

# Legal Information and Referrals Guide



ēducaloï

Information Empowers

# This guide covers:

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|---|-----------|
| <b>1. Free Legal Information</b><br>online and some with<br>telephone service | <b>1</b>  |
| <b>2. Free Legal Information<br/>Clinics</b><br>telephone and in-person       | <b>10</b> |
| <b>3. Free and Low-cost Legal<br/>Advice and Representation</b>               | <b>21</b> |
| <b>4. An Online Legal Resources<br/>Directory</b>                             | <b>27</b> |

The information is up to date as of December 2021.

# 1. Free Legal Information

online and some with telephone service

## General (multiple areas of law)

- Éducaloi

[www.educaloi.qc.ca/en/](http://www.educaloi.qc.ca/en/)

- Justice Québec

[www.justice.gouv.qc.ca/en](http://www.justice.gouv.qc.ca/en)

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## Wills, estates, family law, property sales:

- Chambre des Notaires  
(notaries' association)

[www.cnq.org](http://www.cnq.org)

## Protection mandates and other protections for vulnerable people

- Curateur Public (Public Curator)

[www.curateur.gouv.qc.ca/cura/en/](http://www.curateur.gouv.qc.ca/cura/en/)

(Montreal)

**514-873-4074**

(elsewhere in Quebec)

**1-844-532-8728**

## Rental housing

- Tribunal Administratif du Logement (formerly Régie du logement or rental board)

<https://www.tal.gouv.qc.ca/en>

(Montreal, Laval and Longueuil)

**514-873-2245**

(elsewhere in Quebec)

**1-800-683-2245**

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## Labour standards, pay equity and workplace health and safety

- Commission des normes, de l'équité, de la santé et de la sécurité du travail

<https://www.cnesst.gouv.qc.ca/en>

**1-844-838-0809**

## Consumer protection

- Office de la protection des consommateurs

[www.opc.gouv.qc.ca/en/](http://www.opc.gouv.qc.ca/en/)

Tel: see [www.opc.gouv.qc.ca/en/contact/consumer](http://www.opc.gouv.qc.ca/en/contact/consumer) for list of phone numbers by region

- Option consommateurs

<https://option-consommateurs.org/en/services/legal-information-services>

(Montreal)

**514-598-7288**

(elsewhere in Quebec)

**1-888-412-1313**

## Human rights and youth rights

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

<https://www.cdpdj.qc.ca/en>

**1-800-361-6477**

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## Rights of persons with disabilities

- Office des personnes handicapées du Québec

<https://www.ophq.gouv.qc.ca/>

Link to content in English:  
On home page, click on  
“Publications in English”



Link to services offered:  
On home page, click on  
“Services directs” (French only)

**1-800-567-1465**

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## Complaints about Quebec government services

- Protecteur du citoyen  
(ombudsperson)

<https://protecteurducitoyen.qc.ca/en>

(Quebec City)

**418-643-2688**

(elsewhere in Quebec)

**1-800-463-5070**

## Information about complaints regarding health and social services

<https://www.quebec.ca/en/health/health-system-and-services/rights-recourses-and-complaints>

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## Help with complaints about phone, TV and Internet services

- Commission for Complaints for Telecom-television Services

[www.ccts-cprst.ca](http://www.ccts-cprst.ca)

## Quebec Bar Association's free legal information phone lines

If you've been arrested

**1-866-666-0011**

Immigration emergency

**1-866-954-3525**

Young offender emergency

**514-954-3500**

Landlord-tenant info

**1-844-227-3790**

(five-minute consultation)

Criminal law info

**1-888-954-9447**

Small claims court preparation

**1-844-227-3781**

## **2. Free Legal Information Clinics** telephone and in-person

(check for availability of  
in-person services due to  
COVID)

Some legal information clinics  
may also offer legal advice. You  
can ask the clinic about this  
when you contact them.

## Community Justice Centers

- 11 centres across Quebec. To find address and phone number of nearest one go to

[www.justicedeproximite.qc.ca/en/](http://www.justicedeproximite.qc.ca/en/)

- Covers multiple areas of law
- Provides “pre-mediation” services (preparation for mediation) for family law and small claims court cases
- No appointment necessary (when walk-in services operating)

## Mile End Legal Clinic

<https://justicemontreal.org/>

- Operates three legal info clinics in Montreal:
  - 99 Bernard St. West
  - Tyndale St-Georges Community Centre, 870 Richmond Square
  - Comité d'action de Parc-Extension, 419 Saint-Roch, basement office SS.04
- Covers multiple areas of law
- By phone or appointment  
**514-507-3054**

## University-based legal information clinics

McGill

**514-398-6792**

Université de Montréal

**514-343-7851**

(by appointment only)

UQAM

**514-987-6760**

Université de Sherbrooke

**819-821-8000 # 65221**

University of Ottawa

**613-562-5600**

## Head and Hands

<https://headandhands.ca/programs-services/legal-services>

- 3465 Benny, Montreal
- By phone and email only
- Covers multiple areas of law but oriented toward legal education and support of youth
- Free of charge for youth 12-25; suggested contribution of \$20 if older

**514-481-0277** or email  
[legal@headandhands.ca](mailto:legal@headandhands.ca)



## Project Genesis

[www.genese.qc.ca](http://www.genese.qc.ca)

- 4735 Côte-Ste-Catherine Road, Montreal
- Covers mainly access to government programs (e.g., welfare, pensions, family allowances) and tenant's rights
- By phone or appointment  
**514-738-2036**

## Montreal City Mission's Just Solutions Clinic for Immigration and Refugee Law and Seniors' Mobile Legal Clinic

[www.montrealcitymission.org/en](http://www.montrealcitymission.org/en)

- 1435 City Councillors Street, 3<sup>rd</sup> Floor, Montreal
- By phone or appointment

Immigration and refugee law

**514-844-9128 ext. 201 or 204**

Seniors' Mobile Legal Clinic

**514-844-9128 ext. 206**

## Arnold Bennett Tenants' Rights Hotline

<https://www.facebook.com/groups/HousingHotline>

- Information provided only by phone or via Facebook page (no in-person consultations)
- Phone info line  
**514-488-0412**

## West Island Community Resource Centre Legal Clinic

<https://crcinfo.ca/programs-and-services/#legal>

- 114 Donegani, Pointe Claire
- Covers multiple legal areas
- By phone or appointment  
**514-694-6404**

## Young Bar of Montreal Public Services

[ajbm.qc.ca/en/](http://ajbm.qc.ca/en/)

- Can provide assistance to people in Montreal representing themselves before the small claims court, the Tribunal administratif du logement (rental board), the Tribunal administratif du travail and the Tribunal administratif du Québec (regarding crime victim's compensation).
- Also provides on-site assistance to people representing themselves in criminal matters at the Montreal municipal court.

### **3. Free and Low-cost Legal Advice and Representation**

## Quebec Bar Association's low-cost consultation with a lawyer

- Cost of a consultation with a lawyer varies between \$50 and \$60 depending on your region
- For the cost, duration of consultation and the phone number to call for your region see:

<https://www.barreau.qc.ca/en/find-lawyer/referral-services/>

- This cost is only for an initial consultation. If you ask the lawyer for further services (for example, further consultations or for representation) you must reach an agreement regarding fees.

## Quebec Legal Aid

- Provides free (or in some cases low-cost) legal representation for low-income people in all regions of Quebec.
- For information on eligibility criteria and to find a Legal Aid office, see:

<http://www.csj.qc.ca/commission-des-services-juridiques/aide-juridique/Quest-ce-que-aide-juridique/en>

- Any lawyer in private practice can also accept legal aid work.

**514-873-3562**



## Juripop

- Provides legal consultation and representation in most areas of law at \$60 per hour for people who slightly exceed the financial cut-offs for Quebec Legal Aid.
- The request must be made online, with proof of income.
- For more information and to apply:

<https://juripop.org/en/i-need-a-lawyer-eligibility/>

**1-855-587-4767**

## Justice Pro Bono

<https://justiceprobono.ca/en/we-can-help-you/>

- Offers free legal representation in some areas of law to people who do not qualify for legal aid
- Areas of law include family law, services to non-profit organizations and refugee law

**514-904-1076**

## Elder Law Clinic

<https://elderlawcanada.ca/en/the-elder-law-clinic/about-the-clinic/>

- 1200 avenue Atwater, Suite 6,  
Westmount

By phone or appointment

Provides legal accompaniment and representation in some cases

**514-934-2463**

## **4. An Online Legal Resources Directory**

## Boussole juridique

- An online directory of free or low-cost legal resources across Quebec covering many areas of law

<https://boussolejuridique.ca/en/>

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