

# Statement of Services to Citizens

Le Curateur public  
du Québec

*À la rencontre de la personne*

March 2008

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

## 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](http://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.