



GUIDE TO FAMILY SUPPORT NEEDS

PART TWO

PRACTICAL INFORMATION

OUTAOUAIS REGION

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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 for your region. 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

To apply for a subsidy or obtain more information on the program, please contact your local **CSSS (CLSC)**.

* The subsidy may be higher if there is more than one disabled child in the same family. The annual 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**.

You can also contact the following organizations:

Centre d'aide 24 h /7 jours

☎ 819 595-9999

Tel-Aide Outaouais

☎ 819 741-6433 or, toll free, 1 800 567-9699

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

Although this service does not officially exist in the region, some organizations and associations provide support to parents who have just learned that their child has a disability. For more information, please see the section entitled "Associations".

However, the following two provincial organizations do offer this service:

Association québécoise des parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729

✉ info@aqepvh.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, 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, contact the **Association des centres de la petite enfance de l'Outaouais** at:

 819 561-9101, extension 12

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

 dpji@ophq.gouv.qc.ca



Childcare services

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.

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 at the elementary level; 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.



Childcare services

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).

Childcare services in schools

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

Centre Serge Bélair

Campbell's Bay

☎ 819 648-2242

✉ repitrsb@ren.igs.net

🌐 www.rsdi.qc.ca

Trait-d'Union Outaouais

Gatineau

☎ 819 595-1290

✉ admintuoi@bellnet.ca

🌐 www.traidunionoutaouais.com

The intellectual impairment rehabilitation centre **Pavillon du parc** offers specialized respite care, mainly through family-type resources (foster families). To obtain these services, please contact your **CSSS (CLSC)**.

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

Camp Gatineau (+ respite)

Intellectual impairment and multiple disabilities

☎ 819 777-6164

🌐 www.campgatineau.com

Les camps de l'APICO (+ camps de jour)

Intellectual impairment

☎ 819 771-6219

✉ apico@ncf.ca

🌐 www.apico.itgo.com

Camp Perce-Neige (+ respite)

Laurentides

Intellectual or physical impairment, multiple disabilities

☎ 450 226-3336

🌐 www.perceneige.ca

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

Lanaudière

(Children, adolescents)

☎ 514 328-3910

🌐 www.aqst.com

Camp Papillon

Lanaudière

Physical impairment and multiple disabilities

☎ 514 937-6171

🌐 www.enfantshandicapes.com

Camp Garagona

Montérégie

Intellectual impairment

☎ 450 298-5159

🌐 www.campgaragona.qc.ca



Specialized vacation camps

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

Montérégie

Hearing impairment with or without associated impairments

☎ 514 453-7600

🌐 www.centrendfatima.com

Colonie Les bosquets

Montérégie

Intellectual impairment and multiple disabilities

☎ 450 467-3918

Services de répit Emergo (+ respite)

Montérégie, Lanaudière, Laurentides

Autism and other PDDs

☎ 514 931-2882

🌐 www.servicesderepitemergo.com

Cité Joie (+ respite)

Capitale-Nationale - Lac-Beauport

Intellectual or physical impairment

☎ 418 849-7183

🌐 www.citejoie.com

Fondation des aveugles du Québec

Visual impairment (age 6-18)

☎ 514 259-9470

🌐 www.aveugles.org

For more information on regular vacation camps or recreational services that accept disabled children or adults, please contact the **Unité régionale de loisir et de sport de l'Outaouais:**

☎ 819 663-2575

🌐 www.urlso.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** at:

☎ 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)

☎ 819 770-1768 or, 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

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.

Transportation expenses

You may claim expenses for transportation and accommodation if your child requires medical treatment (for example, dialysis) or rehabilitation, **frequently and on a regular basis**, in a hospital or rehabilitation centre. Contact the **Centre régional de réadaptation La RessourSe** at:

☎ 819 777-6261, teletype 819 77-0701



Other programs and subsidies

Physical health

Transportation expenses (cont.)

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**.

Specialized dental services

If your child cannot be treated by your regular dentist, accessible, specialized dental care is available from **Centre dentaire Touchette et Villeneuve** at:

☎ 819 568-4616

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. For evaluation requests, contact the **Centre régional de réadaptation La RessourSe** at:

☎ 819 777-6261, teletype 819 777-0701

You can also obtain information from the **Société d'habitation du Québec** at:

☎ 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, he or she may have access to paratransit services. Depending on where you live, please contact:

Corporation du transport adapté de la Petite-Nation

Petite-Nation

☎ 819 427-6258, extension 262

Paratransit services (cont.)

Municipalité de la Pêche

La Pêche

☎ 819 456-2161

Société de transport de l'Outaouais (STO)

Gatineau

☎ 819 770-7900, extension 6950

TransporAction Pontiac

Cambell's Bay

☎ 819 648-2223 or, toll free, 1 877 648-2223

Transport adapté Vallée-de-la-Gatineau inc.

Haute-Gatineau

☎ 819 449-7666

Regular transportation services

If your child has an intellectual or visual impairment, he or she is entitled to an attendant card, which gives the person accompanying him or her free bus access. For more information, please contact the customer service department of the

Société de transport de l'Outaouais at:

☎ 819 770-7900, extension 6950



Other programs and subsidies

Attendant card for inter-city transport

An attendant card for **inter-city bus transport** is also 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 **Unité régionale de loisir et de sport de l'Outaouais** at:

☎ 819 663-2575
✉ info@urlso.qc.ca
🌐 www.urlso.qc.ca

Tourist and leisure companion sticker

Personal attendants who accompany disabled children (age 12 and up) can obtain a pass allowing them free admission to tourist attractions or recreational activities. For more information, please contact the **Unité régionale de loisir et de sport de l'Outaouais**:

☎ 819 663-2575
✉ abaril@urlso.qc.ca
🌐 www.vatl-tlcs.org



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

✉ dpil@ophq.gouv.qc.ca

🌐 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 – Outaouais** can help you express your complaint and provide other assistance.

☎ 819 770-3637

✉ caap-out@videotron.ca

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 l'ouïe de l'Outaouais

115, boulevard Sacré-Cœur, bureau 206
Gatineau J8X 1C5

☎ 819 770-9653

✉ adoo@qc.aira.com

🌐 www.alphasourd.org/cas/outaouais.htm

Association des personnes handicapées visuelles de l'Outaouais

109, rue Wright, bureau 411
Gatineau J8X 2G7

☎ 819 771-5417

✉ aphvo@bellnet.ca

🌐 www.raaq.qc.ca

Association du Québec pour enfants avec problèmes auditifs

117, des Manoirs
Gatineau J9J 2N2

☎ toll free, 1 877 842-4006

✉ aqepa.outaouais@videotron.ca

🌐 www.surdite.org/aqepa

Association pour les personnes handicapées de la Petite-Nation

358, rue Rossy
Saint-André-Avellin J0V 1W0

☎ 819 983-2648

✉ aphpn@globetroter.net

🌐 www.petite-nation.qc.ca/aphpn



Associations

Association pour l'intégration communautaire de l'Outaouais

10, rue Noël, suite 107

Gatineau J8Z 3G5

☎ 819 771-6219

✉ apico@bellnet.ca

🌐 www.apico.ca

Association pour personnes exceptionnelles de Papineau inc.

105, rue Maclachlan

Gatineau J8L 3B2

☎ 819 986-5758

Association québécoise des enfants dysphasiques

8, chemin de Gui

Cantley J8V 2V8

☎ 819 790-1403

Épilepsie Outaouais

115, boulevard Sacré-Cœur, bureau 109

Gatineau J8X 1C5

☎ 819 595-3331

✉ info@epilepsieoutaouais.org

🌐 www.epilepsieoutaouais.org



Associations

Multiple Sclerosis Society of Canada Outaouais Chapter

10, rue Noël, local 109

Gatineau J8Z 3G5

☎ 819 778-1450

✉ scspqout@magi.com

🌐 www.scleroseenplaques.ca

Trait-d'Union – ATOUT

109, rue Wright, bureau 004

Gatineau J8X 2G7

☎ 819 595-1290

✉ admintuoi@bellnet.ca

🌐 www.traitdunionoutaouais.com

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 québécoise des personnes de petite taille

☎ 514 521-9671

✉ info@aqppt.org

🌐 www.aqppt.org



Associations

Association québécoise des parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729

✉ info@aqpehv.qc.ca

🌐 www.aqpehv.qc.ca

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

Association québécoise pour les troubles d'apprentissage

☎ 514 847-1324

🌐 www.aqeta.qc.ca

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.

500, boulevard René-Lévesque Ouest, bureau 15.600

Montréal H2Z 1W7

 514 873-3574
 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

