



GUIDE TO FAMILY SUPPORT NEEDS

PART TWO

PRACTICAL INFORMATION

SAGUENAY–LAC-SAINT-JEAN REGION

DECEMBER 2006





At a glance

Family support subsidies.....	3
Situation: critical	4
Support for parents.....	5
Caregiving services	6
Childcare services	6
Respite care facilities and services.....	9
Specialized vacation camps	10
Other programs and subsidies	13
Income	13
Physical health.....	15
Living environment.....	16
Transportation	17
Recreation	19
Service programs	20
Your right to object.....	21
Associations	22
Contact information for the Office des personnes handicapées du Québec	26

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 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:

Interassociation des personnes handicapées du Saguenay

☎ 418 545-9453

Association québécoise des parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729

✉ info@aqpehv.qc.ca

🌐 www.aqpehv.qc.ca

Muscular Dystrophy Canada

☎ 418 695-7760 or,
toll free, 1 800 567-2236, extension 231

✉ infoquebec@muscle.ca

🌐 www.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 **Regroupement des centres de la petite enfance du Saguenay–Lac-Saint-Jean** at:

 418 699-4914

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

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 des personnes handicapées

Résidence Les amis de Pierrot

☎ 418 346-1066

Appartement Répit-dépannage d'Alma

☎ 418 662-4951

Groupe Espoir de Dolbeau-Mistassini

☎ 418 276-8337

La maisonnée d'Évelyne

☎ 418 543-5822

The **Centre de réadaptation en déficience intellectuelle Saguenay–Lac-Saint-Jean** offers specialized respite care, mainly through family-type resources (foster families).

In some cases, agreements can be reached with physical impairment rehabilitation centres for the use of this type of resource. Contact your CSSS (CLSC) for more information.

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.

Associations

Some associations can offer respite to parents through different recreational activities or day or weekend camps. For more information, please see the section entitled "Associations".



Specialized vacation camps

Société de l'autisme région Saguenay–Lac-Saint-Jean

☎ 418 543-7088

🌐 www.autisme.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

Camp Massawippi

Etrie

Physical or hearing impairment

☎ 514 482-0500, extension 259

🌐 www.mackaycenter.org

Camp Papillon

Lanaudière

Physical impairment and multiple disabilities

☎ 1 877 937-6171

🌐 www.enfantshandicapes.com



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

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

Colonie Les bosquets

Montérégie

Intellectual impairment and multiple disabilities

☎ 450 467-3918



Specialized vacation camps

Services de répit Emergo (+ respite)

Montérégie, 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 Saguenay–Lac-Saint-Jean** at:

☎ 418 545-4132

📞 www.aqlph.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

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

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.

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:

Corporation Transport adapté Ashuapmushuan

Saint-Félicien

☎ 418 630-3933

Service de transport adapté du Fjord

L'Anse-Saint-Jean

☎ 418 272-1397

Société de transport du Saguenay

Chicoutimi

☎ 418 545-2487 (customer service)

☎ 418 545-2489 (paratransit)

Transport adapté Lac-Saint-Jean Est

Alma

☎ 418 668-5777

Transport adapté Maria-Chapdelaine Inc.

Dolbeau-Mistassini

☎ 418 276-7419

Transport adapté pour personnes handicapées

Lac-Bouchette

☎ 418 348-9191

Transport adapté Saguenay Nord

Saint-Ambroise-de-Chicoutimi

☎ 418 672-2083 or, toll free, 1 877 863-2083



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

or the **Groupement des organismes des personnes handicapées du Saguenay** at:

☎ 418 545-6228

🌐 gophs@cybernaute.com

🌐 www.rc02.com/gophs

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.

Association régionale de loisirs pour personnes handicapées du Saguenay–Lac-Saint-Jean

☎ 418 545-4132
✉ arlph@cybernaute.qc.ca
🌐 www.aqlph.qc.ca

Regroupement loisirs et sports Saguenay–Lac-Saint-Jean

☎ 418 480-2228
🌐 www.rlsslsj.qc.ca

Personal attendant pass for recreational and tourism activities

Personal attendants who accompany disabled children can obtain a pass allowing them free admission to tourist attractions or recreational activities. For more information, contact the **Association régionale de loisirs pour personnes handicapées du Saguenay–Lac-Saint-Jean** at:

☎ 418 545-4132
✉ arlph@cybernaute.com
🌐 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 du Saguenay–Lac-Saint-Jean** can help you express your complaint and provide other assistance:

☎ 418 662-6034 or, toll free, 1 800 561-6034

✉ caap02@bellnet.ca

🌐 www.plaintesante.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:

Canadian Mental Health Association

Saguenay

371, rue Racine Est

Chicoutimi G7H 1S8

☎ 418 549-0765

✉ acsmsaguenay@videotron.ca

🌐 www.cmha.ca

Lac-Saint-Jean

880, boulevard Saint-Joseph

Roberval G8H 2L7

☎ 418 275-2405

✉ acsmlsj@destination.ca

🌐 www.cmha.ca

Association des parents d'enfants ayant des troubles d'attention avec ou sans hyperactivité

240, rue Bossé

Chicoutimi G7J 1L9

☎ 418 698-1176, extension 237 or 252

Association pour personnes handicapées

Le Goéland

1255, rue des Mélèzes

Saint-Félicien G8K 2E2

☎ 418 679-5453



Associations

Association québécoise pour enfants avec problèmes auditifs

Saguenay

1324, boulevard Laflamme

Saint-Félicien G8K 1N5

☎ 418 696-3085

📞 www.surdite.org

Lac-Saint-Jean

205, rue Lacordaire

Chicoutimi G7G

📞 www.surdite.org

Association régionale pour les personnes épileptiques

371, rue Racine Est

Chicoutimi G7H 1S8

☎ 418 549-9888

📞 arpe@bellnet.ca

📞 www.rc02.com/epilepsie-02

Muscular Dystrophy Canada

Centre hospitalier de Jonquière

2230, rue de l'Hôpital, bureau 6.17

Jonquière G7X 7X2

☎ 418 695-7760 or, toll free, 1 877 295-7911

📞 infoquebec@muscle.ca

📞 www.muscle.ca



Associations

Multiple Sclerosis Society of Canada

Lac-Saint-Jean

1230, boulevard Wallberg, bureau 307

Dolbeau-Mistassini G8L 1H2

☎ 418 276-7371 or, toll free, 1 877 276-7371

✉ info.lacstjean@scleroseenplaques.ca

🌐 www.mssociety.ca/

Saguenay

150, rue Pinel

Chicoutimi G7G 3N8

☎ 418 543-8325

✉ info.saguenay@videotron.ca

🌐 www.mssociety.ca/

Société de l'autisme région Saguenay–Lac-Saint-Jean

371, rue Racine Est

Chicoutimi G7H 1S8

☎ 418 543-7088

✉ sarsaglac@videotron.ca

🌐 www.rc02.com/sarsaglac/

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

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

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



Contact information for the Office

Office des personnes handicapées du Québec

☎ toll free 1 800 567-1465
teletype 1 800 567-1477
✉ dpji@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

