



June 2026

USEFUL NUMBERS AT A GLANCE

- EMERGENCY LINE -911
- INFO-SOCIAL -811
- SUICIDE CRISIS HELPLINE- 9-8-8
- COMPLAINTS ASSISTANCE AND SUPPORT CENTRES (CAAP) – 1 - 877-767-2227
- CRIME VICTIMS ASSISTANCE CENTRES (CAVACS): 1-866-532-2822
- CURATEUR PUBLIC DU QUÉBEC: 1 844 LECURATEUR (532-8728)
- INFO-AIDANT: 1-855-852-7784
- LITERACY HELPLINE- 1-888-521-8181
- MISTREATMENT HELPLINE: 1-888-489-2287
- PROJECT GENESIS - 514-738-2036
- SUICIDE HOTLINE - 1 -866-APPELLE
- TEL-AIDE MONTREAL -514-935-1101
- TEL-AIDE QUÉBEC: 418-686-2433
- TEL-AÎNÉS: 514-353-2463
- TRIBUNAL ADMINISTRATIF DU LOGEMENT (TAL)
 - MONTRÉAL, LAVAL AND LONGUEUIL: 514 873-2245
 - ELSEWHERE: 1 800 683-2245

LEGAL

- COMPLAINTS ABOUT QUEBEC GOVERNMENT SERVICES – 1-800-463-5070
 - CRIMINAL LAW INFO 1-888-954-9447
 - HUMAN RIGHTS AND YOUTH RIGHTS 1-800-361-6477
 - IF YOU HAVE BEEN ARRESTED 1-866-666-0011
 - IMMIGRATION EMERGENCY 1-866-954-3525
 - LABOR STANDARDS, PAY EQUITY AND WORKPLACE HEALTH AND SAFETY 1-844-838-0809
 - LANDLORD-TENANT INFO 1-844-227-3790 (FIVE-MINUTE CONSULTATION)
 - SMALL CLAIMS COURT PREPARATION 1-844-227-3781
 - YOUTH OFFENDER EMERGENCY 514-954-3500
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911 EMERGENCY LINE

In Montreal, the 3-digit emergency number is the central telephone line used to reach immediate assistance for police (SPVM), fire department (SIM), paramedics (Urgences-santé), and other critical public safety services. It operates 24 hours a day, 7 days a week, and is strictly meant for life-threatening situations or urgent crimes in progress.

811 INFO-SOCIAL

<https://www.quebec.ca/en/health/finding-a-resource/info-sante-811>

811

Info-Santé and Info-Social 811 is a free, confidential service available 24 hours a day, 7 days a week to anyone living in Québec. Registered nurses (Option 1) provide health advice and help determine the most appropriate care, while psychosocial professionals (Option 2) offer support for mental health, emotional, family, and social concerns and can refer you to appropriate community or health services. (quebec.ca)

AEROMEDICAL EVACUATION SERVICES

<https://www.chudequebec.ca/professionnels-de-la-sante/programmes-et-cliniques/evacuations-aeromedicales-du-quebec-evaq-1.aspx> (French Only)

1-418-522-0067

Coordinates public aeromedical transportation for patients requiring urgent or planned specialized care across Québec. EVAQ arranges safe transfers by air between healthcare facilities, ensuring access to specialized medical services, particularly for patients in remote or isolated regions. Available 24 hours a day, 7 days a week.

CANADIAN COALITION FOR SENIORS' MENTAL HEALTH (CCSMH)

<https://ccsmh.ca/>

1-888-214-7080 ext. 102

The Canadian Coalition for Seniors' Mental Health (CCSMH) promotes the mental health of older adults by developing evidence-based resources, guidelines, and educational materials for healthcare providers, caregivers, older adults, and families. They also provide information and support related to seniors' mental health and healthy aging. Contact is available by phone or email at info@ccsmh.ca.

COMPLAINTS ASSISTANCE AND SUPPORT CENTRES (CAAP)

<https://fcaap.ca/les-caap/>

1- 877-767-2227

Any person who receives care or services in institutions of the Health and Social Services Network has rights. If you feel that your rights are not being respected, you can express your dissatisfaction and file a complaint. The CAAPs are regional community organizations, mandated by the Minister of Health to assist and accompany you, upon request, in your complaint process.

CRIME VICTIMS ASSISTANCE CENTRES (CAVACs)

<https://cavac.qc.ca/en/about-cavac/who-we-are/>

1-866-532-2822

Provides free and confidential support for crime victims and their loved ones. It's not necessary to have filed a police report to benefit from the services of a CAVAC. You can reach them at 1-866-532-2822.

CURATEUR PUBLIC DU QUÉBEC

<https://www.quebec.ca/en/government/departments-agencies/curateur-public>

1 844 LECURATEUR (532-8728)

The Curateur public ensures the protection of incapable people. It does so by considering what is in their best interest, respecting their rights, upholding their autonomy and taking their wishes and preferences into account. The Curateur public also offers services to people who are receiving assistance under the assistance measure and their assistants.

INFO-AIDANT

<https://www.lappui.org/en/about-us/contact-our-caregiver-support-helpline/>

1-855-852-7784

Info-aidant is a professional, confidential, free helpline for caregivers to older adults and their families and friends as well as for health care providers and professionals. 8:00 a.m. to 8:00 p.m., M to F, French & English.

INFO-SOCIAL 811

<https://www.quebec.ca/en/health/finding-a-resource/info-social-811>

8-1-1

A service that provides advice and answers questions on psychosocial issues. If necessary, Info-Social 811 professionals can also refer the person to an appropriate resource in the health and social services network or to a community resource. Anyone who lives in Québec can call Info-Social 811 for themselves or a family member. 24 hours a day, 7 days a week. Services are provided in French & English.

MISTREATMENT HELPLINE

<https://lignemaltraitance.ca/en>

1-888-489-2287

A provincial helpline and referral service that specializes in mistreatment. It provides services for the general public and for professionals and educators who work in the field of mistreatment. Services are provided in French & English (an interpreting service is available for some languages) 8:00 a.m. to 8:00 p.m., 7 days a week.

PROJECT GENESIS

<https://genese.qc.ca/>

514-738-2036

A grassroots, non-profit community organization that supports neighbourhood residents in facing and resolving difficult challenges, including housing problems, basic income security, access to healthcare and other government programs.

PUBLIC AND PRIVATE SERVICES FOR THE ENGLISH-SPEAKING POPULATION ACROSS QUEBEC

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

SUICIDE HOTLINE

<https://suicide.ca/en>

1 -866-APPELLE

Are you worried about someone close to you? Text 53 53 53.
Talk to a counsellor 1-866-277-3553

TEL-AIDE MONTREAL

<https://telaidemontreal.org/>

514-935-1101

TOLL-FREE: 1-877-935-1101

Offers a free active listening service to anyone who feels the need to talk. Trained volunteers offer a listening ear, without judgment. The helpline is available to everyone, 24 hours a day, 7 days a week, to support your mental well-being. Don't hesitate to call when you need someone to listen.

TEL-AIDE QUÉBEC

<https://www.telaide.qc.ca/>

418-686-2433

TOLL-FREE: 1-877-700-2433

An unconditional and welcoming service that allows you to think out loud, to understand yourself better, to see more clearly, without fear of being judged, blamed or rejected.

Universal, anonymous, and autonomous. Available from 9am to midnight, offered in National Capital, Charlevoix, Portneuf, Lower St. Lawrence, Gaspésie–Magdalen Islands.

TEL-AÎNÉS

<https://tel-ecoute.org/programme-tel-aines/>

514-353-2463

Provides free and confidential listening and referral services aimed at promoting the well-being of seniors throughout the various stages of aging. An anonymous, confidential, and free service, available 7 days a week, from 10:00 a.m. to 10:00 p.m. For one-off listening or referrals based on your needs.

THE HEALTH AND SOCIAL SERVICES NETWORK COMPLAINT EXAMINATION SYSTEM

<https://www.quebec.ca/en/health/health-system-and-services/rights-recourses-and-complaints/the-health-and-social-services-network-complaint-examination-system>

The Commissioner receives and examines complaints regarding care and services received in the health and social services network. Any network user who believes their rights have not been respected or who is not satisfied with the services they received may express their dissatisfaction or file a complaint.

TRIBUNAL ADMINISTRATIF DU LOGEMENT (TAL)

Montréal, Laval and Longueuil: 514 873-2245

Elsewhere: 1 800 683-2245

Specialized administrative tribunal that holds exclusive jurisdiction in matters of rental housing to hear all applications pertaining to leases in Quebec. In order to promote more harmonious relations between lessors and lessees, the Tribunal a double mandate: to provide the public with adequate information and effective recourse when a party fails to meet its obligations.
