



GUIDE TO FAMILY SUPPORT NEEDS

PART TWO

PRACTICAL INFORMATION

BAS-SAINT-LAURENT REGION

December 2006





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Legend



Telephone



E-mail



Web site



Family support subsidies

This table shows the amounts paid out under the Family Support program. The maximum annual subsidy covers caregiving, respite care and assistance with daily tasks.

Characteristics	Maximum annual subsidy*
Child requiring little care or attention	\$2 220
Child requiring considerable care and attention	\$4 380

It should be noted that these are the maximum amounts and that actual subsidies may vary depending on the CSSS. To apply for a subsidy or obtain more information on the program, please contact your local **CSSS (CLSC)**.

* The amounts may change depending on the budget envelope allocated to the Family Support program.



Situation: critical

The presence of a disabled child or adult within a family makes for additional responsibilities, which can cause considerable stress and even lead to burnout.

Perhaps you, too, feel powerless given the lack of services in your area. You may wonder what the future holds and even, sometimes, feel like giving up.

If you are in such a situation and you don't know who to turn to, you should contact your **CSSS (CLSC)**. If the disabled person you are caring for receives services from a **rehabilitation centre**, people there may be able to help you as well.

In the event of an emergency, call the **Info-Santé** service of the CSSS (CLSC) or dial **911**.

A number of associations for parents of disabled persons also offer a help line and support services. For more on these services, please see the section entitled "Associations".



Support for parents

Parents who have just learned that their child has a disability can receive support and information from a number of associations. These parental support associations allow them to meet other parents who have gone through a similar situation and to share their experiences.

For more information on this service, contact the following associations:

Association du Québec pour enfants avec problèmes auditifs – Bas-Saint-Laurent

☎ toll free 1 877 842-4006

✉ aqepa_bsl@hotmail.com

Association de la déficience intellectuelle

(Région Rimouski)

☎ 418 723-2422

Association québécoise des enfants atteints d'audimutité

☎ 418 867-5885, extension 104

Société d'autisme régionale du Bas-Saint-Laurent/ Gaspésie/Les Îles

☎ 418 725-2575 or, toll free, 1 877 725-2575

✉ sarbslgi@globetrotter.net

Association québécoise des parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729

✉ info@aqpehv.qc.ca

Muscular Dystrophy Canada

☎ toll free 1 800 567-2236, extension 231

✉ infoquebec@muscle.ca



Caregiving services


A number of associations have a list of caregivers or offer caregiving services. To find out which associations can help you, please contact your **CSSS (CLSC)** and ask about the Family Support program.




Childcare services

Choosing childcare services


To enrol your child in day care, contact the childcare centre, day care centre or home childcare provider of your choice. Many childcare centres accept children with disabilities. To consult the list of childcare services (including home childcare coordinating offices), visit the Web site of the **Ministère de la Famille, des Aînés et de la Condition féminine** at:

 www.mfacf.gouv.qc.ca


For more information, please contact the **Réseau des services à la petite enfance de l'Est du Québec** at:

 418 724-6959

The **Office des personnes handicapées du Québec** can also help you find childcare services. Contact us at:

 toll free 1 800 567-1465

teletype 1 800 567-1477

 dpai@ophq.gouv.qc.ca



Childcare services

Choosing childcare services (cont.)

Subsidies

Childcare services are also eligible for subsidies to facilitate the inclusion of disabled children. Two types of subsidies are available:

- The **allowance for childcare establishments receiving children with a disability** can be obtained once the child's impairment has been confirmed;
- the **exceptional integration assistance measure** is designed to facilitate or maintain the integration of disabled children with significant needs into childcare services.

It is the responsibility of the childcare services, with the consent of the parents, to apply to the Ministère de la Famille, des Aînés et de la Condition féminine for these subsidies.



Childcare services

Support for integration

Most rehabilitation centres offer services to help disabled children integrate into day care centres. They can also help these centres make their activities more inclusive.

Childcare services in schools

Many schools offer childcare services; ask about them when enrolling your child. If the **school** is unable to offer them, it can refer you to another day care service that will better meet your child's special needs.

Subsidies

Childcare services receive a subsidy when they accept children with disabilities (who are enrolled and present in the school on September 30 of the year in question). It is up to the school to apply for the subsidy to the Ministère de l'Éducation, du Loisir et du Sport through the school board.

Support for integration

As part of the individualized education plan, childcare services can specify their needs in order to obtain assistance from other resource people in the community.

The project **Intégration sociale des enfants handicapés en milieu scolaire** offers services in various regions of Québec in order to facilitate the integration of disabled children into day care services. The request must be made by the day care service or the school, but you as a parent can also obtain information by telephone or e-mail.

☎ 450 646-2714

✉ info@isehms.qc.ca

🌐 www.isehms.qc.ca



Respite care facilities and services

Auberge La Clé des Champs - Saint-Cyprien

☎ 418 963-2272 or, toll free, 1 888 430-3334

Répit – Loisir – Autonomie - Mont-Joli

☎ 418 775-7525

The **Centre de réadaptation en déficience intellectuelle du Bas-Saint-Laurent** offers specialized respite care, mainly through family-type resources (foster families). Contact your **CSSS (CLSC)** if you wish to obtain these services.

Respite care in vacation camps

A number of vacation camps offer respite weekends year-round. Some of them are listed on the following pages with (+ respite) after their names.



Specialized vacation camps

Auberge La Clé des Champs (+ respite)

Saint-Cyprien

Limited capacities, intellectual impairment

☎ 418 963-2272 or, toll free, 1 888 430-3334

Camp Canawish

Rivière-Ouelle

Intellectual impairment

☎ 418 856-3674

Camp Sable Chaud

Amqui

Intellectual or physical impairment, autism

☎ 418 629-3747

🌐 www.campsablechaud.com

Cité-Joie (+ respite)

Capitale-Nationale

☎ 418 849-7183

🌐 www.citejoie.com

Centre de plein air Grand village (+ respite)

Chaudière-Appalaches

☎ 418 831-1677

🌐 www.grand-village.com

Camp Massawippi

Estrie

Physical or hearing impairment

☎ 514 482-0500, extension 259

🌐 www.mackaycenter.org



Specialized vacation camps

Camp d'été de l'Association québécoise du syndrome Gilles de la Tourette – Accès Plein-Air

Lanaudière

(children and adolescents)

☎ 514 328-3910

📞 www.aqst.com

Camp Papillon

Lanaudière

Physical impairment and multiple disabilities

☎ 1 877 937-6171

📞 www.enfantshandicapes.com

Base de plein air Perce-Neige (+ respite)

Laurentides

Intellectual or physical impairment, multiple disabilities

☎ 450 226-3336

📞 www.perceneige.ca

Camp Garagona

Montérégie

Intellectual impairment

☎ 450 298-5159

📞 www.campgaragona.qc.ca

Centre Notre-Dame-de-Fatima (+ respite)

Montérégie

Hearing impairment with or without associated impairments

☎ 514 453-7600

📞 www.centrendfatima.com



Specialized vacation camps

Colonie Les bosquets

Montréal

Intellectual impairment and multiple disabilities

☎ 450 467-3918

Services de répit Emergo (+ respite)

Montréal, Lanaudière, Laurentides

Autism and other PDDs

☎ 514 931-2882

🖱 www.servicesderepitemergo.com

Camp Gatineau (+ respite)

Outaouais

Intellectual impairment and multiple disabilities

☎ 819 777-6164

🖱 www.campgatineau.com

Fondation des aveugles du Québec

Visual impairment (age 6-18)

☎ 514 259-9470

🖱 www.aveugles.org

For more information on vacation camps or recreational services that accept disabled children or adults, please contact the **Unité régionale de loisir et de sport du Bas-Saint-Laurent**.

☎ 418 723-5036

🖱 urbsl@globetrotter.net

🖱 www.urbsl-bsl.qc.ca



Other programs and subsidies

Income

Child assistance measure

Families with dependent children under 18 may be eligible for the child assistance payment, the amount of which varies depending on the family's income and circumstances. Contact the **Régie des rentes du Québec**.

☎ toll free 1 800 667-9625

📞 www.rrq.gouv.qc.ca

Allowance for handicapped children

Regardless of their income, families with a disabled child can apply for the allowance for handicapped children. All families receive the same amount.

Contact the **Régie des rentes du Québec**.

☎ toll free 1 800 667-9625

📞 www.rrq.gouv.qc.ca

Child Disability Benefit (CDB)

The Child Disability Benefit (CDB) is a tax-free benefit, paid by the government of Canada, to low- or middle-income families who care for a child under age 18 with a severe and prolonged impairment in mental or physical functions. The CDB is added to the monthly Canada Child Tax Benefit payment.

For more information, please contact the **Canada Revenue Agency**.

☎ toll free 1 800 387-1194

📞 www.cra-arc.gc.ca/benefits/cctb/menu-e.html

Employment-Assistance Program (social aid)

Once your child turns 18, you are no longer entitled to the family allowance. However, he or she may be eligible for benefits under the Employment-Assistance Program. Contact your **local employment centre** (CLE) for more information.

📞 www.mess.gouv.qc.ca



Other programs and subsidies

Tax deductions

You may be entitled to provincial and/or federal tax deductions for disabled children or dependants. Forms and information brochures can be obtained by contacting:

Revenu Québec

Taxation and Persons with Disabilities (IN-133-V)

☎ toll free 1 800 267-6299

🖱 www.revenu.gouv.qc.ca

Canada Revenue Agency

Information Concerning People with Disabilities (RC4064)

☎ toll free 1 800 959-3376

🖱 www.cra-arc.gc.ca/tax/individuals/segments/disabilities/menu-e.html



Other programs and subsidies

Physical health

Equipment and supplies

You may be entitled to a subsidy for special equipment and medical supplies (to cover, for example, the cost of diapers for children over three years of age). You must apply for this subsidy to your **CSSS (CLSC)** or to your **local employment centre** if you or your child receive benefits under the Employment-Assistance Program.

As a last resort, the association **Ressource d'aide aux personnes handicapées du Bas-St-Laurent/ Gaspésie/Îles-de-la-Madeleine** can provide its members with assistance for special equipment or needs.

☎ 418 722-7233

🌐 www.pqm.net/ressource

Transportation expenses

You may claim expenses for transportation, parking and accommodation if you are required to travel, **frequently and on a regular basis**, in order for your child to receive medical treatment (for example, dialysis) or rehabilitation services. Contact your local **CSSS (CLSC)**.

In addition, if you or your child receive benefits under the Employment-Assistance Program, you may be entitled to a refund of a portion of the travel expenses you incur for medical reasons. Contact your **local employment centre**.



Other programs and subsidies

Living environment

Home support program

You may obtain home support services or a home support subsidy if your child requires physical assistance (for example, bathing a child who has become too heavy to lift up). Contact your local **CSSS (CLSC)**.

Residential Adaptation Assistance Program

You may be entitled to a subsidy to adapt your home (house or apartment) in order to make it barrier-free for your child. You may require a wheelchair ramp, wider doors, or an adapted bathroom.

For more information on this program and the forms to fill out, contact your **municipality** or your local **CSSS (CLSC)**. You may also obtain information from the **Société d'habitation du Québec**.

☎ toll free 1 800 463-4315

🌐 www.habitation.gouv.qc.ca



Other programs and subsidies

Transportation

Paratransit services

If your child does not use the regular public transit system, paratransit services may be available. Depending on where you live, contact:

Association des personnes handicapées l'Éveil des Basques

Trois-Pistoles

☎ 418 851-2861

La Société des transports de Rimouski

Rimouski

☎ 418 723-5555

Service de transport adapté La Caravelle

Amqui

☎ 418 629-1502

Trans-Apte Inc.

La Pocatière

☎ 418 856-5856

Transport adapté de Matane

Matane

☎ 418 562-5153

Transport adapté La Roue de Vie

Saint-Jean-Baptiste

☎ 418 775-6384

Transport adapté Roulami

Notre-Dame-du-Lac

☎ 418 899-2189

Transport adapté Vas-Y

Rivière-du-Loup

☎ 418 862-8005



Other programs and subsidies

Attendant card

The attendant card for **inter-city bus transport** is offered to all disabled persons age eight and over who require the services of a personal attendant when travelling between cities. This card allows the attendant, who must be at least 14 years of age, to travel free of charge. For more information or to fill out an application form, please contact the **Association des propriétaires d'autobus du Québec** at:

☎ 418 522-7131

🌐 www.apaq.qc.ca

Parking permits

If your child has trouble moving around, a special parking permit allows you to park in spaces reserved for persons with disabilities. To obtain this permit, please contact the **Société de l'assurance automobile du Québec** at:

☎ toll free 1 800 361-7620

🌐 www.saaq.gouv.qc.ca

Vehicle adaptation program

You may be entitled to financial assistance to help you adapt your family vehicle so that your child can get in and out safely and easily. Please contact the **Société de l'assurance automobile du Québec** at:

☎ toll free 1 800 525-7719

🌐 www.saaq.gouv.qc.ca



Other programs and subsidies

Recreation

The personal attendant program for recreational activities

To help your child participate in recreational activities, the organization he or she attends may be entitled to a subsidy to pay for the costs of a personal attendant. For more information on this program, contact the following organizations.

Unité régionale de loisir et de sport du Bas-Saint-Laurent

☎ 418 723-5036

The regional organization Ressource d'aide aux personnes handicapées du Bas-Saint-Laurent/ Gaspésie/Îles-de-la-Madeleine may grant financial assistance to its members to allow them to participate in summer camp or an organized trip. For more information, please call:

☎ 418 722-7233 (Rimouski)

☎ 418 566-2851 (Matane)

Free admission for personal attendants

Services that allow personal attendants free admission to tourist attractions or recreational activities vary depending on the municipality. Contact the **recreational department of your municipality**.



Service programs

Preparing a service program allows your child's needs to be properly evaluated **in different areas of activity** (childcare services, school, work, recreation, transportation, etc.). It can also help determine your family support needs. The same evaluation can subsequently be used to organize the services required with the cooperation of the resource people involved. Here is how to obtain a service program.

For children with intellectual impairments or pervasive developmental disorders:

- if your child receives services from a **rehabilitation centre**, you must apply there;
- if he or she does not receive services from a rehabilitation centre, you must contact your local **CSSS (CLSC)**.

For children with other types of impairments, you must contact the appropriate rehabilitation centre.

The **Office des personnes handicapées du Québec** can also help you take steps to have a service program prepared, regardless of your child's impairment. You can also obtain, free of charge, a copy of the guide entitled "Je commence son plan de services" to help you identify your child's needs.

To obtain assistance or the guide, please contact the **Office** at:

☎ toll free 1 800 567-1465

teletype 1 800 567-1477

✉ dpji@ophq.gouv.qc

🌐 www.ophq.gouv.qc.ca



Your right to object

If you are not satisfied with the services offered or received, or you do not agree with a decision made concerning your family, you must use the review and complaints procedure provided by the organizations concerned.

You must submit any complaints in writing, clearly explaining the reasons for your dissatisfaction and specifying the names of the people you contacted. Keep a copy of the letters and documents that you send.

In the case of a health and social services establishment, the **Centre d'assistance et d'accompagnement aux plaintes – Bas-Saint-Laurent** can help you express your complaint and provide other assistance.

☎ 418 724-6501 or, toll free, 1 877 767-2227

✉ caapbsl@globetrotter.net

In all cases, you can also contact the **Office des personnes handicapées du Québec**, which offers support, advice and guidance to disabled persons and their families.

☎ toll free 1 800 567 1465

teletype 1 800 567-1477

✉ dpil@ophq.gouv.qc.ca



Associations

Associations offering support services for families:

Association de la déficience intellectuelle

(Région Rimouski)

274, rue Potvin

Rimouski G5L 7P5

☎ 418 723-2422

Association du Québec pour enfants avec problèmes auditifs – Bas-Saint-Laurent

C.P. 53

Rimouski G5L 7B6

☎ toll free 1 877 842-4006

✉ aqepa_bsl@hotmail.com

Association québécoise des enfants atteints d'audimutité - Bas-Saint-Laurent

26, rue Joly

Rivière-du-Loup G5R 3H2

☎ 418 867-5885, extension 104

🌐 www.aqea.qc.ca

Centre-ressources pour la vie autonome du Bas-Saint-Laurent

589, rue Richard, local 3

Trois-Pistoles G0L 4K0

☎ 418 851-2211 or, toll free, 1 800 301-2210



Associations

Fédération pour personnes handicapées du KRTB

26, rue Joly

Rivière-du-Loup G5R 3H2

☎ 418 867-5885

✉ fedekrtb@videotron.ca

Maison des familles de Rimouski-Neigette

Special projects in collaboration with the community – Respite for parents

215, rue Tessier

Rimouski G5L 7R4

☎ 418 725-5315

✉ maison.des.familles@globetrotter.net

🌐 www.rimouskiweb.com/famille

Regroupement des organismes de promotion de personnes handicapées du Bas-du-Fleuve

125, boulevard René-Lepage Est

Rimouski G5L 1N9

☎ 418 723-1807

✉ rophbf@globetrotter.net

Ressource d'aide aux personnes handicapées du Bas-St-Laurent/Gaspésie/Îles-de-la-Madeleine

Rights advocacy for disabled persons and other activities

404, avenue Ross

Rimouski G5L 6J2

☎ 418 722-7233

🌐 www.pqm.net/ressource



Associations

Société d'autisme régionale du Bas-Saint-Laurent/Gaspésie/Les Îles

215, rue Tessier, bureau 108

Rimouski G5L 7R4

☎ 418 725-2575 or, toll free, 1 877 725-2575

✉ sarbslgi@globetrotter.net

🌐 www.autisme.qc.ca

Provincial organizations

Association de spina-bifida et d'hydrocéphalie du Québec

☎ toll free 1 800 567-1788

✉ info@spina.qc.ca

🌐 www.spina.qc.ca

Association du Québec pour enfants avec problèmes auditifs

☎ toll free 1 877 842-4006

✉ aqepa_bsl@hotmail.com

🌐 www.surdite.org/aqepa

Association québécoise des parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729

✉ info@aqpehv.qc.ca

🌐 www.aqpehv.qc.ca



Associations

Association québécoise des personnes de petite taille

☎ 514 521-9671

✉ info@aqppt.org

🌐 www.aqppt.org

Association québécoise du syndrome de Rett

☎ 514 486-1311

✉ info@rettsyndromeqc.org

🌐 www.rettsyndromeqc.org

Association québécoise du syndrome Gilles de la Tourette

☎ 514 328-3910

✉ info@aqst.com

🌐 www.aqst.com

Muscular Dystrophy Canada

☎ toll free 1 800 567-2236, extension 231

✉ infoquebec@muscle.ca

🌐 www.muscle.ca



Contact information for the Office

Office des personnes handicapées du Québec

☎ toll free 1 800 567-1465

teletype 1 800 567-1477

✉ dpil@ophq.gouv.qc.ca

🌐 www.ophq.gouv.qc.ca

You may consult the Office's **Documentation Centre**, which boasts a collection of some 20 000 documents on different topics concerning persons with disabilities. A lending service and assistance in seeking documentation is also available.

☎ toll free 1 888 264-2362

✉ documentation@ophq.gouv.qc.ca

You can also consult the **catalogue** listing all the documents available in the Documentation Centre directly on the Office Web site at:

🌐 www.ophq.gouv.qc.ca



Office des personnes
handicapées

Québec