

(2) by substituting in the French text the article “1” for the demonstrative “cette” before the word “équivalence”.

10. Section 7 is amended by inserting the words “training or” before the word “diploma” in the first paragraph.

11. The Regulation is amended by deleting the third paragraph of section 7.1.

12. Section 7.4 is amended by inserting the words “that may be” after the word “level” in the fifth line.

13. This Regulation comes into force on the fifteenth day following the date of its publication in the *Gazette officielle du Québec*.

9776

Gouvernement du Québec

O.C. 680-96, 5 June 1996

Professional Code
(R.S.Q., c. C-26)

**Pharmacists
— Conciliation and arbitration procedure for the
accounts**

Regulation respecting the conciliation and arbitration procedure for the accounts of members of the Ordre des pharmaciens du Québec

WHEREAS under section 88 of the Professional Code (R.S.Q., c. C-26), the Bureau of the Ordre des pharmaciens du Québec must establish, by regulation, a conciliation and arbitration procedure for the accounts of the members of the Order which may be used by persons having recourse to the services of the members;

WHEREAS under section 88 of the Code, the Bureau adopted a Regulation respecting the procedure for conciliation and arbitration of accounts of pharmacists (R.R.Q., 1981, c. P-10, r. 14);

WHEREAS it is expedient to replace the Regulation;

WHEREAS under that section of the Code, the Bureau adopted a Regulation respecting the conciliation and arbitration procedure for the accounts of members of the Ordre des pharmaciens du Québec;

WHEREAS in accordance with the third paragraph of section 95 of the Code, as it read in December 1994, a

draft of the Regulation was sent to every member of the Order at least 30 days before its adoption by the Bureau;

WHEREAS in accordance with sections 10 and 11 of the Regulations Act (R.S.Q., c. R-18.1), the text of the Regulation was published in Part 2 of the *Gazette officielle du Québec* of 13 September 1995 with a notice that it could be submitted to the Government for approval upon the expiry of 45 days following that publication;

WHEREAS in accordance with section 95 of the Code, the Office des professions du Québec has made its recommendations;

WHEREAS it is expedient to approve the Regulation with amendments;

IT IS ORDERED, therefore, upon the recommendation of the Minister responsible for the administration of legislation respecting the professions:

THAT the Regulation respecting the conciliation and arbitration procedure for the accounts of members of the Ordre des pharmaciens du Québec, the text of which is attached to this Order in Council, be approved.

MICHEL CARPENTIER,
Clerk of the Conseil exécutif

**Regulation respecting the conciliation
and arbitration procedure for the
accounts of members of the Ordre
des pharmaciens du Québec**

Professional Code
(R.S.Q., c. C-26, s. 88; 1994, c. 40)

**DIVISION I
CONCILIATION**

1. A client who has a dispute with a member of the Ordre des pharmaciens du Québec concerning the amount of an unpaid account for professional services may file a written application for conciliation with the syndic, provided that the member has not instituted proceedings to recover the account.

2. A client who has a dispute with a member concerning the amount of an account for professional services that he has already paid in whole or in part may also file a written application for conciliation with the syndic within a 45-day period from the date of receipt of the account.

3. A member may not institute proceedings to recover an account for professional services before the expiry of a 45-day period from the date of receipt of the account by the client.

4. Within 5 days of receiving an application for conciliation, the syndic shall, by registered mail, notify the member concerned or, where he is unable to notify the member personally within that period, shall notify the member's firm. He shall also send the client a copy of this Regulation.

Once the syndic has received the application for conciliation, the member may not institute proceedings to recover his account so long as the dispute may be settled by conciliation or arbitration.

Notwithstanding the foregoing, a member may request provisional measures in accordance with article 940.4 of the Code of Civil Procedure (R.S.Q., c. C-25).

5. The syndic shall proceed with the conciliation using such procedure as he considers appropriate.

6. Any agreement reached during conciliation shall be put in writing, shall be signed by the client and the member and shall be filed with the secretary of the Order.

7. Where conciliation does not lead to an agreement within 45 days from the date of receipt of the application for conciliation, the syndic shall send a report on the dispute to the client and to the member by registered mail.

The report shall contain the following information, where applicable:

- (1) the amount of the account in dispute;
- (2) the amount that the client acknowledges owing;
- (3) the amount that the member acknowledges having to reimburse or is willing to accept as a settlement of the dispute;
- (4) the amount suggested by the syndic during conciliation as a payment to the member or as a reimbursement to the client.

The syndic shall send the client the form in Schedule I and shall indicate to him the procedure and deadline for submitting the dispute to arbitration.

DIVISION II ARBITRATION

§1. *Application for arbitration*

8. Within 30 days of receiving the conciliation report that has not lead to an agreement, the client may apply for arbitration of the account by sending the form in Schedule I to the secretary of the Order.

A copy of the conciliation report shall accompany the client's application for arbitration.

9. Within 5 days of receiving an application for arbitration, the secretary of the Order shall, by registered mail, notify the member concerned or, where he is unable to notify the member personally within that period, shall notify the member's firm.

10. A client who wishes to withdraw his application for arbitration shall so notify the secretary of the Order in writing.

11. A member who acknowledges having to reimburse an amount to a client shall deposit that amount with the secretary of the Order, who shall then remit it to the client.

In such case, the arbitration shall proceed and shall pertain only to the amount still in dispute.

12. Any agreement reached by the parties after the application for arbitration has been filed shall be put in writing, shall be signed by the parties and shall be filed with the secretary of the Order. Where the parties reach an agreement after a council of arbitration has been formed, the agreement shall be recorded in the arbitration award.

§2. *Council of arbitration*

13. The council of arbitration shall be composed of 3 arbitrators where the amount in dispute is \$500 or more, and of a single arbitrator where the amount is less than \$500.

14. The Bureau shall appoint the member or members of the council of arbitration from among the members of the Order and, if the council is composed of 3 arbitrators, shall designate the chairman and the secretary thereof.

15. Before acting, the members of the council of arbitration shall take the oath in Schedule II.

16. The secretary of the Order shall send written notice to the arbitrators and to the parties informing them of the formation of the council of arbitration.

17. A request than an arbitrator be recused may be filed only for a reason provided for in article 234 of the Code of Civil Procedure. The request shall be sent in writing to the secretary of the Order, to the council of arbitration and to the parties or their advocates within 10 days of receipt of the notice provided for in section 16 or of the day on which the reason for the request becomes known.

The Bureau shall decide the request and, where applicable, shall see that the arbitrator is replaced.

§3. Hearing

18. The chairman of the council or the single arbitrator shall give the parties or their advocates and the arbitrators at least 10 days' written notice of the date, time and place of the hearing.

19. The parties are entitled to be represented or assisted by an advocate.

20. The council of arbitration shall, as soon as possible, hear the parties, receive their evidence or record any failure on their part. For those purposes, it shall follow such procedure as it considers appropriate. Unless otherwise provided, Chapter V of Book VII of the Code of Civil Procedure may apply to the arbitration held under this Regulation.

21. A party requesting that the testimony be recorded shall assume the cost thereof and a request to that effect shall be made to the secretary of the Order not less than 5 days before the date fixed for the hearing.

22. Should an arbitrator die or be unable to act, the other arbitrators shall see the matter through.

If the council of arbitration consists of a single arbitrator, he shall be replaced by a new arbitrator appointed by the Bureau and the dispute shall be reheard.

§4. Arbitration award

23. The council of arbitration shall issue its award within 45 days of the end of the hearing.

24. The award shall be a majority award of the members of the council.

The award shall give reasons and shall be signed by all the members. Where a member refuses or is unable to

sign, the others shall mention that fact and the award shall have the same effect as though it were signed by all the members.

25. The costs incurred by a party for the arbitration shall be borne by that party.

26. In its award, the council of arbitration may uphold or reduce the amount of the account in dispute and determine the reimbursement or payment to which a party may be entitled.

27. In its award, the council of arbitration may decide the arbitration expenses, which are the expenses incurred by the Order for the arbitration. The total expenses may not exceed 10 % of the amount to which the arbitration pertains.

Where the account in dispute is upheld in whole or in part, or where a reimbursement is granted, the council of arbitration may add thereto interest and an indemnity calculated in accordance with articles 1618 and 1619 of the Civil Code of Québec from the date of the application for conciliation.

28. The arbitration award is binding on the parties but is subject to compulsory execution only after having been homologated in accordance with the procedure provided for in articles 946.1 to 946.5 of the Code of Civil Procedure.

29. The arbitration award shall be filed with the secretary of the Order and shall be sent to each party or to their advocates within 10 days after being filed.

30. This Regulation replaces the Regulation respecting the procedure for conciliation and arbitration of accounts of pharmacists (R.R.Q., 1981, c. P-10, r. 14).

31. This Regulation comes into force on the fifteenth day following the date of its publication in the *Gazette officielle du Québec*.

SCHEDULE I

(s. 8)

APPLICATION FOR ARBITRATION OF AN ACCOUNT

I, the undersigned,
(client's name)

.....
(domicile)

declare that:

(1)
(member's name)
is claiming from me (or refuses to reimburse to me) a sum of money for professional services.

(2) I have enclosed a copy of the conciliation report.

(3) I am applying for arbitration of the account under the Regulation respecting the conciliation and arbitration procedure for the accounts of members of the Ordre des pharmaciens du Québec.

(4) I have received a copy of the Regulation mentioned above and have taken cognizance thereof.

(5) I agree to submit to the procedure provided for in the Regulation and, where required, to pay to
(name of member)
the amount of the arbitration award.

.....
Signature

SCHEDULE II
(s. 15)

OATH

I solemnly affirm that I will perform all my duties and exercise all my powers as an arbitrator faithfully, impartially and honestly, to the best of my ability and knowledge.

I also solemnly affirm that I will not, without being so authorized by law, disclose or make known anything whatsoever of which I may take cognizance in the performance of my duties.

Oath taken before
(name and position, profession or quality)
at on
(municipality) (date)
.....
(Signature)

9778

M.O., 1996

Order of the Minister of Municipal Affairs dated 6 June 1996

Regulation to amend the Regulation respecting the form or minimum content of various documents relative to municipal taxation

WHEREAS under paragraph 2 fo section 263 of the Act respecting municipal taxation (R.S.Q., c. F-2.1), the Minister of Municipal Affairs may by regulation prescribe the form or minimum content of the following notices or forms:

- (a) notices of assessment;
- (b) municipal tax accounts, including accounts in lieu of notices of assessment;
- (c) assessor's certificates;
- (d) complaints;
- (e) notices contemplated in section 153 or 180;
- (f) demands for payment of a tax supplement;

WHEREAS on 30 June 1992 the Minister of Municipal Affairs made the regulation respecting the form or minimum content of various documents relative to municipal taxation;

WHEREAS it is expedient to amend the regulation;

WHEREAS in accordance with sections 10 and 11 of the Regulation Act (R.S.Q., c. R-18.1), the draft regulation entitled Regulation to amend the Regulation respecting the form or minimum content of various documents relative to municipal taxation was published in the *Gazette officielle du Québec* of 3 April 1996 on pages 1703 and 1704, with a notice that it could be made by the Minister of Municipal Affairs upon the expiry of 45 days following that publication and that any person having comments to make could send them in writing to the Minister before the expiry of the 45-day period;

WHEREAS no comment regarding the draft regulation was received before the expiry of the 45-day period;

WHEREAS it is expedient to make the Regulation without amendment;

THEREFORE, the Regulation to amend the regulation respecting the form or minimum content of various documents relative to municipal taxation, attached hereto, is hereby made.

RÉMY TRUDEL,
Minister of Municipal Affairs