

MONTÉRÉGIE WEST
COMMUNITY
NETWORK



**DIRECTORY OF LAWYERS,
ACCOUNTANTS,
NOTARIES,
& REAL ESTATE AGENTS**

2ND EDITION



www.mwcn.ca
www.educaloi.qc.ca



Introduction

MWCN has partnered with Educaloï in order to better serve the English-speaking community in the Montérégie West. This is a revised version of last year's first directory produced by Cathy Cyr & Tonya Wright, with beautiful illustrations from Samantha Dade. We have updated the information to include the MWCN office in Candiac .

This directory was made for our community members to have an easier time accessing services in English. The directory consists of lawyers, notaries, accountants, and real estate agents.

One of the mission statements of MWCN is providing resources to health and social services, and this is an example of one booklet that does just that. Please enjoy the directory, and if you are experiencing any difficulties when accessing any of these resources, please do not hesitate to contact us.

Special thanks to Richard Goldman, lawyer with Educaloï who supports us all year with answers to our questions, and valuable information that we share with our community.

Pauline Wiedow

Tonya Wright

Matt Mardini

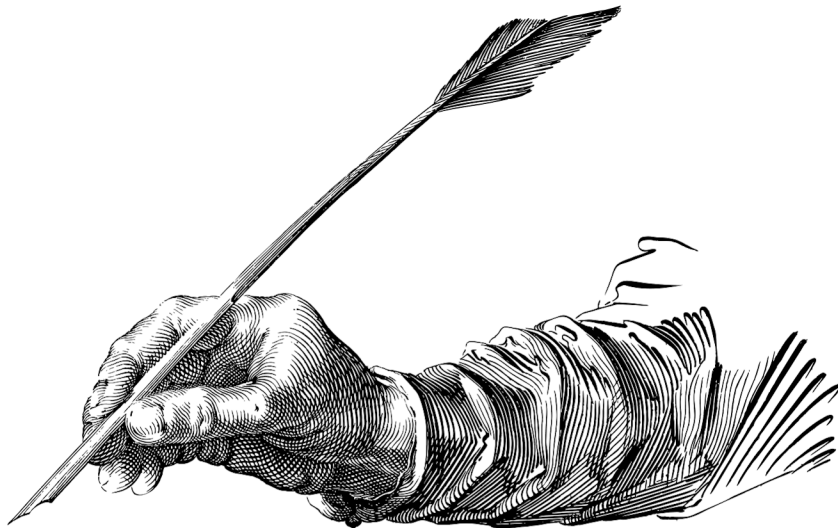


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ACCOUNTANTS / BOOKKEEPING



Company name	Address	Contact Info
Bruce Ducolon Bookkeeping Services	95 Rue Langlois Ouest Chateauguy, Québec J6J 1Z7	514-260-4584
Chiasson Gauvreau	185 St. Jean Baptiste, Bureau 200 Chateauguy, Québec J6K 3B4	450-691-1091
DS Impôts & Comptabilité Inc.	25 Rue Lajoie, porte 1 Chateauguy, Québec J6K 0B5	514-207-2823
Dubuc & Bernier CA	32 Boulevard Salaberry N Chateauguy, Québec J6J 4J9	450-699-8706
ISS- Impôts sans souci Inc.	289 Rue Randill Chateauguy, Québec J6J 2P4	514-508-4783
Kast Management Inc.	46 Rue Saint-Onge Chateauguy, QC, J6J 5T8	450-692-5060
Leduc et Binette CPA Inc	390 Rue Ellice, Beauharnois, Qc J6N 1X7	450-225-5555
Menard CGA Inc.	177 Chemin Saint Louis Beauharnois, QC, J6N 1X7	450-225-4310
Nadon Jasmin CPA Inc.	470, Rue Ellice, Beauharnois, QC J6N 1X7	450-429-6431
Service de comptabilité JLG	323 C Rue Saint-Joseph Sainte-Martine, QC, J0S 1V0	450-507-7774 www.servicedecomptabilitejlg.ca
Christian Leduc CPA	30 Rue Richardson, Beauharnois, QC J6N 2T3	(450) 429-7955

ACCOUNTANTS/BOOKKEEPING

Company name	Address	Contact Info
Lorraine Arthur	Huntingdon	450-264-9148
Tammy Arthur	Huntingdon	450-374-7371 450-264-3479
Gerhard Schmid	Huntingdon/ Hemmingford	450-264-6151
Jean-Luc Crete	Huntingdon	450-264-6907
Dumas/ Leduc CPA Inc.	Ormstown	450-829-3466
SACC Inc.	Huntingdon	450-264-8910 450-957-8484
Goudreau Poirier Inc.	Valleyfield	450-373-7202
Lecompte Daoust CPA Inc.	Valleyfield	450-371-4292 450-373-3666
Ringuette & Associes Inc.	Valleyfield	450-371-4292
Grondin & Belanger Inc.	Valleyfield	450-373-3091



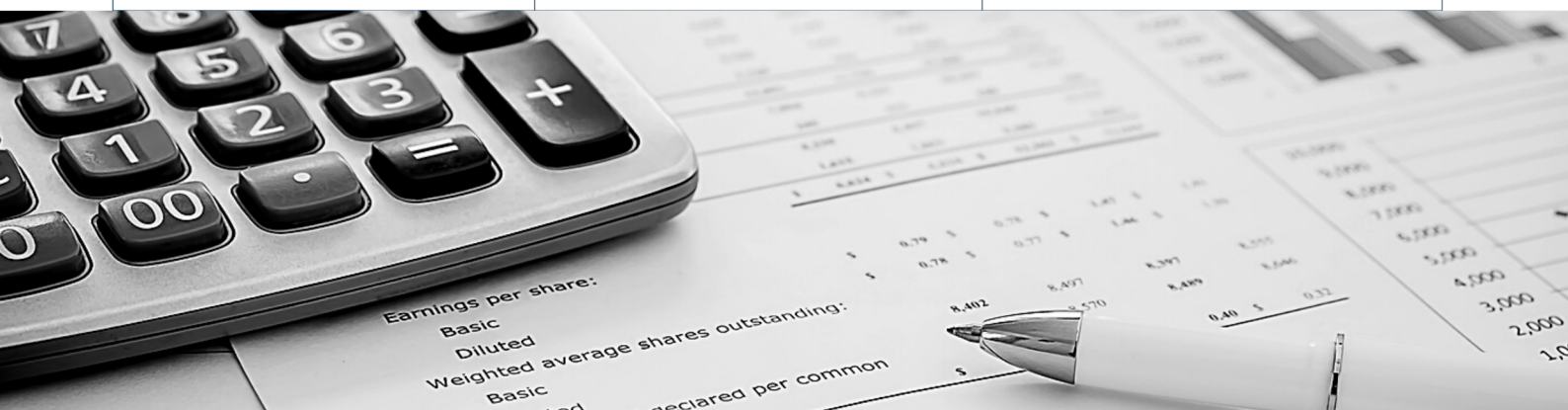
ACCOUNTANTS / BOOKKEEPING



Company name	Address	Contact Info
Antonia Carboni	155 ave St.Charles Vaudreuil, Québec J7V 2K9	514-799-5356 www.antoniacarboni.ca
Sharon Beasley Remote Bookkeeping Services	3584 rue Jean-Lesage Vaudreuil, Québec J7V 9Z2	450-455-0489
Antoine Nasry	412 Boul. Harwood, suite 114 Vaudreuil, Québec J7V 7H4	514-552-7785 info@antoinenasry.com www.tax-prep.ca
Ivan Baliello CPA	612 rue Main Hudson, Québec J0P 1H0	514-250-4285 www.mycpa-ca.com
CA Accountant Potvin Allard	17 Boul. Cité des Jeunes #200, Vaudreuil, Québec J7V 0N3	450-218-7899 www.Potvinallard.ca
CPA Accountant Mark Hawraniak	380 Boul. de L'Île Pincourt, QC, J7W 9Y3	514-983-9588 mark.hawraniak@mhkcpa.ca mhcpcpa.ca
CPA Accountant Dominique Asselin	12 rue Edouard Saint-Clet, QC, J0P 1P0	450-208-1016 dominique@asselincomptable.ca www.asselincomtable.ca
CPA Accountant Robert D'Amour	133 rue Saint-Pierre Rigaud, QC, J0P 1P0	450-451-4981
CPA Accountant Fisobec- Guy Jasmin	215 Chemin du Fleuve Coteau-du-Lac, QC, J0P 1B0	450-763-2529
Accounting Services Benoit Rose	2486 Brook Saint-Lazare, QC, J7T 2K7	514-916-3549 www.alignable.com/saint- lazare-qc/berose-inc
SAAC	15 rue Gale, Ormstown, Qc J0S 1K0	(514) 209-7024 450-843-8910 info@sacca.ca

ACCOUNTANTS / BOOKKEEPING

Company name	Address	Contact Info
MK CPA	845 Croissant La Bolduc, QC J5C 1J4	(514) 679-2184
Services Comptables R Landreville	170 Rue de l'Harmonie #126, Saint-Constant, QC J5A 2P8	(450) 993-1550
Hébert Marsolais inc. Comptable Professionnel Agréé St-Constant	55 Rue St Pierre Bureau 101, Saint-Constant, QC J5A 1B9	(450) 632-1009
Lefaire Labreche Gagne	201-35 Rue St Pierre, Saint-Constant, QC J5A 0C8	(450) 638-3337 450-691-3663
Services Comptables Lise Rousseau Inc	12 Rue de la Concorde, Delson, QC J5B 1B6	(514) 501-8494 http://liserousseaucomptable.wordpress.com/
Pierre Tiene CPA	143 Rue St Pierre, Saint-Constant, QC J5A 2G9	(514) 746-4099 http://www.pierretienecpa.ca
Patrice Desmidt CPA inc. Comptable St-Constant	24 Rue Ménard, Saint-Constant, QC J5A 1R5	(514) 941-7191 pdesmidtcpa@patricedesmidtcpa.com https://patricedesmidtcpa.com/
Billard CPA Inc. Comptable Professionnel Agréé	66 QC-132 Suite 130, Delson, QC J5B 0A1	(450) 287-0232



NOTARIES



Company name	Address	Contact Info
Coté & Brunet Notaires Me Bernard Coté Me Olivier Brunet	184 St.Joseph Ste Martine, Québec J0S 1V0	450-427-2364
Genevieve Banville	40 Boulevard D'Anjou Chateauguy, Québec J6K 1B9	(450) 691-7727 reception@labergebanvillenotaires.com labergebanvillenotaires.com
Stephanie Ducharme	40 Boulevard D'Anjou Chateauguy, Québec J6K 1B9	450-691-6611
Alain Durand	65 Rue Principale, Châteauguay, QC J6K 1E9, Canada	(514) 261-8127

Company name	Address	Contact Info
Groupe Notaires Plus Inc.	5148 Rte 132, Sainte-Catherine, Quebec J5C 1L8	(450) 638-4654 info@groupenotairesplus.com https://www.groupenotairesplus.com/
SGH NOTAIRES	7 Rue Principale S #302, Delson, QC J5B 1Z3	(514) 375-4495 https://www.sghnotaires.com/ info@sghnotaires.com
Rivard Notaires et Associés Inc	100-69 Rue St Pierre, Saint-Constant, QC J5A 1C1	(450) 638-6529
Gauthier Claude	26 Rue St Pierre, Saint-Constant, QC J5A 1B8	(514) 826-6561 https://www.reseaunotaires.ca/ info@reseaunotaires.ca
Renaud Louisa	5148 Rte 132, Sainte-Catherine, Quebec J5C 1L4	(450) 638-4654

NOTARIES

Company name	Address	Contact Info
Sylvie Duquette	12 Rue Bridge Ormstown, Québec, J0S 1K0	450-829-2999
Nathalie Daout	11 Rue King Huntingdon, Québec, J0S 1H0	450-264-5336
Dolores Pilon	11 Rue King Huntingdon, Québec, J0S 1H0	450-264-5336
Therrin et Duquette	11 Rue Bridge Ormstown, Québec, J0S 1K0	450-829-2613
Duquette Pierre	15 Rue Gale Ormstown, Quebec, J0S 1K0	450-829-3911
Maurice Malouin	2003 Boulevard Saint-Marie Valleyfield, Qc, J6T 3B5	450-373-5920 mld.notaires@notarius.net www.notairesvalleyfield.com
Luc Paquette Notaire	118 Rue Nicholson Valleyfield, Qc, J6T 4N4	450-377-5212 https://www.notairelucpaquette.com/
Notaries Philie Bergeron	50 Rue Jacques-Cartier Valleyfield, Qc, J6T 4R3	450-371-8252 www.philiebergeronnotaires.com
Me Mélissa Landry	128 Rue St Laurent, Beauharnois, QC J6N 1V9	(450) 225-2416 melissalandrynotaire@outlook.com
Me Annie Morriveau	150 Ch St Louis, Beauharnois, Quebec J6N 2H9	(450) 429-4633 amorriveau@notarius.net
Pepin Montpetit	530,Ellice, Beauharnois, Qc J6N 1X9	(450) 429-4412 info@notairesbeauharnois.com



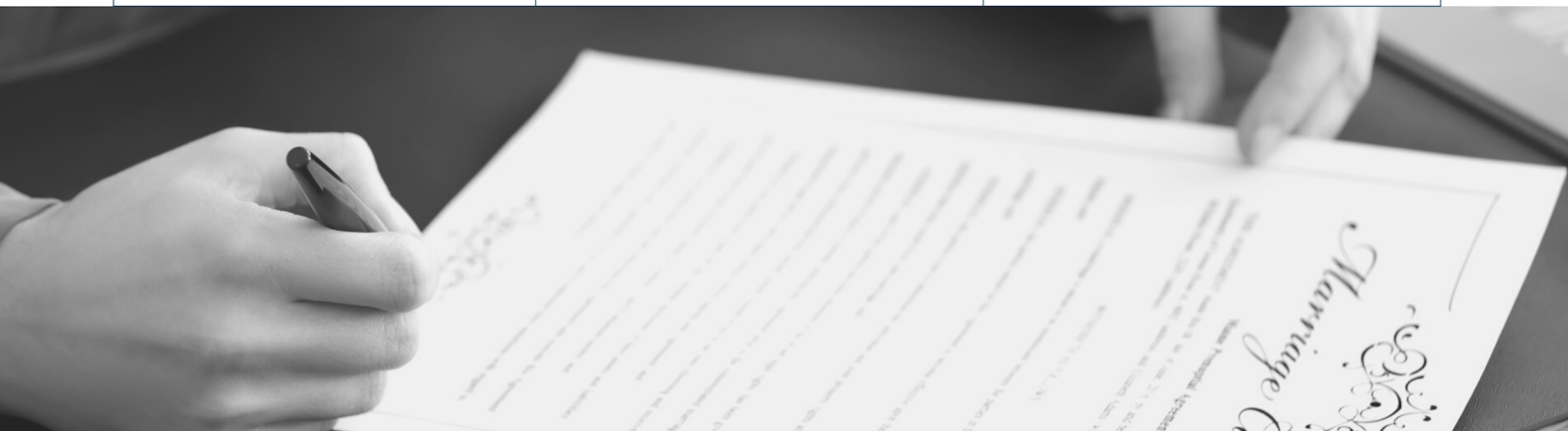
NOTARIES



Company name	Address	Contact Info
Georgica Radeanu	475 23e Avenue Ile Perrot, QC, J7V 4N3	514-901-0628 info@grnotaires.ca www.grnotaires.ca
Heather Trott	472 Ave St.Charles, Suite 001 Vaudreuil, QC, J7V 2N5	450-510-3012 service@notairetrott.com www.notairetrott.com
Savard Sauvé	17 Boul. De la Cité des Jeunes Est Vaudreuil, QC, J7V 0N3	514-453-6271 info@savardsauve.com www.savardsauve.com
Jean-Francois Vernier	68 Route 338 Les Coteaux, QC, J7X 1A2	450-217-2299 www.notairevernier.ca
Marie-Claude Leblanc	155 Ave St.Charles, Suite 1 Vaudreuil, QC, J7V 2K9	450-319-1111 mcleblanc@notarius.net www.notaireleblanc.ca
Bédard & Chamberland	3339 Boulevard de la Gare Vaudreuil, QC, J7V 8W5	450-455-5709 info@bedardchamberland.com www.bedardchamberland.com
Dominique Lacelle	2A rue Saint-Michel Vaudreuil, QC, J7V 2N1	450-319-6105 #200 www.notairevaudreuil.com
Bessette Notaires	180 Ave St.Charles Vaudreuil, QC, J7V 2K9	450-672-8645 www.bessettenotaire.com
Jimmy Di Nello	2 rue Saint-Michel Vaudreuil, QC, J7V 1E7	579-638-6300 www.dinellonotaire.com
Jean-Guy Savard	100 Boulevard Don Quichotte, #4, Ile Perrot, QC, J7V 6L7	450-319-6105 #200 www.notairevaudreuil.com
Sylvie Desrochers	5 rue Richelieu, Lacolle, Qc J0J 1J0	(450) 246-2776 sdesrochers@notarius.net
René Therrien	11 rue Bridge, Ormstown, Qc J0S 1K0	(450) 829-2613 rpilon@notarius.net
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NOTARIES

Company name	Address	Contact Info
Keven Mathieu	475 23e Avenue Ile Perrot, Québec J7V 4N3	514-901-1071 www.kevenmathieunotaire.com
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Mélanie Lessard	133 rue Saint-Pierre Rigaud, Québec J0P 1P0	450-451-4181 www.melanielessardnotaire.com
Louis Jeannotte	124 rue de Beaujeu Coteau-du-Lac, Québec J0P 1B0	450-763-0059 www.jurifisc.ca
Monette Notaire	245 Route 338 Les Coteaux, Québec J7X 1A2	450-217-1514 www.monettenotaire.ca
Leroux & Vincent Notaires	250 Route 338 Les Coteaux, Québec J7X 1E4	450-467-3304
Jean Pierre Boyer	1576 Chemin Ste Angélique Saint-Lazare, Québec J7T 2X8	450-455-2323
Luc Paquette	95 rue Adèle Vaudreuil, Québec J7V 1S6	514-846-1559
Michele Beausejour	2001 Chemin Ste. Angélique Saint-Lazare, Québec J7T 0E2	450-424-8686



LAWYERS



Company name	Address	Contact Info
Anna Shaw Family Law/ Estate Attorney	194 Rue Rossini Chateauguay, Québec J6K 2N8	450-716-4428 Ann.shaw@videotron.ca
Arishma D.Gokhool Attorney	134 Boulevard Saint Jean Baptiste, Suite 200 Chateauguay, Québec J6K 3B2	450-507-3737
Avocats L'Ecuyer Lawyer	85B Boulevard Saint Jean Baptiste Chateauguay, Québec J6J 3H7	450-692-4588
Brigitte Brunet Avocats Family Law Litigation Family Mediation	469, avenue Saint-Charles, Vaudreuil-Dorion, Qc J7V 2N4	(450) 455-9646
Centre Juridique D'Anjou (CJA) Family Law	61 Boulevard D'Anjou Chateauguay, Québec J6J 2P9	450-699-8000
Drolet Pigeon Ste-Marie Avocats Médiateurs Inc. Attorney and Family Mediator	78 Boulevard Salaberry Sud Chateauguay, Québec J6J 4J6	450-844-8808
Legal Aid/Aide Juridique Attorney	147 Boulevard Saint Jean Baptiste Chateauguay, Québec J6K 3B1	450-691-4325
Mario Lachapelle Avocat Attorney	1 Boulevard D'Anjou Chateauguay, Québec J6J 2P6	450-691-2679
Nadine Rousseau Attorney-Family Law	61 Boulevard D'Anjou Chateauguay, Québec J6J 2P9	450-844-1619

LAWYERS

Company name	Address	Contact Info
Poirier Avocats Criminal and Penal Lawyers- Me Robert Poirier Law Firm	65 Rue Principal Chateauguay, Québec J6K 1E9	514-978-0255 450-225-2525 info@avocatpoirier.com
Rancourt Legault Joncas Attorney	1 Boulevard D'Anjou Chateauguay, QC, J6J 2P6	450-699-21222
Menard Luc	29 King Huntingdon, QC, J0S 1H0	1-514-352-9083
Poirier Avocats	127 Rue Salaberry O, Suite 101 Valleyfield, QC, J6T 4W9	450-747-0255 450-225-2525 info@avocatpoirier.com
Jean Boyce Avocat Familial et Criminel à Candiac	9 Bd Montcalm N, Suite310, Candiac, QC, J5R 3L4	(450) 659-8129
Aube Avocats	149 Rue St Pierre, Saint-Constant, QC, J5A 2G9	(450) 632-3277
Valérie Lavigne	103C-28 rue de l'Église S Lacolle, QC, J0J 1J0	(438) 834-2895 www.valerielavigneavocate.com
Alain M Gaulin	1545 Ch De La Rivière-Aux- Outardes Ormstown, QC, J0S 1K0	(450) 843-8444 amgaulin@avocatabordable.com



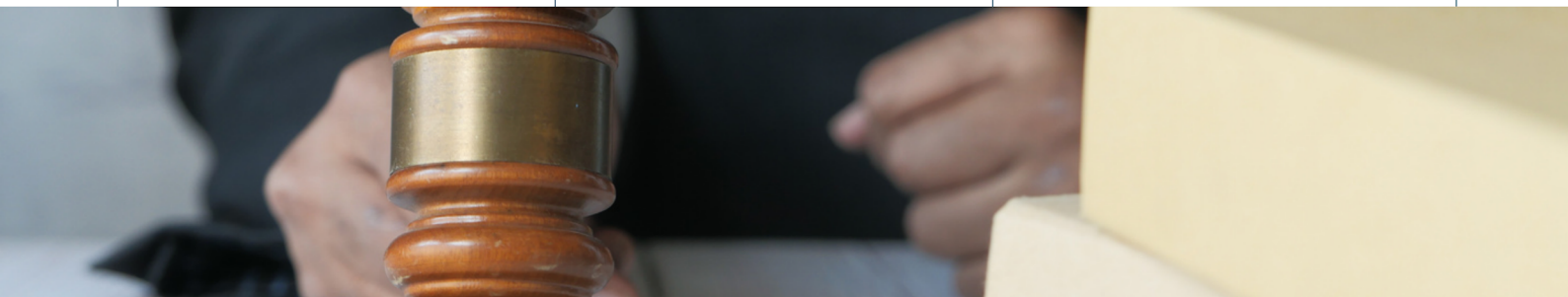
LAWYERS



Company name	Address	Contact Info
Martine Thibodeau Criminal & Penal Law	14 Avenue Saint-Jean-Baptiste Vaudreuil, Québec J7V 2N9	514-926-0322 www.advocatecriminaliste.ca
Perras Couillard	219, rue Salaberry, Salaberry- de-Valleyfield, Qc J6T 2J3	(450) 377-3526 www.perrascouillard.ca
Legault Brunet Paquin Law	224 Ave St.Charles Vaudreuil, Québec J7V 2L5	450-424-8843 lbpavocats@videotron.ca www.lbpavocats.com
Aumais Chartrand Avocats Civil, Commercial, Family Law & Mediation	100 Boulevard Don Quichotte Ile Perrot, Québec J7V 6L7	514-425-2233 www.aumaischartrand.com/en/
Labelle Légal Penal & Criminal Law	412 Boulevard Harwood Vaudreuil, Québec J7V 4H7	514-212-3389 www.labellelegal.ca
Poirier Lawyers Penal & Criminal Law	139 Avenue St.Charles Vaudreuil, Québec J7V 2K9	514-978-0255 info@avocatpoirier.com www.avocatpoirier.com
Barrette & Associés	233 Avenue St.Charles Vaudreuil, Québec J7V 2K9	450-218-6080 avocats@barretteavocats.com www.baretteavocats.com

LAWYERS

Company name	Address	Contact Info
Casey Forget Business Law	223 Avenue St.Charles, Suite 200 Vaudreuil, Québec J7V 2L6	514-370-8350 www.caseyforget.com
Darren Gladysz Business Law	1980 Pérodeau Vaudreuil, Québec J7V 2L8	450-455-9552 dgladysz@videotron.ca www.darrengradysz.com
Force Légal Business Law	418 Avenue St.Charles, Suite 211 Vaudreuil, Québec J7V 2N9	450-218-7088 info@force-legal.com www.force-legal.com
Marie-Noelle Vincent Family Law & Mediation, Juvenile representation, Conflict resolution	2449 rue Woodbine St.Lazare, Québec J7T 2B1 2A rue Saint-Michel Vaudreuil, Quebec J7V 1E7	514-862-6065 www.avocatevaudreuil.com
Jacinthe Leroux Family & Civil Law, Family Mediation	24 Avenue Saint-Jean-Baptiste, Office 4 Vaudreuil, Québec J7V 2N9	450-510-2334 info@jacinthelerouxavocats.com www.jacinthelerouxavocats.com
Claudette Morin Lawyer	32 Rue Saint-Jean-Baptiste E Rigaud, Québec J0P 1P0	450-451-6555



REALTORS



Company name	Address	Contact Info
RE/MAX Futur	243 Boulevard D'Anjou Chateaugay, Québec, J6J 2R3	450-692-1090
Royal LePage Origine	16 Boulevard D'Anjou Chateaugay, Québec, J6K 1B7	450-692-7121
Agence immobilière groupe Sutton clodem	289 Boulevard D'Anjou Chateaugay, Québec, J6J 2R4	450-692-9999
Gail Walker Residential and Commercial Real Estate Broker	143 Viau Chateaugay, Québec, J6K 2M3	514-710-8193
Gestion Immoforce	153 Boulevard Saint Jean Baptiste, Mercier, Québec J6R 2C1	438-886-2045
RE/MAX Défi	499 Rue Ellice Beauharnois, Québec, J6N 1X6	450-395-0878
La Vigie Immobilière Inc.	505 Boulevard Cadieux, Suite 101 Beauharnois, Québec, J6N 0R4	450-225-2545
Mike Cyr Coutier Immobilier	Serving the Eastern Townships and Montérégie	438-926-4599
Remax Micheal Hadley	481A Rue Frontière, Hemmingford, QC J0L 1H0	(450) 247-2773 michael.g.hadley@outlook.com
Robert Noël Agent Immobilier	58 de l'Église Nord, suite 102, Lacolle, Qc, J0J 1J0	(450) 246-2644 info@robertnoel.com

REALTORS

Company name	Address	Contact Info
Remax Platine St-Constant Jean Riendeau Courtier Immobilier Agréé	3 Rue St Pierre, Saint-Constant, QC J5A 2E1	(450) 635-6000
Équipe Lafond Lalonde	20 Boulevard Georges-Gagné S #100, Delson, Quebec J5B 2E2	(438) 524-3911
Alexandra Turgeon Courtier Immobilier remax Platine St-Constant	3 Rue St Pierre, Saint-Constant, QC J5A 2E1	(514) 297-4285
Patrick Doyon Courtier Immobilier	81 Boulevard Georges-Gagné S, Delson, QC J5B 2C9	(514) 592-7193
Royal LePage Optimum	20 Boulevard Georges-Gagné S #100, Delson, Quebec J5B 2E2	(450) 635-8222
Groupe Sutton - affaires Delson	8-b Boulevard Georges-Gagné S, Delson, QC J5B 2E1	(450) 638-7000
Groupe Lavoie, agence immobilière	1 B Rue Levasseur, Saint-Constant, QC J5A 1N1	(450) 635-0004
Nathalie Ellemberg Courtier immobilier	Rue du Maçon, Saint-Constant, QC J5A	(514) 808-3754
Nichita Bobic - Courtier Immobilier	217 Rue Sainte-Catherine Suite 1, Saint-Constant, QC J5A 1R5	(514) 692-2348



REALTORS



Company name	Address	Contact Info
Martin St.Onge REMAX	Huntingdon/ Haut-St.Laurent	450-370-3628
Daniel Fradette VENDIRECT	Valleyfield	514-922-5378
Stephen Latulipe Latulipe Courtiers et Associes	Huntingdon/ Haut-St.Laurent	450-264-0101 450-264-9292
Charles Robert Royale Lepage	Huntingdon/ Haut-St.Laurent	514-934-1818 514-934-0478
Nancy Deneault Group Sutton	Huntingdon/ Haut-St.Laurent	514-793-3342
Judy Pommenville REMAX	Huntingdon/ Haut-St.Laurent	450-601-2333

REALTORS

Company name	Address	Contact Info
REMAX Royal (Jordan) Vaudreuil	21 Boulevard de la Cité-des- Jeunes, local 100 Vaudreuil, Québec J7V 0N3	450-455-5747
REMAX Royal (Jordan) Pincourt	1420 Boulevard du Traversier Pincourt, Québec J7W 0K8	514-453-1900
REMAX Royal (Jordan) St.Lazare	2673 Côte St.Charles, Suite 200 Saint-Lazare, Québec J7T 2H8	450-458-7051
Century 21 Royal Prestige	350 Avenue St.Charles Vaudreuil, Québec J7V 2L6	514-558-1288
Royal LePage Pincourt	93 Boulevard Don-Quichotte Ile Perrot, Québec J7V 6X2	514-453-1414
Groupe Sutton- Distinction	17 Boulevard de la Cité-des- Jeunes, local 250 Vaudreuil, Québec J7V 0N3	450-455-7333



POWERS OF ATTORNEY

Information from Educaloi Pamphlet

Powers of attorney: delegate with confidence

A power of attorney is a contract used to ask someone to manage your property or affairs for you.

Important! When you create a power of attorney, you must still be capable of taking care of your property and affairs. And you must usually still have this ability when the person you name uses the power of attorney. This person is your representative who is sometimes called a “mandatory”.

Ways to protect yourself

Is it really necessary to delegate? There are ways to avoid giving powers to someone. You can use automatic withdrawals to pay bills, for example. Your financial institution can tell you how.

Ask for an inventory

You can ask the person acting for you to make a list of your property and money before using the power of attorney. You can get a copy. Another person you trust can also have a copy.

Limit the powers of your representative

Mention exactly what this person can do on your behalf.

Limit the amount of bank withdrawals

Put a limit on the amount your representative can take out (for example, \$2,000 per month at most).

Ask for regular reports

Ask for a written summary of what is being done for you. You can ask for one to be given every month, for example. You can also ask your representative to report regularly to another person you trust. This other person can keep an eye on what your representative is doing and take action if there are problems.

Put an expiry date

Put a date when the power of attorney will automatically end. No one can use it after that date.

Keep track of your affairs

Regularly check your statements, bills and other relevant documents. That way, you know where your money is going.

Consult a notary or lawyer

If your situation is complicated, it can be a good idea to see a notary or lawyer for help in writing your power of attorney.

Ending a power of attorney

You can end a power of attorney at any time, even if it has an expiry date. For example, you can end it if your representative does not act properly.



HEALTH AND SOCIAL SERVICES IN ENGLISH

Information from Educaloi Pamphlet

Institutions Covered by the Rules

The rules explained here apply to public institutions such as CLSCs, hospitals, youth protection centres, residential and long-term care centres (“CHSLDs”) and rehabilitation centres. They also apply to other organizations that have contracts with public institutions, such as group homes offering services under a contract.

Right to Services in English and Limits

In each region of Quebec, there are government bodies responsible for public health and social services. They are called integrated health and social services centres or integrated university health and social services centres (CISSS and CIUSSS in French). Each CISSS and CIUSSS must create an “access program.” The access program must list all the services in the region that will be available in English.

Access programs must include:

1. All the services in “designated” institutions: These institutions must provide all their services in English. Institutions can be designated (recognized) by the government when a majority of the people they serve speak a language other than French.
2. Services outside designated institutions: The access program must identify which services will be available in English. So some services outside designated institutions might not be available in English.

The CISSSs and CIUSSSs have some freedom to decide how to ensure services in English. For example, they can make an agreement with another region to send patients to the other region, use technology or interpreters to provide services in English, or have specific time-slots for providing services in English. Access programs must be approved by two committees representing the English-speaking population and by the Quebec government. They must be reviewed every five years.



Complaints

Do you have a complaint about a lack of services in English that should be provided under an access program? A complaint can be filed by the person using the services, or by someone acting for that person. Complaints should be filed with the “complaints commissioner” for the institution. Ask a representative of the institution for the commissioner’s contact information. Part of the commissioner’s role is helping people express their complaints. You can also get help from the complaints assistance and support centre in your region: 1-877-767-2227 or www.fcaap.ca.

Note that not all of these centres have service in English.

Another place to turn is the “users’ committee” of the CISSS or CIUSSS or of the institution you are dealing with. If people are staying at the institution on a long-term basis, there might be an “in-patients’ committee” that can help. If you are not satisfied with the complaint commissioner’s answer, or you do not get an answer within 45 days of filing your complaint, you can ask the Québec Ombudsman to review the complaint. To contact the Ombudsman, go to www.protecteurducitoyen.qc.ca or call 1-800-463-5070.

Language of Patient Records

There is no right for patients to have their health and social services records in English. The general rule is that the person preparing a document for a patient record, such as a doctor, can decide whether to write it in English or French. However, a health or social services institution does have the option of requiring documents to be written only in French.

Find English Services in Your Region

1. Contact the integrated health and social services centre (CISSS or CIUSSS) for your region. To find your centre, go to www.msss.gouv.qc.ca. Switch to English, look for “Network” on the left side and then “The Quebec Health Regions.” Click on your region.
2. Contact one of the community groups that is a part of the Community Health and Social Services Network. Go to www.chssn.org/members. The CHSSN works with the public health and social services network to ensure services in English.



HOUSING FOR PERSONS IN LOSS OF AUTONOMY

Information from Educaloi Pamphlet

Choosing for themselves as long as they are able

Adults normally choose for themselves where they wish to live even if a doctor or a family member believes that a different housing option would be better.

An incapacitated person may still be able to make housing decisions

Even if a person is declared incapacitated for some things, they may still be able to make decisions regarding care and housing. Thus, even if they are declared incapacitated by a court (as part of an application for a tutorship, for example), a person may still make their own decisions regarding housing.

Criteria to evaluate if a person is incapacitated

An illness or a loss of cognitive abilities may inhibit a person's ability to understand what is happening to them. In this situation, a doctor must evaluate if the person understands the information regarding their situation, including the proposed housing option. More specifically, the doctor must assess the following:

- Does the person understand the nature of the illness or the physical or cognitive limitations that have given rise to the proposed housing option?
- Does the person understand the reason and nature of the proposed option (for example, being housed in a CHSLD)?
- Does the person understand the risks and advantages of the proposed option?
- Does the person understand the risks involved in remaining in their home or in another type of housing that no longer suits their needs?
- Has the person's capacity to understand been affected by their illness or other limitations?



In case of incapacity: Someone else can decide

When a doctor concludes that a person cannot provide valid consent to care, including housing, another person can make the required decisions. Who provides this consent depends on the circumstances. The following persons (in this order of priority) can provide it:

- the person's mandatary, if the person has a protection mandate and it is in the process of—or has already been— homologated
- the person's legal representative (tutor or curator), if protective supervision has been authorized
- the person's married or civil union spouse or common-law partner
- a close relative of the person
- someone concerned for the person, such as a close friend

Decisions must always be in the person's best interests

Whatever the circumstances, the decision must always be made in the person's best interests. The person's wishes must also be taken into account.

Refusal by a legal representative or inability to make a decision

If a legal representative is unable to make a decision or—contrary to the person's best interests—refuses a proposed housing option, a court will have to decide the matter.

Refusal of housing by a person unable to provide consent

If a person is unable to provide valid consent regarding housing and absolutely refuses a housing option required by their state of health, a court will have to decide the matter. The judge will ask for the person's opinion and the opinions of the person's loved ones.



ESTATE EXECUTORS: ROLE AND RESPONSIBILITIES

Information from Educaloi Pamphlet

Some Vocabulary In Quebec law

The person in charge of settling the affairs of someone who has died is a **“liquidator.”** The property of a dead person, plus amounts owed to or owed by that person, are commonly called the estate. The official term in Quebec law for an estate is **“succession.”**

A liquidator settling the affairs of the deceased is **“liquidating a succession.”** How is a liquidator chosen? The liquidator can be named in a will. For example, “I name my daughter, Shannon, liquidator of my succession.” If there is no will, or the will does not name liquidators, the heirs automatically become the liquidators.

The heirs are the people entitled to inherit. In this case, they share the responsibilities. They can also name someone to act as the only liquidator through a majority vote.

Who can be a liquidator?

The liquidator can be anyone 18 years old or older, or a trust or savings company (for example, a financial institution). For a fee, many professionals offer liquidator services, including notaries, lawyers, and accountants.

Can you refuse to be a liquidator?

Usually, you can refuse the role. If you don't want to be a liquidator, you must tell your co-liquidators or your replacement, if a replacement is named in the will. If you are the only liquidator and a replacement is not named in the will, the heirs must name your replacement by a majority vote. There is one exception to the right to refuse the role: if you are the only heir, you must accept. Remember that you can always get help from a professional.

Can there be more than one liquidator? Yes. If there are several, the will usually says how decisions will be made. For example, one liquidator can handle practical things like organizing a funeral.

A second can take care of more difficult issues, such as taxes. If the will does not specify who does what, the liquidators must act together. If there is no will, or the will does not name liquidators, the heirs share the responsibilities.

What are the responsibilities of a liquidator? The liquidator's responsibilities are usually described in the will. If the will says nothing about these responsibilities, or there is no will, the liquidator must manage the deceased's estate according to what the law says. The law includes Quebec's Civil Code. Liquidators must act carefully, in a timely way and honestly.



Here are some of the liquidator's duties:

- Make a list of the property and money of the deceased
- Close the deceased's bank accounts
- Notify companies and agencies the deceased dealt with (telephone, Medicare, banks, credit cards, etc.)
- Take care of the deceased's property until it is given to the heirs (e.g., keeping it insured) • file the deceased's tax returns and pay taxes
- Pay other amounts owed
- Collect money owed to the deceased (e.g., life insurance, unpaid salary, pension benefits) • distribute the remaining property to the heirs
- Give a final report to the heirs

Does a liquidator have a right to be paid? Yes. Liquidators have a right to be paid for time they invest in the liquidation. However, liquidators who are also heirs cannot be paid unless the will says they can be paid or the other heirs agree. Liquidators do not have to pay the costs of liquidation out of their own pockets. Professional fees and other costs (e.g., fees to do a will search) must be reimbursed by the succession itself.

However, liquidators cannot spend unreasonably.

Can liquidators give an item to an heir before the end of the liquidation? As a general rule, no. If someone gets something before the liquidation process is over, this amounts to accepting the succession ... with all its debts! If property is given out before making sure there is enough in the succession to pay all debts and all the "legacies by particular title" (leaving a particular thing to a particular person who is not an heir), the heirs will be responsible for paying the debts out of their own pockets!

However, items of sentimental value (e.g., personal papers, medals and diplomas) can be distributed before the liquidation is finished. What if a liquidator does a bad job? When liquidators don't do what they are supposed to do or mismanage an estate, any person with an interest in the estate can ask a court to replace the liquidator.

A person with an interest could be, for example, a co-liquidator or an heir.



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