
FEBRUARY 2021

LIST OF HELPLINES AND OTHER SERVICES IN QUEBEC PROVINCE



Chaire de recherche sur la maltraitance
envers les personnes âgées

Research Chair on Mistreatment of Older Adults

SERVICES AVAILABLE AT ALL TIME

EVERYWHERE IN QUEBEC

EMERGENCY SERVICES

Police, ambulance transport and firefighter's emergency services. Use this number in case of emergency if the health or security of someone is compromised.

9-1-1

INFO-SOCIAL

Calling Info-Social will promptly put you in contact with a psychosocial intervention worker in your region.

8-1-1 (option 2)

INFO-SANTÉ

Calling Info-Santé will promptly put you in contact with a nurse who will help you with non-urgent health issues.

8-1-1 (option 1)

CENTRE DE PRÉVENTION DU SUICIDE

Trained responders available on the phone to help people who are thinking about suicide, who are concerned about a friend, a loved one or a client and for those who are mourning a suicide victim.

**1-866-APPELLE
(1-866-277-3553)**

CRISIS SERVICES CANADA

Crisis Services Canada is part of a national network of existing distress, crisis, and suicide prevention helplines. They are committed to supporting all Canadians who are affected by suicide in the most caring and least intrusive way possible.

1-833-456-4566

FOR HELP REGARDING A SITUATION OF MISTREATMENT, BULLYING OR AGEISM

FOR OLDER ADULTS

LIGNE AIDE ABUS AÎNÉS

Confidential listening and referral phone line specializing in older adult's mistreatment. It offers services for older adults in situations of mistreatment, their families and friends as well as anyone who is concerned about an older adult who seems to be in a situation of mistreatment (Interpreter services are available for languages other than English and French.).

**1-888-489-ABUS
(1-888-489-2287)**

CDPDJ COMMISSION DES DROITS DE LA PERSONNE ET DES DROITS DE LA JEUNESSE

The Commission's mission is to promote and uphold the human rights stated in the Quebec's charter of human rights and freedoms. You can contact the Commission for information regarding your rights and for questions concerning the complaint process.

1-800-361-6477

CLSC LOCAL COMMUNITY SERVICE CENTRE

Free front-line health services and assistance services aiming to improve the physical, mental and social well-being of citizens.

Varies from region to region



| FOR HEALTH AND SOCIAL SERVICES NETWORK USERS | | |
|---|---|--|
| CPQS SERVICE QUALITY AND COMPLAINTS COMMISSION | Organization for the reception and evaluation of written and verbal complaints regarding the abuse or disrespect of the right of health and social services network users. | <u>Varies from region to region</u> |
| CAAP ASSISTANCE AND SUPPORT CENTRE FOR COMPLAINTS | Assistance and support services for people who wish to file a complaint or report a problem regarding the health and social services network. | 1-877-767-2227 |
| CPM CONSEIL POUR LA PROTECTION DES MALADES | Organization offering advice, a legal opinion and help in reporting abuse or a situation that affects the rights of users of the health and social services network. | 1-877-CPM-AIDE (1-877-276-2433) |
| RPCU REGROUPEMENT PROVINCIAL DES COMITÉS DES USAGERS | Support and training services aimed at defending and protecting the rights of the health and social services network users: support for users and residents' committees. | 1-877-276-2433 |
| THE QUEBEC OMBUDSMAN | Independent and impartial organization that examines complaints, listens to all parties concerned and carries out rigorous and objective investigations. | 1-800-463-5070 |
| FOR VICTIMS OF DISCRIMINATION BY THEIR EMPLOYER OR THEIR UNION IN THE WORKPLACE | | |
| CNESST COMMISSION DES NORMES, DE L'ÉQUITÉ, DE LA SANTÉ ET DE LA SÉCURITÉ DU TRAVAIL | CNESST is the organization responsible for the promotion of labour rights and obligations. It ensures respect for workers and employers in Quebec. | 1 844 838-0808 |
| FOR VICTIMS OF DOMESTIC ABUSE | | |
| S.O.S. VIOLENCE CONJUGALE | Anonymous and confidential intake, evaluation, sensitization, bilingual support and referral phone services for victims of conjugal violence and all those who are concerned by such a situation. | 1-800-363-9010 |
| FOR VICTIMS OF CRIMINAL ACTS | | |
| CAVAC CRIME VICTIMS ASSISTANCE CENTRES | Front-line services for any crime victim or witness. Help is available whether the perpetrator of the crime has been identified, apprehended, prosecuted or convicted. | 1-866-LE CAVAC (1-866-532-2822) |
| CALACS SEXUAL ASSAULT HELP CENTRES | Help centre for victims of sexual assault and their close one. Aims to fight against all forms of sexual assaults. | 1-877-717-5252 |

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| CONJUGAL VIOLENCE TELEPHONE HOTLINE | Hotline offering listening, information, and referral services for the victims of conjugal violence, family members and responders. | 1-888-933-9007 |
| FOR VICTIMS OF FINANCIAL FRAUD AND SCAMS | | |
| MUNICIPAL POLICE DEPARTMENT | Reception and processing of complaints related to fraud, extortion, or identity theft. | <u>Varies from region to region</u> |
| CANADIAN ANTI-FRAUD CENTRE | The Anti-Fraud Centre collects information on fraud and identity theft. They provide information on past and current scams affecting Canadians. | 1-888-495-8501 |
| AMF AUTORITÉ DES MARCHÉS FINANCIERS | The body that regulates Quebec's financial markets and assist consumers of financial products and services. Offers information and complaint reception services related to fraud, suspicious activity or a product or service purchased. | 1-877-525-0337 |
| CONSUMER PROTECTION BUREAU | Information and complaint reception services related to a product or service purchased. | 1-888-672-2556 |
| TRANSUNION CANADA | Credit bureau that offers a fraud victim assistance service as well as credit monitoring products. | 1-877-525-3823 |
| EQUIFAX | A global data, analytics and technology company providing information and assistance services for victims of financial fraud and identity theft. | 1-800-465-7166 |
| FOR THE CAREGIVERS OF OLDER ADULTS | | |
| L'APPUI CAREGIVER SUPPORT | Confidential phone consultation, information, and referral service for the caregivers of older adults, as well as friends and family, practitioners, and health care professionals. | 1-855-852-7784 |
| OTHER RESOURCES ORGANIZATION FOR ALTERNATIVE JUSTICE | | |
| ÉQUIJUSTICE REGROUPEMENT DES ORGANISMES DE JUSTICE ALTERNATIVE DU QUÉBEC | Offers mediation services and can provide support for older adults dealing with a situation of mistreatment or bullying. | 1-877-204-0250 |
| IMAQ INSTITUT DE MÉDIATION ET D'ARBITRAGE DU QUÉBEC | Promotes and offers participatory justice services such as mediation, arbitration and other methods of alternative dispute resolution. | 1-855-482-3327 |
| FOR PERSONS UNDER GUARDIANSHIP OR TUTORSHIP | | |
| CURATEUR PUBLIC DU QUÉBEC | Provides support to families who are representing an incapable person. It can also act as the curator or tutor to people who have no one available to represent them. It ensures that decisions are made in the represented person's best interest, and in a manner that respects his rights and preserves his autonomy. | 1-800-363-9020 |

| IN THE EVENT OF A LEASE DISPUTE | | |
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| RÉGIE DU LOGEMENT DU QUÉBEC CAAP FÉDÉRATION DES CENTRES D'ASSISTANCE ET D'ACCOMPAGNEMENT AUX PLAINTES | The Régie du logement du Québec aims to provide the public with adequate information and with effective recourse in the event of a lease dispute. Older adults living in Private senior's residence and their relatives can find detailed information regarding their rights by searching for "Signing a Lease with a Private Residence" on the internet. | 1-800-683-2245 |
| | The CAAP can offer assistance and support services to help people living in private seniors' residences settle their lease disputes. | 1-877-767-2227 |
| COMMUNITY ORGANIZATION SPECIALIZED IN THE FIGHT AGAINST MISTREATMENT OF OLDER ADULTS | | |
| | Some community organizations are specialized in the fight against mistreatment of older adults. However, those organizations are not present in all the regions of Quebec. | Ligne Aide Abus Aînés 1-888-489-ABUS |
| | To learn more about the organizations that can help you in your region, you can contact the Ligne Aide Abus Aînés. | (1-888-489-2287) |