



LE PROTECTEUR DU CITOYEN
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**ADDRESSING THE NEEDS OF THE VULNERABLE IS
ONE OF THE QUÉBEC OMBUDSMAN'S TOP PRIORITIES**

Québec City, June 7, 2007 – “The impact of public policies and decisions must always be carefully measured at the best of times, but this is especially crucial when dealing with people who, for whatever reason, are more dependent, or completely dependent, on the state for major aspects of their lives. The Québec Ombudsman seeks to pay particular attention to how public services affect such citizens,” explains Québec Ombudswoman Raymonde Saint-Germain in discussing her concern for vulnerable individuals.

In the coming year, the Québec Ombudsman will continue to pay attention to those with mental illness, who are found in all walks of life, notably among users of the healthcare system, youth centers, detention centers, and organizations providing aid to victims of crime. “They more than others can have trouble making themselves understood of public services and thus obtaining the services and care they require,” states Ms. Saint-Germain.

She is particularly drawn to the plight of seniors, especially those in a vulnerable condition. They are increasingly frail, and some do not receive the support of friends or family. Their quality of life therefore depends on the actions of public services.

The Québec Ombudsman will also focus on the plight of those whose living environments are under the direct responsibility of the state, and who thus depend more on the state for care and services. This is notably the case of those in residential and long-term care centers (CHSLD), minors placed in youth centers, and incarcerated individuals. In the latter case, the Québec Ombudswoman is also concerned about their victims, families, and friends.

“Public services are especially important and fundamental for such citizens. We must therefore pay special attention to their particular needs. I believe that approaches specifically adapted to their situations are essential to their well-being,” states Ms. Saint-Germain.

Source: The Québec Ombudsman

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