre (YMC)** is to help immigrants and refugees settle and integrate into the social, economic, cultural and political life of their community. The Centre offers assistance and programs for settlement, language training, employment and community relations.
- The **Yukon French Language Services Branch** is here to help Yukon government departments and Crown corporations comply with the provisions of the Languages Act. Among other things, the branch explains how to apply for a Québec-Yukon project to promote the vitality of Yukon's French-speaking community.
- The **Yukon government** offers information for francophones.



TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



EMPLOYMENT

Some of the organizations mentioned in previous pages offer job search services. Here are the essential steps to take to find a job in Canada.

ESSENTIAL STEPS

- A widely used **piece of identification** in the Yukon is the driver's license, which a newcomer can obtain in exchange for her original driver's license after passing the theory test and the Yukon driving test by visiting the Motor Vehicle Bureau.
- To get a job, you need to open a **bank account**.
- A **Canadian telephone number** is essential for job hunting and settling in.
- A **social insurance number** is essential when you're looking for a job and when you're settling in. You need it to work in Canada, to receive government benefits and programs, and to file income tax returns. Your Social Insurance Number (SIN) is confidential and it is illegal for anyone else to use it. It is your responsibility to protect it. Your SIN is issued by Services Canada. If you are eligible, it will be sent to you in paper format (confirmation of SIN letter) or digitally by registering for a My Service Canada Account (MSCA).
- A **permanent resident card** is not required for employment in Canada (a work permit is sufficient). But it is the official proof that you are a permanent resident of Canada. If you leave the country, you'll need this card to re-enter. You can use your permanent resident card as identification in a number of situations, for example to apply for other government documents (such as a health insurance card or social insurance number), to access government services or to open a bank account.

TO FIND OUT MORE



APPLY FOR A SOCIAL INSURANCE NUMBER



OBTAIN A PERMANENT RESIDENT CARD



EMPLOYMENT ASSISTANCE

- The **Guide for Foreign Workers** contains everything you need to learn about and integrate into the territory's job market, including information on settlement assistance, employment standards and employer expectations.
- In the **Yukon government's Employment** section, you'll find job offers, information on minimum wage, how to apply for a job, and labor standards in effect in the territory.
- Entrepreneurship: The **Yukon Public Legal Education Association (YPLEA)** has prepared an informative how-to guide to starting a business in the Yukon. It includes the steps you need to take to start a business in the territory, the legal obligations you need to meet, and information on commercial corporations.
- Job search: the **Yuwin** site (in English only) lets you consult job offers in the Yukon.

TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



EDUCATION AND EARLY CHILDHOOD

EARLY CHILDHOOD

The **Garderie du petit cheval blanc** offers daycare services for toddlers, school-age daycare and a French-language summer camp.

[TO FIND OUT MORE](#)



ELEMENTARY AND SECONDARY EDUCATION

The education of children is the responsibility of the Yukon government. Public schools are funded with taxpayers' money, and education is offered free of charge to all school-age children. The **Admission to French First-Language Schools Policy** in the Yukon is based on Section 23 of the Canadian Charter of Rights and Freedoms. Students who meet the criteria set out in the policy may be enrolled in one of the following schools:

- École Émilie-Tremblay (pre-kindergarten to grade 6);
- Center scolaire secondaire communautaire Paul-Émile Mercier (CSSC Mercier) (grades 7 to 12);
- Dawson French program (4 years old kindergarten to grade 7);
- École Nomade (home education program - kindergarten to grade 12).

Under this program, all subjects (from kindergarten to grade 12) are taught in French, with the exception of English, which begins in grade 4. At the end of grade 12, students who successfully complete the French first language program earn the Cornouiller, the French high school diploma. Under certain conditions, they may also earn the Dogwood, a high school diploma in English.

Yukon schools follow British Columbia curricula adapted to include Yukon-specific content and Yukon First Nations knowledge and ways of doing things.

Children aged 5 at the end of a calendar year are eligible for kindergarten. Kindergarten is optional in the Yukon, so your child can start school in Grade 1. Find out how to register your child for kindergarten here.

[TO FIND OUT MORE](#)



All children aged six years and eight months (as of September 1st) are required to attend school until they reach the age of sixteen; a student may be exempt if arrangements are made with the Ministry of Education. You must register the child in a school in your attendance zone by contacting the school directly.

[TO FIND OUT MORE](#)




HOUSING


As Canada's national housing agency, **Canada Mortgage and Housing Corporation (CMHC)** helps Canadians, including newcomers, access a wide range of information, videos and tools to help them make informed housing decisions. The CHMC has prepared a guide to buying and renting a home, and can help you plan and manage a mortgage.

[TO FIND OUT MORE](#) 


The **Yukon Housing and Real Estate** section provides detailed information on renting houses and apartments and buying property in the Yukon.

[TO FIND OUT MORE](#) 


In the Yukon, the relationship between landlords and tenants in residential matters is governed by legislation. The subject can be consulted in simplified form on the **Landlord and Tenant Responsibilities** page. Dispute resolution, security deposits and rent increases are just some of the topics covered in the **Housing and Real Estate** section of the government site.

[TO FIND OUT MORE](#) 

The Yukon government has a **Home Owners Grant program**. This grant reduces the amount of property taxes you pay on your principal residence. It is available to all homeowners.

[TO FIND OUT MORE](#) 

The **Association franco-yukonnaise** offers information on tenants' rights.

[TO FIND OUT MORE](#) 

HEALTH AND SOCIAL SERVICES

INTERIM FEDERAL HEALTH PROGRAM (IFHP)

- The **Interim Federal Health Program (IFHP)** offers limited, temporary health care coverage to certain groups of people in Canada who are not covered by a provincial, territorial or private health insurance plan.

TO FIND OUT IF YOU QUALIFY



HEALTH AND SOCIAL SERVICES

- The **Partenariat communautaire en santé** provides information on French-language health services in the Yukon.
- To access the **Yukon Medical Services Plan**, you need a health insurance card issued by the territorial government. You must present your card each time you seek medical care. Newcomers must reside in the Yukon for at least three months to be eligible for the Plan.
- The **Yukon Health Authority** brings together all the health and wellness services offered in the territory. You can be referred to a health care professional, find out about health care services and resources for specialized care, for example for children and babies.
- The **Canadian Dental Care Plan** makes dental care more affordable for eligible Canadian residents. Health Canada's website lets you find out if you can access the program, how to apply and what dental care is covered.
- The **Canadian Mental Health Association's Yukon** portal (in English only) offers information and advice.

TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



OTHER SERVICES

- The **TAO Tel-Aide empathic helpline** is open to everyone, without distinction. Volunteers are there to listen to you, whether you're feeling alone, bereaved, isolated, or just need to talk.

TAO TEL-AIDE NUMBER FOR YUKON:
1-800-567-9699



TRANSPORT

Here's some basic information about our means of transport.

DRIVER'S LICENSE

- To get a driver's license in the Yukon, you must be at least 15 years old and pass a written and vision test. Visit this Yukon government driver's license page for more details. Driver's license exchange conditions may differ depending on agreements between the Yukon and the immigrant's country of origin.

TO FIND OUT MORE



PERMIT EXCHANGE

- People moving to the Yukon must exchange their driver's licence for a Yukon driver's licence within the following deadlines:
 - within 120 days of arrival in the Yukon;
 - within 30 days of arrival in Yukon, if authorized to use air brakes.
- If you hold a valid driver's licence issued elsewhere in Canada, the United States, Germany or the Isle of Man, you can apply for a Yukon driver's licence.

PUBLIC TRANSPORT (ENGLISH RESOURCES)

INTERCITY BUS

- The only company offering intercity bus service is **Husky Bus**. It serves municipalities between Whitehorse and Dawson.

TO FIND OUT MORE



WHITEHORSE CITY BUS

- The City of Whitehorse offers **public transit service** from Monday to Saturday.

TO FIND OUT MORE



CARPPOOLING

- For those who don't own a car, there's an online inter-city car-sharing system called **Yukon Rideshare**.
- There are many social media support groups where you can find carpooling opportunities.

TO FIND OUT MORE



CULTURE AND COMMUNITY ACTIVITIES

- A host of programs and general resources are grouped together on the **Yukon government's heritage site**. It offers walking and driving itineraries, guided by a downloadable application.
- The **Yukon Permanent Art Collection** comprises over 500 works of visual art, and is constantly growing. The works represent a variety of media used by Yukon artists or of significance to the territory's heritage. A list of the works in the collection can be found on this website.
- The mission of the **Beringia Interpretive Centre** is to present and preserve First Nations traditional knowledge and scientific understanding of the vast Beringian subcontinent. The Yukon government owns and operates the Beringia Interpretive Centre, the only museum in Canada dedicated to the last great ice age.
- The Yukon has a network of some 20 **public libraries** with Internet access, offering digital content such as books, magazines and newspapers. The site explains how to obtain a library card and borrow books.
- The **flora and fauna of the Yukon** are extremely rich. The Yukon government has compiled a host of fact sheets on the species that roam the territory, from the Canada beaver to the woodland caribou. Among other things, you'll learn that the Yukon is home to between 6,000 and 7,000 grizzly bears.
- **L'Aurore boréale - le journal francophone du Yukon** is the news voice of the territory's francophone community. It publishes news about the French-speaking community in general, the Arctic, politics and opinion columns. The newspaper is available in print and digital formats.
- Facebook groups: these two groups will give you access to information and help you develop your network: **Francophones du Yukon** (in French) **Yukon Helpers Network** (in English).
-

TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



MONEY AND FINANCE

- For information on government benefits or allowances for children and families, visit the **Canada Benefits** website, the Canada Revenue Agency website or contact an immigrant service provider.
- The **Yukon Child Benefit** is a tax-free monthly payment made to low- and middle-income families to help them support their children under age 18. This amount is added to the Canada Child Tax Benefit, and paid in a single monthly payment.
- The **Financial Consumer Agency of Canada (FCAC)** provides information on many aspects of banking in Canada. You can learn about: the different types of bank accounts available; the documents required to open a bank account; savings and investment options; credit cards, loans, mortgages and other forms of credit; insurance; and financial planning.

TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



HUMAN RIGHTS AND LEGAL SERVICES

The governments of Canada and the Yukon have passed various laws to ensure that your rights are respected. There are also organizations that can help you with your legal affairs.

LEGAL SERVICES

- The **Yukon Public Legal Education Association's (YPLEA)** legal assistance service helps Yukoners improve their access to the legal system. Assistance can be obtained by telephone through the legal hotline or by appointment.
- The **restorative justice and diversion program** offers an alternative to the traditional justice system. One of the objectives of restorative justice is to reach a mutual agreement between the victim and the offender. This agreement defines the actions that the person who caused the harm must take to repair it.

HUMAN RIGHTS

- In Canada, **federal, territorial and provincial laws** (text published by the Yukon Human Rights Commission) protect human rights. These are the fundamental rights of every person to live in equality, dignity and respect, without discrimination or harassment. These rights are protected by the Canadian Charter of Rights and Freedoms, the Yukon Human Rights Act and, in certain situations, the Canadian Human Rights Act.

LANGUAGE RIGHTS

- The **Office of the Commissioner of Official Languages** protects the language rights of Canadians and promotes the equality of both official languages in Canadian society. Canada's Official Languages Act establishes the equality of English and French, and grants you a set of language rights. You have the right to expect French-language services from federal government agencies.

TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



TO FIND OUT MORE



HUMAN RIGHTS AND LEGAL SERVICES

FAMILY LAW

- The **Yukon Family Law Information Centre** offers free legal services for separating and divorcing couples and families in transition. The Centre's website includes links to a host of practical guides on various aspects of family law in the Yukon.
- The **Family Law page of the Association franco-yukonnaise** publishes concise information on various aspects of family law. Marriage and divorce contracts, custody rights and alimony are just some of the areas covered in this online publication.

TO FIND OUT MORE



TO FIND OUT MORE



CONSUMER LAW

- The **Government of Canada's Office of Consumer Affairs** promotes the interests and protects the rights of Canadian consumers. Among other things, it includes a section on commercial practices and consumer concerns.
- Whether it's ordering a product online or buying a new car, many situations involve entering into contracts, sometimes without realizing it. These transactions have legal consequences. This page of the **Association franco-yukonnaise** provides all the information you need on contract law.

TO FIND OUT MORE



TO FIND OUT MORE



EMPLOYMENT LAW

- The **Employment Standards Commission** is the office responsible for labour and employment standards in the Yukon. If you have any questions, you can reach an Employment Standards Officer by phone or e-mail. You can speak to the officer in French and expect a response in French..

INFORMATION AVAILABLE
AT L'ASSOCIATION
FRANCO-YUKONNAISE



EMPLOYMENT
STANDARDS COMMISSION



MY DIRECTORY OF IMMIGRATION SERVICES

LES ESSENTIELLES

2-3089 3rd Ave., Whitehorse, YT Y1A 5B3
 ☎ 867-668-2636
 ✉ info@lesessentielles.ca

WELCOME AND ESTABLISHMENT

ASSOCIATION FRANCO-YUKONNAISE

302 Strickland St., Whitehorse, YT Y1A 2K1
 ☎ 867-668-2663
 ✉ afy@afy.ca

GOVERNMENT OF YUKON - FRENCH LANGUAGE SERVICES

☎ 867-667-8260
 ✉ info.dsf-flsd@yukon.ca

SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

YUKON WOMEN'S TRANSITION HOME

Whitehorse
 ☎ 867-668-5733
 🌐 <http://www.womentransitionhome.ca>

DAWSON WOMEN'S SHELTER

Dawson City
 ☎ 867-993-5086
 🌐 <http://www.dawsonwomensshelter.com>

HELP AND HOPE

Watson Lake
 ☎ 867-536-7233
 🌐 <http://www.helpandhopeforfamilies.ca>

LISTENING SERVICES

TAO-TEL HELP HOTLINE

☎ 1-800-567-9699
 🌐 <https://yukon.ca/fr/sartyukon/counseling-gratuit-et-other-local-services>

CHILDCARE SERVICES

GARDERIE DU PETIT CHEVAL BLANC

22 Falcon Dr., Whitehorse, YT Y1A 6C8
 ☎ 867-633-6566
 ✉ direction@pcby.ca

SEXUAL VIOLENCE EMERGENCY SERVICES

The sexual assault response team Yukon offers emergency services, including 24/7 access to qualified hospital staff and a toll-free support line at 1-844-967-7275.

HEALTH SERVICES

YUKON MIDWIFERY PROGRAM

☎ 867-393-7120
 ✉ midwifery@yukon.ca

COMMUNITY HEALTH PARTNERSHIP (CHP)

☎ 867-668-2663, ext. 800
 ✉ pcsyukon@francosante.org

CULTURE AND ACTIVITIES

ASSOCIATION FRANCO-YUKONNAISE

302 Strickland St., Whitehorse, YT Y1A 2K1
 ☎ 867-668-2663
 ✉ afy@afy.ca

YUKON MULTICULTURAL CENTRE

4141D 4th Ave., Whitehorse, YT Y1A 1J1
 ☎ 867-667-6205

BERINGIA INTERPRETATION CENTRE

Kilometer 1423 Alaska Highway
 Whitehorse, YT Y1A 6V6
 ☎ 867-667-8855

HUMAN RIGHTS AND LEGAL SERVICES

RESTORATIVE JUSTICE

☎ 867-667-2842 | Toll-free: 1-800-661-0408
 ✉ restorativejustice@yukon.ca

LEGAL AID SERVICE- YUKON PUBLIC LEGAL EDUCATION ASSOCIATION (YPLEA)

102-2131 2nd Ave. (in the Tutshi building)
 Whitehorse, YT Y1A 1C3
 ☎ 867-668-5297 | Toll-free: 1-866-667-4305
 ✉ lawyer@yplea.com

IMMIGRATION LEGAL SERVICES

☎ 867-336-7770
 ✉ info@xyimmigration.ca

YUKON EMPLOYMENT STANDARDS COMMISSION

☎ 867-667-5944
 ✉ employmentstandards@yukon.ca





ALLIANCE DES FEMMES DE LA
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