

Legal Information and Referrals Guide



ēducaloi

Information Empowers

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The information is up to date as of
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1. Free Legal Information

online and some with
telephone service

General (multiple areas of law)

- Éducaloi

www.educaloi.qc.ca/en/

- Justice Québec

www.quebec.ca/en/justice-and-civil-status

Wills, estates, family law, property sales:

- Chambre des Notaires
(notaries' association)

www.cnq.org/en/

Protection mandates and other protections for vulnerable people

- Curateur Public (Public Curator)

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

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>

1-844-838-0808

Commission des droits de la personne et des droits de la jeunesse (CDPDJ)

- Handling of complaints from anyone who believes they have been victims of discrimination or exploitation within the meaning of the Charter of Human Rights and Freedoms or who believes the rights of a child have been infringed upon by an institution, organization or person providing services under the Youth Protection Act or the Youth Criminal Justice Act.

- Legal information service on discrimination and human rights and help in formulating complaints.
 - Available free of charge.
 - Service provided by phone, by e-mail and in person with or without an appointment
- Legal information publications on various aspects related to individual rights and youth rights.
 - Available free of charge.
 - Go to the website to order information leaflets.

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

1-800-361-6477

Consumer protection

- Office de la protection des consommateurs

www.opc.gouv.qc.ca/en/

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

- Option consommateurs

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

(Montreal)

514-598-7288

(elsewhere in Quebec)

1-888-412-1313

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

Rights of persons with disabilities

- Office des personnes handicapées
du Québec

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

Link to content in English:

<https://www.ophq.gouv.qc.ca/publications/publications-in-english.html#c18394> (or go to home page and click on “publications in English”)

Link to services offered:

<https://www.quebec.ca/en/famille-et-soutien-aux-personnes/personnes-handicapeesinformation-and-support-services-for-people-with-disabilities#c100167> (or go to home page and click on “Services directs” - in French only)

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/the-health-and-social-services-network-complaint-examination-system>

Help with complaints about phone, TV and Internet services

- Commission for Complaints for Telecommunications Services

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

Clinique juridique of the Barreau du Québec
1-844-227-3781

2. Free Legal Information Clinics

telephone
and in-person

Community Justice Centers

- 13 centres across Quebec. To find address and phone number of nearest one, go to 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
- Call to see if you need an appointment

The Legal Collective

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

Operates four legal info clinics in Montreal:

- Tyndale St-Georges Community Centre, 870 Richmond Square
 - Comité d'action de Parc-Extension, 419 Saint-Roch
 - Organisme accès bénévolat, 2544 Rosemont Boulevard
 - Mordecai-Richler Library, 5434 Park Ave
- Covers multiple areas of law

- By phone or appointment
514-507-3054

University-based legal information clinics

McGill
438-944-6545

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 Ave., 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;

514-237-8445 or email
info@headandhands.ca

Project Genesis

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' Legal Clinic

www.montrealcitymission.org/en

- 1435 City Councillors Street, 3rd Floor, Montreal
- By phone or appointment

Immigration and refugee law
514-844-9128 ext. 108 or 106

Seniors' Legal Clinic
514-844-9128 ext. 108 or 106

Arnold Bennett Tenants' Rights Hotline

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

- Phone info line
514-488-0412

West Island Community Resource Centre Legal Clinic

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

- 114 Donegani, Pointe Claire
- Covers multiple legal areas
- By phone or appointment

514-694-6404

Young Bar of Montreal Public Services

<https://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.

Clinique droits devant

<https://www.cliniquedroitsdevant.org/index.php/en/home/>

- 105 Ontario East, office 214, Montreal
- Legal information service regarding criminal proceedings (minor infractions) as well as referrals and guidance at Municipal Court and the Palais de Justice for people who are at risk or who have experienced a period of homelessness.
- Assistance in drafting complaints and guidance in remedies in cases of police abuse or discrimination.

- Legal information and training workshops on criminal proceedings and remedies in cases of abuse or discrimination, for organizations requesting them.

514-603-0265

Clinique juridique du Grand-Montréal

<https://cjgm.ca/contactez-nous/>

- 3735 Rue Monselet, 2nd floor, Montréal-Nord
- 5347 Ch. De la Côte-des-Neiges, Montréal
- Support during a legal process, helping every step of the way
- Workshops to learn more about certain areas of law
- Legal advice (free consultation on Saturdays)

514 789-2823

Migrant Justice Clinic

<https://cliniquejusticemigrante.org/en/>

- Legal information on the different stages of the migration process (workshops)
- Legal representation and psychological support for migrants

514-523-6666

YWCA Montreal Legal Information Clinic

- Legal Information Clinic - YWCA Montreal (ydesfemmesmtl.org)
- 30 minutes information session (individual) at low cost (0-20\$)
- For women and their families only

514-866-9941 ext. 293

3. Free and Low-Cost Legal Consultation (Advice) and Legal 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/>

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

Rebâtir

<https://rebatir.ca/index-1.htm?lang=en>

- Free legal consultation (4h) for victims of sexual abuse and domestic violence

1-833-732-2847

4. Online Legal Resources Directory

Boussole juridique

- The Boussole Juridique is an online directory of free or low-cost legal resources covering many areas of law:

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

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Québec 



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Information Empowers

Éducaloi is a non-profit organization whose mission is to explain the law to the population of Quebec in everyday language and develop their legal skills.