



GUIDE TO FAMILY SUPPORT NEEDS

PART TWO

PRACTICAL INFORMATION

ABITIBI-TÉMISCAMINGUE 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. 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**.

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 de parents d'enfants handicapés
du Témiscamingue**

☎ 819 622-1126

📧 apeht@cablevision.qc.ca

**Association du Québec pour enfants
avec problèmes auditifs (AQEPA)**

☎ 819 825-2026

**Association pour l'intégration sociale
Rouyn-Noranda inc.**

☎ 819 797-9587

L'Aile brisée – Val-d'Or

☎ 819 824-2669

📧 lailebrisee@hotmail.com

**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.

**Association pour l'intégration sociale
Rouyn-Noranda inc.**

☎ 819 797-9587

**Association de parents d'enfants handicapés
du Témiscamingue**

☎ 819 622-1126

La Chrysalide – La Sarre

☎ 819 333-3523

L'Aile brisée – Val-d'Or

☎ 819 824-2669



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.

Choosing childcare services (cont.)

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 **Regroupement des centres de la petite enfance de l'Abitibi-Témiscamingue** at:

 819 764-4484

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

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

**Association pour l'intégration sociale
Rouyn-Noranda inc.**

☎ 819 797-9587

**Centre de ressources pour la vie autonome
de l'Abitibi-Témiscamingue – Val-d'Or**

☎ 819 824-5434

La Chrysalide – La Sarre

☎ 819 333-3523

Centre de réadaptation

The intellectual impairment rehabilitation centre **Clair Foyer** also offers specialized respite care, mainly through family-type resources (foster families). Call:

☎ 819 732-6511 (Amos)

☎ 819 622-0075 (Ville-Marie)

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

Centre de plein air du Lac Flavrian

Rouyn-Noranda

☎ 819 762-6592

☎ 819 768-3497 (summer)

🖱 www.cpalf.com

Le camp Anaïs

Rouyn-Noranda

Specialized day camp

☎ 819 797-9587

Cité Joie (+ respite)

Capitale-Nationale - Lac-Beauport

Intellectual or physical impairment

☎ 418 849-7183

🖱 www.citejoie.com

Centre de plein air Grand village (+ respite)

Chaudière-Appalaches - Saint-Nicolas

Intellectual or physical impairment and multiple disabilities

☎ 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, adolescents)

☎ 514 328-3910

🖱 www.aqst.com

Camp Papillon

Lanaudière

Physical impairment and multiple disabilities

☎ 514 937-6171

🖱 www.enfantshandicapes.com

Camp Perce-Neige (+ respite)

Laurentides

Intellectual or physical impairment, multiple disabilities

☎ 450 226-3336

🖱 www.perceneige.ca

Camp Garagona

Montréal

Intellectual impairment

☎ 450 298-5159

🖱 www.campgaragona.qc.ca

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

Montréal

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 regular vacation camps or recreational services that accept disabled children or adults, please contact the **Association régionale de loisirs pour personnes handicapées de l'Abitibi-Témiscamingue** at:

☎ 819 762-8121

🖱 www.loisiretsport-at.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.



Other programs and subsidies

Income

Child Disability Benefit (CDB) (cont.)

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

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

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.



Other programs and subsidies

Physical health

Transportation expenses

You may claim expenses for transportation, parking 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 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.**

Specialized dental services

If your child cannot be treated by your regular dentist, accessible, specialized dental care is available from:

Hôpital Sainte-Justine

☎ 514 345-7757

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 **CSSS (CLSC)**. 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, contact:

Corporation du transport adapté du Témiscamingue Ville-Marie

☎ 819 629-3332

Corporation du transport public adapté d'Abitibi-Ouest

La Sarre

☎ 819 333-3452

Transport adapté Amos

Amos

☎ 819 727-1500

Transport adapté du Long-Sault

Témiscaming

☎ 819 627-6666

Transport adapté La Calèche d'Or

Malartic

☎ 819 757-3253

Transport adapté Les intrépides Rouyn-Noranda

Rouyn-Noranda

☎ 819 762-7368



Other programs and subsidies

Transportation

Paratransit services (cont.)

Transport La promenade

Val d'Or

☎ 819 825-0101

Transport Nottaway

Senneterre

☎ 819 737-4111

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

You can also obtain the form from **Autobus Maheux** at:

☎ 819 333-2217

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.

The personal attendant program for recreational activities (cont.)

For more information on this program, contact the following organizations:

Association régionale pour le loisir des personnes handicapées de l'Abitibi-Témiscamingue

☎ 819 762-8121

Unité de loisir et de sport Abitibi-Témiscamingue

☎ 819 825-2047

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 these services or the guide, call the **Office** at:

☎ toll free 1 800 567-1465
teletype 1 800 567-1477
🖨 dpqi@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 – Abitibi-Témiscamingue** can help you express your complaint and provide other assistance:

☎ 819 797-2433 or, toll free, 1 877 767-2227

✉ caap.at@cablevision.qc.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

✉ dprii@ophq.gouv.qc.ca



Associations

Associations offering support services for families:

Actia

Physical impairment

12-B, Saint-Jean Baptiste Nord

Ville-Marie J9V 2A8

☎ 819 622-1344

Association de parents d'enfants handicapés d'Abitibi-Ouest

302, rue Principale

La Sarre J9Z 1M7

☎ 819 333-1097

Association de parents d'enfants handicapés du Témiscamingue

3, rue Industrielle

Ville-Marie J0Z 3W0

☎ 819 622-1126

✉ apeht@cablevision.qc.ca

🌐 www.temiscamingue.net/apeht

Association des ACV et traumatisés crâniens de Val-d'Or

1011, 6^e Rue

Val-d'Or (Québec) J9P 3W4

☎ 819 874-5921



Associations

Association des personnes handicapées de Témiscaming

180, rue Avnik

Témiscaming J0Z 3R0

☎ 819 627-9431

Association des sourds et des malentendants de l'Abitibi-Témiscamingue

330, rue Perreault Est

Rouyn-Noranda (Québec) J9X 3C6

☎ 819 762-9610

📧 asem.at@sympatico.ca

Association du Québec pour enfants avec problèmes auditifs – Abitibi- Témiscamingue

C. P. 182

Val d'Or J9P 4P3

☎ 819 825-2026

📧 www.surdite.qc.ca

Association pour l'intégration sociale Rouyn-Noranda

330, rue Perreault Est

Rouyn-Noranda J9X 3C6

☎ 819 797-9587

📧 aisrn@tlb.sympatico.ca



Associations

Association pour personnes handicapées visuelles de Rouyn-Noranda

380, avenue Richard, bureau 230

Rouyn-Noranda J9X 4L3

☎ 819 762-2823

✉ aphv-rn@cablevision.qc.ca

🌐 www.raaq.qc.ca/info08.html

Association québécoise pour les enfants dysphasiques (audimuets) chapitre Abitibi-Témiscamingue

100, chemin Docteur-Lemay

Rouyn-Noranda J9X 5C4

☎ 819 762-7478, extension 47697

✉ bernier.galarneau@sympatico.ca

Association régionale pour le loisir des personnes handicapées de l'Abitibi- Témiscamingue

330, rue Perreault Est

Rouyn-Noranda J9X 3C6

☎ 819 762-8121

Association Voir sans voir

Visual impairment

Case postale 1219

Val-d'Or J9P 6C5

☎ 819 824-2682



Associations

Centre de ressources pour la vie autonome de l'Abitibi-Témiscamingue

Physical or intellectual impairment

276, 4^e Avenue

Val-d'Or J9P 1G6

☎ 819 824-5434

Centre d'intégration physique de l'envol

542-A, 3^e Avenue

Val-d'Or J9P 1S4

☎ 819 874-1131

✉ sympaticoclaire@hotmail.com

Club de l'amitié des handicapés du secteur de La Sarre

479, 2^e Rue Est

La Sarre J9Z 2J2

☎ 819 333-4652

Club des handicapés de Val-d'Or

201, 9^e Rue

Val-d'Or J9P 3K5

☎ 819 825-7135

L'Aile brisée

Association de parents d'enfants handicapés

1009, 6^e Rue

Val-d'Or J9P 3W4

☎ 819 824-2669

✉ lailebrisee@hotmail.com

✉ www.membres.lycos.fr/lailebrisee



Associations

Le pilier – Association des traumatisés crâniens de l'Abitibi-Témiscamingue

100, chemin Docteur-Lemay

Rouyn-Noranda J9X 5C8

☎ 819 762-7478, extension 47421

✉ pilieratcat@cablevision.qc.ca

🌐 www.pilieractcat.qc.ca

Les Intrépides

Physical or intellectual impairment

380, avenue Richard, bureau 100

Rouyn-Noranda J9X 4L3

☎ 819 762-7217

✉ lesintrepides@cablevision.qc.ca

🌐 www3.cablevision.qc.ca/lesintrepides

Partenaires à parts égales

66, Place Quévillon

Lebel-sur-Quévillon J0Y 1X0

☎ 819 755-3020

Regroupement des associations au service des personnes handicapées d'Amos

42, rue Principale Nord

Amos J9T 2K6

☎ 819 732-6776, extension 26



Associations

Regroupement des associations de personnes handicapées de l'Abitibi-Témiscamingue

330, rue Perreault Est
Rouyn-Noranda J9X 3C6

☎ 819 762-8956

✉ raphat@cablevision.qc.ca

🌐 www.raphat.com

Ressource d'aides et services pour personnes handicapées de l'Abitibi-Témiscamingue

(La Ressource)

330, rue Perreault Est
Rouyn-Noranda J9X 3C6

☎ 819 762-8116

✉ ressource@lino.sympatico.ca

🌐 www.lino.com/telethon

Multiple Sclerosis Society of Canada

62, rue Cloutier
Val-d'Or J9P 4K7

☎ 819 874-7915

✉ info.abitibi@scleroseenplaques.ca

🌐 www.scleroseenplaques.ca

136, 18^e Rue
Rouyn-Noranda (Québec) J9X 2L8

☎ 819 762-2876

🌐 www.scleroseenplaques.ca



Associations

Société de l'autisme de l'Abitibi-Témiscamingue

100, chemin Docteur-Lemay
Rouyn-Noranda (Québec) J9X 5C8

☎ 819 762-6592
📧 rossinante13@hotmail.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 parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729
📧 info@aqpehv.qc.ca
🌐 www.aqpehv.qc.ca

Association québécoise des personnes de petite taille

📧 info@aqppt.org
🌐 www.aqppt.org



Associations

Association québécoise du syndrome de Rett

☎ 514 486-1311
✉ info@rettsyndromeqc.org
🌐 www.rettsyndromeqc.org

Provincial organizations (cont.)

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

309, rue Brock

Drummondville (Québec) J2B 1C5

☎ 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.

☎ 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 