



GUIDE TO FAMILY SUPPORT NEEDS

PART TWO

PRACTICAL INFORMATION

CENTRE-DU-QUÉBEC 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

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 des parents d'enfants handicapés
du Centre-du-Québec**

Drummondville

☎ 819 477-9377

**Association des personnes handicapées
de la MRC de Bécancour**

Deschaillons-sur-Saint-Laurent

☎ 819 292-1004

**Association des personnes handicapées
du lac Saint-Pierre**

Saint-François-du-Lac

☎ 450 568-2638

**Association pour l'intégration sociale
(région Bois-Francis) (intellectual impairment)**

Victoriaville

☎ 819 758-0574

Centre de stimulation l'Envol

Victoriaville

☎ 819 795-4044



Support for parents

Handicap-Action autonomie des Bois-Francis

Victoriaville

☎ 819 758-0767

Regroupement pour la trisomie 21

Mauricie-Centre-du-Québec

Trois-Rivières

☎ 819 373-0609

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 des parents d'enfants handicapés
du Centre-du-Québec**

Drummondville

☎ 819 477-9377

**Association pour l'intégration sociale
(région Bois-Francs) Intellectual impairment**

Victoriaville

☎ 819 758-0574



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 **Regroupement des centres de la petite enfance de la région du Centre-du-Québec**:

 819 379-4674 or, toll free, 1 877 379-4674

 rcpe04-17@qc.aira.com

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

 dpqi@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.



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; 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.



Childcare services

Childcare services in schools (cont.)

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

✉ isehms@cooptel.qc.ca

🌐 www.cam.org/isehms



Respite care facilities and services

**Association pour l'intégration sociale
(région Bois-Francs)** Intellectual impairment
Victoriaville

☎ 819 758-0574

Centre communautaire récréatif Saint-Jean-Baptiste

All types of impairment
Drummondville

☎ 819 477-4475

🌐 www.ccrsjb.qc.ca

Rehabilitation centres

The **Centre de réadaptation InterVal** can offer respite services when a child is enrolled in its motor impairment program.

☎ 819 693-0041

The **Centre de services en déficience intellectuelle de la Mauricie et du Centre-du-Québec** 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 Notre-Dame-de-la-Joie (+ respite)

Intellectual impairment

Nicolet

☎ 819 293-5170

✉ cndj@sympatico.com

Centre de stimulation l'Envol

Day camp for children with severe speech disorders (age 6 to 12)

Victoriaville (Québec) G6P 1J2

☎ 819 795-4044

Centre Normand-Léveillé (+ respite)

All types of impairment

Drummondville

☎ 819 478-1201

✉ centre.normandleveille@dr.cgocable.ca

Cité-Joie (+ respite)

Capitale-Nationale – Lac-Beauport

☎ 418 849-7183

✉ www.citejoie.com

Centre de plein air Grand village (+ respite)

Chaudière-Appalaches – Saint-Nicolas

☎ 418 831-1677

✉ www.grand-village.com



Specialized vacation camps

Camp Garagona

Estrie

Intellectual impairment

☎ 450 298-5159

🖱 www.campgaragona.qc.ca

Camp Papillon

Lanaudière

Physical impairment and multiple disabilities

☎ toll free 1 877 937-6171

🖱 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

Base de plein air Perce-Neige (+ respite)

Laurentides

Intellectual or physical impairment, multiple disabilities

☎ 450 226-3336

🖱 www.perceneige.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 **Unité régionale de loisir et de sport du Centre-du-Québec** at:

☎ 819 478-1483

🖱 Loisir-sport.centre-du-quebec.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.

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



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

🖱 <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.

In addition, the **Centre de réadaptation InterVal** administers other programs such as assistive devices required for domestic and daily life, physical rehabilitation, hearing and visual aid programs, etc.

☎ 819 693-0041

🖱 www.centreinterval.qc.ca/

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)**.



Other programs and subsidies

Physical health

Transportation expenses (cont.)

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**.

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.



Other programs and subsidies

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

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 de transport adapté Grand Tronc

Aston-Jonction

☎ 819 226-3070

Corporation de transport adapté Les Seigneuries

Sainte-Marie-de-Blandford

☎ 819 292-1077

Transport adapté Bougie Bus

Nicolet

☎ 819 293-6768



Other programs and subsidies

Transportation

Paratransit services (cont.)

Transport adapté Diligence

Drummondville

☎ 819 472-7014

Transport adapté La Cadence

Plessisville

☎ 819 362-3722

Transport adapté Roulibus

Victoriaville

☎ 819 758-5959

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



Other programs and subsidies

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

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 **Association régionale pour le loisir pour personnes handicapées du Centre-du-Québec** at:

☎ 819 758-5464



Other programs and subsidies

Recreation (cont.)

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, contact the **Association régionale pour le loisir pour personnes handicapées du Centre-du-Québec** at:

☎ 819 758-5464

✉ arlphcq@cdcbf.qc.ca

🌐 www.vatl-tlcs.org/

Adapted recreational programs

Some associations offer adapted recreational programs for persons with disabilities. For more information, contact the **Association régionale pour le loisir des personnes handicapées du Centre-du-Québec** at:

☎ 819 758-5464

✉ arlphcq@cdcbf.qc.ca



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

✉ dpji@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 – Mauricie – Centre-du-Québec** can help you express your complaint and provide other assistance.

☎ 819 537-3911 or, toll free, 1 877 767-2227

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 des parents d'enfants handicapés
du Centre-du-Québec**

450, rue Hériot

Drummondville J2B 1B5

☎ 819 477-9377

**Association des parents et amis de la personne atteinte de maladie
mentale**

59, rue Monfette, local 132

Victoriaville G6P 1J8

☎ 819 751-2842

✉ lepas@cdcbf.qc.ca

**Association des parents et amis
du malade émotionnel**

1150, rue Goupil

Drummondville J2B 4Z7

☎ 819 478-1216

✉ apame@aide-internet.org

**Association des personnes handicapées
de la MRC de Bécancour**

2205, Marie-Victorin

Deschaillons-sur-Saint-Laurent G0S 1G0

☎ 819 292-1004



Associations

Association des personnes handicapées du lac Saint-Pierre

88A, rue Marie-Victorin, C. P. 126

Saint-François-du-Lac J0G 1M0

☎ 450 568-2638

Association du Québec pour enfants avec problèmes auditifs – Mauricie – Centre-du-Québec

3550, rue Cherbourg, bureau 212

Trois-Rivières G8Y 6S6

☎ 819 370-3558

✉ aqepa.mbf@qc.aira.com

🌐 www.surdite.org/aqepa

Association pour l'intégration sociale (région Bois-Francs) (intellectual impairment)

59, rue Monfette, local 105

Victoriaville G6P 1J8

☎ 819 758-0574

Club joie de vivre de la MRC de l'Érable

1504, rue Saint-Calixte, local 202

Plessisville G6L 1P6

☎ 819 362-3835

Épilepsie Mauricie – Centre-du-Québec

1150, rue Goupil, local 1

Drummondville J2B 4Z7

☎ 819 474-8430

✉ epilepsie_emcq@sympatico.ca



Associations

Handicap Action Autonomie Bois-Francis

59, rue Monfette, local 220

Victoriaville G6P 1J8

☎ 819 758-0767

✉ haabf@cdcbf.qc.ca

La passerelle (mental health problems)

4825, avenue Bouvet, bureau 112

Bécancour G9H 1X5

☎ 819 233-9143

✉ lapasserelle@sympatico.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 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



Associations

Provincial organizations (cont.)

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