

DECLARATION OF SERVICES TO THE PUBLIC

CURATEUR PUBLIC DU QUÉBEC



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This document is available online at [Québec.ca/en/statement-services-curateur-public](https://quebec.ca/en/statement-services-curateur-public).

For more information about the Curateur public and its services, visit [Québec.ca/gouv/en/curateur-public](https://quebec.ca/gouv/en/curateur-public).

To contact us

Curateur public du Québec
1-844-LECURATEUR (532-8728)
[Québec.ca/curateur-public-contact-us](https://quebec.ca/curateur-public-contact-us)

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MISSION AND WHO WE SERVE

Our primary mission is to ensure the protection of incapable people. We do this in their interest, respecting their rights and safeguarding their autonomy, while taking into account their wishes and preferences.

In addition, our mission is being extended as we welcome a new clientele: those benefiting from the Assistance Measure as well as their assistants. The Assistance Measure allows people who experience difficulties to be accompanied, if they wish, in the exercise of their rights.

Our role is also to:

- recognize assistants to adults, which includes reviewing applications for such recognition and maintaining a public registry of recognized assistants;
- to ensure the protection of the patrimony of minors;
- to inform incapacitated persons and persons benefiting from the Assistance Measure, as well as their assistants or legal representatives, of the rules that concern them;
- to make the public aware of the issues related to incapacity and to inform them of the means to ensure the protection of incapacitated persons, and to support people experiencing difficulties.

We work with and for the following audiences:

Assisted persons: A person living with a difficulty may be assisted by one or two officially recognized assistants.

The Assistants: Assistants are officially recognized to assist a person who is experiencing a difficulty and who requests help. They act as intermediaries with organizations, companies and professionals.

Persons represented: An adult may be considered incapable if he or she can no longer care for themselves or manage their asset. The incapable person may be represented by a relative, for example, under a [protection mandate](#) or a [tutorship](#). If no one close to them can play this role, we can represent them. A child may need a tutor to protect their assets and we can also act in this capacity, if necessary.

Legal representatives: The legal representative (tutor or mandatary) of an adult in a vulnerable situation looks after their well-being while acting in their best interests, preserving their autonomy, respecting their rights and taking into account their wishes and preferences. The representative makes decisions that the person can no longer make. The [tutor of a child](#) protects the child's assets.

Members of the tutorship council: The members of the tutorship council assist the tutor in their management role and together they ensure that the well-being of the person represented is taken care of.

General public: We respond when isolated people have an urgent need for protection, for example, by receiving applications for authorization to provide care. In addition, we inform the general public about our mission and about incapacity in general.

SERVICE QUALITY COMMITMENTS

The following represents the commitments we make on a daily basis to provide quality services to the general public:

Respect	We treat our fellow citizens with consideration, respect and courtesy.
Reliability	We share accurate and trustworthy information. We work efficiently within the agreed time frame.
Personalization	We offer assistance to citizens to facilitate their efforts. We adapt to their reality by taking their specific needs into account. We maintain a personal relationship with the people we represent.
Confidentiality	We ensure the confidentiality of their personal information and protect their data.
Equity	We implement the appropriate means to meet their needs in a fair, impartial and non-discriminatory manner.



COMMITMENTS TO THE ORGANIZATION'S SERVICE STANDARDS

In order to provide the expected quality of service, we are committed to the following standards¹ :

Accessibility of information

For questions, the public can contact our general information service by phone, mail, email, or in person at our offices. They can also visit Quebec.ca to access information about representation and assistance measures, including the protection mandate. They can also access the public register of [representation measures](#) and [assistants](#). In addition, we take steps to make our materials and services accessible to people with disabilities.

We are committed to:

Service Standard Commitments	Objectives
1. Answer calls made to our general information service in less than 3 minutes, during our business hours.	For 90% of calls
2. Respond to emails sent to our general information service within 2 business days.	For 95% of emails

Recognition of assistants

A person living with a difficulty may be assisted by a loved one who serves as a formal intermediary with agencies, businesses and professionals. To do so, the person must file an application for the recognition of an assistant with the Curateur public. Upon receipt of the application, we conduct security checks and meet with the applicant and the proposed assistant. Once recognized, we register the assistant with the [Public Register of Assistants](#).

We are committed to:

Service Standard Commitments	Objectives
3. Respond to your application for the recognition of an assistant within 60 days or less once the application is complete.	For 80% of the applications

1. Unless otherwise specified, time periods are calculated in calendar days.

Supporting the tutors in their responsibilities

We accompany the tutor and the tutorship council in order to help them carry out their responsibilities. Following the appointment of the tutor, we inform them of their [responsibilities](#) during a phone call and refer them to a guide and other tools. We also share these documents with the members of the tutorship council. We remain available to answer questions.

To confirm that decisions are made in the best interests of the represented person, we diligently review documents submitted by tutors.

We are committed to:

Service Standard Commitments	Objectives
4. When a person is appointed tutor of a person of full age or secretary of a tutorship council, we contact that person within 45 days or less following the appointment.	For 80% of appointments
5. When we are notified of a payment to a minor of more than \$40,000, we contact the minor's tutor to the assets within 10 days or less.	For 80% of the payment notices received
6. Review inventory sent to us for compliance within 60 days or less.	For 80% of the files

Reception and assistance at the opening of a public tutorship

When a person's vulnerable situation may call for a [tutorship](#) and that no one close to that person seems able to legally represent them, a [public tutorship may be considered](#).

We meet with the person and their close ones to ensure that the measure is necessary, well adapted to the situation and to take into account the person's wishes and preferences. We also check to see if a loved one can take on the role of tutor. We recommend the most suitable measure.

We are committed to:

Service Standard Commitments	Objectives
7. Meet with the person to find out their views on the proposed protection measure.	For 95% of those requesting the opening of a tutorship
8. Contact the relatives to find out what they think of the proposed protection measure.	For 95% of those requesting the opening of a tutorship

Representation of persons under public tutorship

When we are appointed by the court to be the tutor of a person in a vulnerable situation, we maintain a personal relationship with that person. We meet with the person, as well as with their relatives, in order to analyze their situation, taking into account their level of autonomy, their need for protection and their wishes. We then establish the person’s representation plan, which guides the representation actions we take, such as health care follow-up, and housing choices. This plan is reviewed and communicated on a regular basis.

We also aim to balance their budget, i.e., plan daily expenses according to income and needs. We draw up a balance sheet of their assets and carefully manage them to preserve their value, whenever the situation allows.

We are committed to:

Service Standard Commitments	Objectives
9. Develop the person's representation plan to document their situation and guide our actions.	For 100% of people represented by the Curateur public
10. File applications to claim Canadian government benefits to which the person is entitled within 10 days of file opening.	For 85% of people represented by the Curateur public
11. Respond to urgent requests for consent to care within one hour if the person is unable to do so.	For 95% of applications
12. Produce an annual statement detailing income, expenses and financial status.	For 95% of people represented by the Curateur public



Handling reports of abuse, neglect and maltreatment

We handle reports made to us regarding potential abuse, neglect and mistreatment that could threaten the physical, mental or financial safety of an incapacitated or assisted person. If a person is aware of such a situation and is unable to take action, they can notify us by calling 1-844-READER (532-8728). The report and the identity of the caller will remain confidential. We can be reached at any time, 24/7. If it turns out that the situation is not within our jurisdiction, we direct the report to the person or organization that will be able to help.



We are committed to:

Service Standard Commitments	Objectives
13. Carry out our first interventions in less than two working days following the reception of the report.	For 90% of reports

RESPONSIBILITIES, REMEDIES AND COMPLAINTS

Responsibilities

Thanks to your collaboration, we can meet our commitments.

For an application for assistance:

- In order for us to meet the expected response time, you must provide us with a complete file.

For a tutorship:

- As a tutor, you must notify us of any significant change in the situation of the represented person, both in terms of their assets and changes of address;
- You must send us the inventory of the represented person's assets within the prescribed time;
- Each year, you must send us the management account made out in the name of the represented person;
- You must notify us of any change in the contact information of the tutor and tutorship council members;

In the case of a tutorship to a person of full age, you must request the medical and psychosocial reassessments of the represented person within the prescribed time limits and send us the reassessment certificates.

Appeals and complaints

Some disagreements or dissatisfaction with our services are sometimes caused by a communication problem or a lack of information. Please contact the person in charge of your file or our general information service first so we can promptly resolve the situation with you.

Whether you wish to make a comment or lodge a complaint, rest assured that our information officers (1-844-LECURATEUR) or our Complaints Office agents (514-864-7053) will take the time to listen to you and direct you to the appropriate department or branch. You can also use the online form available at Quebec.ca/complaint-public-curator. We will treat your comments or complaint confidentially and with fairness, impartiality and integrity.

We are committed to:

Engagements sur les normes de service	Cibles
14. Contact you within 2 business days of receiving your complaint.	For 90% of complaints
15. Provide initial findings of your complaint within 20 business days.	For 90% of complaints

We are committed to providing you with quality services and we welcome your comments and suggestions to improve our services.

Contact Us



By phone

1 844 LECURATEUR (532-8728)

Monday, Tuesday, Thursday and Friday:
8:30 a.m. to noon and 1:00 to 4:30 p.m.

Wednesday:
10:00 a.m. to noon and 1:00 to 4:30 p.m.



By email or mail

To write us using our email address or
to find out our office address:

[Québec.ca/curateur-public-contact-us.](https://quebec.ca/curateur-public-contact-us)

Date updated

This Statement of services to citizens was updated on April 12, 2023.

