

List of helplines and other services

Services available at all time, everywhere in Quebec		
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)

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		
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)