

The assistance measure

and non-profit organizations

Official recognition to support you!



Do you know an adult who is experiencing difficulties?

Or are you facing difficulties yourself?



Do you not have anyone close to you who could support you, but would like a trusted person to communicate with various service providers and businesses on your behalf to obtain and share information about you?

The assistance measure may be able to help!

The Curateur public has launched a pilot project to offer isolated individuals the services of recognized non-profit organizations (NPOs) that can act as assistants. Two people designated by the organization—whether employees or volunteers—would be available to provide assistance at any time.

How can I get an NPO recognized as an assistant?

Anyone who wishes to benefit from the assistance measure may contact a participating NPO to determine whether they are eligible.

Contact information for participating NPOs is available on the Curateur public's pilot project webpage (in French only):

[Québec.ca/projet-pilote-organismes-assistants](https://quebec.ca/projet-pilote-organismes-assistants)



You can also contact the Curateur public for information about the pilot project.

How do participating non-profit organizations carry out the role of assistant?

The assistance measure allows a person experiencing difficulties to receive assistance from two representatives designated by a participating organization. The Curateur public officially recognizes these representatives in their role as assistants, enabling them to help the person make decisions, exercise their rights, and manage their property.

This recognition allows the two designated representatives to act as intermediaries between the assisted person and third parties, such as organizations, government departments and agencies, service providers, and professionals (including doctors, pharmacists, social workers, lawyers, notaries, and chartered professional accountants).

The assisted person does not need to contact each third party individually to authorize the designated representatives to speak on their behalf. Nor do they need to be present every time the representatives communicate with a third party.

How is the assistance measure different from a power of attorney?

A power of attorney is a contract that allows a person to represent and act on behalf of another person, while the assistance measure does not allow the assistant to act in place of the assisted person. For example, the assistance measure does not allow the assistant to sign a contract or make a bank transaction. However, they may obtain or receive information, or receive notice of a decision on behalf of the assisted person.

Is the assistance measure right for me?

The assistance measure is intended for any adult who is experiencing difficulties and would like support. To qualify, the person must demonstrate that they understand the scope of this measure and be able to express their wishes and preferences.

Examples of difficulties that may cause a person to want to use the assistance measure include:

- Age-related loss of autonomy
- Mild intellectual disability
- Vision, hearing, or motor impairment
- Mental health issues
- Language barrier
- Addiction problem (e.g., substance abuse).

If any of these examples resonates with you, the assistance measure is right for you.



How can I know if someone has been recognized as a representative of a non-profit organization?

Once the Curateur public has recognized the designated representatives, their names are entered in the Public Register of Assistants. The organizations and service providers contacted by the representatives must then access this register to verify their identity. This lets them confirm that the designated representatives have been officially recognized by the Curateur public.

Safety first

Preventing abuse and potentially harmful situations for the person requesting assistance is a top priority for the Curateur public. For this reason, there are safeguards built into the recognition process and the role of designated representatives from participating NPOs, including:

- Criminal background checks for each designated representative.
- Written commitment from each designated representative to respect the privacy of the person requesting assistance and to avoid situations involving conflicts of interest.

For more information about the
pilot project, visit:
[Québec.ca/assistance-measure](https://Quebec.ca/assistance-measure)

How can the assistance measure be ended?

The assistance measure may be ended at any time at the request of:

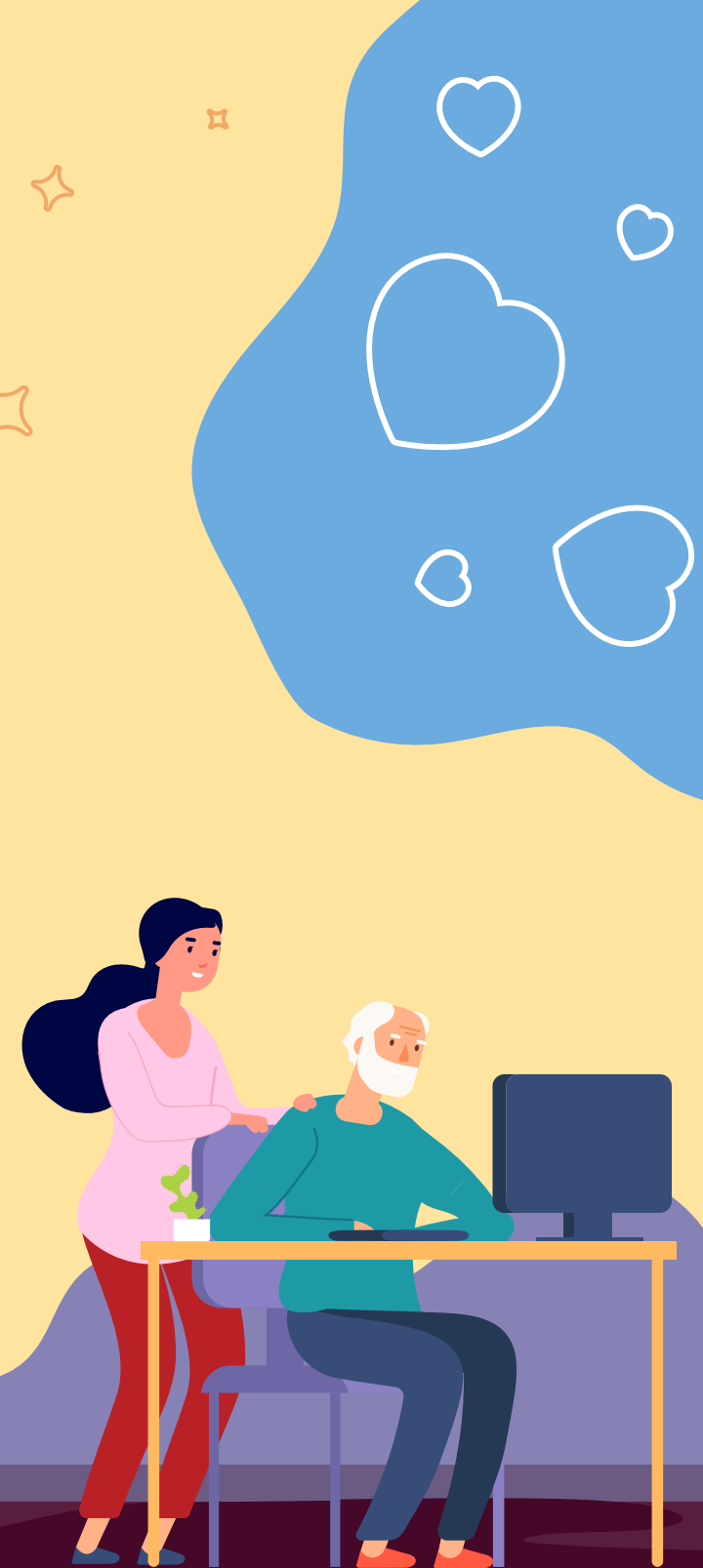
- The assisted person, if they feel the measure no longer meets their needs or if they have concerns about the intentions of either designated representative;

or

- The NPO, if it is no longer able to fulfil its role.

For more information about the pilot project, visit (in French only):

[Québec.ca/projet-pilote-organismes-assistants](https://quebec.ca/projet-pilote-organismes-assistants)



CONTACT US



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