

PROGRAMS AND SERVICES FOR SENIORS

2025 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 is a starting point for finding out if a government program or service exists and 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 benefits: the table of contents enables direct access to the individual articles; additional information is immediately accessible through links provided in the text; and the layout has been optimized, allowing you to print on a standard printer.

If you do not have a printer and wish to print pages from this guide, you can visit any 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, visit Quebec.ca 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 in 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

If you so request, you must be allowed to consult your medical record kept by the public sector health and social services network institutions and private sector enterprises. The medical record includes information of a medical or social nature and is treated as confidential.

You can obtain a history of the services you have received, a list of medications and the names of the people who have consulted your file online on the [Québec Health Booklet](#).

You can also [obtain a history of covered services received](#) by mailing a request to the RAMQ.

► 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 request access to your medical record in a **public institution**, send a written request to the person responsible for access to documents and the protection of personal information at the public institution where your record is kept. The list of public-sector officials responsible for access to documents and the protection of health and social services information is available on the Commission d'accès à l'information du Québec website.

To request access to your medical file in a **private-sector establishment**, send a written request to the person responsible for protecting personal information in the enterprise where your file is held. Enterprises must publish the contact details of the person responsible on their website.

Access to your file is free, but fees may apply for transcription, reproduction or transmission of documents.

► When

A request for access to your medical file may be made at any time.

The person responsible must give you written notice of the date of receipt of your request. This notice must indicate the time limit for responding to the access request and the consequences of failure to comply. The notice must also mention the remedies available before the Commission.

If access to your medical record is denied in whole or in part, you may, within 30 days of the date of the response from the person in charge of the public institution or private establishment, or upon expiry of the response period, file a complaint with the Commission d'accès à l'information du Québec. The form to fill out is available on the Commission's website.

► Who to contact

For more information on how to obtain your medical record, first contact the relevant institution or visit its website.

For general information about your rights regarding your personal information and the remedies available to you in this regard, visit the Commission d'accès à l'information du Québec website at www.cai.gouv.qc.ca.



Complaints or reports about health and social services

Santé Québec

► Description

A person who feels aggrieved or dissatisfied with the services received from a health and social services institution can file a complaint or express their dissatisfaction, verbally or in writing, with the Service Quality and Complaints Commissioner. The institution's users' committee or the regional complaint assistance and support centre can guide users through the complaint process.

► Target group

Any person may lodge a complaint about health or social services provided by a public institution.

Anyone who witnesses a situation of mistreatment or failure to respect users' rights may report it to the Service Quality and Complaints Commissioner.

► What to do

To make a complaint or report, contact the Service Quality and Complaints Commissioner.

► Who to contact

For more information on the health and social services network complaint examination system or to obtain the contact information of a service quality and complaints commissioner, consult the "Health" section of [Québec.ca](http://Quebec.ca) or contact 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)

For assistance in filing a complaint or report, contact your local complaint assistance and support centre at 1-877-767-2227.

► 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 allows a person to obtain, at no cost, devices to compensate for a mobility impairment and to have them repaired or replaced.

The devices covered by the program are orthotics, prosthetics, walking aids (e.g., a cane), standing aids (devices that allow a person to stand), locomotor assists (e.g., a wheelchair) and posture assists (devices that support the body in a seated position to help a person use a locomotor assist).

► Target group

Any person insured under the Québec Health Insurance Plan who has a motor impairment resulting in significant and persistent disabilities and who meets the conditions associated with the device they need.

► What to do

To obtain a device that compensates for a physical deficiency, you must

1. check whether you need a medical prescription and, if so, obtain one from an authorized professional (e.g. general practitioner, specialist physician or specialized nurse practitioner)
2. present yourself, with the medical prescription,
 - in one of the public rehabilitation facilities or private orthotic and prosthetic laboratories authorized by the Ministère de la Santé et des Services sociaux if the device is an orthotic, a prosthetic or a walking aid
 - or at one of the technical aid services licensed by the Ministère if the device is a mobility, posture or standing aid

However, if your file at the rehabilitation facility or laboratory already includes a report and an intervention plan or diagnostic certification, you do not need a medical prescription to obtain a prosthetic, walking aid, locomotion aid or standing aid, or to replace it.

► Who to contact

For more information about the Program for Devices That Compensate for a Physical Deficiency or to obtain contact information for a public rehabilitation facility or private orthotic and prosthetic laboratory in your area, you can

- consult the website of the Régie de l'assurance maladie du Québec at www.ramq.gouv.qc.ca
- or contact 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)



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 elsewhere in Canada or abroad by a physician, dentist or optometrist, if these services are covered in Québec. Reimbursement is made up to the rates in effect in Québec. That is why it is important to take out private insurance covering all or part of the costs that the Régie does not cover.

The Régie also reimburses hospital services. Hospital services covered include services received during a hospital stay or at a hospital outpatient clinic. There is no charge for these services elsewhere in Canada if you present your valid Health Insurance Card. The fees are paid in full by the Régie, since there is an interprovincial agreement.

The Régie reimburses hospital services received outside Canada 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 healthcare 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) and must be able to provide proof of this. Absences of 21 consecutive days or less are not considered in the calculation of the 183 days.

► What to do

Complete the *Application for Reimbursement – Healthcare Services Covered Outside Québec* form, attach original bills and receipts (e.g., credit card statements) and mail it to the Régie de l'assurance maladie du Québec.

► 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

To obtain an application form or to learn more about health services covered outside Québec, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca or contact 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)

Hearing aids

Régie de l'assurance maladie du Québec

► Description

The Hearing Devices Program allows people with a hearing deficiency to obtain, at no cost, aids to improve their hearing, and to have them repaired or replaced. They may need a hearing aid or an assistive listening device (for example, a telephone with amplifier, a doorbell or telephone ringing detector) to compensate for difficulties associated with hearing loss.

► Target group

Any adult insured par le régime d'assurance maladie du Québec et qui présente une déficience auditive moyenne d'au moins 35 décibels à l'oreille ayant la capacité auditive la plus grande pour les fréquences exigées.

► What to do

To purchase a hearing device from the Hearing Devices Program, you must

- obtain an audiogram (an evaluation of hearing loss) and an attestation of the need for a hearing device from an audiologist
- 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 obtained from the audiologist

► Who to contact

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

Optometric services covered in Québec

Régie de l'assurance maladie du Québec

► Description

Individuals 65 years of age or older are entitled to a free comprehensive eye examination each year by an optometrist participating in the Health Insurance Plan. In addition, emergency examination by an optometrist for sudden eye conditions such as conjunctivitis, eyelid inflammation and a foreign body on the surface of the eye is covered by the Health Insurance Plan for all insured persons.

► Target group

Any person may receive free optometric services covered by the Health Insurance Plan if they are insured by the plan and are in one of the following situations:

- They are age 65 or older.
- They are age 18 to 64 and have been a recipient of a financial assistance program with claim slip 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 a financial assistance program with claim slip.
- They have a visual impairment and are registered with a recognized rehabilitation facility.

► What to do

To receive free covered optometric services, depending on your situation and the service you are seeking, you must present your Health Insurance Card and, if applicable, your valid claim slip.

► Who to contact

For more information on covered optometric services, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca or contact 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)

Québec 811

Santé Québec

► Description

Québec 811 brings together several telephone consultation services. You can request these services for yourself or for a loved one, free of charge and on a confidential basis. The following three options are available:

1. **Option 1 – Info-Santé:** A nurse assesses the person's condition and provides recommendations for self-care at home or for finding the service best suited to their needs.
2. **Option 2 – Info-Social:** a professional specialized in psychosocial intervention offers a psychosocial telephone consultation service. The interventions provide support, tools and guidance to people or their loved ones dealing with a variety of issues, as well as a rapid response to crisis situations.
3. **Option 3 – Primary Care Access Point:** This line is reserved for people who do not have a family doctor and who need a consultation with a health professional. A nurse assesses the request and, if necessary, refers the person to the most appropriate health professional (pharmacist, nurse, doctor, etc.). The nurse can also make recommendations for self-care at home if consultation with a professional is not necessary.

A digital version of the Primary Care Access Point is also available at gap.soinsvirtuels.gouv.qc.ca.

811 does not replace emergency services. In the event of a serious problem or 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 with a one-off or chronic health problem, or a psychosocial issue.

► What to do

Dial 811 and choose option 1 for Info-Santé, option 2 for Info-Social or option 3 for the Primary Care Access Point. If you are deaf, hard of hearing or speech-impaired, dial 711 to reach Bell Relay Service.

Currently, **Info-Santé 811** is offered in all regions of Québec, including Terres-Cries-de-la-Baie-James and Nunavik. The **Info-Social 811** service is offered in all regions of Québec except for Terres-Cries-de-la-Baie-James and Nunavik.

► When

Services are available 24 hours a day, 7 days a week.

► Who to contact

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



Recommended vaccines for adults

Ministère de la Santé et des Services sociaux

► Description

Vaccination is the most effective way of preventing the spread of serious infectious diseases that are easily transmitted and can have serious consequences. Vaccines are safe.

► Target group

Anyone living in Québec can receive the vaccines recommended in the regular vaccination schedule, free of charge. In addition to the basic vaccination, some people may receive other vaccines free of charge because of their state of health, lifestyle or job.

The following four vaccines are recommended and included in the regular vaccination schedule.

The **flu** vaccine is offered free of charge to anyone aged six months or over. It is particularly recommended for people who are chronically ill, for people aged 65 or over, and for residents of all ages in residential and long-term care centres (CHSLDs) and intermediate resources (RIs). Vaccination is also recommended for healthcare workers providing direct care, particularly in hospitals and CHSLDs, and for family caregivers or people living under the same roof as these clientele at high risk of hospitalization and influenza-associated death.

Vaccination against **COVID-19** is offered free of charge to everyone aged six months or over. It is particularly recommended for people who are immunocompromised or chronically ill, for people aged 65 or over, and for residents of all ages in CHSLDs, RPAs or other collective settings with a high proportion of elderly and vulnerable individuals. Vaccination is also recommended for healthcare workers providing direct care, notably in hospitals and CHSLDs

The **pneumococcal** vaccine is recommended and offered free of charge to people at high risk of hospitalization and death, such as those aged 65 or over, as well and those with a serious illness (e.g. heart, lung or kidney disease, cancer, etc.).

The **shingles** vaccine is recommended and offered free of charge to people aged 75 and over, and to immunocompromised people aged 18 and over. This vaccine is also recommended for people aged 50 to 74, although it is not free for them.

Other vaccines may be recommended in certain circumstances, such as for travel. Some of these vaccines are not free.

► Who to contact

Vaccinations are available at the local points of service of the Integrated Health and Social Services Centres (CISSS) and the Integrated University Health and Social Services Centres (CIUSSS) as well as most community pharmacies.

For more information on vaccination, see the "Health" section of [Québec.ca](https://www.quebec.ca) or contact 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)



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.

A person under the age of 65 is required to join a private group insurance plan to which they are eligible. 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.

Once a person turns 65, they are automatically enrolled in the Public Prescription Drug Insurance Plan. However, if they are eligible for a private plan, they must choose from the following three options:

- Only the public plan, administered by the Régie de l'assurance maladie du Québec
- The Régie's public plan and a private plan that offers additional coverage
- A private plan that provides coverage with the same guarantees provided for in the Public Prescription Drug Insurance Plan

The person who chooses to continue being enrolled in their private plan that provides coverage with the same guarantees provided for in the Public Prescription Drug Insurance Plan must, depending on the situation

- notify the Régie de l'assurance maladie du Québec before reaching the age of 65 in order not to be enrolled in the Public Prescription Drug Insurance Plan
- ask the Régie to deregister them from the Public Prescription Drug Insurance Plan if they have already reached age 65

► Target group

Any person who resides permanently in Québec and is enrolled in the Québec Health Insurance Plan must register for the Public Prescription Drug Insurance Plan:

- if under age 65 and not eligible for a private prescription drug insurance plan, either on their own or through their spouse
- if aged 65 or over and they have not joined a private plan that offers coverage with the benefits provided under the Public Prescription Drug Insurance 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 "Register for or deregister from the Public Prescription Drug Insurance Plan" 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 (Government Authentication Service account mandatory).
- Call the Régie and have your Health Insurance Card on hand.

If you are 65 years of age or older and previously chose to be covered by a private prescription drug insurance plan offering the guarantees provided for under the general prescription drug insurance plan but now wish to enroll in the public plan, you must call the Régie (have your Health Insurance Card with you).

► Who to contact

For more information on the Public Prescription Drug Insurance Plan, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca or contact 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

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 the full months during which you had no coverage.

Technical walking aid program

Integrated Health and Social Services Centres (CISSS)
and Integrated University Health and Social Services Centres (CIUSSS)

► Description

The Technical Walking Aid Program enables a person to be loaned one of these devices.

Walkers consist of a light metal frame, four wheels, handles connected to a braking system, a seat with backrest, a basket and a folding mechanism. It facilitates short- and medium-distance travel for people with walking disabilities.

► Target group

To be eligible, you must

- be 18 years of age or older
- live in Québec
- have a physical disability resulting in significant and persistent mobility impairments or a severe respiratory or cardiovascular impairment
- have sufficient arm capacity to use the brakes safely
- be able to use the technical walking aid independently

A person is not eligible if they

- are already covered for the same type of aid by another national or federal program or by a program offered by private insurers
- are struggling with a severe balance problem
- receive another locomotion aid from the government, such as a wheelchair, scooter or service dog whose sole function is to assist in walking
- is living in a CHSLD or a public intermediate resource

► What to do

To register for the program, contact your Integrated Health and Social Services Centres (CISSS) and Integrated University Health and Social Services Centres (CIUSSS).

In particular, you will need to provide a certificate attesting to your physical impairment or severe respiratory or cardiovascular impairment. This certificate must be completed by a physician or specialized nurse practitioner.

► When

You can apply at any time.

► Who to contact

For more information on the Technical walking aid program, or to obtain contact information for your CISSS or CIUSSS, see the “Health” section of [Québec.ca](https://www.quebec.ca) or contact 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)



Three- and four-wheel scooter

Ministère de la Santé et des Services sociaux

► Description

The Mobility Scooter Program gives people access to a four-wheel loaner scooter or, if it doesn't meet their needs, a three-wheel scooter.

These motorized vehicles compensate for a significant and persistent inability to walk.

► Target group

To be eligible, you must

- live in Québec
- be in one of the following two situations:
 - have a motor impairment resulting in a significant and persistent inability to walk over a distance of approximately 30 metres and have significant difficulty using a manual wheelchair over a distance of approximately 150 metres
 - have a severe inability to walk a distance of about 30 metres due to a severe respiratory or cardiovascular impairment
- live at home or in a family-type residential setting
- have a safe, accessible place to store the device

You are not eligible if you

- already benefit from the same type of assistance provided by another national or federal program or a program offered by private insurers
- have another government-provided mobility aid, such as a wheelchair, scooter, or service dog that only functions as a walking aid
- live in a public residential centre, including intermediate residences or a private centre

► What to do

To register for the program, contact your Integrated Health and Social Services Centres (CISSS) or Integrated University Health and Social Services Centres (CIUSSS).

In particular, you will need to provide a certificate attesting to your physical impairment or severe respiratory or cardiovascular impairment. This certificate must be completed by a physician or specialized nurse practitioner.

► When

You can apply at any time

► Who to contact

For more information on the Mobility Scooter Program, see the program page on the [MSSS website](#).

For more information on the Three- and Four-Wheel Scooter Program, or to obtain contact information for your CISSS or CIUSSS, see the “Health” section of [Québec.ca](#) or contact Services Québec at one of these numbers:

Québec region: 418-644-4545

Montréal region: 514-644-4545

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

Visual aids

Régie de l'assurance maladie du Québec

► Description

The Visual Devices Program enables a permanently visually impaired person to borrow reading, writing and mobility aids free of charge. The program also provides financial support for the purchase and care of a guide dog.

► Target group

Persons insured under the Québec Health Insurance Plan who have a permanent visual deficiency that prevents them from

- Reading or writing
- Moving around in unfamiliar surroundings
- Carrying out activities related to their lifestyle or social roles

► What to do

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 the facility determines that you qualify for the program, they will loan you visual aids and teach you how to use them. There is no charge if you present your health insurance card.

► Who to contact

For more information about the Visual Devices Program, or to obtain the contact information of a recognized facility, you can

- consult the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca
- or contact 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.

Domestic help services covered by the program include heavy housekeeping (major cleaning, clearing the front entrance), light housekeeping (sweeping, dusting, cleaning), clothing care (laundry, ironing), non-diet meal preparation, and accompaniment to the grocery store, bank, or pharmacy.

Under the program, a person pays only the difference between the rate charged by the business and the amount of financial assistance granted. The assistance granted is paid directly to the business that provides the services. The program offers fixed and variable financial assistance.

A flat rate of \$4.00 per hour of service is provided to all individuals in the program. Variable assistance may also be provided depending on the age, income and family situation of the individual.

► Target group

To be eligible for the program, you must

- be 18 years of age or older
- be covered by the Health Insurance Plan
- use the services of a domestic help social economy business (EÉSAD) recognized by the Ministère de la Santé et des Services sociaux

To qualify for variable assistance in addition to fixed assistance, you must meet one of the following conditions:

- Be 65 years of age or older
- Be under 65 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)

In addition to these criteria, your income and family situation will help us assess your eligibility for variable assistance and determine the amount, if any.

► What to do

Contact and enter into a service agreement with a domestic help social economy business recognized by the Ministère de la Santé et des Services sociaux. The business will provide you with forms to fill out and will then forward them to the Régie.

► When

You can apply at any time.

► Who to contact

For more information on this program, or to obtain contact information for recognized social economy businesses in your region, visit the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca or contact the Régie at one of these numbers:

Montréal region: 514-873-9504

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

Home care support services

Ministère de la Santé et des Services sociaux / CLSC

► Description

Home care and support services are designed to enable persons with a disability that prevents them from performing daily and domestic activities on their own and affects their long-term autonomy to have access to a range of care and services provided in their home.

Home care and support services aim to prevent or limit the loss of autonomy, or to support or develop autonomy.

Services include:

- Professional care and services that meet the medical, psychosocial, therapeutic and rehabilitation needs of users with the aim of helping them stay in their homes
- Home support services, including personal assistance services (activities of daily living [ADL] assistance, mobility and communication assistance), domestic assistance services, learning assistance services, family support services, civic support services and odd jobs
- Services for informal caregivers that meet their respite and psychosocial support needs
- Technical and technological support required at home, such as medical supplies, equipment, technical aids and technological tools. Fees may apply for some services.

► Target group

Home care and support services are available to anyone, regardless of age, who has a temporary or permanent disability and needs support to stay in their home.

Home support is a form of assistance that provides a tailored response to the needs of users with temporary or permanent disabilities that cannot be met by the resources available to them in their immediate environment.

Home support is also available to informal caregivers in the caregiver–care recipient dyad.

► What to do

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

Upon receipt of the request, an initial assessment is conducted to determine eligibility for home care and support services and to establish the priority level of the request. You will then be directed to the appropriate resource for a response tailored to your situation.

► When

You can apply at any time.

► Who to contact

For more information about home care support or to obtain the contact information for the CLSC nearest you, contact 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)

Meals on Wheels

Regroupement des popotes roulantes du Québec

► Description

Meals on Wheels is a service that delivers healthy and nutritious meals at an affordable cost.

► Target group

The service is intended for seniors or people with a loss of autonomy who need food assistance to remain in their home and avoid premature admission to long-term care facilities.

Admission criteria may vary depending on the organization providing the Meals on Wheels service.

► What to do

To sign up for the Meals on Wheels service, contact your sector's Meals on Wheels provider directly.

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 your local Meals on Wheels provider, visit the Regroupement des popotes roulantes du Québec website at www.popotes.org.

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 (for instance, 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.

► Who to contact

You can contact the Commission des droits de la personne et des droits de la jeunesse at 1-800-361-6477 (toll free) or write to plainte@cdpdj.qc.ca.

For more information, you can also visit the Commission's website at www.cdpdj.qc.ca.

Long-term housing offering care and services

Local community service centres (CLSC)

► Description

Different 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), including seniors' homes and alternative housing, offer temporary or permanent lodging to adults experiencing loss of functional or psychosocial autonomy who can no longer remain in their natural living environment. These centres provide assistance, support and supervision services, as well as psychosocial, medical and rehabilitation services.
- Intermediate resources (RIs) take in people entrusted to them by a public institution whose condition requires room, board, support or assistance services.
- Family-type resources (RTFs) are operated by individuals who take in up to nine users at their principal place of residence. Users are entrusted to an RTF by a public institution so the RTF can meet their needs. Due to their condition, these people require room, board, support or assistance services.

► Target group

Users who require long-term accommodation are generally seniors with a loss of autonomy due to pathological aging, as well as adults with physical or intellectual impairments or mental disorders. These persons can no longer live safely in their homes despite the support of their loved ones and the services and community resources available to them.

► What to do

To apply for lodging for yourself or for a loved one, contact the closest local community service centre (CLSC) or call 811 option 2.

► When

An eligible person may apply for accommodation at any time.

► Who to contact

To obtain the contact information for the nearest CLSC, contact 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)

► Note

Information about the financial contribution payable by an adult lodged in any of the above facilities can be consulted in the "Aid Programs" section of the Régie de l'assurance maladie du Québec website at www.ramq.gouv.qc.ca.

Low-rental housing

Société d'habitation du Québec

► Description

The non-profit Low-Rental Housing Program enables low-income households to live in a subsidized dwelling. Selected households pay rent equal to 25% of their income, including heating costs. However, additional amounts may have to be paid for electricity, parking or air conditioning.

► Target group

To be eligible for the Low-Rental Housing Program, you must meet the following conditions:

- You are a Canadian citizen or a permanent resident within the meaning of the *Immigration and Refugee Protection Act*, and you live in Québec.
- 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.
- Your income or your household 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 must be able to meet your own basic needs (in particular, personal care and everyday household chores), either independently or with help from an informal caregiver.

Other criteria may apply.

► What to do

To apply for housing under the non-profit 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

For more information on the program or for the contact information of housing organizations in your area, contact the Société d'habitation du Québec at 1-800-463-4315 (toll free) or visit www.habitation.gouv.qc.ca.

RénoRégion Program

Société d'habitation du Québec

► Description

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

The work to be done must cost at least \$3,500 and must correct one or more major defects on the principal residence. An amount covering up to 95% of the approved cost of the admissible work, but not exceeding \$20,000, is paid under the program once the work has been completed. However, it can be as much as \$25,000 for households at or below the applicable income level (AIL).

Work must be performed by a contractor holding a licence from the Régie du bâtiment du Québec. It 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, which is located in the administrative region of Gaspésie-Îles-de-la-Madeleine or which has a population of 15,000 or more, but which is not served by a water or sewer system.
- The difference between their annual household income and the applicable income level (AIL) must be \$12,000 or less (AIL varies by household size and region of residence).
- They own a residence with a value, excluding land value, of \$150,000 or less and with no more than two dwelling units, including the owner-occupant's unit.

The program does not apply to

- the cities of Gatineau and Laval
- the agglomerations of Longueuil, Montréal and Québec
- northern villages
- Indian reserves

► What to do

Contact your municipality or RCM to benefit from the program.

► When

You can register for the program at any time.

► Who to contact

For more information about the program, contact your municipality or RCM. You can also contact 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.



Rent supplement

Société d'habitation du Québec

► Description

The rent supplement 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).

Households that benefit from this program pay rent equal to 25% of their income for the year prior to the start of the lease. The program covers the difference between this amount and the rent agreed upon with the landlord. However, some costs may not be covered, such as electricity, parking, heating or hot water.

► Target group

The supplement is intended for low-income households and people.

The allocation of available housing is done by taking into account, mainly, the following criteria:

- type of household applying for a dwelling (seniors, a family)
- household composition (person living alone, couple, family with children)
- household income
- the person's situation (victim of domestic violence or a disaster)

► What to do

To apply for a rent supplement, contact your local housing bureau, housing co-op or non-profit organization (NPO).

► When

You can apply at any time.

► Who to contact

To find the contact information for a housing office, a cooperative or an NPO, consult the Répertoire des organismes (Directory of organizations; in French) available on the Société's website at www.habitation.gouv.qc.ca or call 1-800-463-4315 (toll-free).

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. Assistance can reach up to \$170 per month. The amount of assistance is calculated based on family situation and annual income.

► Target group

The program is intended for

- People who are 50 or older and live alone.
- Childless couples in which at least one person in the couple is aged 50 or older.
- People who are part of a low-income family with at least one dependent child, including a child 18 or older who is a full-time student or has a severe and prolonged impairment.

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

To qualify for the shelter allowance for the period from October 1, 2024 to September 30, 2025, family income in 2023 must be less than the maximum income qualifying for the shelter allowance, depending on family situation.

Annual housing costs must be equal to or greater than 30% of the family income in 2023.

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 benefit from the Rent Supplement program
- the value of your Tax-Free Savings Accounts (TFSA), and non-registered accounts, and those of your spouse, if applicable, exceeded \$50,000 in value on December 31 of the year of your application

► What to do

The Société d'habitation du Québec has entrusted the administration of the program to Revenu Québec.

You have two options for applying for a shelter allowance:

- apply online on the Revenu Québec website by accessing the My Account service
- fill out the *Shelter Allowance Application (LEX-165) form*, attach the required documents and forward them to Revenu Québec

► When

You can apply at any time. The allowance is paid at the beginning of each month by check or direct deposit.

Every year, Revenu Québec will send you a re-evaluation form.

► Who to contact

To obtain the form or for any additional information, visit the Revenu Québec website at www.revenuquebec.ca or call one of the following numbers:

Québec region: 418-266-1016

Montréal region: 514-940-1481

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

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

Termination of a lease by a tenant

Tribunal administratif du logement

► Description

The tenant of a dwelling may terminate their lease in certain situations, including the following:

- They were admitted permanently to a residential and long-term care centre (CHSLD), an intermediate resource (RI) or family-type resource (RTF), a private seniors' residence (RPA) or any other place of accommodation where the person is provided with the care or services required by their state of health.
- A disability prevents them from occupying their home.
- They have been provided with low-cost housing.
- Their safety is threatened because of domestic or sexual violence, or the safety of a child living with them is threatened because of violence.

However, a lease cannot be terminated 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, or for financial problems. In these cases, you must come to an agreement with the landlord, or assign your lease to someone else.

► What to do

Send your landlord, preferably by registered mail, a written notice that you wish to terminate your lease, along with documents that prove your situation (for example, confirmation of your admission to a CHSLD, a doctor's written opinion about your disability, a certificate from the housing office that low-cost housing has been assigned to you, or a certificate from a public officer designated by the Ministère de la Justice if your safety or the safety of a child living with you is at risk).

Sample notices are available on the Tribunal administratif du logement website at www.tal.gouv.qc.ca.

► When

Unless you and the landlord agree otherwise, the termination of the lease takes effect

- two months after you send the landlord the required notice and documents, if the lease is for a set term of 12 months or more
- one month after you send the notice to the landlord 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 only have to pay 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 on lease termination, visit the Tribunal administratif du logement website at www.tal.gouv.qc.ca or call one of the following numbers:

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

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

TRANSPORTATION

Ambulance transportation for people 65 years of age or older

Ministère de la Santé et des Services sociaux

► Description

Ambulance transportation is not always free, even for people 65 or older. Free travel is determined according to the current user transportation policy.

Transportation is free on the following conditions:

- The person transported is resident of Québec.
- The person transported is 65 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.

► Target group

Any resident of Québec who is 65 or older.

► 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 more information on the cost of ambulance services, see the "Health" section of [Québec.ca](http://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)



Disabled parking permit

Société de l'assurance automobile du Québec

► Description

The disabled parking permit allows disabled persons to have access to parking spaces reserved for them, whether those persons are drivers or passengers of the vehicle.

The Société de l'assurance automobile du Québec issues a parking permit to be hung from the vehicle's rearview mirror (or for a motorcycle or scooter, to stick to the licence plate) and a certificate of attestation that the person must carry with them when using the permit.

► Target group

The permit holder must have a disability lasting at least six months that results in a loss of autonomy or is likely to compromise their 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). People with disabilities who own a motorcycle or scooter can also apply for a permit sticker.

► What to do

To apply for a permit, complete the *Disabled Parking Permit Application* form (some sections may need to be completed by a health professional) or the *Disabled Parking Permit Application – Motorcycle and Scooters* form, as applicable, and mail it to the Société de l'assurance automobile du Québec.

The permit costs \$19.70.

► When

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

► Who to contact

To obtain the application form or to learn more about the parking permit, contact the Société de l'assurance automobile du Québec at 1-800-361-7620 (toll-free) or visit its website at www.saaq.gouv.qc.ca.

Hearing impaired persons (TTY):

Montréal region: 514-954-7763

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

► Note

A disabled parking permit is associated with the holder, not with a vehicle. It must be used for that person's needs only.



Driving ability and mandatory medical examinations

Société de l'assurance automobile du Québec

► Description

All drivers, regardless of their age, must comply with health and vision requirements. They are also required to notify the Société de l'assurance automobile du Québec of any changes that could affect their ability to drive.

At age 75, holders of a class 5, 6A, 6B, 6C, 6D, 6E or 8 licence must declare their state of health by completing a medical self-declaration form. Depending on declared medical conditions, a medical or visual examination may be required.

At age 80, and every two years thereafter, the licence holder must undergo a medical examination as well as an eye examination by a health professional. More frequent medical checks may be required, however, depending on the condition(s) declared.

► Target group

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, you must notify the Société of any change in your health that may affect your ability to drive.

► What to do

If the Société de l'assurance automobile du Québec wants you to undergo a medical examination, it will send you a letter explaining the procedure and the form to be completed.

To report a change in your medical condition that may affect your ability to drive at any time, you must contact the Société.

► When

You must notify the Société de l'assurance automobile du Québec of any change in your health that may affect your ability to drive within 30 days of the change.

Before your 75th birthday, the Société will send you an explanatory letter and a medical self-declaration form. Then, before your 80th birthday, the Société will send you an explanatory letter and forms to be completed by a health professional.

► Who to contact

For more information, contact the Société de l'assurance automobile du Québec at 1-800-361-7620 (toll free) or visit its website at www.saaq.gouv.qc.ca.

Hearing impaired persons (TTY):

Montréal region: 514-954-7763

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

Eligibility for paratransit

Ministère des Transports et de la Mobilité durable

► Description

Paratransit is designed for people with disabilities whose mobility is severely limited. The service can be provided door to door, or from determined pick-up and drop-off points. The presence of an attendant may be authorized, or even compulsory, depending on the person's disabilities and needs.

► Target group

To be eligible for paratransit, you must meet the following requirements:

- Have an impairment that results in a significant and persistent disability and prevents you from performing certain basic activities
- Have mobility limitations that justify the use of a paratransit service. These limitations must be included in the following list:
 - 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 due to extreme fatigue
 - 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

Contact the paratransit service in your municipality to obtain the paratransit application form.

You can also contact the Office des personnes handicapées du Québec.

► When

You can submit an application at any time. It will be processed within 45 days following receipt of the duly completed form.

► Who to contact

For more information on paratransit or to obtain the contact information for the paratransit service in your municipality, consult the "Transports" section of [Québec.ca](http://Quebec.ca).

You can also contact the Office des personnes handicapées du Québec at 1-800-567-1465 or aide@ophq.gouv.qc.ca.

► Note

If you disagree with the admission decision, you may request a review of the decision by the Ministère des Transports et de la Mobilité durable. 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 et de la Mobilité durable
700, boul. René-Lévesque Est, 15^e étage
Québec (Québec) G1R 5H1

Children's relationship with their grandparents

Ministère de la Justice

► Description

Grandparents may enter into an agreement to establish the terms and conditions under which they will maintain or develop their relationship with their grandchild. This agreement must be concluded with the child's tutor (normally the parent) or with the child himself or herself if he or she is 14 years of age or older. If the child is 10 or older, the child must consent to the agreement. The agreement can only be entered into if it is in the child's best interests.

The exercise of personal relationships may be carried out by any appropriate means. Physical presence is not required.

If the child aged 10 to 13 does not consent to the agreement, or if there is disagreement between the parties, an application may be submitted to the court. The court will determine how contact is to be exercised if it finds that the conditions are met.

The court cannot order the maintenance or development of a relationship between a child aged 14 or over and his or her grandparents against the child's will. What's more, at that age, the child can terminate an agreement without further formality, whether or not a court order has been issued.

► Target group

Grandparents who wish to maintain or develop a personal relationship with their grandchild.

► What to do

For information on how to apply to the court or for more information about maintaining or developing personal relationships with a child, contact the Centre de communications avec la clientèle of the Ministère de la Justice.

► Who to contact

For more information about a child's personal relationship with their grandparents, 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 and Canada: 1-866-536-5140 (toll free)

► Note

If the child has been placed under 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).

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 the following cases: discrimination or harassment based on grounds 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, fill out the online complaint form available on the Commission des droits de la personne et des droits de la jeunesse website or call the Commission. You will need to provide the following information, among other things:

- name and contact information of the persons or organizations against whom you wish to file a complaint
- name and contact information of witnesses
- date of the event
- description of the event and other remedies pursued for the same event

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 service is free of charge. You can also authorize someone to file a complaint on your behalf by providing them with a power of attorney (a model is available on the Commission's website).

► When

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

► Who to contact

To access the online complaint form or for more information, visit the Commission des droits de la personne et des droits de la jeunesse website at www.cdpcj.qc.ca.

For more information, you can also contact the Commission by calling 1-800-361-6477 (toll free) or by sending an email to plainte@cdpcj.qc.ca.

Measures to protect vulnerable persons

Curateur public du Québec

In addition to the protection mandate, **protective measures** are offered to people who are incapacitated or in difficulty, to help them exercise their civil rights.

► Description

Depending on their situation, vulnerable persons may benefit from one of the following protective measures: assistance, temporary representation, tutorship to a person of full age.

The **assistance measure** allows a person experiencing a difficulty to be helped in certain situations by one or two assistants of their choice. The person must be able to express their wishes and preferences, as the assistant cannot make decisions for them or sign documents on their behalf.

Temporary representation allows someone to perform a specific act on behalf of an incapacitated person, without limiting the exercise of the person's rights. It ends once the act has been performed. In some cases temporary representation can avoid opening a tutorship if the needs of the incapacitated person are immediate.

Tutorship to a person of full age is designed to ensure the protection of the person, the management of their patrimony and the exercise of their rights. It is modulated when the court modifies or specifies the acts that they can or cannot do alone, depending on their faculties. The court takes into consideration the recommendations made in the psychosocial assessment or reassessment reports. It also takes into account the opinion of the assembly of relatives, allies and friends as well as the wishes and preferences of the person represented.

► Target group

Persons who are incapable (who no longer have the intellectual capacity to take care of themselves, to manage their property or who cannot express their will due to a physical limitation) or who are experiencing a difficulty (e.g., loss of autonomy, mild intellectual disability, visual limitation).

► Who to contact

To learn more about the protection of persons in vulnerable situations, see the “Justice and civil status (Legal protection)” section of [Québec.ca](http://Quebec.ca) or contact the Curateur public at one of the following numbers:

Montréal region: 514-873-4074

Elsewhere in Québec: 1-844-532-8728 (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.

The power of attorney may authorize the mandatary to perform routine administrative tasks on behalf of the mandator, such as paying bills. It can also authorize more important tasks, such as signing a lease for a dwelling or selling a house. The power of attorney may be oral or written, but it is recommended to draft a written power of attorney to simplify its execution.

The power of attorney expires when one of the following situations arises:

- Both parties have fulfilled their obligations.
- The obligations become impossible to perform.
- The mandator revokes the power of attorney.
- The mandatary renounces the power of attorney.
- The mandator or mandatary dies.

► Target group

Any person who wishes to be represented for the execution of routine administrative or legal acts.

► What to do

Your power of attorney should include

- the name of the mandator (the person giving the power of attorney) and their contact information
- the name of the mandatary (the person accepting the power of attorney) and their contact information
- a description of the responsibility entrusted to the mandatary
- the period of validity, if applicable
- the mandatary's remuneration, if any
- the signature of the mandator
- the date and place of signature

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 power of attorney is drawn up, but they must have accepted the mandate.

Power of attorney templates are available at [Québec.ca](https://quebec.ca).

► Who to contact

For more information about the power of attorney, see the “Finance, income and other taxes” section of [Québec.ca](https://quebec.ca) or contact the Centre de communications avec la clientèle at one of the following numbers:

Québec region: 418-643-5140

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

► Note

A power of attorney, or mandate, must not be confused with a protection mandate. See page 30 for information about protection mandates.

Prearranged funeral services contracts and prepurchased sepulture contracts

Office de la protection du consommateur

► Description

Prearranged funeral services contracts and prepurchased sepulture contracts allow individuals to plan their funeral and choose the place for their burial or their ashes. These contracts simplify the steps to be taken by grieving relatives.

Funeral services include all the goods and services provided in association with a death (coffin or urn, cremation, 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 prepurchased sepulture are the subject of separate contracts.

► Target group

Anyone who is able to enter into a prearranged funeral services contract or a prepurchased sepulture contract

► What to do

First, visit the Office de la protection du consommateur website at www.opc.gouv.qc.ca for all the necessary information concerning prearranged funeral services contracts and prepurchased sepulture contracts. If you require additional information, you can also call the Office.

A prearranged funeral services contract must be concluded with the holder of a funeral services business licence. As for the prepurchased sepulture contract, it may be entered into with the holder of a funeral services business licence or with a religious cemetery operator.

► 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

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

The Register of prearranged funeral services contracts and prepurchased sepulture contracts contains the contracts entered into during a person's lifetime. The funeral services business and the operator of a religious cemetery are authorized to consult the register. Thus, family members are able to respect the last wishes of the deceased and avoid spending sums for agreements that already exist.



Preparing or amending a 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 they become incapable of doing so themselves because of an illness, an accident, or intellectual impairment.

Whether the mandate is drawn up by the individual and signed in the presence of witnesses, or drawn up by a notary, it 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

You can draft your mandate yourself and sign it in front of two witnesses, or you can use the services of a notary.

If you wish to draw up a mandate yourself, it is recommended that you use the form provided for that purpose.

► Who to contact

You can download a free electronic version of the document *My Protection Mandate* at [Québec.ca/protection-mandate](http://Quebec.ca/protection-mandate), which contains an explanatory guide and a form for drafting a mandate.

The paper version of this document can also be ordered free of charge.

To order a copy or 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-LECURATEUR (532-8728) (toll free)

► Note

Review the content of your mandate regularly to ensure that it still meets your needs. If you change your mandate, you must start the entire process again, as if you were doing it for the first time. The new mandate cancels any previously drafted mandate.

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.

The will can be

- holographic (entirely handwritten by the person and signed by them)
- made in the presence of witnesses (written by the person or by a third party, by hand or by technical means such as a computer or tablet, and signed by the person and two witnesses aged 18 or older)
- notarized (drawn up by a notary on the instructions of the person in the presence of a witness and signed by all three persons)

If the person is disabled or unable to read, certain additional conditions may apply to ensure the validity of the will.

► Target group

Any person who is at least 18 years of age and capable of exercising their civil rights.

► What to do

You can draw up your will yourself or have someone else do it for you, according to your instructions. However, this person must not be someone to whom you intend to bequeath property. You can also use the services of a notary or lawyer to draw up the will.

Will templates are available at [Québec.ca](http://Quebec.ca).

If your will is drawn up by a third party or by technical means, you and your witnesses must initial each page where your signature does not appear.

You can revoke your will and make it again as many times as you want.

► Who to contact

For more information on preparing or amending a will, see the “Justice and Civil Status” section of [Québec.ca](http://Quebec.ca). You can also contact a legal adviser or 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)

Resources to combat abuse of seniors and other vulnerable adults

Ministère de la Santé et des Services sociaux

► Description

There are several types of abuse or mistreatment: psychological, physical, sexual, financial or organizational. 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 and vulnerable adults who believe they are victims of abuse and individuals who have witnessed or have questions about abuse.

► What to do

To obtain information or report a situation of abuse, the senior or anyone who witnesses it can:

- call the Mistreatment Helpline
- call Info-Social 811

In case of immediate danger, call 911 or the municipal police service.

► Who to contact

To talk to someone at the Mistreatment Helpline, a free provincial helpline dedicated to providing support and guidance on abuse issues, call le 1 888 489-2287 (service sans frais, offert de 8 h à 20 h, 7 jours sur 7).

For more information on elder mistreatment, see the “Family and support for individuals” section of [Québec.ca](http://Quebec.ca).

► Note

If the abuse occurs in a health or social services setting, see page 2 for information on how to file a complaint.

Search for a protection mandate by the Barreau du Québec

Barreau du Québec

► Description

When a person becomes incapacitated, a request to search for a protection mandate must be made to the Barreau du Québec and to the Chambre des notaires. The Barreau will search the Registers of wills and mandates to see if the incapacitated person has written a protection mandate or if the one they left is the most recent one.

► Target group

Those close to a person who has become 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 lawyer who you believe drafted the mandate and ask him or her to do it for you, or
- complete the *Public 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:

- The original copy 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 incapacitated person

The fees charged by the Barreau du Québec are \$23 (taxes included).

If the Barreau finds the mandate, it will send you a search certificate with the contact information of the lawyer who is holding it so that you can retrieve it.

► When

You can request a mandate search at any time.

In general, the search certificate is sent by mail within three weeks of receipt of the application.

► Who to contact

To obtain the search request form or for more information on searching for a mandate of protection, consult the Barreau du Québec website at www.barreau.qc.ca or contact the Barreau by one of the following means:

Montréal region: 514-954-3411

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

infobarreau@barreau.qc.ca



Search for a protection mandate by the Chambre des notaires

Chambre des notaires

► Description

When a person becomes incapacitated, a request to search for a protection mandate must be made to the Chambre des notaires and to the Barreau du Québec. The Chambre des notaires will check the Registers of testamentary dispositions and protection mandates to see if the incapacitated person has drawn up a mandate of protection or if the one they left is the most recent one.

► Target group

Those close to a person who has become incapacitated (family, spouse, friend, etc.).

► What to do

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

- ask a notary to do it for you, or
- complete the *Request for a Search of Mandate* form and mail it, along with the required documents and payment, to the Registers of testamentary dispositions and protection mandates of the Chambre des notaires du Québec

The following documents are required:

- The original copy 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 incapacitated person

The Chambre des notaires charges \$23 (including taxes) for a mandate search.

If the Chambre des notaires finds the mandate, it will send you a search certificate with the contact information of the notary who is holding it so that you can retrieve it.

► When

You can request a mandate search at any time.

In general, the search certificate is mailed within the following time frames:

- 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

To obtain the *Request for a Search of Mandate* form or to learn more about searching for a protection mandate, visit the Chambre des notaires du Québec website at www.cnq.org or call one of these numbers:

Montréal region: 514-879-1793

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

Age amount Amount for a person living alone Amount for retirement income

Revenu Québec

Age amount

► Description

You can claim this non-refundable tax credit if you were 65 or older as at December 31, 2024.

► Target group

To qualify for this tax credit, you (or your spouse) had to be age 65 or over on December 31, 2024. A deceased person had to have reached age 65 at the time of death.

Amount for a person living alone

► Description

You can claim this non-refundable credit if, throughout 2024, you lived alone or with dependents only.

► Target group

To qualify for this tax credit, you must have occupied and maintained a dwelling in which you lived **year-round**

- alone
- only with one or more minors
- only with your child(ren), grandchild(ren) of full age who are full-time students in secondary, vocational or post-secondary education

You may also be entitled to an **additional amount for a person living alone (single-parent family)** if

- at some point in 2024, you lived with a child over the age of majority who is eligible to receive a post-secondary education amount for a child over the age of majority, and
- for the month of December 2024, you were not entitled to the Family Allowance paid by Retraite Québec

Amount for retirement income

► Description

You can claim this non-refundable credit if you or your spouse received retirement income in 2024.

► Target group

To qualify for the tax credit, you must have received retirement income during 2024. Please note that the Old Age Security pension, annuities paid under the Québec Pension Plan or the Canada Pension Plan and life annuity payments under a retirement compensation arrangement do not qualify for the retirement income amount.

► What to do

To claim these tax credits, complete parts A and B of *Schedule B – Tax Relief Measures* and enclose it with your income tax return.

► Who to contact

For more information on these tax credits, visit the Revenu Québec website at www.revenuquebec.ca or call one of these numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada or the United States:

1-800-267-6299 (toll-free)

International: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY)

Montréal region: 514-873-4455

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

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 principal residence has increased significantly in value.

► Target group

You are eligible if, on December 31, 2024, you

- were 65 or older
- were resident of Québec
- owned your residence for at least 15 consecutive years

You must also 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 for 2025* 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, you must

- have a family income that does not exceed the maximum amount eligible for this grant
- have received or are entitled to receive a municipal tax bill in your name for the residence for 2025

The residence must consist of a single dwelling unit and be an entirely residential unit of assessment.

► What to do

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

► Who to contact

To obtain the form or for more information about the grant, visit the Revenu Québec website at www.revenuquebec.ca or contact Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada or the United

States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

Income Tax Assistance – Volunteer Program

Revenu Québec

► Description

The Income Tax Assistance – Volunteer Program is available to individuals who need help to complete their tax return and cannot afford the services of a professional tax preparer. Volunteers complete their tax returns, free of charge.

This program is jointly administered by the Canada Revenue Agency and Revenu Québec.

► Target group

Any eligible person who needs help to complete their income tax return alone and who cannot afford the services of a professional. They must have a modest income **and** a simple tax situation.

► What to do

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

► Who to contact

For more information about this program, visit www.revenuquebec.ca or call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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



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 functional rehabilitation transition unit after hospitalization.

The tax credit is equal to 20% of the total of the following expenses:

- the purchase, lease and installation costs of eligible equipment or fixtures (the first \$250 is not eligible)
- the cost of a temporary stay in a functional rehabilitation transition unit, up to a maximum of 60 days per stay

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

► Target group

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

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

Eligible equipment and fixtures are the following:

- A person-centred 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 Part E of *Schedule B – Tax Relief Measures* of your tax return for the applicable taxation year.

► Who to contact

For more information about this tax credit, visit www.revenuquebec.ca or call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

Instalment Payments

Revenu Québec

► Description

At retirement, a person often moves from a single employment income to several sources of income (Québec Pension Plan, Canada Pension Plan, Old Age Security, RRSPs, RRIFs, etc.).

When there are no source deductions from your income, or when the amounts deducted are insufficient, Revenu Québec informs you that you must make instalment payments. Instalments are partial payments you make periodically throughout the year to pay your taxes.

► Target group

You must make instalment payments if you meet both of the following conditions:

- your estimated tax liability for the current year exceeds \$1,800
- your net tax liability exceeded \$1,800 in **either of the two** preceding years

► Who to contact

For more information on instalment payments, visit the Revenu Québec website at www.revenuquebec.ca or contact Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

Senior assistance tax credit

Revenu Québec

► Description

The senior assistance tax credit is a refundable tax credit paid automatically to eligible individuals aged 70 or more who filed an income tax return. Marital status and income are used to determine the amount of the tax credit, which can be up to \$2,000 per person for the 2024 taxation year.

► Target group

You may be eligible for the senior assistance tax credit if you met at least one of the following conditions on December 31, 2024:

- You were 70 or older.
- Your spouse was 70 or older and is eligible for the credit.

You must also have met the following conditions on December 31, 2024:

- You were resident of Québec.
- You or your spouse on December 31, 2024 were
 - a Canadian citizen
 - 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, and have been living in Canada for the past 18 months

► What to do

All you have to do is file your 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 (TP-1029.SA-V)* form and enclose it with your income tax return.

► Who to contact

To obtain the form or to learn more about the tax credit, visit www.revenuquebec.ca or call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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



Solidarity tax credit

Revenu Québec

► Description

The solidarity tax credit is designed to assist low- and middle-income households by offsetting the costs associated with the Québec Sales Tax (QST) and housing. It is also intended to compensate for the higher cost of living in northern villages.

The solidarity tax credit is paid by direct deposit.

► Target group

A person may be eligible for the Solidarity Tax Credit for the period from July 2025 to June 2026 if they met the following criteria on December 31, 2024:

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

In addition, their family income must not exceed the maximum set out.

► What to do

File your income tax return and attach a *Schedule D – Solidarity Tax Credit* form to ensure that you receive all the amounts to which you are entitled.

If you have a spouse and live with them, a single application must be submitted for the couple.

Register for direct deposit with Revenu Québec if you have not already done so.

► Who to contact

To obtain a form or for further information, visit the Revenu Québec website at www.revenuquebec.ca or call one of the following numbers:

Québec region: 418-266-1016

Montréal region: 514-940-1481

Elsewhere in Canada

or the United States: 1-855-291-6467 (toll free)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

Tax credit for career extension

Revenu Québec

► Description

The tax credit for career extension is a non-refundable credit. It is designed to encourage workers 60 years of age or older to remain in or return to the workforce by allowing them to pay no tax on a portion of their income.

For the 2024 taxation year, the maximum tax credit is the lesser of:

- 14% of the portion of eligible work income that exceeds \$5,000
- 1,400 (if the person is 60 years of age or older, but less than 65, on December 31, 2024) or \$1,540 (if the person is 65 years of age or older on December 31, 2024)

► Target group

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

- You were 60 or older on December 31 of the taxation year.
- You were residing in Québec on December 31 of the taxation year.
- You reported eligible work income.

As of the **2025** taxation year, only individuals aged **65 or over on December 31** of the taxation year relevant to the application will be eligible for the tax credit.

► What to do

Complete the *Tax Credit for Career Extension (TP-752.PC-V)* and file it with your tax return for the relevant taxation year.

► Who to contact

To obtain a form or for further information, visit the Revenu Québec website at www.revenuquebec.ca or call one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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



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 component** 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 meet the following general requirements:

- they were resident of Québec on December 31 of the taxation year relevant to the application
- they received no compensation for the assistance they provided
- no one, other than their spouse, is claiming an amount for them on line 367, 378 of 381 of their income tax return
- no one is claiming the tax credit for caregivers with regards to them
- they, or their spouse, were not tax-exempt for the year relevant to the application

The person being assisted must not live in a private seniors' residence or in a dwelling located in a public facility.

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

For the 2024 taxation year, you may be eligible for a tax credit of \$1,453 and an additional amount of up to \$1,453 if the following conditions are met:

- You provided assistance to a person of full age with a severe and prolonged impairment in mental or physical functions.
- You 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.
- The care receiver lived in Canada throughout the cohabitation period.

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

For the 2024 taxation year, you may be eligible for a tax credit of up to \$1,453 if the following conditions are met:

- You 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.
- The care receiver lived in Canada the entire time you cared for them.

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

For the 2024 taxation year, you may be eligible for a tax credit of up to \$1,453 if the following conditions are met:

- You cohabited with a person (other than your spouse) aged 70 or older 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.
- The care receiver lived in Canada the entire time you cared for them.

Other conditions apply to caregivers and care receivers.

▶ **What to do**

To claim the tax credit, complete *Schedule H – Tax Credit for Caregivers* of your income tax return for the 2024 taxation year. If you are claiming the credit in respect of a person with an impairment, attach the *Certificate Respecting an Impairment (TP-752.0.14-V)* form, which confirms that the person being assisted needs assistance in performing a basic activity of daily living, if it has never been filed for this purpose; and if the person has no family relationship with you, complete the *Certificate of Ongoing Assistance (TP-1029.AN.A-V)* form.

▶ **Who to contact**

To obtain a form or for more information about this program, visit www.revenuquebec.ca or call Revenu Québec at one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

Tax credit for home-support services for seniors

Revenu Québec

► Description

The tax credit for home support for seniors is a refundable tax credit designed to allow people 70 or older to remain in their home environment as long as possible. For the 2024 taxation year, the credit is equal to 38% of eligible expenses.

The amount of the credit is based on the senior's marital status, the type of dwelling lived in, the cost of rent, the level of independence of the senior or the senior's spouse, the family income and the cost of services obtained. Detailed examples of calculations based on an individual's situation can be found on the Revenu Québec website.

► Target group

The tax credit for home support for seniors is intended for persons 70 or older who were residents of Québec on December 31 of the year in which the services eligible for the tax credit were received.

If the person turned 70 in the year, only expenses for services rendered on or after the age of 70 qualify for the tax credit.

► What to do

Complete *Schedule J – Tax Credit for Home-Support Services for Seniors* of your income tax return for the taxation year concerned and attach, if applicable, the *Certification for Dependent Senior Status – Tax Credit for Home Support Services for Seniors (TPZ-1029.MD.A-V)* form.

However, if you wish to receive the credit before your tax return is filed, instead complete the appropriate advance payment application form.

► Who to contact

To obtain a form or for more information, visit the Revenu Québec website at www.revenuquebec.ca or call one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

Internationally: 1-800-267-6299 (fees may apply)

Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

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 medical expense tax credit, complete Parts A and C (or A, C and D, depending on the type of credit) of *Schedule B – Tax Relief Measures* of your tax return return for the taxation year in question.

► Who to contact

For more information, visit the Revenu Québec website at www.revenuquebec.ca or call one of the following numbers:

Québec region: 418-659-6299

Montréal region: 514-864-6299

Elsewhere in Canada

or the United States: 1-800-267-6299 (toll free)

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Hearing impaired persons (TTY):

Montréal region: 514-873-4455

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

► Note

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



Pensions from a foreign country

Retraite Québec

► Description

Québec citizens who work or have worked in a country with which Québec has a social security agreement can receive a pension from that country. It may be a retirement, a disability, a surviving spouse or an orphan's pension.

The calculation of the pension is generally based on the contributions paid by the worker to the social security plan of the foreign country concerned.

A pension from a foreign country does not reduce the amount of pensions and benefits under the Québec Pension Plan. However, pensions paid by certain countries may be reduced if a pension is received under the Québec Pension Plan.

► Target group

Any person who contributed to the social security plan of a country that has entered into an agreement with Québec, as well as their spouse or children, in the event of that person's death.

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 to the Québec Pension Plan can receive a pension at retirement. The pension is calculated based on the work income that the person has earned since the age of 18. The pension also varies according to the age at which a person begins to receive it.

According to the Plan, the normal retirement age is 65. If a person applies for their pension after the age of 65, they will get a higher pension for life. If they apply for their pension between the ages of 60 and 65, they will get a lower pension for life. You can wait until you are 72 to apply for your pension, which then reaches its maximum amount.

It is possible to receive your retirement pension even if you continue to work full time or part time.

► Target group

Any citizen 60 years of age or older who has contributed for at least one year to the Québec Pension Plan.

► What to do

You can apply for a Québec Pension Plan retirement pension online on Retraite Québec's website (a registration in My Account is required). You can also complete the *Application for a Retirement Pension Under the Québec Pension Plan* form and send it by mail to Retraite Québec, but the processing time will take longer.

You do not need to apply if you are receiving a disability pension, as it will be automatically modified once you reach 60 years of age. A reduced retirement pension will then be paid to replace part of the disability pension. From age 65, you will no longer receive the disability pension, but you will keep your retirement pension. Your retirement pension will no longer be reduced, even if you began receiving it before age 65.

► When

It is recommended that you apply for your retirement pension under the Québec Pension Plan 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

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.

For more information, you can also contact 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)

► Note

A person aged 65 or older receiving a retirement pension **while working** can stop contributing to the Québec Pension Plan. If you stop contributing, your employer contributions will stop and the retirement pension supplement will not be added to your pension.

If a person decides to continue contributing to the Plan, they will automatically cease to do so as of January 1 of the year following the year in which they reach age 72.



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 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)

Are you working or thinking of returning to the labour market?

► New benefits

- If you are 65 or older and are already receiving a retirement pension, you can now choose to stop contributing to the Québec Pension Plan.
- If you are age 65 or older and are working part-time, you can choose to delay receiving your Québec retirement pension without lowering the average earnings used to calculate your retirement pension.
- You can postpone the start of your Québec pension until the age of 72 to benefit from a higher lifetime pension.

► Resources and tools are available to help you make your choice!

- Are you planning to change jobs at the end of your career? Are you looking to extend your career as an older worker? Do you want to return to work after retirement? Go to the “Work-retirement balance: working when you’re over 60” section of Quebec.ca for advice and to find out about the help and support available in your situation.
- If you are retired and thinking about returning to work, use the [calculator of work income kept on retirement](#) to get a clear picture of your available income before and after you return to work, and to help you make an informed financial decision. It is easy to use and effective!

Simply enter the following information to obtain the calculation results:

Your family status:	Retired person living ▾
Your age:	61
Gross work income: ⓘ	15000
Gross retirement income (RPP and RRSP): ⓘ	20000
Income from the Québec Pension Plan (QPP) ⓘ	10000
Do you stop contributing to the QPP? ⓘ	No ▾

- Visit [Québec Emploi](#), the Gouvernement du Québec's free online job site, to find a full-time, part-time or seasonal job.
- Visit the [Service Québec office](#) nearest you to meet an employment counsellor for an assessment interview or advice. You can also check your eligibility for an employment assistance program or activity. Your employment counsellor can help you find an employability services organization in your area that offers a wide range of services such as:
 - access to job search tools
 - job readiness activities
 - help with writing a résumé or cover letters
 - help prepare for interviews
 - counselling and guidance service
 - support service for skills recognition
 - internship opportunities, etc.

All employability services are available for free!

Other government programs

Age-Friendly Municipalities Support Program (MADA)

This program aims to adapt policies, services and structures relating to buildings and social environments in order to create optimal conditions for active aging. The program is affiliated with the World Health Organization.

Under Component 1 of this program, a municipality, RCM or Indigenous community recognized by the Assemblée nationale du Québec may develop or update its municipal policy and action plan to promote the well-being of seniors.

Under Component 2 of this program, an RCM can hire or mobilize resources to oversee the implementation and monitoring of MADA action plans within its territory.

For more information, see the “Family and support for individuals” section of Quebec.ca.

Age-Friendly Québec program

This program provides financial support to non-profit organizations who carry out activities and initiatives at a local, regional or national level.

These projects contribute to adapting living environments to the realities of seniors, allowing them to remain in their homes, in their communities, in healthy, safe and welcoming environments.

This program also aims at promoting seniors’ participation in the social, economic and cultural development of their community. It relies on partnerships, consultations and collaboration between the community players to carry out projects that have a direct and positive impact on seniors.

For more information, see the “Family and support for individuals” section of Quebec.ca.

Community Outreach Initiatives for Vulnerable Seniors Program (ITMAV)

This program provides financial assistance to non-profit organizations for the recruitment and retention of community outreach workers whose job is to:

- identify seniors who are vulnerable or at risk of becoming frail
- improve their connection or reconnection to relevant community resources
- help them find solutions to the problems they face
- contribute to improving their well-being, renewing their autonomy and maintaining their active participation in the community
- guide them to the right services or activities in collaboration with community resources

For more information, see the “Family and support for individuals” section of Quebec.ca.

Gouvernement du Québec services

Services Québec

Services Québec is the gateway throughout the province to government services for citizens and businesses. 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 [Québec.ca](http://Quebec.ca) home page.

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.cdpcj.qc.ca or call 1-800-361-6477.

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 necessary, you can have your eligibility assessed at your 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 oversees the protection of incapacitated persons, safeguarding their autonomy and ensuring that their rights are respected while supporting their families and loved ones in their duties. It also provides services for people receiving assistance and their assistants. It intervenes when it receives reports of represented or assisted persons being abused, mistreated or neglected. When the situation warrants, it can use its investigative powers.

To learn more about the protective measures or about the Curateur public du Québec, visit [Québec.ca](http://Quebec.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).

For more information on civil status documents or the Directeur de l'état civil, visit its website at www.etatcivil.gouv.qc.ca.

Local community service centres

Your local community service centre (CLSC) is part of your Integrated Health and Social Services Centres (CISSS) or Integrated University Health and Social Services Centres (CIUSSS). For the address and telephone number of the CLSC near you, contact Info-Santé by dialing 811 or consult the "Health" section of [Québec.ca](http://Quebec.ca).

Office de la protection du consommateur

The Office de la protection du consommateur's mission 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 Office des professions du Québec's mission 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 citizens' rights are upheld when they interact with Québec public services
- ensure the integrity of public services and contribute to their improvement

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

Régie du bâtiment du Québec

The Registre des détenteurs de licence allows you to check whether the contractor to whom you wish to entrust construction or renovation work holds a licence issued by the Régie du bâtiment du Québec. Doing business with a contractor licenced by the Régie gives you access to a financial guarantee in case of litigation.

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

Retraite Québec

Retraite Québec administers the Québec Pension Plan and public sector pension plans. In addition, it supervises supplemental pension plans and voluntary retirement savings plans. In addition, it does financial planning for retirement campaigns to the public.

For more information 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 promote active aging in Québec society. It develops, supports, advises on and consults on policies and measures designed to:

- combat social prejudices
- promote the participation, health and safety of seniors in terms of intergenerational equity and respect for diversity

It advises the Minister Responsible for Seniors on issues related to the aging of individuals and society, and the adaptation of programs and services for seniors.

For more information about the measures supported by the Secrétariat aux aînés, visit [Québec.ca](http://Quebec.ca).

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 1-800-277-9915 (toll free) or, if you have a hearing or speech impairment, 1-800-255-4786 (TTY, toll free).

You can also visit the Service Canada website at www.canada.ca.

Community organizations

Association des grands-parents du Québec

The role of the Association des grands-parents du Québec is to defend the rights of grandparents and their grandchildren in order to maintain the relationship as well as emotional and family ties.

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

Association québécoise des centres communautaires pour aînés

The 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, the Réseau FADOQ defends the collective rights of people 50 years of age or older, promotes their contribution to society and supports them by offering adapted services and activities.

For more information about Réseau FADOQ, visit its website at www.fadoq.ca.



Other useful references

Éducaloi

Éducaloi is a non-profit organization devoted to making the law more accessible to promote greater legal autonomy for individuals and communities.

For more information about Éducaloi, visit its website at www.educaloi.qc.ca.

Pair program

The Pair program is a daily automated call service that ensures that an elderly or frail person is not 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, health and travel workshops.

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

Biblio-Santé

Biblio-Santé offers thematic booklets featuring a list of organizations, a selection of websites and suggestions for health-related reading and films.

All information in these booklets has been selected, analyzed and validated by trained librarians. More than 600 public libraries and health libraries across Québec participate in this initiative of the Québec Public Library Association.

For more information about Biblio-Santé, visit its website at www.bibliosante.ca.

Ping! Free training courses

Ping! is a training program developed in partnership with the Ministère de l'Emploi et de la Solidarité sociale that helps develop Internet skills.

Training is offered free of charge, either online or in easily accessible locations (libraries, community organizations, etc.). It is given in small groups, but you can attend individual sessions afterwards to further your knowledge. For more information about Ping! or to see the calendar of training courses offered in various regions of Québec, visit its website at ping.communautaire.quebec.



