

## **The Commission des droits de la personne et des droits de la jeunesse takes people to heart**



### **Declaration of Services to Citizens**

# **The Commission des droits de la personne et des droits de la jeunesse takes people to heart**

Declaration of Services to Citizens\*

\*Any person who is in the territory of Québec.

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2 | Declaration adopted at the  
576<sup>th</sup> sitting of the  
Commission held on  
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## **One mission, two mandates**

The Commission des droits de la personne et des droits de la jeunesse promotes and upholds the principles set forth in the Charter of Human Rights and Freedoms. It is also responsible for the administration of the Act Respecting Equal Access to Employment in Public Bodies. In addition, it is responsible for ensuring that the interests of children are protected and that their rights recognized by the Youth Protection Act and the Youth Criminal Justice Act are respected.

The members of the Commission are appointed by the National Assembly. The Commission is independent of the government and carries out its mission by taking all appropriate measures for the benefit of citizens and in the public interest.

Our organization provides services to the population throughout Québec and to any person on its territory. These services include reception, investigation and legal representation, mediation, advice concerning reasonable accommodation, information, cooperation and rights education, as well as services related to the establishment and implementation of equal access to employment programs. All services offered by the Commission are free of charge.



## **Organizational values**

Respect of persons, transparency, integrity, fairness and commitment are the five values that govern the Commission in its daily interactions with citizens, individuals, groups and organizations.

Our offices are accessible to persons with reduced mobility. The Commission also takes the necessary measures to ensure that persons with disabilities have access to its Website and publications.

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## **Respect: a guiding principle**

Respect is at the centre of all our interactions with citizens. Listening, empathy and professional communications are based on this principle.

## **Respectful and professional communications**

The Commission's staff members are committed to:

- Identifying themselves clearly when communicating with you;
- Being courteous and attentive;
- Providing the information required clearly and in a language adapted to your situation;
- Taking into consideration your cultural and socio-economic differences or your specific needs, and endeavour to adapt the Commission's services in a reasonable way.



### **Following-up on your request or your complaint**

The Commission's staff members are committed to:

- Acknowledging receipt of your demand or complaint within five business days;
- Returning telephone messages within two business days;
- Referring you to another person, if they are absent.

### **Our reception and assessment services**

The aim of the Commission is to respond quickly and professionally to your requests, whether you wish to file a complaint, or obtain information on your rights or the mission and activities of the Commission. This means the Commission's staff members are committed to:

- Answering your call within a minute;
- Listening actively in order to establish the admissibility of your complaint;
- Clearly explaining the applicable procedure, if necessary;
- Transferring you to the appropriate department;
- Directing you to the appropriate resources if the situation described does not fall within the Commission's mandate.



## **Our mediation services**

Mediation is a timely and effective way of settling a dispute amicably within an average period of three months. The complainant and respondent agree that the mediator act as an intermediary to help them find a solution. Mediation can be proposed at any time during the processing of your complaint of discrimination.

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Information gathered during mediation is confidential. Should mediation fail, the information collected cannot be transferred to the investigation or filed as evidence in court.

## **Our investigations**

The Commission may investigate any situation that appears to be a case of discrimination, exploitation of an elderly or handicapped person or acts of reprisal after filing a complaint with the Commission under the Charter of Human Rights and Freedoms. It may also investigate any situation of discrimination brought to its attention under sections 10 to 19, 48, and 86 of the Charter.

The Commission may also investigate when it has reason to believe that the rights of a child or a group of children guaranteed under the Youth Protection Act or the Youth Criminal Justice Act have not been respected.



The Commission ensures that the investigation is conducted impartially throughout all the steps of processing a file. It undertakes to:

- Contact you within seven days of receipt of the complaint or the request for intervention, and to clearly explain its role, the powers granted to it by law, as well as the investigation's purpose and process;
- Provide documentation and information useful in drafting the complaint under the Charter of Human Rights and Freedoms;
- Upon request, assist you in drafting the complaint;
- Seek any evidence that would allow it to determine whether it would be best to negotiate a settlement between the parties, to propose arbitration or mediation, or to refer any unsettled issue to a tribunal;
- Act impartially with respect to all persons involved in the investigation;
- Inform the parties of any change of the person in charge of their file within seven days of the reassignment date;
- Preserve the confidentiality of information obtained during the investigation with respect to persons who are not parties to the investigation.

The parties are, at all times, entitled to be informed of the progress of their case. We are committed to treating you with courtesy and providing answers to your questions.



## **Our commitment**

### **In matters of human rights**

Situations that may be subject to investigation by the Commission vary widely.

Notwithstanding exceptional situations related to the complexity of certain cases, the Commission's aim is to inform the parties of its decision within a maximum delay of fifteen months after a complaint is filed under the Charter of Human Rights and Freedoms.

### **In matters of youth protection**

Complaints concerning the infringement of rights under the Youth Protection Act or the Youth Criminal Justice Act will be processed within a maximum delay of six months. Systemic investigations require more time due to their scope and complexity.

## **Our legal representation services**

The Commission's legal representation services are free of charge.

When the Commission decides to act on your behalf and represent you as a complainant before a tribunal, it undertakes to accompany you throughout the process. This means that:

- You receive the decision rendered by the Commission, along with an explanatory letter signed by the lawyer in charge of your file;
- The lawyer explains to you the various steps of the judicial process and the legal issues applicable to your case;



- The lawyer ensures that you are well prepared for the hearing.

### **Our research, education-cooperation and communications services**

#### **Our research service:**

- Identifies provisions in Québec legislation that are contrary to the Charter, and makes the appropriate recommendations to the government;
- Receives and examines suggestions, recommendations and requests that are brought before it with respect to human rights and freedoms. When they are deemed of public interest, appropriate recommendations are made to the government;
- Conducts research on various subjects such as socio-economic, legal and profiling issues, exploitation of the elderly, accessibility, and mobility of handicapped persons, etc.
- Publishes documents and studies on fundamental rights and freedoms.



### **Our education-cooperation service:**

- Offers a variety of educational approaches to raise awareness, promote and share the values related to the Charter of Human Rights and Freedoms, the Youth Protection Act, and the Youth Criminal Justice Act;
- Cooperates with any organization dedicated to the promotion of human rights and freedoms, in Québec or elsewhere.

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### **Our communications service:**

- Maintains the Commission's Website in compliance with the Regulation respecting the distribution of information and the protection of personal information.

Our Website provides:

- Our contact information and office hours;
- Information on how to file a complaint;
- Information on human rights and the rights of youth;
- Official documents such as policies, opinions, briefs, studies, publications and leaflets published by the Commission;
- News releases published by the Commission;
- Various guides and online training modules;
- The Declaration of Services to Citizens.



## **Our advisory service regarding reasonable accommodation**

This advisory service is designed for employers and decision-makers who receive requests for reasonable accommodation. The Commission undertakes to:

- Contact the person seeking advice within a period of two business days;
- Offer advice, and propose possible solutions;
- Offer training workshops on reasonable accommodation, as needed.

The advisory service ensures the confidentiality of any information or document provided voluntarily by managers for the purpose of processing a request for advice.

This means that the information collected remains confidential and cannot be transferred to an investigation in the event of a complaint, nor filed as evidence in court.



## **Our equal access to employment services**

The Commission monitors the administration of equal access to employment programs. In order to do so, the Commission assists organizations in the development and implementation of programs in accordance with the Act Respecting Equal Access to Employment in Public Bodies.

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It also monitors the implementation of equal access to employment programs for businesses with 100 employees or more, which are subject to the Contract Compliance Program.

This means that the Commission undertakes to:

- Respond to the organizations and individuals within two business days of their request, and provide them with the adequate information concerning equal access to employment programs;
- Provide all the assistance, advice and information necessary for organizations and businesses to meet their obligations;
- Provide training sessions adapted to the particular requirements of the organizations and groups concerned, on all the stages of development and implementation of the programs;
- Produce a report every three years, as prescribed by the Act Respecting Equal Access to Employment in Public Bodies.



## **The quality of our services**

The Commission undertakes to examine applications and process cases brought before it efficiently and within the prescribed time limits. In order to do so, the Commission provides training to its personnel and regularly updates its work practices and procedures. In order to continually improve its services, the Commission conducts user satisfaction surveys.

If you are not satisfied with our services, please contact the appropriate director, who has thirty days to process your complaint. The complaint must address the quality of the service rendered.

Challenging a Commission's decision does not constitute a complaint within the meaning of the policy on handling complaints.

You can consult the Politique concernant le traitement des plaintes des citoyennes et des citoyens en regard de la qualité des services à la clientèle (Handling of citizen complaints policy with respect to customer service quality) at [www.cdpedj.qc.ca](http://www.cdpedj.qc.ca).

You can contact the person responsible for ensuring quality of service if you are not satisfied with the director's response.

The Commission undertakes to process your complaint concerning the quality of services within a maximum of forty-five days. If this deadline cannot be met, we will notify you.

### **Person responsible for ensuring quality of service**

Commission des droits de la personne et des droits de la jeunesse

360, rue Saint-Jacques, 2<sup>e</sup> étage  
Montréal (Québec) H2Y 1P5

Telephone: 514 873-5146 or 1 800 361-6477

E-mail: [qualitedesservices@cdpedj.qc.ca](mailto:qualitedesservices@cdpedj.qc.ca)

Fax: 514 873-2373

TTY/Teletypewriter (toll-free): 514 873-2648



## **You also have an important role**

You can help us provide better services by:

- Providing all the information required to process your complaint within the required time limit;
- Specifying whether you need assistance or accommodation;
- Reporting any change in your address or contact information.

**Commission des droits  
de la personne et des droits  
de la jeunesse**



**Contact us:**

Telephone:

514 873-5146 (Montréal)

or 1 800 361-6477 (elsewhere in Québec)

Monday to Friday 8:30 a.m. to 12 p.m. – 1 p.m. to 4:30 p.m.

Fax: 514 873-6032

E-mail: [accueil@cdpdj.qc.ca](mailto:accueil@cdpdj.qc.ca)

In person at our offices

360, rue Saint-Jacques, 2<sup>e</sup> étage

Montréal (Québec) H2Y 1P5

Monday to Friday 8:30 a.m. to 12 p.m. - 1 p.m. to 4:30 p.m.



Acces for persons with disabilities

361, rue Notre-Dame Ouest

Montréal (Québec)

TTY/Teletypewriter (toll-free): 514 873-2648

Website: [www.cdpdj.qc.ca](http://www.cdpdj.qc.ca)

Our offices are accessible to persons with reduced mobility. The Commission also takes the necessary measures to ensure that persons with disabilities have access to its Website and its publications.

## OUR REGIONAL OFFICES

### QUÉBEC

575, rue Saint-Amable  
Bureau 4.31  
Québec (Québec) G1R 6A7  
Telephone: 418 643-1872  
Toll-free: 1 800 463-5621  
Fax: 418 643-4725  
E-mail : quebec@cdpdj.qc.ca

### SAGUENAY

227, rue Racine Est  
Bureau 1.05  
Chicoutimi (Québec) G7H 7B4  
Telephone: 418 698-3636  
Toll-free: 1 888 386-6710  
Fax: 418 698-3714  
E-mail: saguenay@cdpdj.qc.ca  
chicoutimi@cdpdj.qc.ca

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### SAINT-JÉRÔME

227, rue St-Georges  
Bureau 202  
Saint-Jérôme (Québec) J7Z 5A1  
Telephone : 450 569-3219  
Toll-free: 1 877 226-7224  
Fax: 450 569-3228  
E-mail: st-jerome@cdpdj.qc.ca

### SEPT-ÎLES

456, av. Arnaud  
Bureau RC 01  
Sept-Îles (Québec) G4R 3B1  
Telephone: 418 962-4405  
Toll-free: 1 888 386-6715  
Fax: 418 962-7762  
E-mail: sept-iles@cdpdj.qc.ca

**SHERBROOKE**

375, rue King Ouest  
Bureau 1.05  
Sherbrooke (Québec) J1H 6B9  
Telephone: 819 820-3855  
Toll-free: 1 888 386-6711  
Fax: 819 820-3860  
E-mail: sherbrooke@cddpj.qc.ca

**TROIS-RIVIÈRES**

100, rue Laviolette  
Bureau 100  
Trois-Rivières (Québec) G9A 5S9  
Telephone: 819 371-6197  
Toll-free: 1 877 371-6196  
Fax: 819 371-6897  
E-mail: trois-rivieres@cddpj.qc.ca

**VAL-D'OR**

1200, 8<sup>e</sup> Rue  
Bureau 101  
Val-d'Or (Québec) J9P 3N7  
Telephone: 819 354-4400  
Toll-free: 1 877 886-4400  
Fax: 819 354-4403  
E-mail: valdor@cddpj.qc.ca



## Commission des droits de la personne et des droits de la jeunesse

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### Head office:

360, rue Saint-Jacques, 2<sup>e</sup> étage  
Montréal (Québec) H2Y 1P5



The Commission des droits de la personne et des droits de la jeunesse (human rights and youth rights commission) is an independent body whose mission is to promote and uphold the principles set out in the Québec Charter of Human Rights and Freedoms.

The mission of the Commission is also to ensure that the interests of children are protected and that their rights as recognized by the Youth Protection Act and the Youth Criminal Justice Act are respected.

In addition, the Commission is responsible for applying the Act respecting equal access to employment in public bodies.

[www.cdpdj.qc.ca](http://www.cdpdj.qc.ca)

