

What to Do if There Is a Problem at home or in housing?

Mini-guide for Seniors





IMPORTANT NOTICE

This guide contains general information about the law in Quebec. For specific advice on your situation, contact a legal professional.

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September 2025 Version.

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ACKNOWLEDGMENTS

This guide for seniors was made possible thanks to financial support from the Quebec government through the “Québec Amis des aînés” (QADA) program, as well as from the Fonds d’études notariales of the Chambre des notaires. This guide was made available in English thanks to financing from the Department of Justice Canada.



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Purpose of this Guide

This guide helps you understand your rights as a senior. It also explains:

- ✓ your rights when receiving health care,
- ✓ your rights as a tenant,
- ✓ where to get help if there is a problem.

You Have Rights

Whether you live at home, in a residence, in a CHSLD, or elsewhere, you have a right to:

- be treated with respect,
- have your privacy respected,
- live in a clean and safe environment,
- be protected from mistreatment, abuse and discrimination.

WHAT IS ABUSE OR MISTREATMENT?

Abuse or mistreatment means that someone is hurting you, neglecting you or being disrespectful towards you. If you are experiencing abuse or mistreatment, call the Mistreatment Helpline at 1-888-489-2287.

WHAT IS DISCRIMINATION?

Discrimination is when you are not being treated fairly because of your age, the colour of your skin or the language you speak, for example.

Your Rights if You Rent Your Home

Your landlord must respect rules



Your landlord cannot raise the rent whenever they want.



You have the right to live in a safe place. For example, broken stairs must be fixed.



Your landlord can't kick you out easily. There are rules to follow.



You have the right to end your lease early in certain situations. For example, you can end your lease if you need to move into a long-term care centre (CHSLD).

What should you do if you have a problem with your home?

1. Talk to your landlord.
2. If the problem is not fixed, you can send a written notice to your landlord.
3. If the landlord ignores your message or does not fix the problem, you can ask the housing court for help by "filing an application". The housing court is called the Tribunal administratif du logement (TAL) in French.

Questions? You can get help to file an application with the TAL

You ask the housing committee in your area for help. You can find their phone number at p. 10 of this guide.

Your Rights When Receiving Health Care Services

Your rights must be respected

Nurses, doctors and other people who take care for you must:

- explain to you what is going on with your health,
- tell you what services are available,
- ask for your consent before giving you a treatment,
- treat you with respect,
- give you safe care,
- speak to you in your language and respect your culture, as much as possible.

What should you do if you have a problem with your care, services, or the staff?

These are examples of problems:

- Care is being given to you without any explanation at your CHSLD.
- It is taking too long to get help at your seniors' residence (RPA).
- A hospital employee speaks to you in a hurtful manner.

Who should you talk to?

1. Speak with the person with who there is a problem, if you are comfortable talking to them.
2. Otherwise, talk with the management or someone you trust.

Many places have a **users' committee** or a **residents' committee**. These committees can:

- explain your rights to you,
- help you solve a problem.

How to file a complaint

Call or write the **Complaints commissioner** of the place where there is a problem. This is free and confidential. They will answer you in 45 days or less.

You can ask someone else to file a complaint for you.

If you are not satisfied with the Complaints commissioner's answer, you can call the Quebec ombudsman, called the **Protecteur du citoyen** in French.

Where Can You Get Help?

To make a complaint

Call Services Québec and ask to speak to your area's **Complaints commissioner**:

 1-877-644-4545

For help to make a complaint

Call a complaints assistance and support centre (CAAP):

 1-877-767-2227

 fcaap.ca/en (click on "Contact us" at the top of the page)

If you are being abused or mistreated

Call the **Mistreatment Helpline**:

 1-888-489-2287

 In case of an emergency: call 9-1-1.

If you are having issues with your apartment

Call the **housing court (Tribunal administratif du logement or TAL)**:

 514 873-2245
(Montreal)

 1-800-683-2245
(other areas in Quebec)

Contact the **Coalition of Housing Committees (RCLALQ)**

 rclalq.qc.ca/en
 1-866-521-7114

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