

Statement of Services to Citizens

**Le Curateur public
du Québec**

À la rencontre de la personne

Québec 

Message from the Public Curator



We all hope that a friend or relative we trust will be able to act on our behalf should we one day become incapable of making our own decisions due to an accident, disability or illness. But each of us knows that this is not always possible.

This is why the government has appointed me to take over in the event that your family or friends are unable to represent you. I am assisted in this function by a team of dedicated individuals so that together, we can offer you the services you need.

Should you become incapable, you can be sure that someone will be there for you—whether this person is a relative, a friend, or myself; you can count on someone who is specifically designated to represent you and ensure that your rights are protected.

At the Curateur public we commit to acting with respect, empathy and open-mindedness.

A handwritten signature in black ink that reads "Diane Lavallée". The signature is fluid and cursive.

Diane Lavallée
Public Curator

We can help you

Your situation

Our services

You are planning ahead

You are thinking about drafting a mandate in case of incapacity and appointing one or more people you trust to represent you if you should become incapacitated.

We give you a guide and a form to help you carefully draft your mandate.

You are a person of full age under protective supervision

A judge has ruled that you are incapable and appointed someone close to you as tutor or curator to represent you and act on your behalf.

We inform your representative of their obligations to you and we supervise their administration.

You are a minor with property or personal income

Your parents or an adult you know is acting as a tutor to administer your patrimony until you become an adult.

We inform your parents or tutor of their obligations and, in some cases, we supervise their administration.

You are a member of a tutorship council

You and two other relatives or friends have agreed to take responsibility for monitoring the administration of a tutor or curator of one of your relatives or friends.

We inform you about your obligations.

You are an incapable person with no family or friends

You have no family or friends who are able to take care of you and your property.

The Public Curator acts as a tutor or curator and sometimes even as the tutorship council to ensure that your rights are protected.

You are a concerned citizen

You do not hesitate to report to the Curateur public when you are aware of an incident of abuse or negligence concerning an incapable person or someone presumed to be incapable.

We investigate reported cases of negligence and abuse.

Information about our services

Check our website for descriptions of all these services and more, as well as the applicable fees. Information is also available in our pamphlets which can be found in

the offices of the Curateur public and Services Québec. Note that services provided to private legal representatives are free of charge.

Our commitments to citizens

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Accessibility and reception services

We do our utmost to . . .

Facilitate access to our services

- ◆ You can reach us by telephone, fax, regular mail, e-mail, or by coming to our offices—whatever you prefer.
- ◆ Our documents and forms are written in simple and clear language. When necessary, we adapt explanations and information to meet the needs of persons who are living with different forms of incapacity.

Treat you courteously and handle your requests conscientiously

- ◆ Our staff members are required to identify themselves to you (name and function), listen to you attentively and treat you respectfully and courteously, just as you do with them.
- ◆ If you call one of us and they are not available, you can leave a message and we will phone you back within 24 hours, on working days.
- ◆ If you go to one of our regional offices (direction territoriale), a clerk will immediately greet you and, in less than 15 minutes, direct you to someone who can help you.

Inform you clearly and quickly

- ◆ Our information officers will answer you immediately when you phone and during the same day when you contact us by the Internet. If they are unable to answer your questions, they will connect you with the appropriate department.
- ◆ Our website was designed to facilitate things for you: you will find the information you need concerning our services, fees, commitments, and how to reach us. You'll even find the forms you need to carry out your tasks.

Protection of persons and their property

If you are represented by a relative or friend

We stay in touch with your tutor or curator:

- ◆ We inform them about their role and obligations by sending them written materials and phoning them in the month after they have been appointed. If they need it, we support them in carrying out their tasks.
- ◆ We review the inventory of your property and the annual administration report they send to us to prevent harm from coming to you.

You are a minor whose parents are administering your patrimony

- ◆ We inform your parents of their obligations regarding the administration of your patrimony.

If you are represented by the Curateur public

We establish a personal relationship with you:

- ◆ By visiting you right away when the process begins and from time to time afterwards, depending on your needs.
- ◆ By ensuring that you get the medical, social, and legal services to which you are entitled, just like any other citizen.

When necessary, we provide the required consent to care that is proposed to you:

- ◆ Within one hour, 24 hours a day, in cases of emergency.
- ◆ In less than two working days for non-urgent requests.

We manage your patrimony with care:

- ◆ By recovering income to which you are entitled.
- ◆ By balancing your expense budget based on your income.
- ◆ By managing your assets prudently and thoroughly.
- ◆ By informing you, when you ask, about your financial situation.

The demand for quality

You can count on:

- ◆ The quality of our interventions and the continuing professional education of our staff.
- ◆ Our commitment to serving you within a satisfactory time frame, according to internal standards that we update regularly.
- ◆ The respect of your right to privacy.
- ◆ The respect of your right to consult your file, taking into account your condition and the protection of information contained in it.
- ◆ Our ongoing commitment to clearly inform the public and institutions about the situation and needs of incapable persons and about the care and services to which they are entitled.



To make a report or in case of an emergency

If you are aware of a situation in which an incapable person or someone presumed to be incapable is the victim of abuse or negligence, report it to us right away by phoning this number: **1 800 363-9020**.

Your action will remain confidential.

- ◆ Our investigation will begin within two working days of your report.
- ◆ The report will be addressed within 20 working days.

IN AN EMERGENCY

In an emergency concerning an incapable person or someone presumed to be incapable, you can reach us any time at the same number, 24 hours a day, seven days a week.

To file a complaint

If you are dissatisfied with a service provided by the Curateur public, you can file a report by contacting the Bureau des plaintes during office hours:

514 864-7053 or, toll free: **1 800 363-9020**.

You can also contact us at our offices in Montréal, Québec City, Longueuil and Saint-Jérôme (see contact information at the end), or complete the complaint form on our website at:
www.curateur.gouv.qc.ca.

We guarantee a fair and confidential review of your complaint.

- ◆ An attentive staff member will take note of your complaint within two working days.
- ◆ The initial conclusions will be transmitted to you within 20 working days.

Coming into effect

This *Statement of Services to Citizens* will become effective on April 1, 2008.

Note

The text of the legislation prevails over the text of this document.

Questions?

You can contact one of our offices (Monday - Friday, 8:30 a.m. - 4:30 p.m., except Wednesday, 10:00 a.m. - 4:30 p.m.) or check out our website at

www.curateur.gouv.qc.ca.

Siège social 600, boul. René-Lévesque Ouest Montréal (Québec) H3B 4W9	Tél. : 514 873-4074 1 800 363-9020 information@curateur.gouv.qc.ca
Direction territoriale et Bureau de Montréal 454, place Jacques-Cartier, bureau 200 Montréal (Québec) H2Y 3B3	Tél. : 514 873-3002 1 866 292-6288
Direction territoriale Sud et Bureau de Longueuil 201, place Charles-Le Moyne, RC 02 Longueuil (Québec) J4K 2T5	Tél. : 450 928-8800 1 877 663-8174
Bureau de Sherbrooke 200, rue Belvédère Nord, RC 03 Sherbrooke (Québec) J1H 4A9	Tél. : 819 820-3339 1 877 663-8174
Bureau de Victoriaville 108, rue Olivier, 1 ^{er} étage Victoriaville (Québec) G6P 6V6	Tél. : 819 752-7907 1 877 663-8174
Direction territoriale Est et Bureau de Québec 400, boulevard Jean-Lesage Hall Ouest, bureau 22 Québec (Québec) G1K 8W1	Tél. : 418 643-4108 1 800 463-4652
Bureau de Rimouski 92, 2 ^e Rue Ouest, bureau 102 Rimouski (Québec) G5L 8B3	Tél. : 418 727-4030 1 866 621-7088
Bureau de Saguenay 227, rue Racine Est, 3 ^e étage, bureau 3.06 Saguenay (Québec) G7H 7B4	Tél. : 418 698-3608 1 866 226-0985
Direction territoriale Nord et Bureau de Saint-Jérôme 222, rue Saint-Georges, bureau 315 Saint-Jérôme (Québec) J7Z 4Z9	Tél. : 450 569-3240 1 877 221-7043
Bureau de Gatineau 4, rue Taschereau, 3 ^e étage, bureau 320 Gatineau (Québec) J8Y 2V5	Tél. : 819 772-3694 1 866 552-5164
Bureau de Rouyn-Noranda 255, rue Principale, RC 06 Rouyn-Noranda (Québec) J9X 7G9	Tél. : 819 763-3116 1 866 621-7087
Bureau de Trois-Rivières 25, rue des Forges, bureau 313 Trois-Rivières (Québec) G9A 6A7	Tél. : 819 371-6009 1 877 221-7043

Cette publication est aussi disponible en français

