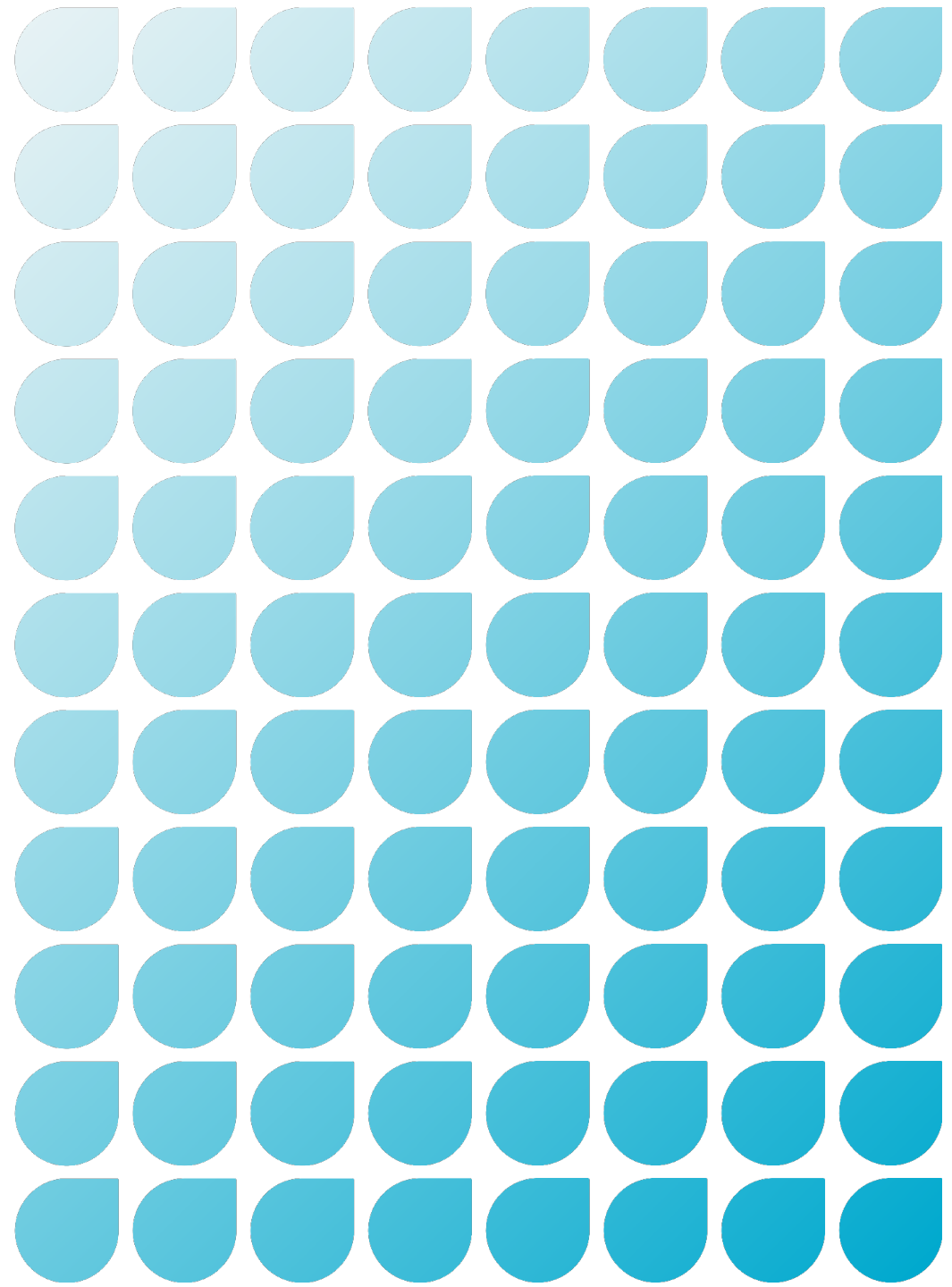




**Accessibility
For
People With Low
Literacy**



Agenda

1

Introduction and Presentation by Éducaloi (*15 min*)

2

Group Discussion (*40 min*)

3

Wrap-up (*5 min*)

Objectives

- Highlight literacy issues as well as areas of law to prioritize for improvement.
- Collect concrete recommendations on how to improve content.
- Put together a list of best practices and external resources.



Presentation of Éducaloi's Content

Online Articles

We're adding a bulleted list at the beginning of our online articles to summarize the main points in even simpler language.

This helps readers understand if our content has what they're looking for.

Example shown = [Separation: What You Need to Know | Éducaloi](#)



This article in short

- You need to figure out your type of union to know what rules apply to your separation.
- You can separate by agreement or ask the court to decide on issues related to property, money, housing and children.
- A lawyer or notary can help protect your rights and avoid bad surprises.

Printable Guides

The simplified version of this printable guide focuses on the most important points and adds icons to help people follow along.

Example shown = [Choosing a Place to Live as a Senior - A Mini-Guide | Printable Guide | Éducaloi](#)

Staying in your home



It's for you if...

- You are still independent enough.
- You want to stay where you are living right now.

To help you stay at home, you can get:



Help with housework, grocery shopping, or doing the laundry

A business that is recognized by the government can offer a lower price. For more information on this program, call the health insurance board of Quebec (RAMQ) at 1 888 594-5155.



At-home health care

For example, you can get home visits from a nurse, help to take your medication, or physical therapy services.

Contact your CLSC (local community services centre) to make a request.



Meals delivered to you

There are meals-on-wheels programs that can deliver hot meals to your home.



Help to pay for housing

Would you like to pay less for housing? You can get financial support or move into a place that doesn't cost as much.

Shelter allowance

If you are 50 or older, you could get financial support to help pay your rent. Contact Revenu Québec to learn more about this program.

Low-rent housing (HLM in French)

This is housing with a lower rent. You can pay about 25 % of your income. For example, if you earn \$1,200 a month, your rent will be around \$300. You must apply to the housing office in your area.

Printable Guides

A detailed version is also available for people who want more information. A scenario helps them understand the connection to real life.

Example shown = [Planning for Tomorrow: Choosing a Place to Live as a Senior | Printable Guide | Éducaloi](#)

You can stay in your home

Staying in your home can mean changing locations, for example for something smaller, to be closer to your family or to save money. It can also mean making changes to your home so it is easier to live in if you lose some of your autonomy.

It's for you if...

- You live an independent or semi-independent lifestyle, but you need help with some tasks, like housework, grocery shopping or maintaining your yard.
- You prefer staying in your current environment, with the help of your loved ones or home care services.

Leon



"I have been living in my apartment for many years. I know the area well: the local bakery, the park where I enjoy sitting when the weather is nice, and the grocer who knows me by name. I feel good in my home. I'm not as fit as before, but I still do most things by myself. I only need a little help shoveling the stairs and grocery shopping."



If you need help at home

Various services can help you stay at home as long as possible.

Help at home, at a lower cost	The Financial Assistance Program for Domestic Help Services allows you to receive help at a reduced cost for certain tasks, like housework, cooking or grocery shopping. This program is offered by the health insurance board of Quebec (the Régie de l'assurance maladie du Québec, or RAMQ). You can find their contact information in the <i>Resources</i> section, on pages 21 to 23 of this guide. You can also use the Tax Credit for Home-Support Services for Seniors. To learn more about this tax credit, contact Revenu Québec. You can find their contact information in the <i>Resources</i> section, on pages 21 to 23 of this guide.
At-home support	If you need nursing or medical care, psychosocial services, or physical therapy, you can get at-home support. Contact your CLSC (local community services centre). The staff will assess your needs and help arrange the type of service that is right for you. You can find instructions on how to find the CLSC nearest you in the <i>Resources</i> section, on pages 21 to 23 of this guide.
Help from a caregiver	In some cases, you will need help from a loved one to continue living at home. This person has the right to take time off work (several days a year) in order to help you.
Help for meals	You can get meals delivered directly to your home through meals-on-wheels programs.

Short Videos



Short videos on social media present information in a format that is easier to digest and more accessible for some people.

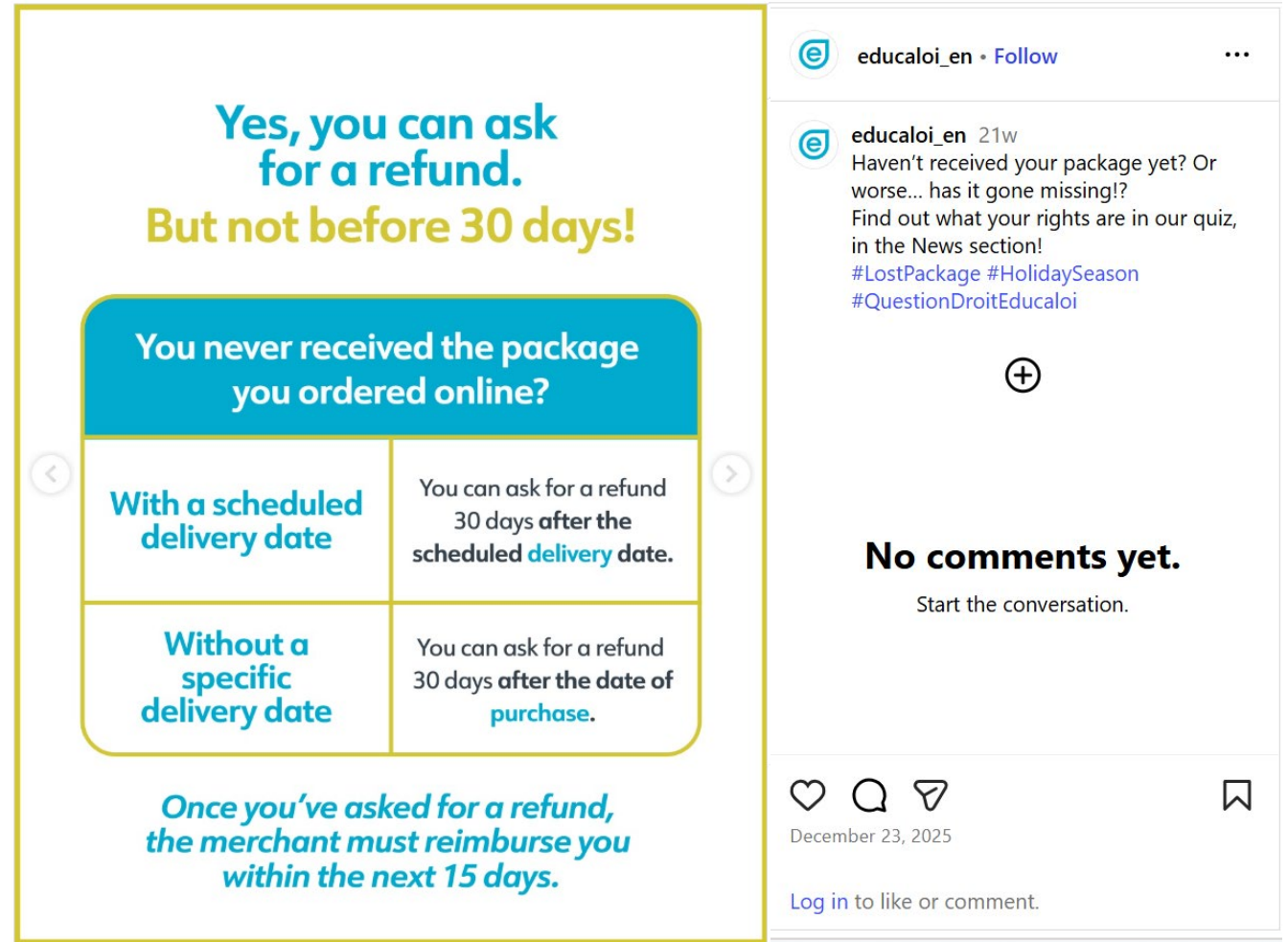


Carousels

Carousels on social media use graphic design to simplify information and highlight what's most important.

For example, this infographic uses a table to help someone identify which information applies to their situation.

[Instagram](#)



Yes, you can ask for a refund.
But not before 30 days!

You never received the package you ordered online?	
With a scheduled delivery date	You can ask for a refund 30 days after the scheduled delivery date.
Without a specific delivery date	You can ask for a refund 30 days after the date of purchase .

Once you've asked for a refund, the merchant must reimburse you within the next 15 days.

educaloι_en • Follow

educaloι_en 21w
Haven't received your package yet? Or worse... has it gone missing!? Find out what your rights are in our quiz, in the News section!
[#LostPackage](#) [#HolidaySeason](#) [#QuestionDroitEducaloι](#)

No comments yet.
Start the conversation.

December 23, 2025

[Log in](#) to like or comment.

Pamphlets

This pamphlet focuses on presenting resources where someone can get more help.

Example shown = [Caring for Your Loved One: Steps to Take at Your Own Pace | Pamphlet | Éducaloi](#)



Key resources to contact depending on your needs and situation

Balancing work and caregiving
Time off and other measures can help you reduce the impact being a caregiver could have on your professional life.
Quebec's labour board (CNESST)
☎ 1 844 838-0808
🌐 cnesst.gouv.qc.ca/en

Identifying your loved one's needs
Your local community services centre (CLSC) can help you identify and receive the help and services your loved one needs.
Info-Social
☎ 811
🌐 sante.gouv.qc.ca/en/repertoire-ressources/

Exploring available financial aid and tax credits
Being a caregiver can lead to additional expenses or lost income.
Quebec's tax agency (Revenu Québec)
☎ 1 800 267-6299
🌐 revenuquebec.ca/en
Canada Revenue Agency
☎ 1 800 959-7383
🌐 canada.ca/en/revenue-agency.html

Getting informed and taking care of yourself
A free and confidential telephone service is available to offer you counseling, information, and referrals.
Caregiver Support Helpline
☎ 1 855 852-7784
🌐 lappui.org/en

Check your loved one's legal documents
Has your loved one prepared legal documents like a power of attorney and a protection mandate? Depending on their needs and situation, you can accompany them in taking these steps while still letting them act for themselves.
Info Justice Centres
🌐 info-justice.ca/en
Chambre des notaires
☎ 1 800 263-1793
🌐 cnq.org/en/

Understand your options if your loved one no longer has capacity
Depending on the situation, different legal measures can protect your loved one and allow someone else to make decisions for them. Some examples include opening a tutorship or using a protection mandate by "homologating" it.
Quebec's public curator (le Curateur public)
☎ 1 844 532-8728
🌐 quebec.ca/en/government/departments-agencies/curateur-public

To learn more, see our article on this topic



Pamphlets

This pamphlet illustrates different situations in which a tenant might need legal info or support.

Example shown = [Rental Housing in Quebec: What are your rights? | Pamphlet | Éducaloi](https://educaloi.qc.ca/en/capsules/poor-housing-conditions-the-tenants-recourses/)

Is Your Home in Need of Urgent Repairs?



If something in your home is broken – like a leaky toilet – your landlord has to repair it.

Learn more about your rights as a tenant:

 <https://educaloi.qc.ca/en/capsules/poor-housing-conditions-the-tenants-recourses/>

 To scan a QR code, use your smartphone's camera! 

 **Need help?**
Comités logement :
1 866 521-7114

Is Your Home Poorly Heated?



Your landlord must keep your home at a certain temperature, even in winter.

Learn more about your rights as a tenant:

 educaloi.qc.ca/chauffage-logement

 To scan a QR code, use your smartphone's camera! 

 **Need help?**
Comités logement :
1 866 521-7114

Is Your Home Harmful to Your Health?



Your home should be safe and in good condition. For instance, there shouldn't be mold that could harm your health.

Learn more about your rights as a tenant:

 <https://educaloi.qc.ca/en/capsules/poor-housing-conditions-the-tenants-recourses/>

 To scan a QR code, use your smartphone's camera! 

 **Need help?**
Comités logement :
1 866 521-7114

Does Your Landlord Want to Take Back Their Property?



If your landlord wants to take back their property, they must follow certain deadlines and give you written notice. They can't ask you to leave right away.

Learn more about your rights as a tenant:

 <https://educaloi.qc.ca/en/capsules/repossession-of-rental-housing/>

 To scan a QR code, use your smartphone's camera! 

 **Need help?**
Comités logement :
1 866 521-7114

Internal Activities

- The team received training to help us understand people dealing with low literacy and how to make our content more accessible for them.
- We have tested some of our content in French with the help of organizations who support people dealing with low literacy.
- We share recommendations with our volunteer legal professionals and offer them training.



Group Discussion

Discussion Points

- What is your definition of low literacy (reading, writing, digital, other)?
- What are the priority legal information needs of people dealing with low literacy?
- What recommendations do you have for making Éducaloi's content more accessible to people dealing with low literacy?
- What issues have you faced in making more accessible content and what solutions have you found?

Definition of low literacy

Difficulty with reading and writing

and/or

Difficulty using digital tools

- Note : As technology evolves, digital literacy looks very different now than it did before.

Affecting people from all walks of life

- newcomers
- people who struggled in school or dropped out
- people dealing with social barriers, a disability or a mental health condition

In a way that limits participation in day-to-day life

- getting services
- achieving goals (career, education)
- filling out forms
- signing documents



Priority legal information needs

Caregivers

Housing
(eviction)

Wills

Access to
government
services and
benefits

Family law
(social
assistance)

Fraud

Elder abuse

Employment
(pay, unions)

Life after
incarceration
(community
service hours)

Recommendations for making content more accessible

- Make it easier and faster to navigate between webpages (click depth).
- Avoid moving elements when redesigning webpages (interface familiarity).
- Avoid slang and abbreviations.
- Make sure online publications (PDFs) work with screen readers (accessibility features).

Issues and solutions regarding accessibility

ISSUES

- People may sometimes pretend to understand.
- Not one size fits all.

SOLUTIONS

Be able to recognize signs of low literacy.

Go through things together one-on-one.

Hand out notes before workshops.

Make pages less content-heavy.

Add visuals.

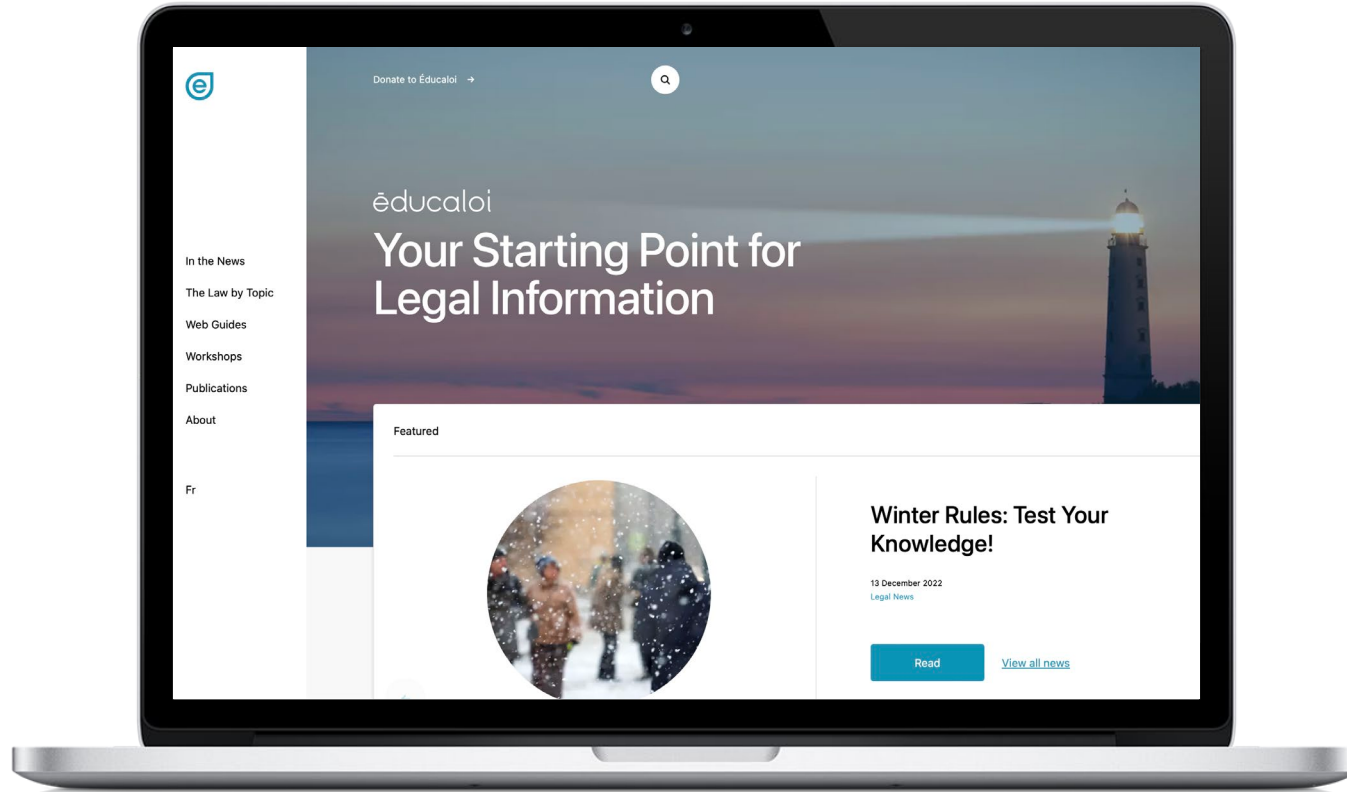
Collaborate with literacy organizations.

Create training for volunteer workshop leaders.

Diversify channels of communication.

Make content available in multiple languages.

Stay up to date with Éducaloi



Sign up for our [newsletters](#).

Follow us on [Instagram](#)
(@educaloi_en).

Check our [website](#) regularly.



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Department of Justice
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Important notice

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