COMMISSAIRE AU BIEN-ÊTRE
ET AUX DROITS DES ENFANTS

CALL FOR PERSONAL ACCOUNTS

Before sharing your experience: what you need to know

Thank you for considering sharing your experience with us.

If you are reading this document, it is because you are thinking about sharing what you experienced during emergency care provided to a child. Thank you. Your experience matters.

Sharing your experience is entirely your choice. You may change your mind at any time, without having to explain why. This document simply explains what to expect if you choose to share your experience with us.

Why the Commissaire is gathering people's experiences

The Commissaire au bien-être et aux droits des enfants is an independent institution that reports to the National Assembly of Québec. The law assigns the Commissaire, among other responsibilities, the role of evaluating services for children provided by public bodies, as well as the authority to conduct investigations into those services.

By sharing your experiences, you help us understand what is working well, where support is lacking, and what needs to change. At the end of this process, the Commissaire prepares a report and may make recommendations to the National Assembly of Québec. Your voice can help improve the care and support children receive.

AN IMPORTANT CLARIFICATION BEFORE YOU BEGIN

Sharing your experience is not a complaint. The Commissaire is concerned with the situation of all children. The Commissaire cannot resolve an individual situation or intervene with a hospital regarding a specific case.

If you wish to file a complaint about the care received, you can contact the Service Quality and Complaints Commissioner of the institution concerned. If you are unsure who to contact, our *Service d'accueil et accompagnement* can help guide you.

We read every personal account carefully. However, an investigator may not contact everyone who shares their experience. This does not mean that your experience is any less important.

What interests us, and what we will never ask of you

What we want to understand is your experience with the equipment used to care for the child: what was available, what may have been missing and/or unsuitable for the child's size or age, and how this affected both the child and you. The timing, region, and type of setting (emergency department, ambulance, or transfer) also help us better understand the context of your experience.

We will never ask you:

- to prove what you experienced or provide the child's medical record;
- to identify a member of the healthcare team;
- to answer a question that makes you uncomfortable.

You may tell us as much or as little as you wish, and at your own pace. You may also choose to write only a few lines.

Your experience will be treated confidentially

Your information is used solely for the Commissaire's work. It is protected and stored securely. Your name and the child's name will never appear in the public report, nor will any details that could identify you or the child affected by the situation.

The law also protects your testimony: the Commissaire's staff cannot be compelled to disclose information obtained through their work before a court.

Only with your consent may an investigator contact you to obtain additional information.

One important limitation to be aware of: if what you share with us suggests that a child's safety or development may be compromised, the law may require us to report the situation to the Director of Youth Protection. We want to be clear about this from the very beginning.

Are you under 18?

You have the right to share your views about matters that affect you. If you received emergency care, your experience is very important to us.

You can write to us or call us yourself, or ask a trusted adult to support you. You only need to share what you want to share. If a question makes you uncomfortable, you can simply say that you prefer not to answer. You can also stop at any time.

Taking care of yourself

Reflecting on an emergency situation can bring back difficult memories and emotions, even months or years later. This is normal, and it may be especially true if the child experienced lasting effects or did not survive. Take all the time you need. You may take a break or stop at any time.

The Commissaire is not an emergency service or a psychological support service. If you need help:

- **Emergency: Call 911.**
- **Info-Social 811 (Option 2):** Speak with a counsellor 24 hours a day, 7 days a week.
- **Tel-jeunes:** 1-800-263-2266, or text 514-600-1002, for young people.
- **Kids Help Phone:** 1-800-668-6868, or text TALK to 686868.

How it works

1. **Contact us** by email, phone, or text message before November 22, 2026.
2. **We acknowledge receipt** of your testimony and review it carefully.
3. **With your consent,** an investigator may contact you to obtain additional information. You may decline.
4. **The Commissaire publishes a report that** takes all testimonies into account, without ever identifying you.

Questions? Write to us or call us.

Service d'accueil et accompagnement du Commissaire au bien-être et aux droits des enfants

Email: accueil@enfants.quebec

Phone: 450 222-2303 ou 1 888 944-4455

Text message: 450 222-2303

Monday to Friday, 11:00 a.m. to 9:30 p.m., and Saturday, 9:00 a.m. to 4:00 p.m.

Website: enfants.quebec