



PROGRAMS AND SERVICES **FOR** **SENIORS**

2018 Edition

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This publication is available in the “Services Québec – Citizens” section of the Québec Portal, at www.gouv.qc.ca, along with a host of forms and useful links.

The information in the guide was verified in July 2017, but the programs and services mentioned are subject to change at any time.

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PREFACE

The purpose of this guide is to inform seniors and their families about the main government programs and services available to them. Topics are presented in the form of articles, with information provided under the headings **Description**, **Target group**, **What to do**, **When**, **Who to contact** and **Note**.

The articles give a brief description of government programs and services and help you determine whether they apply to you. To obtain additional information, see the **Who to contact** section.

The current PDF version of the guide has a number of advantages: the table of contents enables direct access to the individual articles; links in the text provide immediate access to additional information; the layout has been optimized for printing on a standard printer, and buttons allow you to print a single page at a time.

The Web version of the guide provides more information about the various topics. You can consult it in the “Services Québec - Citizens” section of the Québec Portal, at www.gouv.qc.ca. The section also contains the *Planning for Retirement and Retiring* and *Coping with a Loss of Independence* guides. If you would like to print some of the pages of this guide, you can go to a Service Québec office, where you will have access to a computer and a self-service printer.

For general information on Québec government programs and services, go to the Québec Portal or call Services Québec at **644-4545**, preceded by area code **418** for Québec or **514** for Montréal, or by **1-877** (toll free). You can also go to a Services Québec office in person.

For the contact information of Services Québec offices, call the telephone numbers given above or see the “Contact us” section of the Québec Portal.

We want to thank our colleagues at the government departments and bodies concerned, without whom this guide could not have been prepared.





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DO YOU HAVE A QUÉBEC SERVICES ACCOUNT?



With **My Québec Services Account**, you can obtain a **personalized list** of steps to take with government departments and agencies in case of a move, a loss of independence or the death of a loved one.

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www.gouv.qc.ca

Info-Santé 811 and Info-Social 811

Ministère de la Santé et des Services sociaux

► Description

Info-Santé 811 and Info-Social 811 are free, confidential telephone consultation services. Through the Info-Santé 811 service, a health professional can be reached at all times for advice or information about a health problem that is deemed not to be urgent. The Info-Social 811 service, for its part, makes it possible to consult a psychosocial intervention professional.

The Info-Santé 811 service does not replace emergency services. When an urgent health problem arises, it is important to go immediately to a hospital centre or call 911 for assistance.

► Target group

Anyone in Québec who has a health or a psychosocial problem.

► What to do

You can reach Info-Santé 811 and Info-Social 811 by telephone or, if you are deaf or hearing impaired, via the Bell Relay service (phone 711).

► When

Info-Santé 811 and Info-Social 811 are services available 24 hours a day, 7 days a week.

► Who to contact

To contact the Info-Santé 811 and Info-Social 811 services, call 811. Info-Santé 811 and Info-Social 811 are not available in the Terres-Cries-de-la-Baie-James and Nunavik regions. Persons who are deaf or hearing impaired should call 711.

To find out more about the Info-Santé 811 and Info-Social 811 services, see the sections dedicated to these services in the Portail santé mieux-être at www.msss.gouv.qc.ca.

Flu vaccinations

Ministère de la Santé et des Services sociaux

► Description

Flu vaccine is recommended as the best means of protecting against flu infections, which are easily spread and can have serious consequences. The vaccine is safe. It is free for people 60 years of age or older. It must be given each year, as flu viruses constantly change and the effectiveness of the vaccine fades over the year following vaccination.

► Target group

Anyone who wants to reduce the risk of catching the flu or prevent the complications of the infection. The vaccine is particularly recommended for people with a high risk of complications because of their age or health, as well as those around them, people who are around children under six months of age, pregnant women and healthcare workers.

► What to do

To be vaccinated, contact your local community service centre (CLSC), your family physician or a medical clinic. To find out where you can receive a vaccination, you can also check your integrated health and social services centre (CISSS) website or your integrated university health and social services centre (CIUSSS) website.

► When

The vaccine is available each year, generally beginning in early November. However, it can be administered throughout the flu season (fall and winter). It takes roughly two weeks for the vaccine to be fully effective.

► Who to contact

For your regional CLSC's contact information or for more information about the flu vaccination program, see the "Assistance Measures and Programs" section of the Portail santé mieux-être of the Ministère de la Santé et des Services sociaux at www.sante.gouv.qc.ca or call Services Québec at one of the telephone numbers below:

Québec region: 418 644-4545

Montréal region: 514 644-4545

Elsewhere in Québec: 1 877 644-4545 (toll free)

Service for persons with a hearing impairment

1-800-361-9596 (toll free)

Hearing devices

Régie de l'assurance maladie du Québec

► Description

The Hearing Devices Program enables people with a hearing impairment to obtain devices to improve their hearing. They may need a hearing aid or an assistive listening device (for example, a telephone with an amplifier) to compensate for problems that persist despite the use of a hearing aid.

► Target group

Anyone insured under the Québec Health Insurance Plan who has a hearing impairment within the meaning of the *Regulation respecting hearing devices and insured services*.

► What to do

To obtain a hearing device under the Hearing Devices Program, you must:

1. obtain a medical certificate from an ear, nose and throat (ENT) specialist confirming your hearing impairment and its permanent nature
2. obtain an audiogram (hearing-loss assessment) from an ENT specialist or an audiologist, and an attestation that you need a hearing device
3. depending on the type of device, go to either a hearing aid acoustician or a distributor of assistive listening devices and provide the documents that you have obtained

► Who to contact

For more information about the required documents or for additional details, call the Régie de l'assurance maladie du Québec (RAMQ) at one of the following numbers:

Québec region: 418-646-4636

Montréal region: 514-864-3411

Elsewhere in Québec: 1-800-561-9749 (toll free)

To find out more about hearing devices, go to the RAMQ website, at www.ramq.gouv.qc.ca.

Visual devices

Régie de l'assurance maladie du Québec

► Description

The Visual Devices Program enables a person who has low-level vision or is functionally blind to borrow reading, writing and mobility devices, as well as certain devices to help in daily living. The program also provides financial assistance for acquiring and looking after a guide dog.

► Target group

Anyone insured under the Québec Health Insurance Plan who has a visual impairment within the meaning of the *Regulation respecting insured visual aids and related services*.

► What to do

To borrow a visual device, submit a request at one of the facilities recognized by the Régie de l'assurance maladie du Québec (RAMQ) that specialize in rehabilitation of people with a visual impairment.

If you are found to be eligible for the program following an assessment of your impairment and needs, you will receive training in using the devices properly.

► Who to contact

For more information about borrowing visual devices or to find out how to contact a facility recognized by the RAMQ, call the RAMQ at one of the following numbers:

Québec region: 418-646-4636

Montréal region: 514-864-3411

Elsewhere in Québec: 1-800-561-9749 (toll free)

You can also go to the RAMQ website, at www.ramq.gouv.qc.ca.

► Note

The program beneficiary pays the cost of replacing lost, stolen, destroyed or negligently used devices.

Optometric services

Régie de l'assurance maladie du Québec

► Description

The Optometric Services Program provides seniors with certain services paid for by the Régie de l'assurance maladie du Québec (RAMQ). For example, a senior can consult an optometrist for a full eye examination, be treated for a sudden eye problem such as conjunctivitis, or obtain a prescription for glasses or contact lenses following an examination.

► Target group

The program is designed for anyone who is insured under the Québec Health Insurance Plan and meets one of the following criteria:

- 65 years of age or older
- 18 to 64 years of age and a recipient of last-resort financial assistance (or the dependant of a recipient) for at least 12 consecutive months
- 60 to 64 years of age and a recipient of a spouse's allowance for at least 12 consecutive months, without which he or she would be entitled to last-resort financial assistance
- Visually impaired and registered at a recognized rehabilitation centre
- Afflicted by a sudden eye problem

► What to do

To receive the covered services provided by an optometrist free of charge, simply show the optometrist your health insurance card.

► Who to contact

For more information on the optometric services covered by the program, call the RAMQ at one of the following numbers:

Québec region: 418-646-4636

Montréal region: 514-864-3411

Elsewhere in Québec: 1-800-561-9749 (toll free)

You can also find information in the "Citizens" section of the RAMQ website, at www.ramq.gouv.qc.ca.

Devices that compensate for a physical impairment

Régie de l'assurance maladie du Québec

► Description

The program is intended to provide devices that compensate for a person's motor impairment, free of charge.

The devices covered by the program are orthoses, prostheses, ambulation aids (for example, a cane), standing aids, locomotor assists (such as a wheelchair) and posture assists (devices that support the body in a seated position to help a person use a locomotor assist).

► Target group

Anyone insured under the Québec Health Insurance Plan who has a motor deficiency within the meaning of the *Regulation respecting devices which compensate for a physical deficiency*.

► What to do

To obtain an orthosis, a prosthesis, an ambulation aid or a standing aid, you must have a prescription from an orthopedist, a physical and rehabilitation medicine specialist (physiatrist), a neurologist, a neurosurgeon, a rheumatologist or a geriatrician indicating your need. You must then contact a public facility or a private laboratory authorized by the Régie de l'assurance maladie du Québec (RAMQ).

To apply for a locomotor assist or a posture assist, you must contact a physical impairment rehabilitation facility authorized by the RAMQ and go there with a medical prescription. A multidisciplinary team will complete the assessment of your needs, determine the device suitable for you and provide you with the insured services to which you are entitled.

► Who to contact

To find out how to contact a public facility or private laboratory authorized by the RAMQ in your region, or for more information, call the RAMQ at one of the following numbers:

Québec region: 418-646-4636

Montréal region: 514-864-3411

Elsewhere in Québec: 1-800-561-9749 (toll free)

To find out more about devices that compensate for a physical disability, go to the RAMQ website, at www.ramq.gouv.qc.ca.

Registering for a prescription drug insurance plan

Régie de l'assurance maladie du Québec

► Description

There are two types of prescription drug insurance plans in Québec: a public plan and private plans. The public plan is administered by the Régie de l'assurance maladie du Québec (RAMQ). Private plans are handled by private insurance companies.

Before the age of 65, all residents of Québec who are eligible for a private group insurance plan or an employee benefit plan must register for the plan. They also have the obligation to see that their spouse and children are covered by the plan, provided they are not already insured by another private plan.

People who are not eligible for a private group insurance plan or an employee benefit plan on their own or through their spouse must register for the public prescription drug insurance plan.

As of age 65, people are automatically registered for the public prescription drug insurance plan. However, if they are eligible for a private plan, they have to choose between the following three options:

- The RAMQ public plan only
- The RAMQ public plan and a private plan that provides supplementary coverage
- A private plan offering the coverage provided for by the basic prescription drug insurance plan

People who choose to maintain their registration in their private plan offering the coverage provided for by the basic prescription drug insurance plan (option 3) are obliged to cover their spouse under age 65 and, if applicable, their children. They are also obliged to notify the RAMQ, which will deregister them from the public prescription drug insurance plan.

► Target group

People who meet the following conditions are eligible for the public prescription drug insurance plan and must register for it:

- They reside in Québec within the meaning of the *Health Insurance Act*.
- They are duly registered with the RAMQ pursuant to the *Health Insurance Act*.
- They hold or are eligible to hold a valid health insurance card.
- If they are under age 65: They are not eligible for a private prescription drug insurance plan on their own or through their spouse.
- If they are age 65 or over: They have not registered for a private prescription drug insurance plan offering the coverage provided for by the basic prescription drug insurance plan.

People under age 65 who, because of their former or current employment relationship, usual profession or usual occupation, are part of a group that offers a group prescription drug insurance plan offering the coverage provided for by the basic prescription drug insurance plan and who meet the eligibility requirements must join the private plan.

► What to do

If you are under age 65, you must register for the public prescription drug insurance plan in one of the following ways:

- Use the online "Registration or deregistration" service, on the RAMQ website, if your family situation and your age allow it (clicSÉQR account mandatory).
- Call the RAMQ, with your health insurance card in hand.
- Go to a RAMQ reception desk or service point with your health insurance card.

If you are over age 65 and previously chose to be covered by a private prescription drug insurance plan offering the coverage provided for by the basic prescription drug insurance plan but now wish to register for the public prescription drug insurance plan, you must either:

- call the RAMQ, with your health insurance card in hand, or
- Go to a RAMQ reception desk or service point with your health insurance card

► Who to contact

For more information about the public prescription drug insurance plan or to find a RAMQ office, go to the RAMQ website or call one of the following numbers:

Québec region: 418-646-4636

Montréal region: 514-864-3411

Elsewhere in Québec: 1-800-561-9749 (toll free)

To find out more about the online "Registration or deregistration" service, go to the RAMQ website, at www.ramq.gouv.qc.ca.

► Note

People who are registered for the public plan while they are eligible for a private plan must repay the RAMQ the cost of any prescription drugs paid for during the period of non-eligibility for the public plan.

People who do not comply with the obligation to be covered by a prescription drug insurance plan must pay Revenu Québec an amount equal to the premium under the public plan for all of the full months during which they had no coverage.

Access to your medical record

Commission d'accès à l'information du Québec

► Description

All institutions in the public-sector health and social services network and private-sector enterprises that hold your medical record are required to respond to your request to view its contents. A medical record consists of documents concerning any information of a medical or social nature. A medical record is usually dealt with confidentially.

► Target group

Anyone with a medical record, as well as his or her legal representative (subject to certain conditions).

► What to do

To consult your medical record, submit a written request to the person in charge of access to the documents of the public institution or private enterprise concerned. Access to your record is free of charge, but charges may apply for the reproduction of documents (photocopies). The list of persons in charge of access to documents in the public sector is available on the website of the Commission d'accès à l'information du Québec.

► When

A request for access to your medical record may be submitted at any time. The person in charge of access to the documents of a public institution must respond to your request within 20 days following its receipt. However, that period may be extended for 10 days if the person in charge notifies you beforehand. The person in charge in a private enterprise has 30 days to respond to your request following its receipt. In both cases, failure to respond by the expiry of these time periods is equivalent to a refusal.

In the event of a refusal of access to your medical record, you may, in the 30 days following the date of the response by the person in charge at a public institution or a private enterprise, or upon expiry of the time period allowed for a response, request a review of the decision by writing to the Commission d'accès à l'information du Québec.

► Who to contact

For more information, contact the institution in question or the Commission d'accès à l'information du Québec.

You can reach the Commission by calling one of the following numbers:

Québec region: 418-528-7741

Montréal region: 514-873-4196

Elsewhere in Québec: 1-888-528-7741 (toll free)

To find out more about access to a medical record held by a public body or a private enterprise, or for a model request for access to personal information, go to the website of the Commission d'accès à l'information du Québec, at www.cai.gouv.qc.ca.

The Commission's website also provides a model application for review (if the institution is public) and a model application for the examination of a disagreement (if the institution is private).



Complaints about health and social services

Ministère de la Santé et des Services sociaux

► Description

People who believe their rights have been violated or who are dissatisfied with the way their rights have been respected with regard to health and social services can express their dissatisfaction or file a complaint orally or in writing.

► Target group

Users of the services or their representatives, as well as the heirs or legal representatives of deceased users.

► What to do

Contact Services Québec if you wish to file a complaint concerning a program administered by the Ministère de la Santé et des Services sociaux or a service received from a health or social services institution.

► Who to contact

To reach Services Québec, call one of the following numbers:

Québec region: 418-644-4545

Montréal region: 514-644-4545

Elsewhere in Québec: 1-877-644-4545 (toll free)

Service for persons with a hearing impairment

1-800-361-9596 (toll free)

To find out more about the system for the examination of complaints concerning the health and social services network, go to the Portail santé mieux-être, at www.sante.gouv.qc.ca.

Health services covered outside Québec

Régie de l'assurance maladie du Québec

► Description

The Régie de l'assurance maladie (RAMQ) reimburses outlays for professional services rendered outside Québec by a physician, dentist or optometrist, provided the same services are covered in Québec. Reimbursement is up to the rates in effect in Québec, even if the insured person paid more. That is why it is important to take out private insurance covering all or part of the costs that the RAMQ does not cover.

Hospital services include the services insured by the hospitalization insurance plan, i.e., services for a hospital stay or services rendered for a consultation outside a hospital.

In Canada, you do not have to pay for hospital services received. The related costs are paid in full by the RAMQ under an interprovincial agreement. You must simply show your health insurance card, which must be valid.

Outside Canada, the RAMQ reimburses hospital services provided following a sudden illness or an accident, according to the established amounts:

- Up to CAN\$100 per day of hospitalization
- Up to CAN\$50 per day for care received at a hospital outpatient clinic

The RAMQ also reimburses up to CAN\$220 for a hemodialysis treatment and the related drugs, whether or not the person is hospitalized.

► Target group

Anyone holding a valid health insurance card who received health services covered by the Québec Health Insurance Plan outside Québec.

A person must be able to prove that he or she has not stayed outside Québec for 183 days or more, whether consecutive or not, per calendar year, i.e., from January 1 to December 31. However, stays of 21 consecutive days or less are not taken into account in the calculation of the 183 days.

► What to do

To apply for a reimbursement of the expenses paid, complete the Application for Reimbursement – Healthcare Services Covered Outside Québec form, attach the originals of all of the requested bills and receipts, and send the form and documents to the RAMQ.

► When

To apply for a reimbursement for medical, dental or optometric services, you have one year from the date the services were provided. To apply for a reimbursement for hospital services, you have three years from the date the services were provided.

► Who to contact

To obtain an Application for Reimbursement form or for more information, call the RAMQ at one of the following numbers:

Québec region: 418-646-4636

Montréal region: 514-864-3411

Elsewhere in Québec: 1-800-561-9749 (toll free)

You can also obtain the reimbursement form on the RAMQ website, at www.ramq.gouv.qc.ca.

Send the required documents and duly completed form to the following address:

Service de l'application des programmes Q039

Régie de l'assurance maladie du Québec

C.P. 6600

Québec (Québec) G1K 7T3

Home care support services

Local community service centres (CLSCs)

► Description

The purpose of home care support services is to provide assistance to people who are losing their independence so that they can remain in their own homes for as long as possible. Certain services are available to family caregivers who provide non-professional, ongoing or occasional support, thus avoiding a person's hospitalization or reducing its duration, and facilitating the return home after an illness or surgery. Home care support services may be provided on a temporary or long-term basis, depending on the person's needs. Fees may be charged for certain services.

The services are as follows:

- Professional care and services (nursing services, psychosocial services, occupational therapy services, physiotherapy rehabilitation services, nutrition services, medical services, etc.)
- Personal assistance services (hygiene, dressing, eating, transfer or food services, administration of medication, etc.)
- Services for family caregivers (supervision, respite, etc.)
- Equipment loans

► Target group

Varies according to the different components of the program:

- People who have a temporary or permanent disability or are losing their independence and are not admitted to a hospital or long-term care facility
- The family caregivers of these people

► What to do

To apply for home care support services, contact the local community service centre (CLSC) in your area.

► When

You can submit your application at any time.

► Who to contact

To find out how to contact your regional CLSC, call 811 or go to the "Finding a Resource" section of the Portail santé mieux-être of the Ministère de la Santé et des Services sociaux, at www.sante.gouv.qc.ca.

Meals on Wheels

Regroupement des popotes roulantes

► Description

Meals on Wheels is a service that delivers hot meals to the homes of people losing their independence. The service helps them remain in their home.

► Target group

Seniors, people who have lost their independence temporarily or permanently, and people with disabilities. Eligibility requirements vary from one Meals on Wheels organization to another.

► What to do

To sign up for the service, contact your local community service centre (CLSC) or the Regroupement des popotes roulantes.

Charges for the Meals on Wheels service vary from one organization to another.

► Who to contact

To find out how to contact a CLSC, call 811. You can also go to the "Finding a Resource" section of the Portail santé mieux-être of the Ministère de la Santé et des Services sociaux, at www.sante.gouv.qc.ca.

To find out more about the Meals on Wheels service or to find the Meals on Wheels branch serving your area, visit the website of the Regroupement des popotes roulantes at www.popotes.org.

Financial assistance for domestic help services

Régie de l'assurance maladie du Québec

► Description

The Financial Assistance Program for Domestic Help Services enables eligible people to receive a reduction in the hourly rate charged when they use domestic help services. The services must be provided by a social economy business recognized by the Ministère de la Santé et des Services sociaux.

Under the program, people pay only the difference between the rate charged by the business and the amount of assistance granted. The assistance granted is paid directly to the business that provides the services. It may be a basic amount, to which a variable amount may be added.

The domestic help services covered by the program include heavy and light housekeeping work. Light work includes general upkeep of living areas and equipment used daily, laundering, preparation of ordinary meals, shopping and other household errands. Heavy work includes major cleaning (washing of walls, ceilings and windows). It also includes leaf and snow removal for the main access to the home.

A basic amount of \$4 for each hour of services rendered is granted to all clients of recognized businesses, regardless of their state of health or income. Variable assistance from \$1.25 to \$10 for each hour of services rendered is granted to individuals or families who meet the eligibility requirements. The amount of the variable assistance is added to the amount of the basic assistance, and is calculated according to the income and situation of the individual or family.

► Target group

Varies according to the different components of the program:

- Single-parent or two-parent families whose members are residents or temporary residents of Québec according to the *Health Insurance Act*
- People living as a couple who have no children, or people living alone who are 18 years of age or older and are residents or temporary residents of Québec according to the *Health Insurance Act*

One of the following conditions must be met in order to receive variable assistance in addition to the basic assistance:

- Be 65 years of age or older
- Be 18 to 64 years of age, require domestic help services and be recommended by a local community service centre (CLSC), an integrated health and social services centre (CISSS) or an integrated university health and social services centre (CIUSSS)

► What to do

To avail yourself of the program, contact a domestic help social economy business recognized by the MSSS, and enter into a service agreement with it. Then complete the Applying for Financial Assistance and Service Agreement forms and send them to the Service de la contribution et de l'aide financiers at the Régie de l'assurance maladie du Québec (RAMQ), directly or through the business.

► When

You can apply at any time.

► Who to contact

To find out how to contact a social economy business or for more information, call the RAMQ at one of the following numbers:

Montréal region: 514-873-9504

Elsewhere in Québec: 1-888-594-5155 (toll free)

You can also go to the RAMQ website, at www.ramq.gouv.qc.ca.

Send your forms to the following address:

Service de la contribution et de l'aide financières

Régie de l'assurance maladie du Québec

425, boulevard de Maisonneuve Ouest, bureau 213

Montréal (Québec) H3A 3G5

Shelter allowance

Société d'habitation du Québec

► Description

The Shelter Allowance Program provides financial assistance to low-income households that devote too large a proportion of their budget to housing. The assistance can be up to \$80 a month. The amount is calculated according to the number of people in the household, the type of household, the amount of the rent and the annual income.

► Target group

The following persons are eligible:

- People living alone who are 50 years of age or older
- Couples that include a spouse who is 50 years of age or older
- Low-income families with at least one dependent child, including a child 18 years of age or older who is a full-time student

Landlords, tenants, occupants of rooming houses and people who share a home with one or more occupants are included.

To be eligible, you must devote more than 30% of your total income to housing.

However, certain people are not eligible for the program:

- People who live in low-rental housing or in a government-funded health and social services institution
- People who receive a rent supplement or other direct housing subsidy from the government
- People who own, or own with their spouse, property or cash with a market value of more than \$50,000 (excluding the value of their home, land, furniture and car)

► What to do

To apply for the shelter allowance, complete the Shelter Allowance Application Form, available at Revenu Québec offices, attach the required documents, and send the form and documents to Revenu Québec. The Société d'habitation du Québec has entrusted the administration of the Shelter Allowance Program to Revenu Québec.

► When

You may submit an application at any time. If you are eligible, the assistance will be granted as of the month following the application. However, it takes two to three months before you receive a first payment. The payments for the first two or three months are therefore made retroactively. Every year, Revenu Québec will send you a re-evaluation form.

► Who to contact

To obtain a Shelter Allowance Application Form, contact Revenu Québec at one of the following numbers:

Québec region: 418-266-1016

Montréal region: 514-940-1481

Elsewhere in Canada: 1-855-291-6467 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

A list of Revenu Québec offices is available in the "Contact Us" section of the Revenu Québec website, at www.revenuquebec.ca.

► Note

To be eligible for the program, you must have filed a tax return for the year preceding the application. You must also have resided in Québec on December 31 of the year preceding the application and have resided in Canada for at least one year on that date.

Rent supplement

Société d'habitation du Québec

► Description

The Rent Supplement Program makes it possible for households and individuals with low incomes to live in private-sector rental dwellings or dwellings belonging to housing cooperatives or non-profit organizations, while paying rent similar to that paid for low-rental housing (HLM).

Under the program, a household pays rent equal to 25% of its income, to which certain costs may be added. The Société d'habitation du Québec pays the landlord the difference between that amount and the rent it recognizes (generally speaking, the rent specified in the lease).

► Target group

The program is intended for low-income households. It can also be of benefit to people with a physical or intellectual disability or whose circumstances are exceptional (for example, women who are victims of domestic violence).

The available dwellings are attributed on the basis of a waiting list. The following criteria are taken into consideration:

- The category of household that applies for a dwelling (seniors, a family)
- The composition of the household (a person living alone, a couple or a family with a child)

► What to do

To apply for a rent supplement for a dwelling on the private rental market, contact your locality's housing bureau and complete the appropriate form.

► When

You can submit your application at any time.

► Who to contact

To find out how to contact your housing bureau, call the Société d'habitation du Québec (SHQ) at 1-800-463-4315 (toll free) or go to the "Répertoire des organismes" section of the SHQ website, at www.habitation.gouv.qc.ca.

Low-rental housing

Société d'habitation du Québec

► Description

The Low-Rental Housing Program enables low-income households to live in a subsidized dwelling. The households selected pay rent equal to 25% of their income. However, amounts also includes heating and hot water costs. Amounts may also be added to pay for electricity and certain other services.

► Target group

The Low-Rental Housing Program is intended for low-income households. The eligibility requirements for the program are as follows:

- The applicant must be a Canadian citizen or a permanent resident within the meaning of the *Immigration and Refugee Protection Act*, and reside in Québec.
- The income of the applicant or the applicant's household must be equal to or less than the maximum eligible threshold (which varies according to the number of people in the household and the region).
- The applicant must have resided in Québec or in the lessor's selection territory (if the lessor has specified a selection territory under a by-law) for at least 12 months during the 24 months preceding the application.
- The applicant must be able to meet his or her own basic needs, particularly those related to personal care and the usual household tasks, or be able to do so with outside support or the assistance of a caregiver.

Other criteria may apply. In some cases, the requirements governing residence in Québec or in the selection territory may not apply to disabled persons or victims of domestic violence.

► What to do

To apply for housing under the Low-Rental Housing Program, contact a housing bureau, a housing cooperative or a non-profit housing organization in your region.

► When

You can apply at any time of the year. The waiting period to obtain housing depends on a number of factors, including the number of households awaiting housing, the category of housing you want, and so on.

► Who to contact

To find out how to contact the housing organizations in your region, call the Société d'habitation du Québec (SHQ) at 1-800-463-4315 (toll free) or go to the SHQ website, at www.habitation.gouv.qc.ca.

Cancellation of a lease by a tenant

Régie du logement

► Description

In some situations, the tenant of a dwelling may cancel a current lease, particularly if the tenant obtains a dwelling in low-rental housing, a disability prevents the tenant from occupying the dwelling, or the tenant is admitted permanently to a residential and long-term care centre (CHSLD), an intermediate resource, a private seniors' residence or any other residential facility providing the tenant with the care or services required by his or her state of health.

However, unilateral cancellation of the lease by a tenant is not allowed in other situations, such as the purchase of a home, a divorce, the formation of a new household, the need for a larger dwelling, financial problems or a move because of a job.

In order to leave a dwelling when the situation does not allow the tenant to cancel the lease, the tenant may come to an agreement with the landlord (preferably in writing), assign the lease to a third party or sublet the dwelling. If the dwelling is assigned or sublet, the tenant must notify the landlord of his or her intention in writing and indicate the name and address of the person to whom he or she intends to assign the lease or sublet the dwelling. The landlord's consent is required, but the landlord may not refuse without a serious reason. If the landlord refuses, the landlord must inform the tenant of the reasons for refusal within 15 days of receipt of the notice of the tenant's intention to assign or sublet the dwelling. Failure to do so means the landlord is considered to have consented.

► What to do

Notify your landlord in writing that you want to cancel your lease and send the landlord, preferably by registered mail, the documents that prove your situation (for example, confirmation of your admission to a CHSLD, a written opinion of a physician concerning your disability or an attestation from your locality's housing bureau concerning the obtention of a dwelling in low-rental housing).

► When

Unless the parties agree otherwise, the cancellation of the lease takes effect:

- two months after the notice is sent to the landlord along with the required documents, if the lease is for a set term of 12 months or more
- one month after the notice is sent along with the required documents, if the lease is for a set term of less than 12 months or for an indeterminate term

You must pay your rent up to the end of the period specified in the notice (one or two months, according to the type of lease). If your dwelling is rented out again before the end of the period, you are obliged to pay only the rent corresponding to the period during which you were a tenant in the dwelling. If you received services and care that were provided for in the lease for your dwelling, you are required to pay only the part of the rent corresponding to the cost of the services (such as meal services) and care (such as nursing care) that you actually received while you lived in the dwelling. You therefore do not have to pay for services you did not receive.

► Who to contact

To find out more about the cancellation of a lease by a tenant, call the Régie du logement at one of the following numbers:

Montréal, Laval and Longueuil regions: 514-873-2245

Other regions: 1-800-683-2245 (toll free)

You can also find out more on the Régie du logement website, at www.rdl.gouv.qc.ca.

Discriminatory refusal to lease

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

► Description

The *Charter of Human Rights and Freedoms* forbids landlords from discrimination in renting out a dwelling. There is discrimination when a landlord refuses to lease a dwelling to a person on the basis of one of the grounds for discrimination prohibited by law.

The prohibited grounds for discrimination are race, colour, sex, gender identity or expression, pregnancy, sexual orientation, civil status, having children, age, religion, political convictions, language, ethnic or national origin, social condition (for example, being a social assistance recipient or an employment insurance claimant, or having a modest income), a handicap or the use of any means to compensate for a handicap.

Target group

Anyone who believes that he or she has been discriminated against when refused housing by a landlord.

► What to do

If you wish to file a complaint or obtain more information, contact the office of the Commission des droits de la personne et des droits de la jeunesse (CDPDJ) in your region. The service is free.

► Who to contact

To contact one of the regional offices of the CDPDJ or for any other question concerning complaints, call 1-800-361-6477 (toll free).

For more information about the recourse for discrimination in the rental of a dwelling, go to the CDPDJ website, at www.cdpdj.qc.ca.

RénoRégion Program

Société d'habitation du Québec

► Description

The RénoRégion Program provides financial assistance for owner-occupiers who live in a rural area and whose home requires major repairs. It is aimed at low- and modest-income households.

The home must require at least \$2,000 of work to correct one or more major defects. An amount corresponding to up to 95% of the known cost of the work, but not exceeding \$12,000, is granted under the program once the work is completed.

The work must be done by a contractor with a licence from the Régie du bâtiment du Québec (RBQ). It must begin after the owner-occupant has obtained a certificate of eligibility from his or her municipality or regional county municipality (RCM), and must be completed within 6 months following the date on which the certificate of eligibility was issued.

► Target group

Owner-occupiers of a home who meet the following criteria:

- Live in a municipality with a population of under 15,000 or in a sector of a municipality with a population of 15,000 or more that is not connected to a water-supply system or sewer system
- Have a family income that does not exceed the maximum eligible income, which varies depending on the region and the size of the household
- Live in the home, which is their main residence
- Own a home of which the value, excluding land, does not exceed the value set by the municipality or RCM, which may not exceed \$100,000

► What to do

To apply for assistance under the program, contact your municipality or RCM, as applicable. You will be given information about how to proceed.

► When

You may file an application at any time.

► Who to contact

For more information about the program, contact your municipality or RCM. You can also call the Société d'habitation du Québec (SHQ), at 1-800-463-4315 (toll free), or go to the SHQ website, at www.habitation.gouv.qc.ca.

► Note

The program applies to all municipalities in the Gaspésie-Îles-de-la-Madeleine region. It does not apply to the cities of Gatineau or Laval, or to the urban agglomerations of Longueuil, Montréal or Québec. Northern villages and Indian reserves are also not covered by the program.

Grant for seniors to offset a municipal tax increase

Revenu Québec

► Description

The grant for seniors to offset a municipal tax increase is financial assistance provided to seniors whose homes have increased significantly in value. The increase is based on the municipal property assessment roll.

► Target group

For a person to be eligible for this grant, he or she must meet at least one of the following two conditions:

- An amount equal to the potential grant calculated on the basis of the current assessment roll must be shown on the municipal tax bill or on the Amount of the Potential Grant to Offset a Municipal Tax Increase form received from the municipality.
- A grant was granted to the person in question or to one of the co-owners of the residence for the last year covered by the previous assessment roll.

The following conditions must be met on December 31, 2017:

- The person must be 65 years of age or over.
- The person must live in Québec.
- The person must have owned the home for at least 15 consecutive years.
- The family income of the person must not exceed the maximum family income qualifying for the grant.
- The person received or is entitled to receive, for the year 2018, a municipal tax bill in his or her name for the residence.

In addition, the home must:

- consist of only one dwelling
- be an entirely residential assessment unit
- be the person's principal residence (on the issue date of the municipal tax bill for the year in question)

► What to do

To apply for the grant, complete the Grant for Seniors to Offset a Municipal Tax Increase form (TP-1029.TM-V) and enclose it with your income tax return.

► Who to contact

For more information, contact Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

You can also go to the Revenu Québec website, at www.revenuquebec.ca.

Home adaptation

Société d'habitation du Québec

► Description

The Home Adaptation Program grants financial assistance to the owner of the home of a disabled person, in order to do adaptation work that meets the disabled person's needs. The work must provide simple, economical solutions. For example, it may involve installing an outside access ramp, refitting a bathroom or enlarging door frames.

The maximum financial assistance is \$16,000 per eligible person. In some special cases, additional financial assistance of up to \$7,000 may be granted.

When specialized facilities are required, additional assistance of no more than \$10,000 may also be granted, according to certain criteria defined by the Société d'habitation du Québec (SHQ).

► Target group

Any disabled person who has a permanent impairment and is limited in his or her daily activities at home. To be eligible for the program, the disabled person must:

- reside in Québec, but not on an Indian reserve
- be a Canadian citizen or a permanent resident
- provide a supporting document proving that his or her disabilities are significant and persistent

The disabled person must not be eligible for any other financial assistance program for home adaptation. Other conditions may apply, particularly regarding the eligible buildings. In some cases, work related to access to the home of the eligible disabled person may be done without an assessment by a health professional.

► What to do

To apply for financial assistance, complete the program registration form and send it to the SHQ. If you are a tenant, the landlord must consent to the work and complete the landlord's part of the form. The SHQ will send your application to the healthcare institution responsible for preparing the occupational therapist's report, and to the municipality or regional county municipality (RCM). A representative of the municipality or RCM will visit you to draw up a list of the eligible work. You must then obtain bids from licensed contractors and wait for the authorization of the municipality or RCM before beginning the work.

► When

You can submit your application at any time.

► Who to contact

For the program registration form or for more information, call the Société d'habitation du Québec at 1-800-463-4315 (toll free) or contact the nearest local community service centre (CLSC). For your CLSC's contact information, call Info-Santé at 811.

Placement of an adult in a residential centre or a residence

Local community service centre (CLSC)

► Description

For persons whose independence has diminished to the point that their ability to live in their own home is compromised, three types of placement are available.

Residential and long-term care centres (CHSLDs) provide a temporary or permanent home for adults who have lost their functional or psychosocial independence. Intermediate resources take in people who are losing their independence or whose condition requires room, board, support or assistance services. Lastly, family-type resources are operated by a natural person who takes into his or her principal place of residence a maximum of 9 adults entrusted to him or her by a public institution in order to meet their needs. Due to their condition, these people require room, shelter, board, support, or assistance services.

► Target group

Non-independent adults or adults who are losing their independence.

► What to do

To submit an application for placement for yourself or a relative, contact the local community service centre (CLSC) in your area. If the person is already in a general and specialized hospital centre, the institution makes the arrangements.

► When

An application for placement may be submitted at any time.

► Who to contact

To find out how to contact your regional CLSC, call 811 or go to the "Finding a Resource" section on the Portail santé mieux-être of the Ministère de la Santé et des Services sociaux, at www.sante.gouv.qc.ca.

► Note

The financial contribution required of an adult residing in such a facility is determined in accordance with the rules stipulated in the *Act respecting health services and social services*.

TRANSPORTATION

Ambulance transportation for people 65 years of age or over

Ministère de la Santé et des Services sociaux

► Description

Ambulance transportation is not always free, even for people 65 years of age or older. Whether it is free is determined by the Ministère de la Santé et des Services sociaux (MSSS), according to the health and social services user transportation policy.

Transportation is free on the following conditions:

- You are a resident of Québec.
- You are 65 years of age or older at the time of transportation by ambulance.
- You are assessed by the hospital physician or his or her representative, who attests to the need for ambulance transportation.
- The transportation takes place in Québec.
- You are transported to the nearest and most appropriate hospital at the time the ambulance is requested.

► Target group

Any resident of Québec.

► What to do

For free ambulance transportation, ask your attending physician or the caseworker designated by the hospital centre where you were treated to confirm that your transportation by ambulance was necessary.

► Who to contact

For ambulance transportation service in an emergency, call 911. For more information on ambulance service costs, call Services Québec at one of the telephone numbers below:

Québec region: 418 644-4545

Montréal region: 514 644-4545

Elsewhere in Québec: 1 877 644-4545 (toll free)

Service for persons with a hearing impairment

1-800-361-9596 (toll free)

► Note

A person who decides to use ambulance transportation to return home must pay the related costs if the person has not been authorized to use the service.



Eligibility for paratransit

Ministère des Transports, de la Mobilité durable et de l'Électrification des transports

► Description

Paratransit is a public transportation service that meets the needs of disabled people whose mobility is greatly compromised. The service can be provided door-to-door, or from determined pick-up and drop-off points. A committee establishes the eligibility of persons who wish to use the service.

► Target group

Disabled people whose disability greatly compromises their mobility. To be eligible, a person must have limitations that justify the use of a paratransit service, such as:

- Inability to walk 400 metres on even ground
- Inability to go up a 35-centimetre step with support or down a similar step without support
- Inability to make an entire trip using non-adapted public transit
- Inability to keep track of time or find one's bearings
- Inability to master situations or behaviour that could represent a danger for the person or for others
- Inability to communicate orally or through sign language (note that, by itself, this disability does not constitute a criterion for eligibility)

► What to do

Complete the Application for Paratransit Eligibility form, available from your municipality's paratransit service, and submit the form along with the required documents to the same paratransit service.

► When

You can submit an application for eligibility at any time. It will be processed within 45 days of its receipt.

► Who to contact

For more information, contact your municipality or call the Ministère des Transports, de la Mobilité durable et de l'Électrification des transports at one of the following numbers:

Across Québec: 511

Elsewhere in Canada: 1-888-355-0511 (toll free)

To find out how to contact your municipality, go to the "Répertoire des municipalités du Québec" section of the www.mamot.gouv.qc.ca website.

► Note

If you feel you have been wronged by a decision of a paratransit service eligibility committee, you can ask the Bureau de révision of the Ministère des Transports, de la Mobilité durable et de l'Électrification des transports to review the decision. Your request must be sent in writing, within 40 days of the committee's decision, to:

Bureau de révision

Ministère des Transports, de la Mobilité durable et de l'Électrification des transports

700, boulevard René-Lévesque Est, 15^e étage
Québec (Québec) G1R 5H1

Disabled parking permit

Société de l'assurance automobile du Québec

► Description

A disabled parking permit allows people with a disability to have access to parking spaces reserved for them, whether they are vehicle drivers or passengers. The permit is issued by the Société de l'assurance automobile du Québec (SAAQ).

► Target group

Persons with disabilities, whether or not they reside in Québec. The permit holder must have a disability that causes a loss of independence or could jeopardize their health and safety if they have to travel a short distance not requiring the use of a vehicle (for example, to go to a parking space outside a shop).

► What to do

To apply for a permit, see a health professional authorized by the SAAQ. If the health professional finds that your condition justifies a permit, he or she will complete the Disabled Parking Permit Application form. Send the completed form to the SAAQ. The permit costs \$16.70.

► When

An application for a disabled parking permit may be submitted at any time.

► Who to contact

For the application form or more information, call the SAAQ at one of the following numbers:

Québec region: 418-643-7620

Montréal region: 514-873-7620

Elsewhere (Québec, Canada, United States): 1-800-361-7620 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-954-7763

Elsewhere in Québec: 1-800-565-7763 (toll free)

To obtain the application form online or for additional information about the parking permit, go to the SAAQ website, at www.saaq.gouv.qc.ca.

Send the completed and signed form to the following address:

Vignette de stationnement pour personnes handicapées (act. 6630)

Société de l'assurance automobile du Québec

C.P. 19850, succursale Terminus

Québec (Québec) G1K 8Z4

► Note

The permit is associated with the disabled person who holds it, not with a vehicle. It must be used solely for the needs of that person, who must carry the certificate accompanying it at all times.



Driving ability and mandatory medical examinations

Société de l'assurance automobile du Québec

► Description

The Société de l'assurance automobile du Québec (SAAQ), which is responsible for seeing to the protection of users of the road network, must ensure that drivers are in good physical and mental condition and have proper eyesight to drive safely. To that end, the SAAQ asks for information on drivers' state of health. The information is kept in a confidential file.

► Target group

In addition to the medical declaration to be completed when a driver's licence is obtained or renewed, the SAAQ can request the holder of a licence to undergo a medical examination in cases such as the following:

- The licence holder has reached one of the ages set by regulation.
- Based on the licence holder's road behaviour or state of health, there is reason to believe that his or her driving ability needs to be checked.
- The licence holder has not had a medical examination for 10 years and the SAAQ deems that an examination is necessary.
- The licence authorizes the holder to drive a heavy vehicle, whether it is articulated or not, an emergency vehicle, a taxi, a bus or a minibus.

In addition, the holder of a class 5, 6A, 6B, 6C, 6E, 6D or 8 licence must submit a medical examination report and an eye examination report at age 75 and age 80, and every two years after that.

Depending on the holder's medical condition, these verifications may be more frequent.

► What to do

At the appropriate time, the SAAQ will send you a letter indicating the reasons for its request that you have an examination. The letter will include the medical examination form or eye examination form. Have the form filled out by your physician and return it to the SAAQ, at the address shown on the form.

► When

You must return the medical examination form or eye examination form to the SAAQ within 90 days after receipt, unless otherwise indicated in the notice. If you need more time, an extension agreement with the SAAQ may be possible.

► Who to contact

For more information, call the SAAQ at one of the following numbers:

Québec region: 418-643-7620

Montréal region: 514-873-7620

Elsewhere (Québec, Canada, United States): 1-800-361-7620 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-954-7763

Elsewhere in Québec: 1-800-565-7763 (toll free)



Protection mandate

Curateur public du Québec

► Description

A protection mandate (formerly called a mandate in case of incapacity) is a document by which individuals, with complete lucidity, designate one or more people to take care of them and their property if they become unable to do so because of an illness, an accident, a disability or frailty attributable to age.

Regardless of the type of the mandate and whether it is drawn up by a notary or before witnesses, the mandate comes into effect only after being approved by a court (a judicial procedure known as “homologation”).

► Target group

Any adult who is able to exercise his or her rights, that is, who is able to make decisions.

► What to do

To draw up a protection mandate by yourself, it is recommended that you use a model or a form provided for that purpose. The document must include the following information: the date on which your mandate is drawn up, your name (as mandator), the name of the mandatary or mandataries, your signature, and a declaration dated and signed by two witnesses not mentioned in the mandate.

► Who to contact

You can download a free electronic version of the document *My Protection Mandate*, containing an explanatory guide and a form on which to draw up a mandate, from the website of the Curateur public du Québec. You can also purchase the paper version of this document in bookstores or from the Publications du Québec website.

For more information, call the Curateur public du Québec at one of the following numbers:

Montréal region: 514-873-4074

Elsewhere in Québec: 1-800-363-9020 (toll free)

To find out more about protection mandates, go to the Curateur public du Québec website, at www.curateur.gouv.qc.ca.



Search by the Barreau du Québec for a protection mandate

Barreau du Québec

► Description

A request for a search for a protection mandate regarding a person presumed to be incapacitated must be submitted to the Barreau du Québec and the Chambre des notaires du Québec. Upon receiving a request, the Barreau du Québec searches its registers of wills and mandates to find out whether the person presumed incapacitated drew up a mandate or whether the mandate the person left is indeed the most recent one.

► Target group

People close to a person presumed incapacitated (family, spouse, friend, etc.).

► What to do

To ask the Barreau du Québec to search for a protection mandate, you must either:

- contact the attorney who drew up the mandate, or
- complete the search request form and mail it, along with the required documents and payment, to Registers of Wills and Mandates, Barreau du Québec

The following original documents are required:

- Original of a recent medical and psychosocial assessment attesting to the person's incapacity or a recent report from the director general of a health and social services institution
- A sworn statement establishing your interest in the person presumed incapable

The Barreau du Québec charges \$23 (including sales taxes) for a search for a protection mandate.

► When

You can submit a request at any time. The search certificate will be mailed to you within the following time periods:

- If the incapacity occurred less than two weeks prior to your request, your search certificate will be mailed within three weeks of receipt of your request.
- If the incapacity occurred more than two weeks prior to your request, your search certificate will be mailed within two weeks following receipt of your request.

► Who to contact

The form used by the public to request a search is available on the website of the Barreau du Québec, at www.barreau.qc.ca. You can also contact the Barreau at one of the following numbers:

Montréal region: 514-954-3411

Elsewhere in Québec: 1-844-954-3411 (toll free)

Or by e-mail: infobarreau@barreau.qc.ca

Send your request to search for a mandate to:

Barreau du Québec

Registers of Wills and Mandates

445, boulevard Saint-Laurent

Montréal (Québec) H2Y 3T8

To find out more about a search for a protection mandate, go to the Barreau du Québec website, at www.barreau.qc.ca.

Search by the Chambre des notaires for a protection mandate

Chambre des notaires du Québec

► Description

A request for a search for a protection mandate regarding a person presumed to be incapacitated must be submitted to the Chambre des notaires du Québec and the Barreau du Québec. Upon receiving a request, the Chambre des notaires searches its registers of wills and mandates to find out whether the person presumed incapacitated drew up a mandate or the mandate the person left is indeed the most recent one.

► Target group

People close to a person presumed incapacitated (family, spouse, friend, etc.).

► What to do

To ask the Chambre des notaires to search for a protection mandate, you must either:

- apply to a notary, or
- complete the search request form and mail it, along with the required documents and payment, to Registers of Testamentary Dispositions and Mandates, Chambre des notaires du Québec.

The following original documents are required:

- A sworn statement that establishes your interest in the person presumed incapable
- A recent medical and psychosocial assessment attesting to the incapacity of the person in question, or a recent report from the director general of a health and social services institution

► When

Depending on the period when the presumed incapacity occurred, the search certificate will be mailed to you within two to three weeks of receipt of your request.

► Who to contact

To obtain the application form for a search for a mandate or for more information, call the Chambre des notaires at one of the following numbers:

Montréal region: 514-879-1793

Elsewhere in Québec: 1-800-263-1793 (toll free)

Send your request for a search for a mandate to the following address:

Registers of Testamentary Dispositions and Mandates

Chambre des notaires du Québec

2045, rue Stanley, bureau 100

Montréal (Québec) H3A 2V4

To find out more about a search for a protection mandate, go to the Chambre des notaires website, at www.cnq.org.

Power of attorney

Ministère de la Justice

► Description

A power of attorney, also called a “mandate”, is a contract by which a person (the mandator) designates another person (the mandatory) to represent him or her and act in his or her name in the performance of specific legal acts. People who issue a power of attorney must be able to manage their property themselves.

A power of attorney authorizes the person who accepts it to carry out common legal administrative acts on behalf of the person who issued it, such as payment of bills. It can also authorize more important acts, such as the signing of a lease for a dwelling, or the sale of a house or an automobile. A power of attorney can be oral or written. In some cases, a written power of attorney is necessary.

► Target group

Any person who wishes to be represented in the performance of legal acts.

► What to do

Your power of attorney should specify the following:

- The name of the mandator
- The name of the mandatory or mandatories
- A description of the responsibility entrusted to the mandatory or mandatories
- The signature(s) of the mandatory or mandatories
- The date it was signed

You do not need witnesses and you are not obliged to file the power of attorney with a notary. It is not necessary for the mandatory to be present when the power of attorney is drawn up, but the mandatory must accept the responsibility.

► Who to contact

For more information about powers of attorney, call the Centre de communications avec la clientèle at the Ministère de la Justice, at one of the following numbers:

Québec region: 418-643-5140

Elsewhere in Québec: 1-866-536-5140 (toll free)

You can also go to the Ministère de la Justice website, at www.justice.gouv.qc.ca.

► Note

A power of attorney, or mandate, must not be confused with a protection mandate. Information about the latter type of mandate is available on page 19.

Protective supervision of persons of full age

Curateur public du Québec

► Description

There are three forms of protective supervision of an incapacitated person who has not drawn up a protection mandate, namely tutorship, curatorship and advisorship to a person of full age. The applicable form depends on the person's needs.

Tutorship to a person of full age is aimed at protecting a person whose incapacity is partial or temporary. The person represented retains a degree of autonomy. Curatorship applies to a person whose incapacity is deemed total and permanent.

These two forms of protective supervision concern only the person, only the person's property, or both the person and the person's property.

Advisorship to a person of full age, which is less frequent, is instituted when a person requires advice or counsel, temporarily or for certain acts (for example, for the purchase or sale of real estate or for investments). This form of protective supervision may be provided only by a member of the immediate family, another relative or a friend of the person in question. The advisor may not make a commitment in the person's stead and must assist the person only when needed.

The Superior Court determines the form of protective supervision on the basis of medical and psychosocial reports submitted to it.

► Target group

Persons who are partially or totally incapacitated of taking care of themselves or administering their property, either temporarily or permanently.

► Who to contact

For more information about protective supervision of persons of full age, call the Curateur public du Québec at one of the following numbers:

Montréal region: 514-873-4074

Elsewhere in Québec: 1-800-363-9020 (toll free)

You can also find out more on the Curateur public du Québec website, at www.curateur.gouv.qc.ca.

Resources for abused seniors

Ministère de la Famille

► Description

There are a several types of abuse: psychological, physical, sexual, material or financial, organizational, etc. Violation of rights and ageism also constitute abuse. Seniors who suffer abuse have recourse to resources and services. In addition, any senior who is a victim of abuse or any person who witnesses an abusive situation may file a complaint. Denunciations are always treated as confidential.

► Target group

Abused seniors and people who witness an abusive situation.

► What to do

If you wish to report an abusive situation concerning a senior, you can:

- contact the local community service centre (CLSC) of the senior's home community
- contact the physician, nurse, social worker, or any other resource person who works with the senior at a CLSC
- call the Commission des droits de la personne et des droits de la jeunesse
- call the Ligne Aide Abus Aînés (Elder Mistreatment Helpline)
- call Info-Social 811
- contact a police department or call 911

If the person is in a healthcare institution, you can contact the facility's service quality and complaints commissioner. You can also contact the user committee of the facility or the nearest Centre d'assistance et d'accompagnement aux plaintes (complaint assistance and support centre). You will receive free and confidential support.

► Who to contact

For the contact information of the CLSC closest to you, call 811 or consult the Finding a Resource section of the Portail santé mieux-être at www.sante.gouv.qc.ca.

For the contact information of the office of the Commission des droits de la personne et des droits de la jeunesse in your region, call the Commission at 1-800-361-6477 (toll free). You can also visit its website at www.cdpcj.qc.ca.

To contact an agent at the Aide Abus Aînés helpline, call 1-888-489-2287.

To contact Info-Social 811, call 811 and press 2.

Preparing or amending a will

Ministère de la Justice

► Description

Wills are legal documents in which people indicate to whom they bequeath their property and its distribution among their heirs. In a will, people can also appoint a succession liquidator and, if applicable, a tutor to a minor child

There are different types of wills: holograph wills (written and signed by the person), wills made in the presence of witnesses (prepared by the person or a third party with or without technical means, and bearing the signatures of the person and two witnesses) and notarial wills (prepared by a notary in the presence of one or two witnesses, as the case may be, according to the person's instructions, and signed by each of these people).

In the case of a notarial will or a will made in the presence of witnesses, additional conditions must be met to ensure the validity of the will if the person is in one or more of the following situations: the person is deaf, blind or mute, or the person cannot read, write or sign.

► Target group

Anyone who is at least 18 years of age and is of sound mind.

► What to do

You can prepare or amend your will yourself. You can also entrust the work to a notary or an attorney. You can cancel your will and rewrite it as many times as you wish.

► Who to contact

For more information about preparing or amending a will, contact a legal adviser or call the Centre de communications avec la clientèle at the Ministère de la Justice, at one of the following numbers:

Québec region: 418-643-5140

Elsewhere in Québec: 1-866-536-5140 (toll free)

You can also go to the Ministère de la Justice website, at www.justice.gouv.qc.ca.

Prearranged Funeral Services Contracts and Preurchased Sepulture Contracts

Office de la protection du consommateur

► Description

Prearranged funeral services contracts and preurchased sepulture (interment/inurnment) contracts make it possible to plan your funeral and choose your interment or inurnment site. Drawn up by the holder of a funeral director's permit, these contracts simplify the steps to be taken by grieving relatives.

Funeral services encompass all death-related items and services provided (coffin or urn, flowers, death notice, etc.) with the exception of sepulture, which concerns the maintenance of the plot or space leased or purchased to receive the body or ashes. Prearranged funeral services and the prior purchase of a burial plot or an urn placement site are dealt with in separate contracts.

► Target group

Anyone who is able to enter into a prearranged funeral services contract and preurchased sepulture contract with the holder of a funeral director's permit.

► What to do

First, go to the website of the Office de la protection du consommateur, at www.opc.gouv.qc.ca, for additional information about prearranged funeral services contracts and preurchased sepulture contracts. You can also call the Office.

► Who to contact

Call the Office de la protection du consommateur, at one of the following numbers:

Montréal: 514-253-6556

Québec: 418-643-1484

Trois-Rivières: 819-371-6400

Gatineau: 819-772-3016

Saint-Jérôme: 450-569-7585

Saguenay: 418-695-8427

Sherbrooke: 819-820-3694

Elsewhere in Québec and Canada: 1-888-672-2556 (toll free)

Grandparents' rights of access to their grandchildren

Ministère de la Justice

► Description

Children have the right to maintain a relationship with their grandparents. However, some situations may impede the preservation of this relationship, such as the parents' separation or divorce, the death of one of the parents, or a personal conflict between the grandparents and the parents. When such a situation arises, grandparents who wish to maintain their relationship with their grandchildren may enter into an agreement with the children's parents or custodial parent.

If such an agreement cannot be reached, the grandparents can ask the court to grant them access rights. These access rights are aimed at enabling the grandchildren to know their grandparents and develop emotional bonds with them. The rights are granted according to the grandchildren's interests and not the interests of the grandparents or parents. In particular, the court sets the frequency and terms of meetings between grandchildren and their grandparents.

► Target group

Grandparents who wish to maintain their relationship with their grandchildren when a situation impedes it.

► What to do

You can ask the court to determine your access rights. For additional information on grandparents' rights of access to their grandchildren, contact the Centre de communications avec la clientèle of the Ministère de la Justice.

► Who to contact

Call the Centre de communication avec la clientèle at the Ministère de la Justice, at one of the following numbers:

Québec region: 418-643-5140

Elsewhere in Québec: 1-866-536-5140 (toll free)

► Note

If your grandchildren have been placed under the *Youth Protection Act*, contact the Director of Youth Protection (DYP) in your region. For the DYP's contact information, call 1-800-361-6477 (toll free).

Complaints and investigations for non-respect of rights and freedoms

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

► Description

Seniors who believe that their rights and freedoms have been violated may file a complaint with the Commission des droits de la personne et des droits de la jeunesse (CDPDJ).

The CDPDJ can conduct an investigation, particularly in the following cases: discrimination or harassment on the basis of one of the grounds prohibited by Québec's *Charter of Human Rights and Freedoms*, exploitation of seniors or disabled persons, or reprisals against a person, a group of people or an organization involved in a CDPDJ investigation.

► Target group

Any person who believes that his or her rights have been violated.

► What to do

To submit a complaint, call or write to the CDPDJ and provide the following information: the names, addresses and telephone numbers of the people or organizations against whom you are filing a complaint, the date of the event, a description of the premises, a description of the event and other recourse exercised for the same event.

If the case is not within the CDPDJ's jurisdiction, you will be informed of other possible recourse.

The CDPDJ staff can help you prepare the complaint if necessary. Services are offered free-of-charge.

► When

Submit your complaint as soon as possible. If more than two years have elapsed since the event in question, the CDPDJ may reject your complaint.

► Who to contact

For more information, call the CDPDJ at the following number:

1-800-361-6477 (toll free)

To find out more about the process for investigating cases of non-respect of rights and freedoms, go to the CDPDJ website, at www.cdpedj.qc.ca.

Help in completing your income tax returns – Volunteer Program

Revenu Québec

► Description

Under the Volunteer Program, free assistance is offered to people who have difficulty completing their income tax returns and do not have the means to pay a tax professional to do so. It is administered jointly by the Canada Revenue Agency and Revenu Québec.

The volunteers who are recruited receive training to familiarize them with fiscal measures.

► Target group

Any eligible person who cannot complete his or her tax returns or who does not have the means to pay a tax professional to do so.

► What to do

To receive the assistance of a volunteer in completing your income tax returns, contact Revenu Québec.

► Who to contact

To avail yourself of the program, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

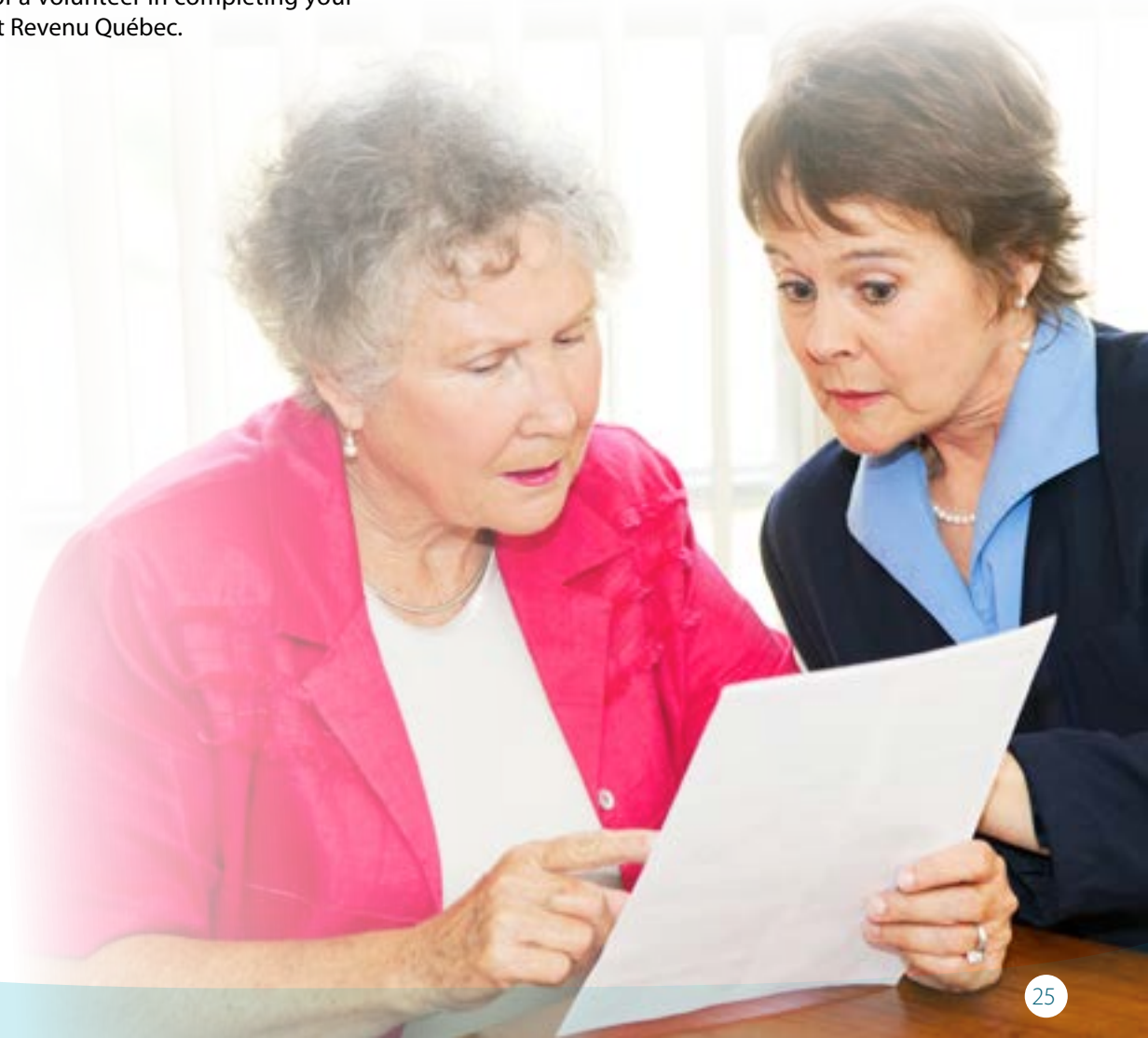
Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

To find out more about the Volunteer Program, go to the Revenu Québec website, at www.revenuquebec.ca.



Solidarity tax credit

Revenu Québec

► Description

The solidarity tax credit is an amount paid to individuals on a monthly, quarterly or annual basis in order to offset costs related to the Québec sales tax (QST) and housing. It takes into account the higher cost of living of inhabitants of northern villages. The amount may be reduced depending on family income. To receive the solidarity tax credit, a person must file an application.

► Target group

A person may claim the solidarity tax credit if, at the end of the taxation year preceding the payment period for the credit, which extends from July 1 to June 30 of the following year:

- he or she is 18 years of age or older, or is younger than 18 and:
 - has a spouse, or
 - is the father or mother of a child who resides with him or her, or
 - is recognized as an emancipated minor by a competent authority such as a court or because he or she is married
- he or she resides in Québec
- he or she, or his or her spouse, has a recognized status (Canadian citizen or, within the meaning of the *Immigration and Refugee Protection Act*, permanent resident or protected person, temporary resident or holder of a temporary resident permit having resided in Canada for the preceding 18 months)

The following persons are ineligible for the solidarity tax credit:

- A person for whom someone else receives, for the last month of the taxation year preceding the start of the solidarity tax credit payment period, the child assistance payment from Retraite Québec, unless the person reaches age 18 during this month
- A person who, at the end of the taxation year preceding the start of the solidarity tax credit payment period, is confined to a prison or a similar institution and was so confined for one or more periods totalling more than six months during that year
- A person exempted from income tax for the tax year preceding the beginning of the credit payment period or whose spouse is exempted from income tax.

► What to do

When you file your income tax return, complete and attach *Schedule D – Solidarity Tax Credit*. Register with Revenu Québec for direct deposit. A couple living together may submit only one application.

► Who to contact

For more information, call Revenu Québec at one of the following numbers:

Québec region: 418-266-1016

Montréal region: 514-940-1481

Elsewhere in Canada: 1-855-291-6467 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

You can also go to the Revenu Québec website, at www.revenuquebec.ca.

Tax credit for medical expenses

Revenu Québec

► Description

People who incur medical expenses for themselves, their spouse or a dependant may be entitled to the tax credit for medical expenses. The tax credit may be non-refundable or refundable.

A refundable tax credit is an amount that can be granted even if the person does not have income tax to pay. A non-refundable tax credit is an amount that reduces or eliminates the income tax to be paid, depending on the situation.

► Target group

People who have paid medical expenses for themselves, their spouse or a dependant. Certain conditions apply.

► What to do

To claim the tax credit for medical expenses, complete your personal income tax return, as well as parts A and C (or A, C and D, depending on the type of credit) of *Schedule B – Tax Relief Measures*, and send the forms to Revenu Québec, along with any required documents.

► Who to contact

For more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

You can also go to the Revenu Québec website, at www.revenuquebec.ca.

► Note

A detailed list of eligible medical expenses is available on the Revenu Québec website.

Tax credit for home-support services for seniors

Revenu Québec

► Description

The tax credit for home-support services for seniors is a refundable tax credit based on certain expenses incurred to obtain home-support services. The maximum credit is 35% of eligible expenses.

Eligible services are as follows:

- Personal care services that enable the senior to remain at home or that are essential to the senior (for example, nursing care, personal care, meal preparation services and a GPS remote monitoring service)
- Maintenance and supply services provided for a dwelling or for the land on which the dwelling is located (for example, housekeeping, laundry, and minor maintenance work outside the dwelling)

The amount of the credit is based on whether or not the senior has a spouse, the type of dwelling occupied, the cost of rent, the level of independence of the senior or the senior's spouse, the family income and the cost of the services obtained.

The tax credit can be received by advance payments.

► Target group

The tax credit for home-support services for seniors is intended for people 70 years of age or older. A person who claims it must have resided in Québec on December 31 of the year when the services qualifying for the tax credit were received.

If a senior claims the tax credit for services that he or she began to receive before turning 70, only the portion of the expense for the period following the person's 70th birthday can qualify for the credit.

► What to do

Complete *Schedule J – Tax Credit for Home-Support Services for Seniors* of the personal income tax return and send it to Revenu Québec attached to your return. You can also ask at any time to receive the credit by advance payments. Contact Revenu Québec for the appropriate form.

► Who to contact

To obtain a form or for more information, call Revenu Québec at one of the following numbers:

Québec region: 418-266-1016

Montréal region: 514-940-1481

Elsewhere in Canada: 1-855-291-6467 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

To find out more about the tax credit for home-support services for seniors, go to the Revenu Québec website, at www.revenuquebec.ca.

Tax credit for caregivers of a spouse

Revenu Québec

► Description

The tax credit for caregivers of a spouse is a refundable tax credit paid to a person who, without being paid to do so, provides ongoing care and assistance to an eligible elderly spouse.

The eligible spouse must be unable to live alone and be 70 years of age or older.

The tax credit can be up to \$1,007.

► Target group

Caregivers of their spouse.

To be entitled to the tax credit, the caregiver must meet the following conditions:

- The caregiver must have resided in Québec on December 31 of the taxation year for which the tax credit is claimed.
- No one, except the caregiver's spouse, must have claimed in his or her tax return:
 - an amount for a minor child in post-secondary studies, an amount transferred by a child of full age in post-secondary studies or an amount for other dependants
 - an amount for medical care not dispensed in the region
 - an amount for medical expenses

To be eligible, the spouse must meet the following conditions:

- Be 70 years of age or older at the end of the year
- Have a severe and prolonged impairment of mental or physical functions that makes him or her unable to live alone
- Have cohabited with the caregiver in housing other than a dwelling in a private seniors' residence, or have cohabited with the caregiver in a private non-contracted residential and long-term care centre (CHSLD), or in a public facility, of which the caregiver and the spouse, or one of the two, alone or with another person, were the owners, tenants or sub-tenants
- Have cohabited with the caregiver for at least 365 consecutive days, at least 183 of which were during the taxation year for which the tax credit is claimed

► What to do

To apply for the tax credit, complete *Schedule H – Tax Credit for Caregivers* and the *Certificate Respecting an Impairment* form (TP-752.0.14-V), and send the schedule and form to Revenu Québec attached to your annual income tax return.

► Who to contact

To obtain the appropriate forms or for more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

To find out more about the tax credit for caregivers of a spouse, go to the Revenu Québec website, at www.revenuquebec.ca.

Tax credit for caregivers housing an eligible relative

Revenu Québec

► Description

The tax credit for caregivers housing an eligible relative is a refundable tax credit paid to a person who, without being paid to do so, provides ongoing care and assistance to an eligible relative whom the caregiver houses.

The relative may be one of the following people: the father, mother, grandfather, grandmother or any other ascendant in direct line of the caregiver or of the caregiver's spouse; the child or the grandchild of the caregiver or of the caregiver's spouse; the brother, sister, nephew or niece of the caregiver or of the caregiver's spouse; the uncle, aunt, great-uncle or great-aunt of the caregiver or of the caregiver's spouse.

The tax credit can be up to \$1,176 for each eligible relative.

► Target group

Caregivers who house an eligible relative, other than their spouse.

To be entitled to the tax credit, a caregiver must meet the following conditions:

- The caregiver must have resided in Québec on December 31 of the taxation year for which the tax credit is claimed.
- No one, except the caregiver's spouse, must have claimed in his or her tax return, with regard to the caregiver:
 - an amount for a minor child in post-secondary studies, an amount transferred by a child of full age in post-secondary studies or an amount for other dependants
 - an amount for medical care not dispensed in the region
 - an amount for medical expenses

To be eligible, the relative must meet the following conditions:

- The relative must not be the caregiver's spouse.
- The relative must either:
 - have been born before January 1, 1948. In that case, the relative must have lived with the caregiver for at least 365 consecutive days, at least 183 of which were during the taxation year for which the tax credit is claimed. Note that this condition does not apply to the following eligible relatives: the child, grandchild, nephew, niece, brother or sister of the caregiver or the caregiver's spouse.
 - or have a severe and prolonged impairment of mental and physical functions and be at least 18 years of age at one point in the housing period during the taxation year for which the tax credit is claimed. In that case, the relative may have lived at the caregiver's home and at the home of another person of whom he or she is also a relative.

► What to do

To apply for the tax credit, complete Schedule H – Tax Credit for Caregivers and the Certificate Respecting an Impairment form (TP-752.0.14-V) if the relative has a severe and prolonged impairment of mental and physical functions, and send the schedule and form to Revenu Québec attached to your annual income tax return. If the tax credit is claimed for more than two relatives, also complete the Tax Credit for Caregivers form (TP-1029.8.61.64-V).

► Who to contact

To obtain the appropriate forms or for more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

To find out more about the tax credit for caregivers housing an eligible relative, go to the Revenu Québec website, at www.revenuquebec.ca.

Tax credit for caregivers cohabiting with an eligible relative

Revenu Québec

► Description

The tax credit for caregivers cohabiting with an eligible relative is a refundable tax credit paid to a person who, without being paid to do so, provides ongoing care and assistance to an eligible relative with whom the person lives.

The eligible relative must be unable to live alone. The relative may be one of the following people: the father, mother, grandfather, grandmother or any other ascendant in direct line of the caregiver or of the caregiver's spouse; the child or grandchild of the caregiver or of the caregiver's spouse; the brother, sister, nephew or niece of the caregiver or of the caregiver's spouse; the uncle, aunt, great-uncle or great-aunt of the caregiver or of the caregiver's spouse.

The tax credit can be up to \$1,176 for each eligible relative.

► Target group

Caregivers who cohabit with an eligible relative other than their spouse.

To be entitled to the tax credit, a caregiver must meet the following conditions:

- The caregiver must have resided in Québec on December 31 of the taxation year for which the tax credit is claimed.
- No one, except the caregiver's spouse, must have claimed in his or her tax return, with regard to the caregiver:
 - an amount for a minor child in post-secondary studies, an amount transferred by a child of full age in post-secondary studies or an amount for other dependants
 - an amount for medical care not dispensed in the region
 - an amount for medical expenses

To be eligible, the relative must meet the following conditions:

- Be at least 18 years of age in the taxation year for which the tax credit is claimed
- Not be the caregiver's spouse
- Have a severe and prolonged impairment of mental and physical functions that makes him or her unable to live alone
- Have cohabited with the caregiver for a period of at least 365 consecutive days, at least 183 of which were during the taxation year for which the tax credit is claimed

► What to do

To apply for the tax credit, complete Schedule H – Tax Credit for Caregivers and the Certificate Respecting an Impairment form (TP-752.0.14-V), and sent the schedule and form to Revenu Québec attached to your annual income tax return. If the tax credit is claimed for more than two relatives, also complete the Tax Credit for Caregivers form (TP-1029.8.61.64-V).

► Who to contact

To obtain the appropriate forms or for more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

To find out more about the tax credit for caregivers cohabiting with an eligible relative, go to the Revenu Québec website, at www.revenuquebec.ca.

Tax credit for respite of caregivers

Revenu Québec

► Description

The tax credit for respite of caregivers is a tax credit that a family caregiver can claim for the expenses that he or she incurred to obtain specialized respite services. The services concern the care and supervision of a person with a significant disability who meets the following conditions:

- Is at least 18 years of age at the time the expenses are incurred
- Ordinarily lives with the caregiver
- Cannot be left without supervision because of the disability
- Has a severe and prolonged impairment of mental or physical functions or receives palliative care

The tax credit is equal to 30% of the total expenses incurred during the year, the maximum amount of which is \$5,200. It can thus be up to \$1,560 a year.

If the annual family income exceeds \$56,935, the credit to which the caregiver is entitled is reduced by 3% of the portion exceeding that income level.

► Target group

Family caregivers who take care of a person with a significant disability.

The caregiver must meet the following conditions in order to claim the credit:

- Be the main support of the person with a disability
- Have resided in Québec on December 31 of the taxation year covered by the claim for the credit
- Have paid to obtain specialized respite services for the care and supervision of a person with a significant disability

To be eligible, the services must have been rendered by a person with one of the following qualifications:

- Vocational studies in family and social home care assistance or in home care assistance
- Vocational studies assistance to patients or residents in healthcare facilities or in assistance to persons in healthcare facilities
- Vocational studies in health, assistance, and nursing care
- College studies in nursing
- A bachelor's degree in nursing
- Any other diploma or degree that enables an individual to be a visiting homemaker, home support worker, family and social auxiliary, nursing attendant, healthcare aide, beneficiary care attendant, nursing assistant, or nurse

► What to do

To claim the credit, complete *Schedule O – Tax Credit for Respite of Caregivers*, attach it to your personal income tax return along with the required documents, and send the forms and documents to Revenu Québec.

► Who to contact

For more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

You can also go to the Revenu Québec website, at www.revenuquebec.ca.

Tax credit for volunteer respite services

Revenu Québec

► Description

The tax credit for volunteer respite services is a tax credit that may be claimed by a person who provided volunteer respite services to the family caregiver of a person with a significant, long-term disability.

The caregiver may divide up the amount of the credit, amounting to no more than \$1,000, among the volunteers who provided him or her with assistance.

Each volunteer designated by the caregiver may claim a maximum amount of \$500 in the form of a refundable tax credit in recognition of the services rendered.

► Target group

Anyone who provided volunteer respite services to a family caregiver.

The eligibility criteria for the tax credit for volunteer respite services are as follows:

- You were a resident of Québec on December 31 of the taxation year.
- You voluntarily provided home respite services (at least 400 hours) to a family caregiver during the taxation year in question.
- You are not, in particular:
 - the spouse of the person receiving the care
 - the father, mother, child, brother or sister of the person receiving the care, or the spouse of any of these persons
- The family caregiver has allotted you a credit amount by means of an RL-23 slip.

► What to do

To claim the tax credit for volunteer respite services, enter the amount indicated in Box C of the RL-23 slip provided by the family caregiver on the appropriate line of your personal income tax return.

► Who to contact

For more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada: 1-800-361-3795 (toll free)

You can also go to the Revenu Québec website, at www.revenuquebec.ca.

Independent living tax credit for seniors

Revenu Québec

► Description

The independent living tax credit for seniors is a refundable tax credit. It is paid to seniors who incurred expenses for the purchase, lease or installation of eligible equipment or fixtures in their principal residence. It may also be granted to seniors who have stayed in a functional rehabilitation transition unit following hospitalization.

The tax credit is equal to 20% of the total of the following expenses: expenses for the purchase, lease and installation of eligible equipment and fixtures (the first \$500 is not eligible); expenses for one or more stays in a functional rehabilitation transition unit, for a maximum of 60 days per stay.

► Target group

To be entitled to the credit, you must meet both of the following conditions on December 31 of the tax year:

- Reside in Québec
- Be 70 years of age or older

The expenses incurred must have been paid by you or your spouse.

The expenses paid in the year to purchase, lease or install the following equipment and fixtures are eligible:

- A person-centered remote monitoring device, such as an emergency call device (“panic button”), a device for remotely measuring various physiological parameters or a device for remotely supervising the taking of medication
- A personal GPS locator
- A device designed to assist a person in getting on or off a toilet
- A device designed to assist a person in getting into or out of a bathtub or shower
- A walk-in bathtub or a walk-in shower
- A mechanized, rail-mounted chair lift designed to carry a person up or down a stairway
- A hospital bed

► What to do

To claim the independent living tax credit for seniors, complete Part E of *Schedule B – Tax Relief Measures*, attach it to your personal income tax return, and send the documents to Revenu Québec.

► Who to contact

To obtain the proper form or for more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada : 1-800-361-3795 (toll free)

To find out more about the independent living tax credit for seniors, go to the Revenu Québec website, at www.revenuquebec.ca.

Tax credit for seniors' activities

Revenu Québec

► Description

The tax credit for seniors' activities is a refundable tax credit. It can be paid to seniors who paid registration fees for physical, artistic, cultural or recreational activities.

The tax credit is equal to 20% of the registration fees and can be up to \$40.

► Target group

To receive the tax credit for seniors' activities, you must meet the following conditions for the taxation year covered by your claim:

- Be 70 years of age or older on December 31
- Have resided in Québec on December 31
- Have a net income of \$41,165 or less (for the 2017 taxation year)

► What to do

To claim the tax credit for seniors' activities, enter the lower of the following amounts on line 462 of your income tax return:

- 20% of the registration fees
- \$40

► Who to contact

For more information, call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada: 1-800-267-6299 (toll free)

Service for persons with a hearing impairment

Montréal region: 514-873-4455

Elsewhere in Canada : 1-800-361-3795 (toll free)

You can also go to the Revenu Québec website, at www.revenuquebec.ca.

► Note

You do not need to submit the receipts for your registration fees, but you must keep them, as they may be requested.



Québec Pension Plan retirement pension

Retraite Québec

► Description

Any person who has contributed sufficiently to the Québec Pension Plan (QPP) can receive basic financial protection upon retirement. The amount of the pension depends on the age at which the person chooses to begin receiving his or her retirement pension, the number of years the person contributed to the QPP and the employment income on which contributions were made.

As of 60 years of age, a person can receive a QPP retirement pension and continue to work full-time or part-time. The amount of the pension is reduced if the pension begins before age 65, and is increased if the pension begins after the person's 65th birthday.

► Target group

Anyone who is 60 years of age or older and has contributed for at least one year to the QPP.

► What to do

To apply for a QPP retirement pension, use Retraite Québec's online service or complete the Application for a Retirement Pension under the Québec Pension Plan form, also available on the Retraite Québec website.

If you receive a disability pension, you do not need apply for a QPP retirement pension, as your disability pension is automatically replaced by a retirement pension as soon as you reach age 65.

► When

It is recommended that you submit your application for a retirement pension one to three months before the date on which you wish to start receiving your payments. However, your application cannot be submitted more than 12 months in advance.

► Who to contact

For more information, call Retraite Québec at one of the following numbers:

Québec region: 418-643-5185

Montréal region: 514-873-2433

Elsewhere in Québec: 1-800-463-5185 (toll free)

To use the online service or for more information about the QPP retirement pension, go to the Retraite Québec website, at www.retraitequebec.gouv.qc.ca.

International social security agreements

Retraite Québec

► Description

Social security agreements signed by Québec and certain foreign countries enable Quebecers who have worked in one of these countries to obtain a pension (retirement pension, disability pension, surviving spouse's pension or orphan's pension) from the country in question.

To be entitled to a pension, you must have contributed to the social security plan of one of the countries that have signed an agreement. Calculation of a pension from a foreign country is generally based on the worker's contributions in that country.

A pension from a foreign country generally has no impact on the amount of the pension and benefits paid under the Québec Pension Plan (QPP). However, pensions paid by certain countries may be reduced if a QPP pension is paid.

► Target group

Any Quebecer who works or worked in a country that has signed a social security agreement with Québec, his or her spouse or children, generally the former spouse of a person who is divorced or legally separated, a self-employed worker (only for some countries) who works or worked in a signatory country and an employee assigned to a signatory country.

As the eligibility requirements are different under each agreement, each case must be reviewed individually.

► What to do

To apply for a pension from a foreign country, contact the Bureau des ententes de sécurité sociale. The Bureau's services are free of charge.

► Who to contact

To contact the Bureau des ententes de sécurité sociale at Retraite Québec, call one of the following numbers:

Montréal region: 514-866-7332, extension 7801

Elsewhere in Québec: 1-800-565-7878, extension 7801 (toll free)

To find out more about international social security agreements, go to the Retraite Québec website, at www.retraitequebec.gouv.qc.ca.



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Service québécois
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d'adresse

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- Directeur général des élections du Québec
- Ministère du Travail, de l'Emploi et de la Solidarité sociale
- Régie de l'assurance maladie du Québec
- Retraite Québec
- Revenu Québec
- Société de l'assurance automobile du Québec

www.gouv.qc.ca

OTHER GOVERNMENT PROGRAMS

Age-Friendly Québec Program

The purpose of the Age-Friendly Québec Program is to provide financial support for projects aimed at adapting living environments to seniors' real-life situations. Rooted in a sustainable development perspective, the projects that are chosen help seniors remain in their homes and communities, in healthy, safe and welcoming environments. The program also encourages seniors to take part in their community's social, economic and cultural development.

For more information on the Age-Friendly Québec Program, go to the "Seniors" section of the Ministère de la Famille website, at www.mfa.gouv.qc.ca, or call, for the national component, 418-528-7100, extension 2331, or 1-866-873-6336, extension 2331 (toll free) or, for the regional component, 1-855-336-8568 (toll free, mentioning the region of your project).

Age-Friendly Municipalities Initiative

A municipality or regional county municipality (RCM) that joins the Age-Friendly Municipalities Initiative encourages seniors to take part in their community's democratic, social and cultural life. Under the initiative, policies and services are developed to support seniors and help them stay active as they get older. Since its implementation, more than 750 Québec municipalities and RCMs have chosen to take part in the initiative.

For more information about the Age-Friendly Municipalities Initiative, go to the "Seniors" section of the Ministère de la Famille website, at www.mfa.gouv.qc.ca, or call 418-528-7100, extension 2329, or 1-866-873-6336, extension 2329 (toll free).

GOVERNMENT OF CANADA PROGRAMS AND SERVICES

Some Government of Canada programs, services and benefits concern seniors, particularly the Old Age Security program, the Guaranteed Income Supplement and survivors' benefits.

For more information, call 1-800-622-6232 (toll free) or, if you have a hearing impairment, 1-800-926-9105 (toll free). You can also go to the Service Canada website, at www.canada.ca.

GOVERNMENT SERVICES

Services Québec

The mission of Services Québec is to offer people and businesses throughout Québec a simplified multi-service gateway to government programs and services.

For more information on government programs and services, go to the Québec Portal, at www.gouv.qc.ca.

For contact information for regional offices, go to the Québec Portal and click on the heading "Contact Us." You can also call 1-877-644-4545 (toll free) or, if you have a hearing impairment, 1-800-361-9596 (toll free).

Local community service centres

Your local community service centre (CLSC) is part of your integrated health and social services centre (CISSS) or your integrated university health and social services centre (CIUSSS). To find the address and phone number of the CLSC in your area, call Info-Santé at 811, or go to the website of the Ministère de la Santé et des Services sociaux, at www.msss.gouv.qc.ca.

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

The mission of the Commission des droits de la personne et des droits de la jeunesse (CDPDJ) is to promote and uphold the rights and freedoms guaranteed by the *Charter of Human Rights and Freedoms*. Among other things, the Charter stipulates that every elderly person and every handicapped person has a right to protection against any form of exploitation. This applies to persons who are vulnerable from a psychological, social, economic or cultural standpoint, and persons who depend on others to meet their basic needs.

To find out more about the CDPDJ and the rights and freedoms covered by the Charter, go to the CDPDJ website, at www.cdpdj.qc.ca.

Commission des services juridiques

The Commission des services juridiques (CSJ) sees that legal aid is provided, without charge or subject to a contribution, to all eligible individuals who apply for it. If you need legal aid, you can have your eligibility assessed by going to the nearest legal aid office.

To find out more, go to the CSJ website, at www.csj.qc.ca.

Curateur public du Québec

The Curateur public ensures the protection of incapable persons and the patrimony of minors. It educates the public about incapacity and the importance of taking action before it happens. The Curateur public also provides support to families and loved ones who are representing an incapable person or who are members of a tutorship council, and supervises the administration of tutorships and curatorships. The Curateur public also acts as the curator or tutor to people who have no loved one 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.

To find out more, go to the Curateur public du Québec website, at www.curateur.gouv.qc.ca.

Directeur de l'état civil

The Directeur de l'état civil (DEC) is the only government body in Québec that is designated to issue civil status documents (certificates, copies of acts and attestations of birth, marriage, civil union and death).

You can request a certificate or a copy of an act using the *DEClic!* service, which is accessible via the DEC website, at www.etatcivil.gouv.qc.ca. You can also submit your request by mail or by going in person to an office of the DEC or a Services Québec office that offers DEC services. For the address of the office closest to you, call 1-877-644-4545 (toll free) or, if you have a hearing impairment, 1-800-361-9596 (toll free).

Ministère de la Justice

The Ministère de la Justice promotes accessibility to a justice system that is close to citizens and worthy of trust, in order to facilitate the exercise of their rights.

You can consult records and subject-specific documents dealing with justice and obtain reliable information on the Ministère de la Justice website.

To find out more, go to the Ministère de la Justice website, at www.justice.gouv.qc.ca.

Ministère des Transports, de la Mobilité durable et de l'Électrification des transports

Among other responsibilities, the Ministère des Transports, de la Mobilité durable et de l'Électrification des transports contributes to the implementation of paratransit services in order to promote the social, occupational and economic integration of people with disabilities.

To find out more about paratransit services, call 511 or go to the Ministère website, at www.transports.gouv.qc.ca.

Office de la protection du consommateur

The mission of the Office de la protection du consommateur (OPC) is to protect consumers, inform them collectively and individually, and hear their complaints. It also oversees application of the legislation under its responsibility.

To find out more, go to the OPC website, at www.opc.gouv.qc.ca.

Office des professions du Québec

The mission of the Office des professions du Québec (OPQ) is to ensure that professionals perform their duties with competence and integrity. To that end, it sees that the public is sufficiently informed of its rights and the recourse that professional orders place at its disposal, in accordance with the law.

To find out more, go to the OPQ website, at www.opq.gouv.qc.ca.

Protecteur du citoyen

The role of the Protecteur du citoyen is to see that people's rights are respected, by working with government departments and bodies under the jurisdiction of the Québec government. It resolves situations that are prejudicial to individuals or groups of individuals. It also deals with various authorities in the health and social services network.

To find out more, go to the Protecteur du citoyen website, at www.protecteurducitoyen.qc.ca.

Retraite Québec

Among other responsibilities, the role of Retraite Québec is to encourage financial planning for retirement, compensate individuals in the event of disability or after a relative's death, and provide financial assistance for dependent children.

To find out more about the various pensions and benefits paid by Retraite Québec, go to the Retraite Québec website, at www.retraitequebec.gouv.qc.ca.

Régie du bâtiment du Québec

The Régie du bâtiment du Québec (RBQ) invites you to consult the licence holders' repertory, which allows you to check whether the contractor you want to use for construction or renovation work holds an RBQ licence.

To find out more, go to the RBQ website, at www.rbq.gouv.qc.ca.

Register of Personal and Movable Real Rights

The Register of Personal and Movable Real Rights (RPMRR) is a public, pay-per-use computerized database containing personal and movable real rights (for example, matrimonial regimes, hypothecs, debts owed on a car and renunciations of successions).

To find out more, go to the RDPRM website, at www.rdprm.gouv.qc.ca.

Secrétariat aux aînés

Reporting to the Ministère de la Famille, the Secrétariat aux aînés promotes the involvement and appreciation of seniors in Québec society.

To find out more, go to the “Seniors” section of the Ministère de la Famille website, at www.mfa.gouv.qc.ca.

COMMUNITY ORGANIZATIONS

Association québécoise des centres communautaires pour aînés

This association is the only provincial federation representing community centres for seniors across Québec. It plays a key role in representation and support for approximately 60 centres.

To find out more about the association, go to its website, at www.aqcca.org.

Association des grands-parents du Québec

The role of the Association des grands-parents du Québec is to defend family rights. It campaigns to ensure that grandchildren can maintain a high-quality relationship with their grandparents and extended family, and thereby learn about their family origins.

To find out more about the association, go to its website, at www.grands-parents.qc.ca.

Réseau FADOQ

Known as the “Fédération de l’âge d’or du Québec” until 2002, Réseau FADOQ is active in areas such as pension plans, home support, taxation legislation with an impact on pensioners, elderly workers, and violence towards and abuse of seniors. With more than 300,000 members, it is Québec’s largest network of people 50 years of age or older.

To find out more, go to the Réseau FADOQ website, at www.fadoq.ca.

OTHER USEFUL REFERENCES

Chambre des notaires du Québec

The Chambre des notaires is the professional order that protects users of its members’ services by developing and maintaining quality in notarial practices.

To find out more, go to the Chambre des notaires website, at www.cnq.org.

Éducaloi

A non-profit organization founded in 2000, Éducaloi is devoted to making the law more accessible to Quebecers.

To find out more, go to the Éducaloi website, at www.educaloi.qc.ca.

Pair program

The Pair program is a free, automated calling service offered to people who are elderly or losing their independence. This safety-focused service makes it possible to check whether a person is in distress. You can subscribe by calling 1-877-997-7247 (toll free).

For more information, go to the Pair program website, at www.programmepair.com.

Réseau d’information des aînés et aînées du Québec

Created under the Age-Friendly Québec Program, the Réseau d’information des aînés et aînées du Québec (RIAQ) holds computer workshops.

For more information, go to the RIAQ website, at www.riaq.ca.

QUÉBEC PORTAL

For more information on government programs and services, consult the “Services Québec - Citizens” section of the Québec Portal, at www.gouv.qc.ca.

Here are a few of the e-guides accessible free of charge:

- *Prévoir et prendre sa retraite* (planning for retirement and retiring), available only in French
- *What to Do in the Event of Death*
- *Coping with a Loss of Independence*
- *Personnes handicapées* (persons with disabilities), available only in French
- *When a Couple Separates*
- *Moving*
- *Finding a Job*
- *Vivre en logement* (renting a home), available only in French

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- [Coping with a loss of independence](#)
- [Démarrer une entreprise \(French only\)](#)
- [Homeowners \(French only\)](#)
- [My Québec Services Account](#)
- [Persons with disabilities \(French only\)](#)
- [Programs and services for seniors](#)
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