

RESOURCES **2018-2019**



What is the Senior-Aware Program?

Senior-Aware is a program dedicated to raising public awareness of the fraud, mistreatment and bullying that specifically targets seniors. Program activities are distinguished by their unique format that draws on professional expertise and the experience of 50+ group facilitators.

New addition: bullying

In 2014, the Québec government initiated a broad consultation on bullying that resulted, on November 18, 2015, with the announcement of the Concerted Action Plan to Prevent and Counter Bullying 2015-2018.

In the aftermath of this process, the Senior-Aware Program's three partner organizations – Réseau FADOQ, CIUSSS du Centre-Ouest-de-l'Île-de-Montréal and the Sûreté du Québec – joined forces to combat the phenomenon of senior bullying. The program's bullying component was unveiled in September 2017.

What is bullying?

Bullying refers to any repeated direct or indirect behaviour, comment, act or gesture, whether deliberate or not, including in cyberspace, which occurs in a context where there is a power imbalance between the persons concerned and which causes distress and injures, hurts, oppresses, intimidates or ostracizes.

Examples: shoving, hitting, insulting, threatening, denigrating, isolating, excluding, etc.

Too often associated with children and teenagers, this social problem also affects seniors. Senior bullying is a serious problem in certain living environments.



Assistance, information and accompaniment4
Fraud6
Legal information10
Help and referral lines12
Housing16
Protection of persons who have been declared incapable16
Health and social services18
Health and social services – how to report19
Emergency19
, त्यं व्यवस्था । त्यं व्यवस्था

ASSISTANCE, INFORMATION AND ADVOCACY

Association coopérative d'économie familiale (ACEF)

ACEF has many service points throughout Québec. Type ACEF and the name of your region in your browser for more information.

Association des intervenants en dépendance du Québec (AIDQ)

The Association des intervenants en dépendance du Québec (AIDQ) is a non-profit group of practitioners concerned with the issue of addiction who work in diverse milieus in Québec, including the public, community and private sectors, public health, education, academia, research, public security and the work world.

- **1-877-566-9625**
- info@aidq.org
- aidq.org/

Association québécoise de défense des droits des personnes retraitées et préretraitées (AQDR)

The AQDR's sole mission is to defend the cultural, economic, political and social rights of retirees. It is a movement of retirees or people nearing retirement who have organized themselves regionally to defend their collective rights.

- **514-935-1551**
- **1-877-935-1551**
- info@aqdr.org
- www.aqdr.org

Association québécoise de gérontologie (AQG)

The AQG brings together all practitioners, individuals, groups and agencies interested in the various aspects of aging in Québec and elsewhere with the goal of improving the quality of life of seniors. The Association promotes information transfer and knowledge development concerning society's older members. The AQG has raised public awareness of ageism for many years.

- **514-387-3612**
- **=** 1-888-387-3612
- info@aqg-quebec.org
- www.aqg-quebec.org

Centres d'aide aux victimes d'actes criminels (CAVAC)

If you are a victim of physical violence, threats, fraud, theft or any other type of crime, you can go to a victim assistance centre (CAVAC) for free and confidential professional services. Families of victims and witnesses can also get help from these non-profit groups. CAVAC workers treat callers respectfully and provide information on the rights and recourses of victims, technical assistance (help filling out questionnaires if needed), guidance and support through the steps involved, and referrals to other community resources. You do not have to report to the police to make use of their services.

1-866-LE-CAVAC (532-2822)

uww.cavac.qc.ca

Centres d'aide et de lutte contre les agressions à caractère sexuel (CALACS)

The coalition of Québec sexual assault centres (RQCALACS) came into being to increase the effectiveness of individual struggles, reduce geographic isolation and create a pressure group by marshalling the forces of sexual assault centres around the province, mobilizing individuals and groups in the fight to end violence against women, and bringing about social and political change.

514-529-5252

1-877-717-5252

info@rqcalacs.qc.ca

www.rqcalacs.qc.ca

Office des personnes handicapées du Québec

Provides direct services to persons with a disability and their families and friends.

1-800-567-1465

www.ophq.gouv.qc.ca

Réseau FADOQ

The Réseau FADOQ is composed of affiliated organizations with the mission of bringing together people aged 50+; defending their rights and highlighting their needs to decision-makers; organizing activities; and providing them with programs and services in response to their needs.

514-252-3017

1-800-544-9058

info@fadoq.ca

www.fadoq.ca

FRAUD

Autorité des marchés financiers

As set out in its founding legislation, the mission of the Autorité des marches financiers is to apply the laws concerning oversight of the financial sector, particularly in the fields of insurance, securities, deposit institutions – except banks – and the distribution of financial products and services.

More specifically, the Authority helps consumers and users of financial products and services; ensures that financial institutions and other financial sector stakeholders comply with the prescribed solvency standards and legal obligations; regulate the distribution of financial products and services; regulate stock exchange and clearing activities and securities activities; regulate derivative markets, including derivative exchanges and clearing houses by ensuring that regulated entities and other derivative market actors comply with their legal obligations; implement protection and compensation programs for consumers and users of financial products and services; and administer the compensation funds provided under the law.

- **514-395-0337**
- **418-525-0337**
- **1-877-525-0337**
- www.lautorite.gc.ca

Bank of Canada

For information about the reproduction of images of bank notes for commercial or educational purposes, contact the Bank of Canada. You can also visit the Bank's website.

- **=** 1-800-303-1282
- **TTY: 1-888-418-1461**
- info@bankofcanada.ca
- www.bankofcanada.ca

Competition Bureau of Canada

Its mission is to protect and promote competitive markets in Canada and enable consumers to make informed decisions.

- **=** 1-800-348-5358
- TTY: 1-800-642-3844
- www.competitionbureau.gc.ca

Canadian Anti-Fraud Centre

If you want to report fraud or need more information on the subject, contact the Canadian Anti-Fraud Centre by telephone or email:

1-888-495-8501

info@antifraudcentre.ca

SeniorBusters is a group of volunteers that work for the Canadian Anti-Fraud Centre and provides information and telephone assistance to seniors who may have been victims of telephone fraud. To reach them, contact the Canadian Anti-Fraud Centre.

Charities Directorate - Canada Revenue Agency

This is a toll-free telephone line that provides information on registered charities. Additional services are also available on their website.

= 1-888-892-5667

www.canada.ca/en/services/taxes/charities.html

Échec au crime [Info-Crime]

Échec au crime is a non-profit group that was founded on May 8, 1996. When it commenced operations in 1997, it was known as Info-Crime Québec; it continued to operate under this name until it changed its name in October 2012. It runs a program to provide Québeckers with a way to report crime anonymously. The concept was developed along the lines of Canadian CrimeStoppers.

1-800-711-1800

echecaucrime.com

Spam Reporting Centre (SRC)

This tool has been available to consumers, companies and other organizations since July 1, 2014. Go to the website at http://fightspam.gc.ca to report commercial emails sent without the recipient's consent or commercial emails containing misleading or false information.

Equifax

= 1-800-465-7166

www.equifax.ca



Canada's National Do Not Call List (DNCL) – Canadian Radio-television and Telecommunications Commission (CRTC)

Canadians who have registered their telephone number with the National Do Not Call List who wish to file a complaint can do so on the DNCL website or by calling the numbers below.

The CRTC investigates and may impose a fine on telemarketers found guilty of violating the rules on unsolicited telecommunications, including fraudulent mass marketing rules, DNCL rules, and the rules concerning automatic essaging dialers.

- **=** 1-866-580-DNCL (1-866-580-3625)
- TTY: 1-888-DNCL-TTY (1-888-362-5889)
- www.lnnte-dncl.gc.ca

Office de la protection du consommateur

The Office de la protection du consommateur [consumer protection office] oversees the application of laws under its jurisdiction; informs consumers collectively and individuals; receives their complaints. It also promotes coordinated action on the part of consumer market stakeholders.

- **1-888-OPC-ALLO (672-2556)**
- 🔼 www.opc.gouv.qc.ca

Canada Post

- **1-866-607-6301**
- www.canadapost.ca/

Local police department

The directory of police forces can be found on the website listed below.

www.securitepublique.gouv.gc.ca/police/bottin.html

Sûreté du Québec

911

Transunion Canada

- **1-877-713-3393**
- 🔼 www.transunion.ca

LEGAL INFORMATION

Barreau du Québec

To ensure the protection of the public, the Barreau du Québec (Québec Bar Association) maximizes trust between lawyers, the public and the government. To this end, the Barreau oversees professional practice, supports members in their practice of law, fosters a sense of affiliation and promotes law enforcement.

- **514-954-3400**
- **=** 1-800-361-8495
- information@barreau.gc.ca
- www.barreau.qc.ca

Centres de justice de proximité du Québec

The Centres de justice de proximité du Québec promote public access to justice through information, support and referral services.

www.justicedeproximite.qc.ca/nous-joindre/

Chambre des notaires du Québec

In keeping with the law, and under the supervision of the Office des professions du Québec, the main mission of the Chambre des notaires is to ensure the protection of the public, users of the professional services of notaries.

- **514-879-1793**
- **=** 1-800-263-1793
- www.cnq.org

Clinique juridique Juripop

The Juripop legal clinic provides services with a view to making the justice system accessible to everyone. There are four offices in Québec: Longueuil, Québec, Saint-Constant and Sherbrooke.

www.juripop.org

Commission des droits de la personne et des droits de la jeunesse

The mandate of the Commission is to take all appropriate measures to promote and uphold the rights and freedoms set out in the Québec Charter of Human Rights and Freedoms. This document stipulates that seniors and persons with a disability have the right to be protected from all forms of exploitation. The Commission receives and handles complaints related to this issue.

- **=** 1-800-361-6477
- 🔼 www.cdpdj.qc.ca

Commission des normes du travail, de l'équité, de la santé et de la sécurité du travail (CNESST)

The information department of the Commission des normes du travail, de l'équité, de la santé et de la sécurité du travail [Labour standards, pay equity and occupational health and safety commission, now known by the French acronym CNESST] answers questions concerning the Act respecting labour standards and its related regulations and the Act respecting the National Holiday Act. It also provides information on the procedure for filing a complaint with the Commission des normes du travail.

= 1-844-838-0808

uww.cnesst.gouv.qc.ca 🖳

Commission des services juridiques/aide juridique

514-873-3562

1-800-842-2213

info@csj.qc.ca

www.csj.qc.ca

Educaloi

Educaloi is a non-profit group whose mission is to inform Québeckers about their rights and obligations by providing them with quality legal information in clear and concise language.

💌 www.educaloi.qc.ca

Pro bono Québec

Pro Bono Québec receives requests from the public for free legal services concerning exceptional cases, cases of public interest or cases involving a risk of irreparable harm. Cases accepted to date by Pro Bono Québec's approval committee represent many fields of law: estates, the housing board, occupational health and safety, victim compensation.



HELP AND REFERRAL LINES

Aide aux trans du Québec (ATQ)

This service is provided 24/7.

\$ 514-254-9038

= 1-855-909-9038

www.atq1980.org

Alcoholics Anonymous

To find about services in your region, visit their website.

🔼 aa-quebec.org

Association québécoise de prévention du suicide

Suicide prevention centres are staffed by professional, qualified workers and trained volunteers who respond to all requests for assistance and questions. In addition, these organizations are actively involved in their community suicide prevention initiatives.

This number puts you in touch with the regional resource. Workers on the other end of the line are trained and competent. They are available 24 hours per day, 7 days a week.

1-866-277-3553

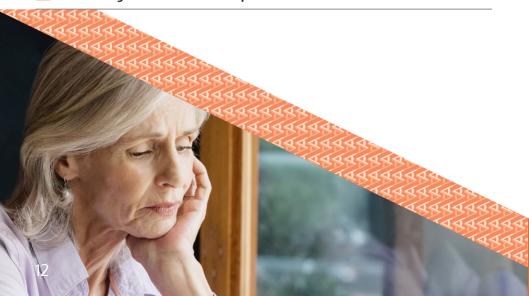
www.aqps.info

Drogue: aide et référence

This service is provided 24/7.

514-527-2626 1-800-265-2626

www.drogue-aidereference.gc.ca



Interligne

Interligne is a front-line service providing assistance and information to individuals concerned about sexual and gender diversity. With its 24/7 phone line, Interligne provides support to LGBTQ+ people, their loved ones and community organizations, schools and health and social service institutions. The Centre conducts awareness activities to instill more social acceptance of LGBTQ+ people.

- **514-866-0103**
- **1-888-505-1010**
- aide@interligne.co
- interligne.co

Info-Santé 811

Info-Santé 8-1-1 is a telephone consultation line that puts the public in touch with health professionals in the event of a non-emergency health problem. The service is provided to the person concerned or their loved ones. Accessible 24 hours per day, 7 days a week, the service is free and confidential. It is available throughout Québec except in Terres-Cries-de-la-Baie-James and Nunavik.

- **811**
- sante.gouv.gc.ca/systeme-sante-en-bref/info-sante-8-1-1/

Info-Social 811

Info-Social 8-1-1 is a telephone help line for people seeking professional assistance for psychosocial problems. The service is provided to the person concerned or her or his loved ones. Accessible 24 hours per day, 7 days a week, the service is free and confidential. It is available throughout Québec except in Terres-Cries-de-la-Baie-James and Nunavik.

- **811**
- sante.gouv.qc.ca/systeme-sante-en-bref/info-social-8-1-1/

L'Appui — ligne Info-Aidant

A professional telephone help and referral line adapted to the needs of close caregivers of seniors. The goal of this service is to provide guidance and support, from the beginning to the end of the process, and refer caregivers to resources in their community.

L'Appui and its regional offices work together with local resources to identify local priorities and improve services, for instance, by developing information, training, psychological support and respite services.

- **1-855-852-7784**
- www.lappui.org

Elder Mistreatment Helpline (LAAA)

The Elder Mistreatment Helpline is a provincial helpline for seniors who are victims of abuse. It provides services to the general public and elder abuse practitioners and trainers.

Anyone concerned by the issue (older person, close caregiver, family member, practitioner, etc.) can call toll free between 8 a.m. and 8 p.m., 7 days a week. The service is confidential and bilingual (English and French; interpretation possible for other languages). Callers have access to social workers (or the equivalent) specialized in abuse who can provide:

- I counselling and support;
- I information;
- assessment of the situation over the telephone;
- I one-time or crisis intervention;
- I telephone follow-up when needed;
- I if necessary, a referral to a more appropriate resource.
- = 1-888-489-ABUS (2287)
- www.aideabusaines.ca/en/

Toll-free line for sexual assault victims

A telephone help, information and referral line for victims of sexual assault, their loved ones, and practitioners; bilingual and confidential service. This line provides a needs evaluation, information and referral service to resources offering support and protection.

- **1-888-933-9007**
- www.agressionssexuelles.gouv.qc.ca/fr/ressources-aide/ ligne-sans-frais.php

Narcotics Anonymous

This service is provided 24/7.

- **1-855-544-6362**
- www.naquebec.org

S.O.S. Violence conjugale

Provided 24/7, this service is anonymous, confidential and free of charge. A team based in Montréal takes calls from victims of domestic violence and anyone concerned by this issue.

All callers receive a warm and respectful response. Staff workers first ascertain whether the victim is safe; they evaluate the situation, reassure the victim and refer her to an appropriate resource, whether for support, information or shelter.

Within minutes, victims may be put in touch with a shelter where they will be safe with their children, if any, and where they will receive the support they need.

1-800-363-9010

TTY: 514-873-9010

sos@sosviolenceconjugale.ca (48-hour response time for emails)

Tel-Aide

A free, anonymous and confidential help line, available in French and English, Tel-Aide is for anyone who feels the need to talk over their problems or who is contemplating suicide.

514-935-1101

info@telaide.org

Tel-Écoute/Tel-Aînés

Tel-Écoute is a help line available 7 days a week, from 10 a.m. to 10 p.m. Staffers provide support to people aged 18 and older who are in precarious circumstances or suffering psychological distress. It is a free and confidential support and referral service.

The mission of Tel-Aînés is to help seniors diminish their isolation and express their emotions at different stages of aging. It also offers support to close caregivers of seniors and helps them talk about their problems and limits.

TEL-ÉCOUTE: 514-493-4484

浑 TEL-AÎNÉS : 514-353-2463 ou 1-877-353-2460

tel-aines@tel-ecoute.org
www.tel-ecoute.org

HOUSING

Régie du logement

The Régie du logement is a tribunal specializing in residential leases. Its mission is to rule on the disputes that are reported, employing a simple procedure based on natural justice, and inform the public about the rights and obligations involved in a lease to prevent disputes arising from ignorance of the law, and promote settlements between owners and tenants. The Régie is also, under certain circumstances, responsible for ensuring the conservation of the housing stock, and, in these cases, ensuring the protection of tenants' rights.

514-873-2245

= 1-800-683-2245

🔼 www.rdl.gouv.qc.ca

Regroupement des comités logement et associations de locataires du Québec (RCLALQ)

The RCLALQ's primary mission is to promote the right to housing and serve as a political voice for tenants, particularly low-income households. Its secondary mission is to promote peoples' right of association to mobilize on issues connected with housing rights, from the perspective of empowerment, independent popular education and public awareness. Last, the RCLALQ strives to defend tenants' rights through training, and the dissemination of legal, political and social information related to rental housing.

514-521-7114

1-866-521-7114

rclalq@rclalq.qc.ca

www.rclalq.qc.ca

PROTECTION OF INCAPACITATED INDIVIDUALS

Curateur public du Québec

The Curateur public strives to ensure the protection of individuals declared to be incapable through measures adapted to their state of health and situation. It ensures that all decisions concerning their person or property are made in their interests, while upholding their rights and safeguarding their autonomy. It informs the public and practitioners and raises awareness about the protection needs of incapacitated individuals.

1-800-363-9020

www.curateur.gouv.qc.ca



HEALTH AND SOCIAL SERVICES

Association des CLSC et des CHSLD du Québec

The Association des CLSC et des CHSLD du Québec is the voice for over 200 CLSCs (local community service centres) and CHSLDs (long-term residential facilities).

514-931-1448

Call 811 for information about your CLSC and its services.

Collège des médecins du Québec

The mission of the Collège des médecins is to promote quality medical care in order to protect the public and improve the health of Québeckers. It does this through a variety of actions with the physicians who are its members. It also provides numerous services to the public.

514-933-4441

= 1-888-MÉDECIN (1-888-633-3246)

info@cmq.org

www.cmq.org

Ordre des infirmières et infirmiers du Québec

This service is provided from 9 a.m. to 5 p.m., Monday through Friday.

The Ordre des infirmières et infirmiers du Québec, duly constituted under the provisions of Québec's *Professional Code* (CQLR, c. C-26), is a professional order whose main function is to ensure the protection of the public by controlling its members' professional nursing practice.

514-935-2501

1-800-363-6048www.oiig.org



HEALTH AND SOCIAL SERVICES — COMPLAINTS

Commissaires aux plaintes et à la qualité des services

Your can file a complaint with a service quality and complaints commissioner, either in writing or orally, by contacting your regional health and social services agency. You can contact them if you are dissatisfied with the care and services you receive from a community agency, private residential facility, seniors residence, ambulance service, or health and social services agency. You can also communicate with the service quality and complaints commissioner associated with the resource or institution in question.

1-877-644-4545

www.quebec.ca/en/health/health-system-and-services/ rights-recourses-and-complaints/the-health-and-socialservices-network-complaint-examination-system/

Fédération des centres d'assistance et d'accompagnement aux plaintes (FCAAP)

The FCAAP represents all the Complaints Assistance and Support Centres (CAAP), which have the mandate of guiding and supporting users who wish to file a complaint against a health and social services agency or facility. Throughout the complaint processing process, users can count on the presence and support of a CAAP counsellor.

418-527-9339

1-877-767-2227

■ direction@fcaap.ca

www.fcaap.ca

Protecteur du citoyen (Québec Ombudsman)

The Québec Ombudsman prevents and corrects errors and injustices committed against any individual or group by a government department, agency of the Québec government, or administrative body of the health and social services system.

The Ombudsman's services are free of charge and all reports and complaints are treated confidentially.

514-873-2032

418-643-2688

1-800-463-5070

protecteur@protecteurducitoyen.qc.ca

www.protecteurducitoyen.qc.ca

EMERGENCY

For an emergency, call 911.







