

INFO SHEET #1:

FINDING RELIABLE LEGAL INFORMATION

Some sources of reliable legal information

General: Multiple areas of law

- Éducaloi: <https://educaloi.qc.ca/en/>
- Justice Québec: <https://www.justice.gouv.qc.ca/en>

Wills, estates, family law, home sales

- Chambre des notaires (notaries' association): <https://www.cnq.org/en/>

Protection mandates and other protections for vulnerable people

- Curateur Public (Public Curator)
www.curateur.gouv.qc.ca/cura/en/
Tel: (Montreal) 514-873-4074
(elsewhere in Quebec) 1-844-532-8728

Rental housing

- Tribunal Administratif du Logement (TAL, formerly Régie du logement or rental board)
<https://www.tal.gouv.qc.ca/en>
Tel: (Montreal, Laval and Longueuil) 514-873-2245
(elsewhere in Quebec) 1-800-683-2245

Labour standards, pay equity and workplace health and safety

- Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST or labour board)
<https://www.cnesst.gouv.qc.ca/en>
Tel: 1-844-838-0809

Consumer protection

- Office de la protection des consommateurs (consumer protection office)
www.opc.gouv.qc.ca/en/
Tel: see www.opc.gouv.qc.ca/en/contact/consumer for a list of phone numbers by region
- Option consommateurs
<https://option-consommateurs.org/en/services/legal-service>
Tel: (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 (human rights commissions): <https://www.cdpcdj.qc.ca/en>
Tel: 1-800-361-6477

Complaints about Quebec-government services

- Protecteur du citoyen (ombudsperson): <https://protecteurducitoyen.qc.ca/en>
Tel: (Quebec City) 418-643-2688
(elsewhere in Quebec) 1-800-463-5070

Rights of persons with disabilities

- Office des personnes handicapées du Québec (office for people with disabilities)
<https://www.quebec.ca/en/people-with-disabilities>
Tel: 1-800-567-1465

Information about complaints regarding health and social services

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

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**

Other sources

Tips to see if they are reliable:

- Read the “about” section on the website to see if the organization may have a particular agenda.
- Check for links to other websites. If there are none – or if many are broken – that’s not a good sign!
- For specific articles: check for information as to when it was last updated. If no such info is available, that’s a bad sign!

Tips to see if the legal information applies in Quebec:

- Add “Quebec” to your online searches.
- Check the provider’s contact information to see if they’re located in Quebec.
- Any clues in the information? Does it refer to Quebec?
- If the website address includes “qc.ca”, it’s a Quebec organization.

Read also

Info Sheet #2: Free and Low-cost Legal Services

<https://educaloi.qc.ca/en/publications/info-sheet-2-free-and-low-cost-legal-services/>

Info Sheet #3: Legal Information vs. Legal advice

<https://educaloi.qc.ca/en/publications/info-sheet-3-legal-information-vs-legal-advice/>

Info Sheet #4: Legal Responsibilities of Staff and Volunteers

<https://educaloi.qc.ca/en/publications/info-sheet-4-legal-responsibilites-of-staff-and-volunteers/>

Legal Information and Referrals Guide

<https://educaloi.qc.ca/en/publications/legal-information-and-referrals-guide/>

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The law changes! Visit Éducaloi’s website to make sure you have the most recent version.