
MARCH 2023

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

SERVICES
D'URGENCE 9-1-1

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)

SERVICE
CANADIEN DE
PRÉVENTION DU
SUICIDE

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

SITUATION OF MISTREATMENT, BULLYING OR AGEISM FOR OLDER ADULTS

LIGNE AIDE ABUS
ÂÎNÉS

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 phone consultation services to contact a nurse concerning a non-urgent health issue.

According to your region

FOR HEALTH AND SOCIAL SERVICES NETWORK USERS

CPQS
SERVICE QUALITY AND
COMPLAINTS COMMISSION

Reception and evaluation of complaint services regarding the abuse or disrespect of the right of health and social services network users.

According to your region

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

Services that aim to promote and defend the rights of the network users to increase their ability to act and improve the quality of services.

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.

1-514-436-3744

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 DOMESTIC ABUSE

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 of victims of sexual assault and their close one. Aims to fight against all forms of sexual assaults.

1-877-717-5252

CONJUGAL VIOLENCE TELEPHONE HOTLINE

Hotline offering listening, information, and referral services for the victims of conjugal violence, family members and responders. Bilingual and confidential services.

1-888-933-9007

FOR SITUATIONS OF FINANCIAL FRAUD

MUNICIPAL POLICE DEPARTMENT

Reception and processing of complaints related to fraud, extortion, or identity theft.

According to your
region



CANADIAN ANTI-
FRAUD CENTRE

Central organization that collects criminal information Canadian complaints concerning fraud.

1-888-495-8501

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

FOR 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 RESSOURCES 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

Awareness raising services to ways of preventing and resolving disputes for older adults. 3-hour mediation session for older adults, their family or friends by professionals.

1-855-482-3327



FOR PERSONS UNDER GUARDIANSHIP OR TUTORSHIP

CURATEUR PUBLIC
DU QUÉBEC

Organization that aims to ensure the protection of incapable persons, their autonomy and the respect of their rights.

1-800-363-9020

IN THE EVENT OF A LEASE DISPUTE FOR OLDER ADULTS

RÉGIE DU LOGEMENT
DU QUÉBEC

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" in the search engine.

1-800-683-2245

FÉDÉRATION DE
CENTRES
D'ASSISTANCE ET
D'ACCOMPAGNEMENT
AUX PLAINTES

Since April 1st, 2019, the Centres d'assistance et d'accompagnement régionaux can offer assistance and support services to help people living in private senior's residence settle their lease disputes.

1-877-204-0250

COMMUNITY ORGANIZATION SPECIALIZED IN COUNTERING MISTREATMENT

ACCORDING TO YOUR
REGION

Some community organizations are specialized in countering 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)

