



PROGRAMS AND SERVICES FOR SENIORS

2021 EDITION

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FOREWORD

The purpose of this guide is to inform seniors and their families about the main government programs and services available to them. Information about each program and service is provided under the headings **Description**, **Target group**, **What to do**, **When**, **Who to contact** and **Note**.

The information contained in this guide provides an overview of the government program or service concerned and is intended to help you determine whether it applies to you. To obtain additional information, see the **Who to contact** section.

The current PDF version of the guide, available at Quebec.ca/aines, 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; and the layout has been optimized for printing on a standard printer.

If you would like to print specific pages of the guide, you can go to a Services Québec office, where you will have access to a self-service computer and printer.

For any information about Gouvernement du Québec programs and services, just visit the Services Québec website at Quebec.ca/services-quebec or call 418-644-4545 (Québec region), 514-644-4545 (Montréal region) or 1-877-644-4545 (elsewhere in Québec).

We wish to thank our colleagues at the government departments and bodies concerned, without whom this guide would not have been possible.

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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 treated as confidential.

► Target group

Anyone with a medical record, or their legal representative, or (subject to certain conditions) anyone authorized by law to access another person's file.

► What to do

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

► When

You can submit a request for access to your medical record at any time. The person in charge of access to documents held by 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 of access to documents held by 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 to allow you access to your medical record, you may apply to the Commission d'accès à l'information for a review of the decision. The application must be made, in writing, within 30 days following the date of the response of the person in charge at the public institution or private enterprise or the expiry of the time granted to the person in charge for processing a request for access.

► Who to contact

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

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 institution or a private enterprise, or for a model request for access to personal information, visit the Commission d'accès à l'information du Québec website at www.cai.gouv.qc.ca.

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



Complaints or reports about health and social services

Ministère de la Santé et des Services sociaux

► Description

Anyone who believes they have been wronged by or who is dissatisfied with the services provided by a health and social services institution can express their dissatisfaction or file a complaint, orally or in writing, with the service quality and complaints commissioner. The institution's users' committee or the regional complaint assistance and support centre can help users with the complaint process.

Any worrisome situation, such as a possible case of maltreatment or the non-respect of the rights of a user may also be reported to the service quality and complaints commissioner.

► Target group

All users of health or social services or their representatives, the heirs or legal representatives of deceased users and anyone who wishes to report a situation to the service quality and complaints commissioner.

► What to do

Contact Services Québec to obtain the contact information for the service quality and complaints commissioner or the user assistance and support resources in your region.

► Who to contact

To contact 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)

Persons with a hearing or speech impairment (TTY):

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, visit the "Health" section of Quebec.ca.

► Note

Complaints and reports are handled confidentially.

Devices that compensate for a physical deficiency

Régie de l'assurance maladie du Québec

► Description

The Program for Devices That Compensate for a Physical Deficiency provides, free of charge, devices that compensate for a person's motor impairment.

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

Persons insured under the Québec Health Insurance Plan who have a motor deficiency within the meaning of the *Regulation respecting devices which compensate for a physical deficiency and are insured under the Health Insurance Act*.

► What to do

To obtain an orthosis or a standing aid, you must have a prescription from an orthopedist, a physiatrist, a neurologist, a neurosurgeon, a rheumatologist or a geriatrician specifying your need. You must then contact a public institution or a private laboratory authorized by the Régie de l'assurance maladie du Québec.

To receive a prosthesis, you must submit a document completed by a health professional showing that you may be fitted with the device. For an ambulation aid, only an assessment and recommendation from an occupational therapist or a physiotherapist of the health network is necessary. Services providing these devices may be offered by an authorized public institution or a private laboratory.

To apply for a locomotor or posture assist, you must contact a physical impairment rehabilitation institution authorized by the Régie and go there with a recommendation from a medical professional (for example, an attending physician, occupational therapist or physiotherapist). A multidisciplinary team will evaluate your needs, determine the device that is appropriate for you and provide you with the insured services that you are entitled to.

► Who to contact

For more information about the Program for Devices that Compensate for a Physical Deficiency, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca.

To find out how to contact an authorized public institution or a private laboratory in your region, call the Régie de l'assurance maladie 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)

Flu vaccinations

Ministère de la Santé et des Services sociaux

► Description

A flu vaccination, or flu shot, is recommended as the best means of protecting oneself against the flu, an infection that spreads easily and can have serious consequences. The flu vaccine is safe. It is offered free of charge to people age 75 and older and people 6 months of age and older who have a chronic illness. Annual vaccinations are given because the 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 complications associated with the infection. The flu vaccine is particularly recommended for people who are at a higher risk of being hospitalized for the flu due to their age or health (including children under 6 months of age). It is also recommended for people who live in the same household as a person at higher risk of being hospitalized, caregivers to such persons, pregnant women in their 2nd or 3rd trimester and health care workers.

► What to do

To be vaccinated, contact your local community service centre (CLSC), your physician or a medical clinic. To find out where to get vaccinated, you can also visit the website of your integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS).

► When

The vaccine is offered annually, generally beginning in early November. However, the flu vaccine can be administered throughout the flu season (fall and winter). It generally takes around two weeks for the vaccine to be fully effective.

► Who to contact

To find out how to contact the CLSC for your region or for more information about the Flu Vaccination Program, visit the "Health" section of Quebec.ca or call Services Québec at one of the following numbers:

Québec region: 418-644-4545

Montréal region: 514-644-4545

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

Persons with a hearing or speech impairment (TTY):

1-800-361-9596 (toll free)

Health services covered outside Québec

Régie de l'assurance maladie du Québec

► Description

The Régie de l'assurance maladie du Québec reimburses outlays for professional services rendered by physicians, dentists or optometrists outside Québec, provided the same services are covered in Québec. The cost paid for services is reimbursed 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 Régie does not cover.

Hospital services covered include services received during a hospital stay or at a hospital outpatient clinic.

You are not required to pay for insured hospital services you receive elsewhere in Canada, because their cost is paid in full by the Régie under an interprovincial agreement. To receive services, all you have to do is show your Health Insurance Card, which must be valid.

For hospital services received outside Canada, the Régie reimburses, at pre-set rates, the cost of services received as a result of a sudden illness or an accident, as follows:

- A maximum of C\$100 per day for hospitalization
- Up to C\$50 per day for health care received at a hospital outpatient clinic

The Régie also reimburses up to C\$220 per hemodialysis treatment and the required medication, regardless of whether 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.

To retain your health insurance coverage, you must be present in Québec 183 days or more, whether consecutive or not, per calendar year (January 1 to December 31). Proof is required. Absences of 21 consecutive days or less are not considered 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 requested invoices and proofs of payment, and send the form and documents to the Régie.

► When

As of the date you received the services, you have one year to apply for a reimbursement for medical, dental or optometric services, and three years to apply for a reimbursement for hospital services.

► Who to contact

You can download the application for reimbursement form from the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca.

You can also obtain the application form or get more information by calling the Régie 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)

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

Service de l'application des programmes Q022

Régie de l'assurance maladie du Québec

C. P. 6600

Québec (Québec) G1K 7T3

Hearing aids

Régie de l'assurance maladie du Québec

► Description

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

► Target group

Persons insured under the Québec Health Insurance Plan who have a hearing deficiency within the meaning of the *Regulation respecting hearing devices and insured services*.

► What to do

To benefit from the Hearing Devices Program, you must:

1. Obtain a medical certificate from an ear, nose and throat (ENT) specialist (otorhinolaryngologist) confirming the hearing loss and indicating whether or not it is permanent
2. Obtain an audiogram (an evaluation of hearing loss) and an attestation of the need for a hearing device from an audiologist
3. Depending on the type of device needed, 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 Hearing Devices Program, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca.

For more information about the required documents, call the Régie 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)

► Note

The replacement cost of lost, stolen, destroyed or negligently used devices is assumed by the program beneficiary.

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 any time for advice or information about a non-urgent health issue. The Info-Social 811 service makes it possible to consult a psychosocial intervention professional.

Info-Santé 811 does not replace emergency services. In the event of an emergency, it is important to go to a hospital emergency room or call 911 for assistance. Info-Santé can help you determine whether it is an emergency or not.

► Target group

Anyone in Québec who has a health or psychosocial problem.

► What to do

You can contact Info-Santé 811 and Info-Social 811 by telephone or, if you have a hearing or speech impairment, via the Bell Relay service (dial 711).

► When

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

► Who to contact

You can reach Info-Santé 811 and Info-Social 811 by dialling 811. Info-Santé 811 and Info-Social 811 services are currently available in all regions of Québec except the Terres-Cries-de-la-Baie-James and Nunavik. If you have a hearing or speech impairment, dial 711.

For more information about Info-Santé 811 and Info-Social 811 services, visit the "Health" section of [Québec.ca](http://Quebec.ca).

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. 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 eyeglasses or contact lenses following an examination.

► Target group

Persons insured under the Québec Health Insurance Plan who are in any of the following situations:

- They are age 65 or older.
- They are age 18 to 64 and have been receiving last-resort financial assistance (or the dependant of a recipient) for at least the past 12 consecutive months.
- They are age 60 to 64, have been receiving a spouse's allowance for at least the past 12 consecutive months and, without this allowance, would be eligible for last-resort financial assistance.
- They have a visual impairment and are registered with a recognized institution.
- They are afflicted with a sudden eye problem.

► What to do

To obtain any of the services provided by an optometrist free of charge, simply show the optometrist your valid Health Insurance Card.

► Who to contact

For more information about the optometric services covered by the program, visit the "Citizens" section of the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca, or call the Régie 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)

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. Private plans are managed by private insurance companies.

Before age 65, all residents of Québec who are eligible for a private group insurance or employee benefit plan must join that plan. They must also provide coverage under that plan for their spouse and children, if they are not already covered by another private plan.

Persons who are not eligible for a private plan on their own or through their spouse must register for the Public Prescription Drug Insurance Plan.

As of age 65, persons are automatically registered for the Public Prescription Drug Insurance Plan. However, if they are eligible for a private plan, they must choose between being insured:

- only by the public plan, administered by the Régie de l'assurance maladie du Québec
- by the public plan (basic coverage), administered by the Régie de l'assurance maladie du Québec, and a private plan (supplemental coverage), or
- only by a private plan offering at least the basic coverage provided by the Public Prescription Drug Insurance Plan

Persons who choose to retain the basic coverage of their private plan, after making sure it is at least equal to that provided by the public plan, must ensure that their spouse under age 65 and, if applicable, their children are also covered. They must also contact the Régie de l'assurance maladie du Québec to cancel their registration for the Public Prescription Drug Insurance Plan.

► Target group

Everyone who meets the following eligibility requirements must register for the Public Prescription Drug Insurance Plan:

- They are a resident of Québec within the meaning of the *Health Insurance Act*.
- They are duly registered with the Régie de l'assurance maladie du Québec pursuant to the *Health Insurance Act*.
- They hold or are eligible to hold a valid Health Insurance Card.
- If they are under 65 years of age, they must not be eligible for a private prescription drug insurance plan on their own or through their spouse.
- If they are 65 years of age or older, they must not be registered for a private prescription drug insurance plan with the basic coverage provided by the Public Prescription Drug Insurance Plan.

Persons under 65 years of age 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 basic coverage provided by the public plan and who meet the eligibility requirements must join the private plan.

► What to do

If you are under 65 years of age, you must register with the Public Prescription Drug Insurance Plan in one of the following ways:

- Use the online “Registration or deregistration” service on the website of the Régie de l'assurance maladie du Québec, if your family situation and age allow you to use this service (clicSÉCUR account mandatory).
- Call the Régie (have your Health Insurance Card with you).
- Go to a Régie reception desk or service point with your Health Insurance Card.

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

- call the Régie (have your Health Insurance Card with you), or
- go to a Régie reception desk or service point with your Health Insurance Card

► Who to contact

For any additional information about the Public Prescription Drug Insurance Plan or to find out where the Régie de l'assurance maladie du Québec offices are, visit the Régie's website at www.ramq.gouv.qc.ca 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 registration and deregistration service, visit the Régie's website.

► Note

If you are registered for the Public Prescription Drug Insurance Plan while being eligible for a private plan, you must repay to the Régie de l'Assurance maladie du Québec the cost of any prescription drugs paid for during the period of non-eligibility for the public plan.

Moreover, if you fail to comply with the obligation to be covered by a prescription drug insurance plan, you must pay Revenu Québec an amount equal to the premium under the public plan for all of the full months during which you had no coverage.

Visual aids

Régie de l'assurance maladie du Québec

► Description

The Visual Devices Program enables people who have low vision or are functionally blind to borrow reading, writing and mobility aids, as well as certain aids for daily living. The program also provides financial assistance for acquiring and looking after a guide dog.

► Target group

Persons insured under the Québec Health Insurance Plan who have a visual deficiency within the meaning of the *Regulation respecting insured visual aids and related services*.

► What to do

To borrow a visual device, you must apply to one of the facilities recognized by the Régie de l'assurance maladie du Québec that specializes in the rehabilitation of people with a visual impairment.

If you are deemed eligible for the program following an evaluation of your visual impairment and needs, you will receive training in the proper use of your visual device.

► Who to contact

For more information about the Visual Devices Program, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca.

To find out how to contact an institution recognized by the Régie de l'assurance maladie, call the Régie 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)

► Note

The cost of replacing visual devices that are lost, stolen, destroyed or negligently used must be paid by the program beneficiary.

Financial assistance for domestic help services

Régie de l'assurance maladie du Québec

► Description

The Financial Assistance Program for Domestic Help Services enables individuals who meet the eligibility requirements 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, a person pays only the difference between the rate charged by the business and the amount of financial assistance granted to the person. The assistance granted is paid directly to the business that provides the services. The program offers fixed and variable financial assistance.

Domestic help services covered by the program consist of heavy and light housework. Light housework includes general upkeep of living areas and equipment used daily, laundering, preparation of non-diet meals, grocery shopping and other errands. Heavy housework includes major cleaning (washing of walls, ceilings and windows), as well as clearing snow or leaves from the main access to the home.

Fixed financial assistance of \$4 for each hour of service rendered is granted to all clients of recognized businesses, regardless of their state of health or income. Variable financial assistance ranging between \$1.69 and \$13.52 for each hour of service rendered is granted to individuals or families who meet the eligibility requirements. The amount of the variable assistance is added to the fixed financial assistance and is determined on the basis of the income and situation of the individual or family.

► Target group

Varies according to the program component:

- Single-parent or two-parent families all of whose members are residents or temporary residents of Québec under 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 under the *Health Insurance Act*

To receive variable financial assistance in addition to fixed financial assistance, a person must:

- be 65 years of age or over
- be 18 to 64 years of age, require domestic help services and be referred 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 benefit from the program, contact and enter into an agreement with a social economy business recognized by the Ministère de la Santé et des Services sociaux. Then fill out the *Application for Financial Assistance and Service Agreement* forms and send them to the Service de la contribution et de l'aide financières at the Régie de l'assurance maladie du Québec, either directly or through the business.

► When

You can apply at any time.

► Who to contact

For more information about the Financial Assistance Program for Domestic Help Services, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca.

To find out how to contact social economy businesses recognized by the Ministère de la Santé et des Services sociaux, call the Régie at one of the following numbers:

Montréal region: 514-873-9504

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

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

Home care support services

Local community service centres

► Description

The primary purpose of home care support services is to provide assistance to persons with diminishing autonomy so that they can remain in their own homes for as long as possible. Certain services are also available to informal caregivers who provide non-professional support, either ongoing or occasional, to avoid or reduce the length of hospital stays and facilitate 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.

Services include:

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

► Target group

Varies according to the program component:

- Persons with a temporary or permanent disability or diminishing autonomy who are not admitted to a hospital or long-term care facility
- Caregivers to such persons

► What to do

To apply for home care support services, contact the local community service centre (CLSC) nearest you.

► When

You can apply at any time.

► Who to contact

To find out how to contact the CLSC nearest you, dial 811 or call Services Québec at one of the following numbers:

Québec region: 418-644-4545

Montréal region: 514-644-4545

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

Persons with a hearing or speech impairment (TTY):

1-800-361-9596 (toll free)

Meals on Wheels

Regroupement des popotes roulantes du Québec

► Description

Meals on Wheels is a service that delivers hot meals to homes, thereby helping some people remain in their home and providing others with respite.

► Target group

Seniors, people in convalescence, people with disabilities, pregnant women and informal caregivers. Eligibility requirements vary from one Meals on Wheels organization to the next.

► What to do

To sign up for the Meals on Wheels service, contact the Regroupement des popotes roulantes du Québec.

Charges for the service vary from one organization to the next.

► Who to contact

For more information about the Meals on Wheels service or to find the Meals on Wheels branch serving your area, visit the Regroupement des popotes roulantes du Québec website at www.popotes.org.

Cancellation of a lease by a tenant

Tribunal administratif du logement

► Description

A tenant may cancel a current lease in certain situations, particularly if they are allocated a dwelling in low-rental housing, can no longer occupy their dwelling because of a disability, or are 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 care or services required by the tenant's state of health.

However, a lease cannot be unilaterally cancelled by a tenant for other reasons, such as the purchase of a house, divorce, formation of a new household, the need for a larger dwelling, financial problems or moving for employment reasons.

In order for a tenant to leave a dwelling when the situation does not allow cancellation of the lease, the tenant may come to an agreement with the landlord, preferably in writing, to assign the lease or sublet the dwelling to another person. In the case of assignment or subletting of the dwelling, the tenant must notify the landlord of that intention in writing and indicate the name and address of the person to whom the tenant intends to assign the lease or sublet the dwelling. The landlord's consent is required, but the landlord may not refuse to consent without a serious reason. In the case of refusal, the landlord must inform the tenant of the reasons for refusal within 15 days following receipt of the notice of the tenant's intention to assign the lease or sublet the dwelling. Failure to do so means the landlord is presumed 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 attesting to 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 to the effect that you were allocated a dwelling in low-rental housing).

► When

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

- two months after a 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 required 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

For more information about the cancellation of a lease by a tenant, call the Tribunal administratif 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 visit the Tribunal's 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* prohibits landlords from showing discrimination in renting out a dwelling. There is discrimination where a landlord refuses to lease a dwelling to a person based on any ground of discrimination prohibited by law.

The prohibited grounds of 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 or employment insurance recipient, or having a modest income), a handicap or the use of any means to palliate a handicap.

► Target group

Anyone who believes they have been discriminated against when refused housing by a landlord.

► What to do

If you wish to file a complaint or for more information, contact the Commission des droits de la personne et des droits de la jeunesse. The service is free.

► Who to contact

To contact the Commission des droits de la personne et des droits de la jeunesse or for any other question concerning complaints, call 1-800-361-6477 (toll free) or write to plainte@cdpdj.qc.ca.

For more information about the recourses available in the event of discrimination in the rental of housing, visit the Commission's website at www.cdpdj.qc.ca.

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 residence has increased significantly in value. The increase is based on the property assessment roll.

► Target group

The measure is intended for seniors. To be entitled to the grant, you must meet at least one of the following two conditions:

- An amount corresponding to the potential grant determined further to the current assessment roll is shown on either your municipal tax bill or the form entitled *Amount of the Potential Grant to Offset a Municipal Tax Increase* that was issued by your municipality.
- A grant was provided to you or to a co-owner of the residence for the last year concerned by the previous assessment roll.

In addition, all of the following conditions must be met.

- On December 31, 2020, you
 - were 65 or over
 - were resident in Québec, and
 - had owned your residence for at least 15 consecutive years
- Your family income was equal to or less than the maximum family income giving entitlement to the grant.
- You received or were entitled to receive a municipal tax bill in your name for the residence for 2021

In addition, your residence must:

- be an entirely residential assessment unit
- consist of only one dwelling, and
- serve as your principal place of residence (on the billing date shown on the municipal tax bill for the year in question)

► What to do

To apply for the grant, complete and enclose the *Grant for Seniors to Offset a Municipal Tax Increase* form (TP-1029.TM-V) 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)

Persons with a hearing or speech impairment (TTY)

Montréal region: 514-873-4455

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

You can also visit Revenu Québec's website at www.revenuquebec.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. Selected households pay rent equal to 25% of their income. The amount includes heating and hot water costs. However, additional amounts may also be payable for electricity and certain other services.

► Target group

The program is intended for low-income households. You are eligible for the program if you meet the following requirements:

- You are a Canadian citizen or a permanent resident within the meaning of the *Immigration and Refugee Protection Act*, and reside in Québec.
- You or your household's income is equal to or less than the maximum amount allowed (which varies according to the number of people in the household and the region).
- You have resided in Québec or in the landlord's selection area (if the landlord has specified a selection area under a bylaw) for at least 12 of the 24 months preceding the application.
- You must be able to meet your own basic needs (in particular, personal care and everyday household chores), either independently or with help from an outside resource or an informal caregiver.

Other criteria may apply. In some cases, the requirements related to residence in Québec or in the landlord's selection area may not apply to people with disabilities 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 several factors, including the number of households on the waiting list and the type of housing sought.

► Who to contact

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

Placement of an adult in a residential centre or public residence

Local community service centres

► Description

Three types of lodging are available to people whose autonomy has diminished to the point that their ability to live in their own home is compromised:

- Residential and long-term care centres (CHSLDs) offer, on a temporary or permanent basis, lodging to adults experiencing loss of functional or psychosocial autonomy.
- Intermediate resources take in people entrusted to them by a public institution and whose condition requires room, board, support or assistance services.
- Family-type resources are operated by natural persons who receive in their principal place of residence a maximum of nine adults entrusted to them by a public institution in order to meet their needs. Due to their condition, these people require room, board, support or assistance services.

► Target group

Non-independent adults or adults with diminishing autonomy.

► What to do

To apply for lodging for yourself or for a relative, contact the local community service centre (CLSC) nearest you. If the person is already in a general and specialized hospital centre, the institution makes the arrangements.

► When

You can apply at any time.

► Who to contact

To find out how to contact the CLSC nearest you, dial 811 or call Services Québec at one of the following numbers:

Québec region: 418-644-4545

Montréal region: 514-644-4545

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

Persons with a hearing or speech impairment (TTY):

1-800-361-9596 (toll free)

► Note

The financial contribution payable by an adult lodged in any of the above facilities is determined in accordance with the rules set out in the *Act respecting health services and social services*.

RénoRégion Program

Société d'habitation du Québec

► Description

The RénoRégion Program provides financial assistance to low- or modest-income owner-occupants in rural areas for major home repairs.

The housing unit must require at least \$2,000 worth of work to correct one or more major defects. An amount covering up to 95% of the approved cost of the admissible work, but not exceeding \$12,000, is paid under the program once the work has been completed.

The work must be performed by a contractor holding a licence from the Régie du bâtiment du Québec. The work must not start until after the owner-occupant has obtained a certificate of admissibility from their municipality or regional county municipality (RCM) and must be completed within six months following the date of issuance of the certificate of admissibility.

► Target group

The program is intended for owner-occupants of a housing unit who meet the following eligibility requirements:

- They live in a municipality with a population of under 15,000 or in an area of a municipality with a population of 15,000 or more that does not have a public water or sewer system.
- Their household income does not exceed the maximum allowable level, which varies depending on the region and household size.
- They occupy the housing unit as a primary residence.
- The value of their residence, excluding the value of the land, does not exceed the maximum level set by the municipality or RCM, and that value may not exceed \$115,000.

► What to do

To benefit from the program, contact your municipality or RCM, as applicable. You will be informed of the required steps.

► When

You can register for the program during the registration period set by your municipality or RCM.

► Who to contact

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

► Note

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

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 privately owned rental dwellings or dwellings belonging to housing cooperatives or non-profit organizations, while paying rent similar to that paid for low-rental housing (HLMs).

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. Persons with a physical or intellectual disability or persons in exceptional circumstances (such as women who are victims of domestic violence) may also be eligible, according to the low-income housing rules.

Available dwellings are attributed on the basis of a waiting list, taking into account the following main criteria:

- Type of household applying for a dwelling (seniors, a family)
- Household composition (person living alone, couple, family with children)

► What to do

To apply for a rent supplement, contact the local housing bureau and complete the appropriate form.

► When

You can apply at any time.

► Who to contact

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

Residential adaptation

Société d'habitation du Québec

► Description

The Residential Adaptation Assistance Program provides financial assistance to owners of a dwelling occupied by a person with a disability for the purpose of carrying out adaptation work to meet the person's needs. The work must constitute a simple, low-cost solution, such as installing an outside access ramp, remodelling a bathroom or widening door frames.

Three options are offered.

Option 1 – Professional support

Under this option, support is offered to determine the work to be carried out. Maximum financial assistance varies from \$16,000 to \$33,000 depending on, among other things, on the household income of the person with a disability and whether or not it is necessary to install specialized equipment.

Option 2 – Self-determined needs and work

This option does not include any support. The eligible person determines the work to be done based on the list of eligible work established by the Société d'habitation du Québec.

The maximum financial assistance is \$8,000 per eligible person.

Option 3 – Retroactive financial assistance

This option applies to work completed during the 12-month period prior to registration for the program. The Société d'habitation du Québec sends the eligible person the list of eligible work it has established.

The financial assistance granted is equal to 50% of the cost of the eligible work, up to \$4,000.

► Target group

This program is intended for any disabled person with a deficiency causing a significant and persistent disability and who is likely to encounter obstacles in performing everyday activities in their 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 their disability is significant and persistent

► What to do

To apply for financial assistance, complete the program registration form and send it to the Société d'habitation du Québec. If you are a tenant, your landlord must consent to the work and complete the applicable section of the form.

► When

You can apply at any time.

► Who to contact

To obtain 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). To find out how to contact your CLSC, call Info-Santé at 811.

► Note

On April 1, 2020, the Ville de Montréal implemented its own residential adaptation program. Persons with a disability who live on the territory of Montréal and who wish to benefit from the program must call the Service de l'habitation de Montréal at 514-872-4630, or write to info.habiter@ville.montreal.qc.ca.

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 maximum amount of monthly assistance is \$80. The amount is determined on the basis of the number of people in the household, the type of household, the monthly rent and the household's annual income.

► Target group

The program is intended for low-income households. You are eligible for the program if you meet the following requirements:

- You are 50 years of age or older and live alone.
- You are in a couple and one of the spouses is 50 years of age or older.
- You are a member of a low-income family with at least one dependent child, including a child age 18 or older who is a full-time student.

The program applies to homeowners, tenants, rooming house occupants and any individual who shares a dwelling with one or more other occupants.

You are eligible for the program if you devote more than 30% of your total income to housing.

However, you are not eligible for the program if:

- you live in low-rental housing (an HLM) or in a government-funded health and social services institution
- you receive a rent supplement or another direct housing subsidy from the government
- you have, with your spouse, where applicable, property or cash with a market value of more than \$50,000 (excluding the value of your residence, land, furniture and car)

► What to do

To apply for the shelter allowance, complete the *Shelter Allowance Application* form, and submit the form and required supporting documents to Revenu Québec. The Société d'habitation du Québec has entrusted the administration of the Shelter Allowance Program to Revenu Québec.

► **When**

You can apply at any time. If you are eligible, the allowance will be granted as of the month following your application. However, it takes two to three months to receive the 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can find a list of Revenu Québec offices in the “Contact Us” section of Revenu Québec’s website at www.revenuquebec.ca.

► **Note**

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

TRANSPORTATION

Ambulance transportation for people age 65 or older

Ministère de la Santé et des Services sociaux

► Description

Ambulance transportation is not always free, even for people age 65 or older. Whether it is free is determined by the Ministère de la Santé et des Services sociaux in accordance with the health and social services user transportation policy.

Transportation is free on the following conditions:

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

► Target group

All residents of Québec.

► What to do

To benefit from 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 emergency ambulance service, call 911. For more information about the cost of ambulance services, call Services Québec at one of the following numbers:

Québec region: 418-644-4545

Montréal region: 514-644-4545

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

Persons with a hearing or speech impairment (TTY):

1-800-361-9596 (toll free)

► Note

If you decide to return home by ambulance, you must pay the associated costs if such service was not authorized.



Disabled parking permit

Société de l'assurance automobile du Québec

► Description

A disabled parking permit gives people with disabilities access to parking spaces reserved for handicapped persons, whether they travel in a vehicle as the driver or a passenger. The permit is issued by the Société de l'assurance automobile du Québec.

► Target group

Persons with a disability, regardless of whether they are resident in Québec. The permit holder must have a disability resulting in a loss of independence or risk to health and safety when travelling short distances that do not require the use of a vehicle (for example, to get from a parking space to the entrance of a shop). A disabled person who owns a motorcycle or scooter can apply for a sticker that must be placed on the licence plate.

► What to do

To apply for a permit, see a health professional recognized by the Société de l'assurance automobile du Québec. If the health professional deems that your condition justifies a permit, they will complete the *Disabled Parking Permit Application* form. To apply for a parking permit for a motorcycle or scooter, complete the *Disabled Parking Permit Application – Motorcycles and Scooters* form. Send the completed form(s) to the Société. The permit costs \$17.40.

► When

You can apply for a disabled parking permit at any time.

► Who to contact

To obtain the application form or for more information, call the Société de l'assurance automobile 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)

Persons with a hearing or speech impairment (TTY):

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, visit the Société de l'assurance automobile 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

A disabled parking permit is associated with the holder, not with a vehicle. It must be used solely for the needs of the permit holder, who must carry the accompanying certificate 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, which is responsible for seeing to the protection of road users, must ensure that drivers are of sound physical and mental health and have good eyesight to drive safely. To that end, the Société asks for information on drivers' state of health. The information is kept in a confidential file.

► Target group

Holders of a driver's licence. In addition to the medical declaration to be completed when obtaining or renewing a driver's licence, the Société de l'assurance automobile may require you to undergo a medical examination in cases such as the following:

- You have reached one of the ages set by regulation.
- Your driving record or state of health gives cause to believe that your driving ability needs to be assessed.
- You have not had a medical examination for 10 years and the Société deems that an examination is necessary.
- Your driver's licence authorizes you to drive an articulated or non-articulated heavy vehicle, an emergency vehicle, a bus or a minibus.

In addition, if you hold a Class 5, 6A, 6B, 6C, 6E, 6D or 8 licence, you are required to submit a medical examination and an eye examination report when you turn 75 and 80 and every two years thereafter.

More frequent medical and eye examinations may be imposed by reason of a medical condition.

► What to do

The Société de l'assurance automobile du Québec will send you a letter at the appropriate time, indicating the reasons for requesting that you undergo an examination. The medical and eye examination forms will be enclosed with the letter. Have the forms filled out by your physician or your nurse practitioner specialized in primary care and, if required, your optometrist, and return them to the Société, at the address given on the form.

► When

You must return the medical examination and eye examination forms to the Société de l'assurance automobile within 90 days following their receipt, unless otherwise indicated in the notice. If you need more time, an agreement may be reached with the Société.

► Who to contact

For more information, call the Société de l'assurance automobile 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-954-7763

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



Eligibility for paratransit

Ministère des Transports

► Description

Paratransit is a public transportation service that meets the needs of persons with a disability that causes significant mobility limitations. The service can be provided door to door, or from determined pick-up and drop-off points. A person's eligibility to use the service is determined by a committee.

► Target group

Persons with a disability that causes significant mobility limitations. You are eligible to use paratransit services if you have a mobility limitation that justifies the use of such services. For example:

- Inability to walk 400 metres on even ground
- Inability to climb a step 35 centimetres high with support or descend without support
- Inability to make an entire trip using regular 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 an eligibility requirement)

► 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 following receipt of the duly completed *Application for Paratransit Eligibility* form.

► Who to contact

For more information, contact your municipality or call the Ministère des Transports at one of the following numbers:

Throughout 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 Ministère des Affaires municipales et de l'Habitation website at www.mamh.gouv.qc.ca.

► 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 to review the decision. Your request must be made in writing and sent to the following address within 40 days following the committee's decision.

Bureau de révision

Direction générale du transport terrestre des personnes

Ministère des Transports

700, boul. René-Lévesque Est, 15^e étage

Québec (Québec) G1R 5H1

Complaints and investigations in case of violation 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.

The Commission can conduct an investigation in cases of discrimination or harassment based on a ground prohibited by the Québec *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 an investigation by the Commission.

► Target group

Anyone who believes their rights have been infringed or who wishes to report the exploitation of someone close to them.

► What to do

To file a complaint, call or write to the Commission des droits de la personne et des droits de la jeunesse and provide it with the following information: the names, addresses and telephone numbers of the people or organizations against whom you wish to file a complaint, the date of the event giving rise to the complaint, a description of the premises, a description of the event and other remedies pursued for the same facts.

If the Commission does not have jurisdiction over the case, you will be informed of the other recourses available to you.

If necessary, Commission staff will help you write your complaint. The Commission's services are free of charge.

► When

File your complaint as soon as possible. The Commission des droits de la personne et des droits de la jeunesse can refuse to investigate if a complaint is filed more than two years after the event.

► Who to contact

For more information, call the Commission des droits de la personne et des droits de la jeunesse at the following number: 1-800-361-6477 (toll free) or write to plainte@cdpdj.qc.ca.

To find out more about the investigation process in case of violation of rights and freedoms, visit the Commission's website at www.cdpdj.qc.ca.



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 make it difficult, 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. The purpose of access rights is to enable grandchildren to get to know their grandparents and develop an emotional bond with them. Access is granted according to the interests of the grandchildren and not the interests of the grandparents or parents. The court determines, in particular, the frequency and terms of visitation.

► Target group

Grandparents who wish to maintain a relationship with their grandchildren when a given situation creates an impediment.

► What to do

You can ask the court to determine your access rights. For more information on grandparents' rights of access to their grandchildren, contact the Centre de communications avec la clientèle at 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 pursuant to the *Youth Protection Act*, contact the Director of Youth Protection (DYP) in your region. To find out how to contact the DYP, call the Commission des droits de la personne et des droits de la jeunesse at 1-800-361-6477 (toll free).

Power of attorney

Ministère de la Justice

► Description

A power of attorney, also called a "mandate," is a contract by which one person (the mandator) designates another person (the mandatary) to represent them and act on their behalf in the performance of specific legal acts. A person who gives the power of attorney must be able to manage their property themselves.

A power of attorney authorizes the person who accepts the mandate to carry out everyday administrative tasks, such as paying bills, on behalf of the person who gives it. It can also authorize more important tasks, such as signing a lease for a dwelling or selling a house or car. The mandate can be given orally or in writing. In some cases, a written document is necessary.

► Target group

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

► What to do

The mandate should contain the following information:

- The name of the mandator (the person giving the power of attorney)
- The name of the mandatary or mandataries (the person or persons who accept the power of attorney)
- A description of the responsibility entrusted to the mandatary or mandataries
- The signature of the mandator
- The date it was signed

You do not need witnesses and you are not required to file the power of attorney with a notary. The mandatary does not need to be present when the document is drawn up, but they must have accepted the mandate.

► Who to contact

For more information about powers of attorney, call the Centre de communications avec la clientèle of 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 visit the Ministère's website at www.justice.gouv.qc.ca.

► Note

A power of attorney, or mandate, must not be confused with a protection mandate. See page 22 for information about protection mandates.

Prearranged funeral services contracts and pre-purchased sepulture contracts

Office de la protection du consommateur

► Description

Prearranged funeral services contracts and pre-purchased sepulture contracts allow individuals to plan their funeral and choose the place for their burial or their ashes. Drawn up by the holder of a funeral services business permit, such contracts simplify the steps to be taken by grieving relatives.

Funeral services comprise all the goods and services provided in association with a death (coffin or urn, flowers, obituary, etc.) with the exception of the 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 the subject of separate contracts.

► Target group

Anyone who is able to enter into a prearranged funeral services contract and pre-purchased sepulture contract with the holder of a funeral services business permit.

► What to do

To find out more about prearranged funeral services contracts and pre-purchased sepulture contracts, first visit the Office de la protection du consommateur website at www.opc.gouv.qc.ca. If you require additional information, 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)

► Note

Created in 2021, the register of prearranged funeral services contracts will group together contracts entered into by individuals while they were alive. The funeral services business and the operator of a religious cemetery will be authorized to consult the register. Thus, family members will be able to respect the last wishes of the deceased and avoid spending sums for agreements that already exist.

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 specify the property's distribution among their heirs. In a will, people can also appoint a liquidator of their succession 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 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 make or amend your will yourself, or you can get a notary or an attorney to do it for you. You can cancel your will and rewrite it as many times as you like.

► Who to contact

For more information about making or amending a will, contact a legal adviser or call the Centre de communications avec la clientèle of 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 visit the Ministère's website at www.justice.gouv.qc.ca.

Protection mandate

Curateur public du Québec

► Description

A protection mandate (formerly called a “mandate in case of incapacity”) is an official document that allows individuals, in full possession of their faculties, to designate one or more persons to look after them and their property in the event that they become incapable of doing so themselves because of an illness, an accident, a disability or frailty attributable to age.

Regardless of the type of mandate and whether it is drawn up by a notary or before witnesses, the mandate takes effect only after being homologated by a court.

► Target group

All adults who are able to exercise their rights, that is, able to make decisions.

► What to do

If you wish to draw up a protection mandate yourself, it is recommended that you use a model mandate or a form provided for that purpose. The mandate must contain at least the following information: the date on which your mandate is drawn up, your name (as mandator), the name of the mandatory 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 booklet *My Protection Mandate* from the website of the Curateur public du Québec. It contains an explanatory guide and a form for preparation of a mandate. You can also purchase a print version of the booklet at Les Publications du Québec sales outlets, or online on the Les Publications du Québec website at www.publicationsduquebec.gouv.qc.ca.

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

Montréal region: 514-873-4074

Elsewhere in Québec: 1-844-532-8728 (toll free)

To find out more about protection mandates, visit the Curateur public website at www.curateur.gouv.qc.ca.

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 or whose protection mandate cannot be homologated: tutorship, curatorship and advisor to a person of full age. The form will depend on the person’s needs.

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

Tutorship and curatorship concern only the person, only the person’s property or both the person and the person’s property.

Advisor to a person of full age is a less common form of protective supervision that is instituted when a person requires assistance or advice temporarily or for certain tasks or transactions (for example, for the purchase or sale of real estate or for investments). The advisor to a person of full age must be either a member of the person’s immediate family, another relative or a friend. The advisor cannot act in the represented person’s stead and must assist the person only when needed.

It is up to the Superior Court to determine the form of protective supervision based on the medical and psychosocial reports submitted to it.

► Target group

Persons who are partially or totally incapable 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: 1-844-532-8728 (toll free)

You can find out more about protective supervision of persons of full age by visiting the Curateur public du Québec’s website at www.curateur.gouv.qc.ca.

Resources for seniors experiencing abuse

Ministère de la Santé et des Services sociaux

► Description

There are several types of abuse or mistreatment: psychological, physical, sexual, material or financial, organizational, etc. Violation of rights and ageism also constitute abuse. Various resources and services are available to seniors who are the victims of mistreatment. In addition, any senior experiencing abuse or any person who witnesses an abusive situation can report the situation.

► Target group

Seniors experiencing abuse and people who witness an abusive situation.

► What to do

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

- call 911 for any of emergency
- contact the local police department
- contact the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) for your region
- contact the local service quality and complaints commissioner if the person being mistreated receives services from a health and social services institution
- call the Elder Mistreatment Helpline (Ligne Aide Abus Aînés) at 1-888-489-2287 to find out the best place to report the situation

► Who to contact

To find out how to contact the local police department, consult the directory of Québec law enforcement services (*Bottin des services de police du Québec*) on the Ministère de la Sécurité publique website at www.securitepublique.gouv.qc.ca.

To find out how to contact the CISSS or CIUSSS nearest you, visit the “Portail santé mieux-être” at sante.gouv.qc.ca (“Finding a Resource” tab).

To find out how to contact the service quality and complaints commissioner for your region, consult the list at www.quebec.ca/sante/systeme-et-services-de-sante/droits-recours-et-plaintes/ regime-d-examen-des-plaintes/#c4223.

To talk to someone at the Elder Mistreatment Helpline, call 1-888-489-2287 (services are available free of charge, 7 days a week, from 8:00 a.m. to 8:00 p.m.).

Search for a protection mandate by the Barreau du Québec

Barreau du Québec

► Description

A request for a search for a protection mandate in respect of a person presumed to be incapacitated must be made to the Barreau du Québec and the Chambre des notaires du Québec. In the case of the Barreau du Québec, the purpose of the search is to confirm whether a protection mandate for that person has been registered in the Barreau’s registers of wills and mandates or if the mandate the person left is indeed the most recent one.

► Target group

Individuals close to a person presumed to be 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 the Registers of wills and mandates of the Barreau du Québec

The following documents are required:

- Original copies of a recent medical and psychosocial assessment attesting to the person’s incapacity or the original copy of a recent report from the executive director of a health and social services institution
- A sworn statement establishing your interest in the person presumed to be incapacitated

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

► When

You can request a mandate search 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 following 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 search request form to be used by the public can be downloaded from the Barreau du Québec website 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 email: infobarreau@barreau.qc.ca

Send your mandate search request to:

Registres des testaments et mandats du Barreau du Québec
Maison du Barreau
445, boulevard Saint-Laurent
Montréal (Québec) H2Y 3T8

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

Search for a protection mandate by the Chambre des notaires

Chambre des notaires du Québec

► Description

A request for a search for a protection mandate in respect of a person presumed to be incapacitated must be made to the Chambre des notaires du Québec and the Barreau du Québec. In the case of the Chambre des notaires, the purpose of the search is to confirm whether a protection mandate for that person has been registered in the Chambre's registers of testamentary dispositions and mandates or if the mandate the person left is indeed the most recent one.

► Target group

Individuals close to a person presumed to be 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 the Registers of testamentary dispositions and mandates of the Chambre des notaires du Québec

The following documents are required:

- A sworn statement establishing your interest in the person presumed to be incapacitated
- Original copies of a recent medical and psychosocial assessment attesting to the person's incapacity or a recent report from the executive director 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 following receipt of your request.

► Who to contact

To obtain the search request form 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 search request to the following address:

Registres des dispositions testamentaires et des mandats
Chambre des notaires du Québec
2045, rue Stanley, bureau 101
Montréal (Québec) H3A 2V4

For more information about searching for a protection mandate, visit the Chambre des notaires website at www.cnq.org.

TAX CREDITS

Income Tax Assistance – Volunteer Program

Revenu Québec

► Description

The Income Tax Assistance – Volunteer Program provides free assistance to people who are unable to complete their income tax returns by themselves and who cannot afford the services of a professional. The program is jointly administered by the Canada Revenue Agency and Revenu Québec.

The volunteers recruited receive training to familiarize them with tax measures.

► Target group

Any eligible person who is unable to complete their income tax return alone and who cannot afford the services of a professional.

► What to do

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

► Who to contact

To benefit from 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

For more information about the Income Tax Assistance – Volunteer Program, visit 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 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 resource offering accommodation and services focusing on re-education and rehabilitation for seniors who are unable to return home after hospitalization (a functional rehabilitation transition unit).

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 \$250 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

Anyone who met the following two conditions on December 31 of the given taxation year:

- They were resident in Québec.
- They were 70 or older.

The expenses incurred must have been paid by the person claiming the tax credit or by the person's spouse.

The expenses paid in the year to purchase, lease or install any of the following equipment or 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
- An alert system for individuals with hearing impairments
- Hearing aids
- A personal GPS locator
- A rollator or walker
- A cane or crutches
- A non-motorized wheelchair
- 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 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 and enclose Part E of *Schedule B – Tax Relief Measures* with your income tax return and send them to Revenu Québec.

► Who to contact

To obtain the appropriate 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)

Persons with a hearing or speech impairment (TTY):

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, visit the Revenu Québec website at www.revenuquebec.ca

Senior assistance tax credit

Revenu Québec

► Description

The senior assistance tax credit is a refundable tax credit paid automatically to eligible individuals who filed an income tax return. The maximum tax credit is \$412. The amount is based on the person's civil status and income.

► Target group

Anyone who qualifies as an eligible individual and meets at least one of the following requirements:

- They were 70 or older on December 31 of the given taxation year.
- Their spouse is eligible and was 70 or older on December 31 of the given taxation year

Generally speaking, a person is considered an eligible individual if they met the following requirements on December 31 of the given taxation year.

- They were resident in Québec.
- They or their spouse were
 - a Canadian citizen, or
 - a permanent resident or a protected person within the meaning of the law, or
 - a temporary resident or the holder of a temporary resident permit, within the meaning of the law, who has been living in Canada for the past 18 months

► What to do

All you need to do is file your income tax return. If you would like to know the credit amount to which you are entitled, or if you want to split the tax credit with your spouse, if eligible, complete the *Senior Assistance Tax Credit* form and enclose it with your income tax return.

► 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can also visit 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 based on family income. To make sure they receive all the amounts to which they are entitled for each component of the solidarity tax credit, individuals must complete Schedule D of their income tax return.

► Target group

Anyone who met the following requirements on December 31 of the taxation year preceding the payment period for the tax credit, which runs from July 1 to June 30 of the following year:

- They were 18 or older or, if they were younger than 18, they had a spouse, were the father or mother of a child who lived with them, or were recognized as an emancipated minor by a competent authority (such as a court) or because they were married.
- They were resident in Québec.
- They or their spouse had a recognized status (Canadian citizen, permanent resident or protected person within the meaning of the *Immigration and Refugee Protection Act*, or were a temporary resident or the holder of a temporary resident permit who has been living in Canada for 18 months).

However, a person is not eligible for the solidarity tax credit if any of the following situations apply:

- A person receives the family allowance from Retraite Québec with regard to another person for the last month of the taxation year preceding the start of the solidarity tax credit payment period, unless they turned 18 during that month.
- They were confined to a prison or similar institution at the end of the taxation year preceding the start of the solidarity tax credit payment period, and they were confined for one or more periods totalling more than six months during that year.
- They or their spouse were exempt from income tax for the taxation year preceding the beginning of the solidarity tax credit payment period.

► What to do

To claim the tax credit, you must complete and enclose *Schedule D – Solidarity Tax Credit* with your income tax return. Register for direct deposit with Revenu Québec. Only one person in a couple who lives together can claim the solidarity tax credit.

► 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can also visit the Revenu Québec website at www.revenuquebec.ca.

Tax credit for career extension

Revenu Québec

► Description

The tax credit for career extension is a non-refundable credit. It eliminates the tax payable on a part of the income of experienced workers to encourage them to remain in or to return to the labour market.

The maximum tax credit is:

- \$1,500 if you are 60 or over, but under 65 on December 31, 2020
- \$1,650 if you are 65 or over on December 31, 2020

The credit is calculated on the basis of your income and age.

► Target group

To claim this tax credit, you must meet the following requirements:

- You were 60 or over on December 31, 2020.
- You were residing in Québec on December 31, 2020.
- You reported eligible working income according to the criteria.

► What to do

To claim the tax credit for career extension, see line 391 of the *Guide to the 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can also visit the Revenu Québec website at www.revenuquebec.ca.

► Note

Before 2019, this tax credit was called the “tax credit for experienced workers”.

Tax Credit for Caregivers

Revenu Québec

► Description

The tax credit for caregivers is a refundable tax credit paid to a person who, without remuneration, provides assistance to an eligible care receiver.

The tax credit for caregivers has two components. The first concerns any person who provides assistance to a person aged 18 or over with a severe and prolonged impairment in mental or physical functions who needs assistance in carrying out a basic activity of daily living. The second component concerns any person who provides assistance to a relative aged 70 or over with whom they cohabit.

► Target group

To be eligible for the tax credit, the caregiver must have been a resident of Québec on December 31 of the taxation year covered by the claim.

Caregiver cohabiting with a person of full age with an impairment (part B of Schedule H)

If the following conditions are met, you may be entitled to a \$1,250 tax credit and to an additional amount of up to \$1,250:

- You have provided assistance to a person of full age with a severe and prolonged impairment in mental or physical functions.
- You have cohabited with that person.
- You cohabited in a dwelling that was owned, co-owned, rented, co-rented or sublet by you or the care receiver (or by your spouse or the care receiver's spouse, if that person lived with you).
- The cohabitation period lasted at least 365 consecutive days, including at least 183 days during the year covered by the claim.

Caregiver not cohabiting with a person of full age with an impairment (part C of Schedule H)

If the following conditions are met, you may be entitled to a tax credit of up to \$1,250:

- You have provided assistance to a person of full age with a severe and prolonged impairment in mental or physical functions.
- The assistance period lasted at least 365 consecutive days, including at least 183 days during the year covered by the claim.

Caregiver cohabiting with a person (other than his or her spouse) aged 70 or over with no impairment (part D of Schedule H)

If the following conditions are met, you may be entitled to a \$1,250 tax credit:

- You have cohabited with a person (other than your spouse) aged 70 or over with no impairment.

- You cohabited in a dwelling that was owned, co-owned, rented, co-rented or sublet by you or the care receiver (or by your spouse or the care receiver's spouse, if that person lived with you).
- The cohabitation period lasted at least 365 consecutive days, including at least 183 days during the year covered by the claim.

Other conditions apply to caregivers and care receivers.

► How to claim the tax credit

To claim the tax credit, complete *Schedule H – Tax Credit for Caregivers* and, where applicable, the *Certificate Respecting an Impairment* (TP-752.0.14-V) and the *Certificate of Ongoing Assistance* (TP-1029.AN.A-V), enclose them with your income tax return and send to Revenu Québec.

► Who to contact

To obtain the required forms or for any additional 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

To find out more about the tax credit for caregivers, consult the Revenu Québec website at www.revenuquebec.ca.



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 tax credit is equal to 35% of a person's 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 hygiene, meal preparation services, person-centred remote monitoring services and services related to the use of a GPS locator)
- Maintenance and supply services provided for a dwelling or for the land on which the dwelling is located (for example, housekeeping, laundry, care for clothing and minor maintenance work outside the dwelling)

The amount of the tax credit is based on whether or not the senior has a spouse, the type of dwelling lived in, the amount of rent paid, 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

Seniors age 70 or older who were resident in Québec on December 31 of the year in which the services giving entitlement to the tax credit were received.

If the tax credit is being claimed for services that a person began receiving before turning 70, the tax credit can be claimed only for expenses incurred for services rendered or to be rendered after the person's 70th birthday.

► What to do

To claim the tax credit, you must complete and enclose *Schedule J – Tax Credit for Home-Support Services for Seniors* with your income tax return and send them to Revenu Québec. You can apply to receive advance payments of the tax credit at any time. Contact Revenu Québec to obtain 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)

Persons with a hearing or speech impairment (TTY):

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, visit the Revenu Québec website at www.revenuquebec.ca.

Tax credits for medical expenses

Revenu Québec

► Description

Persons who incur medical expenses for themselves, their spouse or a dependant may be entitled to claim a tax credit for medical expenses. Subject to certain conditions, the tax credit may be non-refundable or refundable.

A refundable tax credit is an amount that can be paid even if the person has no income tax payable. A non-refundable tax credit is an amount that reduces or eliminates the income tax payable by the person, depending on the situation.

► Target group

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

► What to do

To claim a tax credit for medical expenses, you must complete parts A and C (or A, C and D, depending on the type of credit) of *Schedule B – Tax Relief Measures* of your individual income tax return and send the schedule and tax return 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can also visit the Revenu Québec website at www.revenuquebec.ca.

► Note

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

Tax credit for respite of caregivers

Revenu Québec

► Description

The tax credit for respite of caregivers is a tax credit that an informal caregiver can claim for the expenses incurred to obtain specialized respite services. Such services consist in replacing an informal caregiver in order to care for and supervise a person with a significant disability who meets the following conditions:

- The person is at least 18 years of age at the time the expenses are incurred.
- The person ordinarily lives with the informal caregiver.
- The person cannot be left without supervision because of a disability.
- The person has a severe and prolonged impairment in mental or physical functions or receives palliative care.

The tax credit is equal to 30% of the total expenses incurred in the year for specialized respite services. A person can claim up to \$5,200 in eligible expenses, for a maximum tax credit of \$1,560 per year.

The tax credit is reduced by 3% of the portion of the annual family income that is over \$59,385.

► Target group

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

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

- They are the disabled person's principal caretaker.
- They were resident in Québec on December 31 in the given taxation year.
- They paid for specialized respite services for the care and supervision of a person with a significant disability.

To be eligible, the services must have been provided by a person who holds one of the following recognized diplomas:

- A Diploma of Vocational Studies in Home Care and Family and Social Assistance or in Home Care Assistance
- A Diploma of Vocational Studies in Assistance to Patients or Residents in Health Care Establishments, or in Assistance in Health Care Establishments
- A Diploma of Vocational Studies in Health, Assistance and Nursing
- A Diploma of College Studies in Nursing
- A bachelor's degree in nursing
- Any other diploma or degree enabling 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 tax credit, complete and enclose *Schedule O – Tax Credit for Respite of Caregivers* with your income tax return and send them 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can also visit 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 that can be claimed by seniors who paid fees to register for physical, artistic, cultural or recreational activities.

The tax credit is equal to 20% of the total registration fees paid, up to \$40.

► Target group

Persons who met all of the following conditions in the given taxation year:

- They were 70 years of age or older on December 31.
- They were resident in Québec on December 31.
- They had a net income equal to or less than \$42,940.

► What to do

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

- 20% of the registration fees that qualify for the tax credit, or
- \$40

► Who to contact

For any additional 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)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can also visit 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 in case Revenu Québec asks for them.



Tax credit for volunteer respite services

Revenu Québec

► Description

The tax credit for volunteer respite services can be claimed by a person who provided respite services, as a volunteer, to a caregiver of a person with a significant long-term disability.

The informal caregiver may divide the amount of the tax credit, up to \$1,500, among the volunteers who provided the assistance.

Each volunteer designated by the caregiver may claim a maximum amount of \$750 in the form of a refundable tax credit in recognition of the services rendered.

► Target group

Anyone who provided respite services to an informal caregiver as a volunteer.

To be entitled to the tax credit for volunteer respite services, the person who provided the services must meet the following conditions:

- They were resident in Québec on December 31 in the given taxation year.
- They provided, as a volunteer, home respite services (at least 200 hours in a calendar year) to an informal caregiver in the given taxation year.
- They are not the spouse of the person who received the care.
- They are not the father, mother, child, brother or sister of the person who received the care, or the spouse of any of these people.
- They received from the caregiver an RL-23 slip showing the amount received for the respite services provided.

► What to do

To claim the tax credit for volunteer respite services, enter the amount shown in box C of the RL-23 slip provided to you by the informal 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

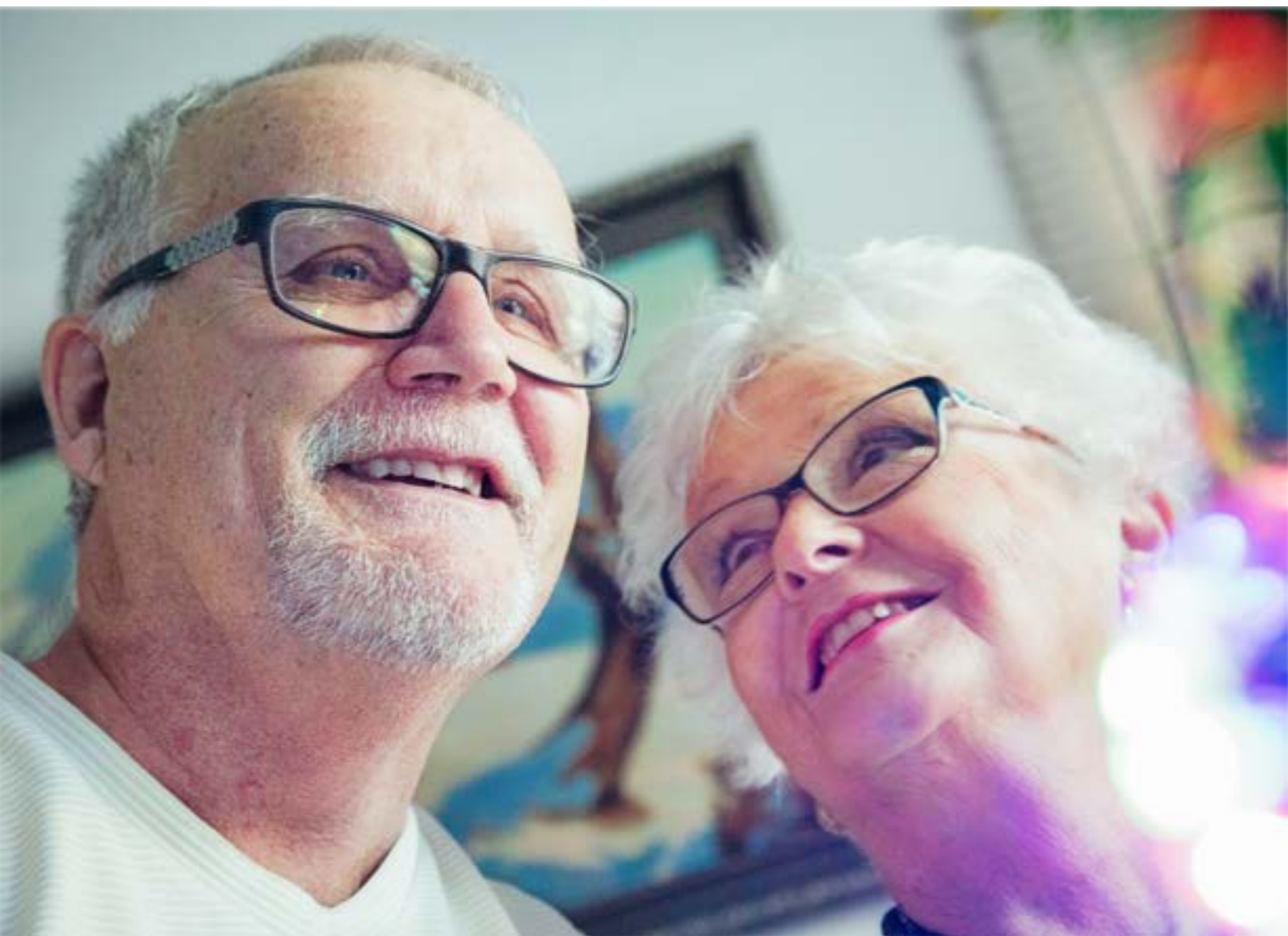
Elsewhere in Canada: 1-800-267-6299 (toll free)

Persons with a hearing or speech impairment (TTY):

Montréal region: 514-873-4455

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

You can also visit the Revenu Québec website at www.revenuquebec.ca.



Pensions from a foreign country

Retraite Québec

► Description

Social security agreements signed between Québec and a number of foreign countries allow Quebecers who have worked in one of the signatory countries to receive a pension (retirement pension, disability pension, surviving spouse's pension or orphan's pension) from the country in question.

To be entitled to a foreign pension, a person must have contributed to the social security plan of a country that has signed an agreement. The amount of the pension from a foreign country is generally based on the worker's contributions to the country's plan.

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

► Target group

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

As the eligibility requirements differ from one agreement to the next, 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, visit the Retraite Québec website at www.retraitequebec.gouv.qc.ca.

Retirement pension under the Québec Pension Plan

Retraite Québec

► Description

Anyone who has contributed sufficiently to the Québec Pension Plan can receive basic financial protection upon retirement. The amount of the retirement pension depends on the age at which the person decides to begin receiving their pension, the number of years the person contributed to the Plan and the employment earnings on which the person contributed.

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

► Target group

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

► What to do

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

If you receive a disability pension, you do not need to apply for a retirement pension. Your disability pension will automatically be replaced with a retirement pension as soon as you turn 65.

► When

It is recommended that you apply for your retirement pension one to three months before the date on which you wish to start receiving your payments. However, you cannot apply 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 to find out more about the retirement pension under the Québec Pension Plan, visit the Retraite Québec website at www.retraitequebec.gouv.qc.ca.



SQCA
Service québécois
de changement
d'adresse

MOVING?

The **Service québécois de changement d'adresse (SQCA)** allows you to notify 7 government departments and agencies of your change of address in a single step:

- Commission des normes, de l'équité, de la santé et de la sécurité du travail
- Élections 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

[Québec.ca/moving](https://quebec.ca/moving)

OTHER GOVERNMENT PROGRAMS

Age-Friendly Municipalities Initiative

The Age-Friendly Municipalities (AFM) Initiative supports programs, infrastructure and services designed for an aging population with the aim of creating communities that are more inclusive of all ages. The initiative is based on the concept of active aging, advocated by the World Health Organization as a process of optimizing opportunities for health, social participation and security in order to enhance quality of life as people age. To date, more than 900 Québec municipalities and regional county municipalities have joined the initiative.

The AFM support program has two components:

- Support for Québec municipalities, regional county municipalities and Aboriginal communities to develop or update their seniors' policy and implement their action plan
- Support for hiring or mobilizing one or more resources to coordinate the implementation of the action plans of officially recognized age-friendly municipalities and regional county municipalities

For more information about the Age-Friendly Municipalities Initiative, visit Quebec.ca or call 418-528-7100, extension 2329, or 1-866-873-6336, extension 2329 (toll free).

Age-Friendly Québec Program

The Age-Friendly Québec Program (QADA) is intended to financially support non-profit organizations in initiatives aimed at adapting living environments to seniors' real-life situations, thereby contributing to the government's active aging objectives. It is rooted in an approach that promotes partnerships, concerted action and cooperation between all community players to carry out projects that have a positive impact on seniors.

The program has two components:

- Support for province-wide projects that provide financial support for experimentation of new initiatives, and the development or implementation of a project
- Support for community and regional action, which provides financial assistance for the start-up, development and implementation of local or regional projects

For more information about the Age-Friendly Québec Program, visit Quebec.ca or call 418-528-7100, extension 2331, or 1-866-873-6336, extension 2331 (toll free).

Programme Initiatives de travail de milieu auprès des aînés en situation de vulnérabilité (ITMAV) (program to develop outreach initiatives for vulnerable seniors)

The purpose of the program to develop outreach initiatives for vulnerable seniors is to hire and retain outreach workers to identify and offer assistance to seniors in vulnerable and at-risk situations. Outreach workers can refer seniors to the resources in their area that can address their needs and empower them to make choices that enhance their well-being and help them be more independent and remain in their community.

For more information about the ITMAV program, visit Quebec.ca or call 418-528-7100, extension 2312, or 1-866-873-6336, extension 2312 (toll free).

GOVERNMENT OF CANADA PROGRAMS, SERVICES AND BENEFITS

The Government of Canada offers various programs, services and benefits for seniors, particularly the Old Age Security program, the Guaranteed Income Supplement and survivors' benefits.

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

GOUVERNEMENT DU QUÉBEC SERVICES

Services Québec

Services Québec is the gateway to government services for citizens and businesses throughout Québec. Services Québec information officers can answer your questions or help you find the information you are looking for.

To find out how to contact the regional offices, click on "Contact Us" on the Quebec.ca home page. For more information about government programs and services, visit the "Services Québec" page at Quebec.ca/services-quebec. Using the proposed search engine, you can access the online directory of programs and services provided by the Gouvernement du Québec.

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 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.

For more information about the Commission des droits de la personne et des droits de la jeunesse and the rights and freedoms covered by the Charter, visit the Commission's website at www.cdpdj.qc.ca.

Commission des services juridiques

The Commission des services juridiques ensures that legal aid is provided, either free of charge or with a contribution from the beneficiary, to all eligible persons who apply for it. If you need legal aid, you can have your eligibility assessed by going to the nearest legal aid office.

For more information about the Commission des services juridiques, visit its 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 their representation by a loved one 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 the person's rights and preserves the person's autonomy.

For more information about the Curateur public du Québec, visit its website at www.curateur.gouv.qc.ca.

Directeur de l'état civil

The Directeur de l'état civil 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!* online service, which can be accessed via the Directeur de l'état civil 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 Directeur de l'état civil or a Services Québec office that offers Directeur de l'état civil services. To find out the address of the office nearest you, call 1-877-644-4545 (toll free) or, if you have a hearing or speech impairment, 1-800-361-9596 (TTY, 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 visit the Ministère de la Santé et des Services sociaux website at www.msss.gouv.qc.ca.

Ministère de la Justice

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

You can consult records and subject-specific documents dealing with justice, and obtain reliable information on the Ministère's website.

For more information about the Ministère de la Justice, visit its website at www.justice.gouv.qc.ca.

Ministère des Transports

Among other responsibilities, the Ministère des Transports contributes to the implementation of paratransit services in order to promote the social, occupational and economic integration of people with disabilities.

For more information about paratransit services, call 511 or visit the Ministère's website at www.transports.gouv.qc.ca.

Office de la protection du consommateur

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

For more information about the Office de la protection du consommateur, visit its website at www.opc.gouv.qc.ca.

Office des professions du Québec

The mission of the Office des professions du Québec is to ensure that professionals perform their duties with competence and integrity. To that end, it sees to it that the public is sufficiently informed of its rights and the recourses available through professional orders, in accordance with the law.

For more information about the Office des professions du Québec, visit its website at www.opq.gouv.qc.ca.

Protecteur du citoyen

The role of the Protecteur du citoyen is to ensure that people's rights are upheld in their dealings with departments and bodies of the Gouvernement du Québec. It intervenes to correct situations that are prejudicial to individuals or groups of individuals. It also intervenes in respect of various authorities in the health and social services network.

For more information about the Protecteur du citoyen, visit its website at www.protecteurducitoyen.qc.ca.

Régie du bâtiment du Québec

The Régie du bâtiment du Québec invites you to consult the licence holders' repertory to check and see if the contractor you want to use for construction or renovation work holds a valid licence.

For more information about the Régie du bâtiment du Québec, visit its website at www.rbq.gouv.qc.ca.

Register of Personal and Movable Real Rights

The Register of Personal and Movable Real Rights (referred to by its French abbreviation "RDPRM") is a public, pay-per-use computerized government register of rights concerning individuals and movable property (for example, matrimonial regimes, hypothecs, car liens and renunciations of successions).

For more information about the RDPRM, visit its website at www.rdprm.gouv.qc.ca.

Retraite Québec

Retraite Québec administers the Québec Pension Plan, public-sector pension plans and the family allowance. In addition, it supervises supplemental pension plans and voluntary retirement savings plans, while also promoting the financial planning of Quebecers for retirement. Through its mission, Retraite Québec contributes to the development of the Québec retirement system and the financial security of Quebecers.

For more about the various pensions and benefits paid by Retraite Québec, visit its website at www.retraitequebec.gouv.qc.ca.

Secrétariat aux aînés

The mission of the Secrétariat aux aînés is to foster the social, civic, economic and professional contribution of seniors to the development of Québec. It plans and coordinates government interventions specifically relating to seniors and advises the government on all matters relating to seniors, population aging, and programs and services tailored to older persons. In this regard, the Secrétariat plans, recommends and supports policies and measures that will help combat prejudice against seniors, foster the social involvement of older persons, and keep them healthy and safe from a perspective of intergenerational equity and respect for diversity.

As of October 2018, the Secrétariat aux aînés reports to the Minister Responsible for Seniors and Informal Caregivers.

For more information about the measures supported by the Secrétariat aux aînés, visit Quebec.ca or call 418-528-7100, extension 2300.

COMMUNITY ORGANIZATIONS

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.

For more information about the association, visit its website at www.grands-parents.qc.ca.

Association québécoise des centres communautaires pour aînés

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

For more information about the association, visit its website at www.aqcca.org.

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, tax legislation affecting retired persons, older workers and elder abuse and mistreatment. With more than 525,000 members, it is Québec's largest network of people aged 50 and over.

For more information about Réseau FADOQ, visit its 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.

For more information about the Chambre des notaires du Québec, visit its website at www.cnq.org.

Éducaloi

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

For more information about Éducaloi, visit its 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, visit the Pair program website at www.programmepair.ca.

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 holds computer workshops.

For more information about the Réseau, visit its website at www.riq.ca.



*Travail, Emploi
et Solidarité sociale*

Québec

