



Institut de la statistique du Québec

DECLARATION OF SERVICES TO THE PUBLIC

*The term “public” designates both individuals
and businesses.*

*In this document the masculine form includes
the feminine form.*

Québec 

INTRODUCTION

Always committed to serving its clients well, the Institut de la statistique du Québec has updated its Declaration of Services to the Public. This declaration, which clearly shows that the Institut puts the public at the heart of its concerns, builds on and improves the level and quality of the Institut's services.

ITS MISSION

The mission of the Institut de la statistique du Québec is to provide reliable, relevant and objective statistical information on the socioeconomic evolution of Québec. It is also responsible for conducting statistical surveys of general interest.

Thus, the Institut, via the production of quality statistics supporting the public debate, plays a preponderant role in Québec society. Both citizens and the State can rely on it in their decision making. The Institut always provides services with a view to developing knowledge, democratizing statistics, and facilitating access to data while guaranteeing confidentiality. Moreover, the Institut ensures that its services meet internationally recognized standards.

ITS VALUES

- Objectivity, political neutrality, impartiality, integrity and respect of the confidentiality of the information in its possession constitute fundamental values.
- The quality of its products and services is an ongoing concern of the Institut.
- The Institut accords its highest priority to satisfying its clientele and respecting its survey respondents and other data suppliers.
- The Institut strives to be innovative and increasingly effective.
- The Institut recognizes that the competence of its personnel and its improvement are determining conditions in the achievement of its mission and objectives.

ITS LOCATION

The Institut has employees in Québec City and Montréal at the following addresses:

- Québec City: 200, chemin Sainte-Foy, Québec (Québec) G1R 5T4;
- Montréal: 1200, avenue McGill College, Montréal (Québec) H3B 4J8.

ITS PRODUCTS AND STATISTICAL SERVICES

The Institut provides the public with access to a multitude of products and services in the following fields of activity:

Foreign Trade	Living Conditions and Well-being
Economic Comparisons	Culture and Communications
Economic Accounts	Demography
Economic Situation	Education
Biofood Industry	Labour Market and Compensation
Financial Institutions	Health
Investment	Statistical Methodology
Manufacturing Sector	Collection Services and Strategy
Science, Technology and Innovation	

The Institut's website, www.stat.gouv.qc.ca, is for those wanting to know more about the above-mentioned subjects and to use the data. It also caters to its anglophone clientele providing it with an English version of the site.

It should be mentioned that the majority of the Institut's clients and partners, for whom it conducts studies and surveys, produces and disseminates statistical information are Québec government departments and agencies.

The following table lists the products and services available to the public and gives the information required to access them. It also sets down the Institut's rates and explains what is free of charge.

ITS PRODUCTS AND SERVICES¹

1. The Institut's Website²

Target Clientele	Type of Products	Type of Services	Publication Time Limit	Access to Our Services	Cost
General public	<ul style="list-style-type: none"> Publications, studies, analysis documents, bulletins, reports, reference documents, CDROMs Statistical data on the province of Québec Databanks 	<ul style="list-style-type: none"> Information on the Institut, its operations and its achievements Access to government statistical data Subscriptions, publication and CDROM orders 	Publication deadlines given in data release calendar met 85% or more of the time	<ul style="list-style-type: none"> Website: www.stat.gouv.qc.ca Webmaster: (418) 691-2403, Ext. 3034 	<ul style="list-style-type: none"> Information free of charge Publications downloadable free of charge or for sale CDROMS for sale

2. Information and Documentation Centre (CID)

Target Clientele	Type of Products	Type of Services	Processing Time	Access to Our Services	Cost
General public	<ul style="list-style-type: none"> Publications, studies, analysis documents, bulletins, reports, reference documents, CDROMs Statistical data on the province of Québec Databanks 	<ul style="list-style-type: none"> Answers to requests for information Possibility of consulting ISQ publications and other statistical documents on site Help and advice in finding information Subscriptions, publication and CDROM orders 	Three working days or less	<ul style="list-style-type: none"> Opening hours: Monday to Friday 8:30 a.m. to 12 noon and 1 p.m. to 4:30 p.m. Address: 200, chemin Sainte-Foy, 3^e étage Québec (Québec) G1R 5T4 Local calls (Québec City): (418) 691-2401 Outside calls: 1-800-463-4090 Fax: (418) 643-4129 E-mail: cid@stat.gouv.qc.ca 	<ul style="list-style-type: none"> Processing of requests: <ul style="list-style-type: none"> - Free of charge if processing takes an hour or less - Charges applicable if processing requires more than one hour of work Sale of items: <ul style="list-style-type: none"> - Publications (several are free of charge but with limited distribution) - CDROMs

3. Centre d'accès aux données de recherche de l'Institut (CADRISQ) (research data access centre)

Target Clientele	Type of Products	Type of Services	Processing Time	Access to Our Services	Cost
Researchers, professors, master's and doctorate level students, research assistants and officers	<ul style="list-style-type: none"> Detailed databanks (Institut surveys) Technical documentation on surveys 	<ul style="list-style-type: none"> Possibility, on certain conditions, of using ISQ survey microdata files in order to broaden the field of analyses and research Seminars offered by the Institut on its methods, work, results and analyses Possibility of consulting technical documentation of surveys by the Institut on site 	Maximum processing time one month for access-to-data requests	<ul style="list-style-type: none"> Opening hours: Monday to Friday 8:30 a.m. to 12 noon and 1:00 p.m. to 4:30 p.m. (Québec City and Montréal) Addresses: 3535, chemin Queen-Mary, bureau 420, Montréal (Québec) H3V 1H8 (at the Université de Montréal) and a service point at 200, chemin Sainte-Foy, 3^e étage, Québec (Québec) G1R 5T4 Phone: (514) 343-2299 Fax: (514) 343-2328 E-mail: cadrisq@stat.gouv.qc.ca 	In general free of charge (charges for certain requests)

4. Environment for the promotion of health and welfare (EPSEBE)

Target Clientele	Type of Products	Type of Services	Processing Time	Access to Our Services	Cost
University researchers, analysts and public policy makers in all health and social disciplines	<ul style="list-style-type: none"> Cross-tabulated research data on Québec: <ul style="list-style-type: none"> - administrative banks and survey banks of various departments and agencies - databanks of researchers 	<ul style="list-style-type: none"> Internet portal through which researchers can consult a data dictionary facilitating the tracing of the information available in Québec and furthering the cause of research Team of experts who provide advice on the preparation of research requests and the processing of research data Remote access use of research data 	Maximum processing time for requests of use of service is one month.	<ul style="list-style-type: none"> Website: www.epsebe.ca E-mail: epsebe@stat.gouv.qc.ca General information: see contact information for CADRISQ 	Varies according to request

5. Statistical Analysis and Surveys and Methodology

Target Clientele	Type of Services	Processing Time	Access to Our Services	Cost
Researchers, professors, students, research assistants and officers, professionals from various fields, businesses	<ul style="list-style-type: none"> Statistical analysis of data Customized statistical compilations Economic impact studies Studies on compensation and living conditions Methodological advice 	Varies according to request	<ul style="list-style-type: none"> General Information: <ul style="list-style-type: none"> - Québec City: (418) 691-2401 - Montréal: (514) 864-8686 - Toll-free: 1-800-463-4090 	Based on individual requests

1. As specified in its action plan regarding handicapped persons, the Institut undertakes to reduce the obstacles that limit access to its services, especially as regards access to its premises, welcoming, means of communication, and the sensitizing of its employees to the difficulties experienced by handicapped persons.

2. In order to meet the needs of persons with disabilities, the W3C and the WAI have been installed on the ISQ website; in addition, the ISQ website meets the seven recommendations of the "Guide d'accessibilité aux sites Web".

OUR COMMITMENTS

At the Institut de la statistique du Québec all citizens count. We make sure that our services are adapted to the needs of people with disabilities. This is why we have undertaken to fulfil our commitments to the public as follows.

Our proactive approach

Our staff is courteous, polite, and respectful in all circumstances. They identify themselves clearly, listen attentively and open-mindedly to any requests you may have concerning statistical information, and facilitate access to our services by offering several ways of proceeding, and express themselves in clear, accurate and simple terms.

Our know-how

We offer statistical products and services of a very high professional and technical quality that require the use of proven statistical methods. At the Institut, ensuring quality means adapting statistical information to meet the needs of users. In order to do so adequately, the Institut adopted six data quality dimensions that make it possible - with the right balance - to satisfy these needs: relevance, reliability and objectivity, comparability, timeliness, intelligibility, and accessibility.

Our guarantee of confidentiality

We guarantee the confidentiality and security of the information held by the Institut.

The Act respecting the Institut de la statistique du Québec, section 25 in particular, sets down the obligation of discretion:

“The director general, public servants and any other person whose services are used by the director general in the exercise of the director general’s functions shall not disclose or cause to be disclosed, by any means whatsoever, any information obtained under this Act if disclosure would allow information to be associated with a specific person, enterprise, body or association”.

This section prohibits any direct disclosure of information from surveys, administrative files or regarding Institut activities, and even any indirect disclosure, i.e. using comparisons, deductions or any other means.

All of the Institut's employees, whether permanent, casual, contractual, students, trainees or otherwise, upon starting their duties, must sign an oath of discretion under which they solemnly swear not to reveal any information they may learn in the carrying out of their duties.

Furthermore, in 1999, the Institut set up a committee to protect personal information and other confidential information. This committee is very active in matters regarding the confidentiality and security of the information held by the Institut, in both paper and electronic form. It sees to the establishment of principles, rules, policy statements, procedures, activities and awareness tools, and maintains the required vigilance in that respect. The protection and physical and electronic security of sensitive data are a constant concern of the Institut.

Our responsibility toward our survey respondents

Survey respondents actively contribute to the carrying out of the Institut's mission. Not only does the Institut guarantee the confidentiality of the information it receives from them but it also makes a point of telling them that it gives the utmost priority to respecting them. The Institut constantly striving to lighten their tasks by ensuring surveys are not duplicated, using available administrative data more often, and using diversified collection methods.

YOUR COMMENTS, SUGGESTIONS AND COMPLAINTS

If you have any comments, suggestions or complaints, contact the Direction générale of the Institut.

- Phone: (418) 691-2407
- Fax: (418) 691-2417
- E-mail: direction@stat.gouv.qc.ca
- Mailing address: Institut de la statistique du Québec, Direction générale, 200, chemin Sainte-Foy, 5^e étage, Québec (Québec) G1R 5T4

The Institut promises to contact you within three or less working days for comments and suggestions and to process complaints within five working days from their receipt. It also undertakes to inform you if it is unable to comply with these time limits. We offer people with disabilities the possibility of receiving guidance in how to draft a complaint.

*Institut
de la statistique*

Québec



*Également consultable en français
January 2008*