

## OUR SERVICES



**DEFENDING AND PROMOTING  
YOUR RIGHTS**

Professional services, free of charge  
[www.cdpdj.qc.ca](http://www.cdpdj.qc.ca)



## AT YOUR SERVICE

The Commission des droits de la personne et des droits de la jeunesse promotes and upholds the Québec Charter of Human Rights and Freedoms, the Youth Protection Act, the Youth Criminal Justice Act and the Act Respecting Equal Access to Employment in Public Bodies.

### **The Commission**

- Informs the public regarding the Charter and the laws that protect the rights of children and youth.
- Protects against discrimination and harassment prohibited under the Charter.
- Investigates complaints of discrimination and of exploitation under the Charter, as well as infringements to the rights of children under the Youth Protection Act.
- Provides a reasonable accommodation advisory service to employers and decision-makers.
- Ensures compliance with employment equity programs within organizations covered by the Act Respecting Equal Access to Employment in Public Bodies.

## SERVICES

### The Commission

- Publishes studies, opinions and recommendations on issues relating to human rights and youth rights.
- Develops information tools.
- Offers education and training programs.
- Analyzes proposed legislation to ensure it complies with the Charter, the Youth Protection Act and the Youth Criminal Justice Act.

### Other resources

The Commission cannot intervene in all unfair situations. There are laws and other organizations, such as the Commission des normes du travail, the Régie du logement or the Québec Ombudsman, that protect your rights and can be of assistance.

The Commission's staff can assist you to find the help you need.

## THE CHARTER PROTECTS YOUR RIGHTS

The Commission promotes and upholds the Québec Charter of Human Rights and Freedoms.

Once a complaint is accepted for possible investigation, the Commission offers its mediation services or conducts an investigation when, for example:

- A person is a victim of discrimination or harassment, according to the Charter.
- An elderly or disabled person is exploited in violation of the Charter.
- A person faces discrimination at work based on his or her criminal record.
- A person who has filed a complaint or is involved in a Commission investigation is threatened or is subject to reprisals.

Your rights are not respected?

The Commission may conduct an investigation into any of these circumstances and may refer the case to the Human Rights Tribunal or any another court.

## YOUTH PROTECTION

The Commission intervenes when it has reason to believe that under the Youth Protection Act, an individual, institution or organization does not respect the rights of a child or of several children.

The Commission may conduct an investigation when, for example:

- Youth protection services in a region are not adequate.
- A Director of Youth Protection has not acted according to the Youth Protection Act.
- A child in a rehabilitation centre is not receiving the services he or she is entitled to.
- A foster family is failing in its duty.

In an emergency, the Commission initially seeks to correct the situation and if necessary, may apply directly to a court.

### **Youth in distress**

You believe a child is being abused?  
You can report the situation to the Director of Youth Protection in your region, 24 hours per day, 7 days a week.

## EXAMPLES OF INVESTIGATIONS

### **Exploited by her son**

Mrs. A. is 72 years old. Her son withdrew money from her bank account without her permission. The Commission went to court to obtain an emergency order to block access to her account. Following an investigation, the stolen money was refunded.

### **Sexual discrimination**

The head of a trucking company refused to consider a female truck driver's job application because he did not want to hire women. Following an investigation, the Commission took the case to the Human Rights Tribunal which granted the complainant financial compensation.

### **Racial discrimination**

A landlord refused to rent an apartment to Mr. T. The Commission's investigation found that this refusal was motivated by Mr. T's race, colour and origin. The Human Rights Tribunal recognized that the complainant was the victim of discrimination and ordered the landlord to pay Mr. T. a financial compensation and to change his rental practices.

## YOUR CHARTER RIGHTS



**The Québec Charter of Human Rights and Freedoms prohibits discrimination or harassment based on:**

- Race;
- Colour;
- Sex;
- Pregnancy;
- Sexual orientation;
- Civil status;
- Age, except as provided by law;
- Religion;
- Political convictions
- Ethnic or national origin;
- Social condition;
- Language;
- A handicap or the use of any means to palliate a handicap.

Furthermore, the Charter protects against:

- The exploitation of elderly or disabled persons;
- Workplace discrimination based on criminal record;
- Reprisals for filing a complaint or for being involved in a Commission investigation.

The Commission can accept a complaint, offer mediation or conduct an investigation into any of these circumstances and bring such cases to the Human Rights Tribunal or any other court.

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

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The Commission des droits de la personne et des droits de la jeunesse (human rights and youth rights commission) is an independent body whose mission is to promote and uphold the principles set out in the Québec Charter of Human Rights and Freedoms.

The mission of the Commission is also to ensure that the interests of children are protected and that their rights as recognized by the Youth Protection Act and the Youth Criminal Justice Act are respected.

In addition, the Commission is responsible for applying the Act respecting equal access to employment in public bodies.

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015 FA / 2011-08

