

List of helplines and other services

| Services available at all time, everywhere in Quebec | | |
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| Emergency services 9-1-1 | Police, ambulance transport and firefighters: 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) |
| 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 a health and social services network user. | Varies from region to region |
| CAAP Centre d'assistance et d'accompagnement aux plaintes | 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) |

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| The Québec 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 |
| 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 | Reception and processing of complaints related to fraud, extortion or identity theft | Varies from region to region |
| 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 Québec'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 | | |
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| Organization for alternative justice | | |
| Équijustice | 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 Québec | Provides support to families and loved ones who are representing an incapable person. It can also acts as the curator or tutor to people who have no one available to represent them or in cases where this is not in their best interest. It ensures that decisions are made in the represented person's best interest, and in a manner that respects his/her rights and preserves his/her autonomy. | 1-800-363-9020 |
| In the event of a lease dispute | | |
| Régie du logement du Québec | The Régie du logement 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 |
| CAAP Fédération des Centres d'assistance et d'accompagnement aux plaintes | 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 Québec. | | 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) |