



# **GUIDE TO FAMILY SUPPORT NEEDS**

**PART TWO**

## **PRACTICAL INFORMATION**

**GASPÉSIE – ÎLES-DE-LA-MADELEINE 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 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)**.

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\* 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

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@aqpehv.qc.ca](mailto:info@aqpehv.qc.ca)

### **Muscular Dystrophy Canada**

 toll free 1 800 567-2236, extension 231

 [infoquebec@muscle.ca](mailto: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](http://www.mfacf.gouv.qc.ca)

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

 418 724-6959

 [info.respeq@globetrotter.net](mailto:info.respeq@globetrotter.net)

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

 [dpii@ophq.gouv.qc.ca](mailto:dpii@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

### 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](mailto:info@isehms.qc.ca)  
 [www.isehms.qc.ca](http://www.isehms.qc.ca)




## **Respite care facilities and services**

### **Répit Pabok (weekend)**

Intellectual impairment

Children, semi-independent persons and persons with multiple disabilities.

To be eligible for this respite care, you must be registered with the **Centre de réadaptation de la Gaspésie – MRC Rocher-Percé:**

 418 689-4286

### **Centres de réadaptation**

Intellectual impairment rehabilitation centres can also offer 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

### **La Maison Maguire pour les personnes handicapées (+ respite) – Saint-Omer**

☎ 418 364-3131

🌐 [fm89@globetroter.net](mailto:fm89@globetroter.net)

### **Cité-Joie (+ respite)**

Capitale-Nationale

☎ 418 849-7183

🌐 [www.citejoie.com](http://www.citejoie.com)

### **Centre de plein air Grand village (+ respite)**

Chaudière-Appalaches

☎ 418 831-1677

🌐 [www.grand-village.com](http://www.grand-village.com)

### **Camp Papillon**

Lanaudière

Physical impairment and multiple disabilities

☎ toll free 1 877 937-6171

🌐 [www.enfantshandicapes.com](http://www.enfantshandicapes.com)

### **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](http://www.aqst.com)



## Specialized vacation camps

### **Base de plein air Perce-Neige (+ respite)**

Laurentides

Intellectual or physical impairment, multiple disabilities

☎ 450 226-3336

📞 [www.perceneige.ca](http://www.perceneige.ca)

### **Camp Garagona**

Montérégie

Intellectual impairment

☎ 450 298-5159

📞 [www.campgaragona.qc.ca](http://www.campgaragona.qc.ca)

### **Centre Notre-Dame-De-Fatima (+ respite)**

Montérégie

Hearing impairment with or without associated impairments

☎ 514 453-7600

📞 [www.centrendfatima.com](http://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.servicederepitemergo.com](http://www.servicederepitemergo.com)



## Specialized vacation camps

### **Camp Gatineau** (+ respite)

Outaouais

Intellectual impairment and multiple disabilities

☎ 819 777-6164

🌐 [www.campgatineau.com](http://www.campgatineau.com)

### **Fondation des aveugles du Québec**

Visual impairment (age 6-18)

☎ 514 259-9470

🌐 [www.aveugles.org](http://www.aveugles.org)

For more information on regular vacation camps or recreational services that accept disabled children or adults, please contact the **Unité régionale loisir et sport Gaspésie – Îles-de-la-Madeleine** at:

☎ 418 388-2121

🌐 [www.urlsgim.com](http://www.urlsgim.com)



## 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](http://www.rrq.gouv.qc.ca)

#### Allowance for handicapped children

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](http://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.

#### 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**.

☎ toll free 1 800 387-1194

🌐 [www.cra-arc.gc.ca/benefits/cctb/menu-e.html](http://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](http://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](http://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](http://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.

As a last resort, the association **Ressource d'aide aux personnes handicapées du Bas-St-Laurent/ Gaspésie/Îles-de-la-Madeleine** can help members requiring special equipment or having special needs:

☎ 418 722-7233

🌐 [www.pqm.net/ressource](http://www.pqm.net/ressource)



## Other programs and subsidies

### Physical health

#### 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

#### Transportation expenses (cont.)

medical treatment (for example, dialysis) or rehabilitation services. Contact your local **CSSS (CLSC)**.

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**.

### 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](http://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:

#### **Corporation de transport adapté des Îles-de-la-Madeleine**

Cap-aux-Meules

☎ 418 986-6050

#### **Transport adapté de la Baie**

Bonaventure

☎ 418 534-3325

#### Paratransit services (cont.)

#### **Transport adapté et collectif de la Côte-de-Gaspé Inc.**

Gaspé

☎ 418 368-6324

#### **Transport adapté et collectif intégré des Marées Inc.**

Grande-Vallée

☎ 418 393-3262

✉ [tacim@globetrotter.net](mailto:tacim@globetrotter.net)

#### **Transport des Anses**

Chandler

☎ 418 689-4144

#### **Transport Sans Frontière Inc.**

Sainte-Anne-des-Monts

☎ 418 763-7232



## 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](http://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](http://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](http://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 loisir et sport Gaspésie – Îles-de-la-Madeleine**

☎ 418 388-2121

#### **Association régionale pour le loisir des personnes handicapées de la Gaspésie et des Îles-de-la-Madeleine:**

☎ 418 388-2870

🌐 [www.urlsgim.com](http://www.urlsgim.com)

#### 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
- ✉ 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 – Gaspésie – Îles-de-la-Madeleine** can help you express your complaint and provide other assistance:

☎ 418 368-7433 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  
✉ dpqi@ophq.gouv.qc.ca



## Associations

Associations offering support services for families:

### **Association de défense des droits et intérêts des personnes handicapées de Gaspé**

(MRC Côte-de-Gaspé)

37, rue Chrétien, local 25

Gaspé G4X 1E1

☎ 418 368-6585

📧 [addphgi@globetrotter.net](mailto:addphgi@globetrotter.net)

### **Association d'entraide pour la santé mentale de la Gaspésie inc.**

221, boul. Perron Ouest

New Richmond G0C 2B0

☎ 418 392-4888

📧 [lapasserelle@globetrotter.net](mailto:lapasserelle@globetrotter.net)

### **Association des handicapés Val-Rosiers inc.**

47, rue des Loisirs, B. P. 8

Rivière-au-Renard G4X 5M9

☎ 418 269-5606

### **Association des personnes handicapées Action Chaleurs**

238, avenue Port-Royal

Bonaventure G0C 1E0

☎ 418 534-4243, extension 227

📧 [aphac@globetrotter.net](mailto:aphac@globetrotter.net)

🌐 [www.simarts.com/aphac](http://www.simarts.com/aphac)



## Associations

### **Association des personnes handicapées des Îles**

1021, chemin du Grand-Ruisseau  
Fatima, Îles-de-la-Madeleine G4T 1C9  
☎ 418 986-5535

### **Association des personnes handicapées secteur CLSC L'Estran inc.**

6, rue du Couvent  
Grande-Vallée G0E 1K0  
☎ 418 393-2434

### **Association des personnes handicapées visuelles de la Gaspésie et des Îles**

213-A, boulevard Perron Est  
Caplan G0C 1H0  
☎ 418 388-2836

### **Association des TCC et ACV de la Gaspésie et des Îles**

20, rue des Fauvettes  
Maria G0C 1Y0  
☎ 418 759-5120 or, toll free, 1 888 278-2280  
✉ tccacv@globetrotter.net  
🌐 [www.quebectel.com/traumcer/](http://www.quebectel.com/traumcer/)

### **Association La Croisée**

230, route du Parc, bureau E-309  
Sainte-Anne-des-Monts G4V 2C4  
☎ 418 763-7919



## Associations

### **Association « La Joie de Vivre inc. »**

Centre pour personnes handicapées

440, boulevard Pabos

Pabos G0C 2H0

☎ 418 689-4488

✉ handicap@globetrotter.net

### **Association pour personnes handicapées de Murdochville**

365, avenue Miller, C.P. 1192

Murdochville G0E 1W0

☎ 418 784-2444

### **Centre Accalmie (mental health)**

66, rue Alexandre

Pointe-à-la-Croix G0C 1L0

☎ 418 788-2406

✉ accalmie@globetrotter.net

### **Centre communautaire l'Éclaircie (mental health)**

Îles-de-la-Madeleine

Cap-aux-Meules G0B 1B0

☎ 418 986-6456

### **Droits et recours en santé mentale**

60, boulevard Perron Ouest

Caplan G0C 1H0

☎ 418 388-2506 or, toll free, 1 800 463-6192

✉ droitsrec@globetrotter.net



## Associations

### **Épilepsie Gaspésie-Sud** (MRC Bonaventure)

176, boulevard Gérard-D.-Lévesque Ouest, C. P. 337  
Paspébiac G0C 2K0

☎ 418 752-6819

✉ epilepsieg@globetrotter.net

🌐 www.epilepsiegaspesiesud.com

### **Groupe d'action sociale et psychiatrique des Monts**

230, route du Parc, suite RB012  
Sainte-Anne-des-Monts G4V 2C4

☎ 418 763-2321

✉ gaspchm@globetrotter.net

### **La Maison Maguire inc.**

303 A, Route 132 Ouest  
Saint-Omer G0C 2Z0

☎ 418 364-3131

✉ fm81@globetrotter.net

### **Le centre de ressourcement, de réinsertion et d'intervention** (mental health)

37, rue Chrétien, local 27, C. P. 6147  
Gaspé G4X 2R6

☎ 418 368-7345

✉ crri@globetrotter.net

### **L'Éclaircie** (mental health)

307, rue Mgr-Ross Est  
Chandler G0C 1K0

☎ 418 689-6100

✉ eclaircie@globetrotter.net



## Associations

### **Regroupement des associations de personnes handicapées de la Gaspésie et des Îles Inc.**

205, boulevard York Ouest, local 319, Pavillon Cantin  
Gaspé Harbour G4X 2T1

☎ 418 368-6961

✉ raphgi@globetrotter.net

### **Ressource d'aide aux personnes handicapées**

105, avenue de Grand-Pré, suite 103  
Bonaventure G0C 1E0

☎ 418 534-5676

✉ respier@globetrotter.qc.ca

### **Société d'autisme régionale du Bas-Saint-Laurent, de la Gaspésie et des Îles**

C. P. 44, succursale A  
Rimouski G5L 7B7

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

✉ sarbslgi@globetrotter.net

### 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



## Associations

### Provincial organizations (cont.)

#### **Association du Québec pour enfants avec problèmes auditifs**

☎ toll free 1 877 842-4006  
✉ aqepa@qc.aira.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

#### **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](mailto:dpil@ophq.gouv.qc.ca)  
 [www.ophq.gouv.qc.ca](http://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](mailto: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](http://www.ophq.gouv.qc.ca)

