



# **GUIDE TO FAMILY SUPPORT NEEDS**

**PART TWO**

## **PRACTICAL INFORMATION**

**ESTRIE REGION**

**JUNE 2006**








## At a glance

Family support subsidies.....	3
Situation: critical .....	4
Support for parents.....	5
Childcare services .....	6
Respite care facilities and services.....	9
Specialized vacation camps .....	10
Recreation and day camps .....	13
Other programs and subsidies .....	14
Income .....	14
Physical health.....	16
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 .....	28

### 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	Age	Maximum annual subsidy *
Child requiring little care or attention	0-11	\$1 144
	Age 12 and over	\$1 408
Child requiring considerable care and attention	0-11	\$2 356
	Age 12 and over	\$3 076

It should be noted that for families with more than one disabled child, up to \$2 220 may be granted for children requiring little care or attention, and up to \$4 380 for children requiring considerable care and attention.

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

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

### **Muscular Dystrophy Canada**

☎ toll free 1 800 567-2236, extension 231

✉ infoquebec@muscle.ca



## 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 **Regroupement des centres de la petite enfance des Cantons de l'Est** at:

 819 566-7131

 [www.cpe-estrie.org](http://www.cpe-estrie.org)

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](mailto: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 de Sherbrooke pour la déficience intellectuelle**

☎ 819 346-2227

✉ asdi@bellnet.ca

🌐 www.asdi-org.qc.ca

### **Maison Caméléon de l'Estrie**

Intellectual or physical impairment (adults and children)

☎ 819 562-6881

✉ maisoncameleon@hotmail.com

### **Les soupapes de la bonne humeur de la MRC du Granit**

All disabilities (adults and children)

Lac Mégantic – weekend camp

☎ 819 583-1655 or, toll free, 1 877 583-1655

✉ soupapes@minfo.net

### **Services psychoéducatifs et communautaires Tintamarre**

Autism and pervasive developmental disorders

☎ 819 822-3918

✉ info@spectintamarre.qc.ca

### **Rehabilitation centres**

Intellectual and physical impairment rehabilitation centres can 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

### **Camp Massawippi**

Estrie

Physical or hearing impairment

☎ 514 482-0500, poste 259

☎ en période estivale, toll free, 1 888 838-4707

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

### **Cité Joie (+ respite)**

Capitale-Nationale

Intellectual or physical impairment

☎ 418 849-7183

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

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

Chaudière-Appalaches

Intellectual or physical impairment, multiple impairments

☎ 418 831-1677

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

### **Camp Papillon**

Lanaudière

Physical impairment and multiple disabilities

☎ toll free, 1 877 937-6171

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

Montréal

Intellectual impairment

☎ 450 298-5159

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

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

Montréal

Hearing impairment with or without associated impairments

☎ 514 453-7600

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

### **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](http://www.servicesderepitemergo.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 vacation camps or recreational services that accept disabled children or adults, please contact the **Association régionale pour le loisir et la promotion des personnes handicapées de l'Estrie**.

☎ 819 864-0864

🌐 [arlpphe@abacom.com](mailto:arlpphe@abacom.com)



## Recreation and day camps

### **Association de Sherbrooke pour la déficience intellectuelle**

Inclusive day camp for children aged 6-12

☎ 819 346-2227

✉ asdi@bellnet.ca

🌐 www.asdi-org.qc.ca

### **Club Étincelles de bonheur de la MRC du Haut Saint-François**

Recreation and day camp

☎ 819 832-3540

✉ clubetincelles@clubetincelles.org

🌐 www.clubetincelles.org

### **Galopin**

(equestrian program and psychoeducational services)

☎ 819 563-2727

✉ galopin\_psed@hotmail.com

### **Maison Caméléon de l'Estrie**

Intellectual or physical impairment – day camp

☎ 819 562-6881

✉ maisoncameleon@hotmail.com

### **Services psychoéducatifs et communautaires Tintamarre**

Autism and PDDs – day camp

☎ 819 822-3918

✉ info@spectintamarre.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](http://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](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.



## 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**.

☎ 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)

#### 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

🌐 <http://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**.

### 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:

#### **Acti-Bus Région de Coaticook**

Coaticook

☎ 819 849-3024

#### **Société de transport de Sherbrooke et la région (STS)**

Sherbrooke

☎ 819 564-2687

#### **Trans-Appel**

Windsor

☎ 819 845-2777

#### **Trans-Autonomie inc.**

Lac-Mégantic

☎ 819 583-4263

#### **Transbestos inc.**

Asbestos

☎ 819 879-7107

#### **Transport des Alentours inc.**

Magog

☎ 819 843-3350

#### **Transport du Bonheur**

East Angus

☎ 819 832-2711



## Other programs and subsidie

### 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:

#### **Association régionale pour le loisir et la promotion des personnes handicapées de l'Estrie:**

☎ 819 864-0864

#### **Secrétariat au loisir et au sport**

☎ 819 820-3151

#### 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 de l'Estrie** at:

☎ 819 864-0864

🌐 [www.vatl-tlcs.org/](http://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:

- if your child receives services from a rehabilitation centre or a **CSSS (CLSC)**, you must apply there;
- if he or she does not receive services, you must contact your local **CSSS (CLSC)**.

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](mailto:dpil@ophq.gouv.qc.ca)

🌐 [www.ophq.gouv.qc.ca](http://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 – Estrie** can help you express your complaint and provide other assistance.

☎ 819 823-2047 or, toll free, 1 877 767-2227

✉ caap-e@caapestrie.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

✉ dpil@ophq.gouv.qc.ca



## Associations

Associations offering support services for families:

### **Association canadienne de la dystrophie musculaire – section Estrie**

3001, 12<sup>e</sup> avenue Nord, bureau 3111

Fleurimont J1H 5N4

☎ 819 346-1110

✉ jfortier.chus@ssss.gouv.qc.ca

🌐 [musculardystrophycanada.org/pages/chapters\\_e.php?id=904&a=561](http://musculardystrophycanada.org/pages/chapters_e.php?id=904&a=561)

### **Association de la fibrose kystique de l'Estrie**

C.P. 624

Sherbrooke J1H 5K5

☎ 819 569-8276

✉ rgagner@sympatico.ca

🌐 [www.aqfk.qc.ca](http://www.aqfk.qc.ca)

### **Association de la paralysie cérébrale du Québec (Estrie)**

988, rue Galt Ouest, C.P. 1781

Sherbrooke J1H 5N8

☎ 819 829-1144

✉ [apcqi.sher@sympatico.ca](mailto:apcqi.sher@sympatico.ca)

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

### **Association des accidentés cérébro-vasculaires et traumatisés crâniens de l'Estrie**

68, boul. Jacques-Cartier Nord

Sherbrooke J1J 2Z8

☎ 819 821-2799

✉ [acte@abacom.com](mailto:acte@abacom.com)



## Associations

### **Association de Sherbrooke pour la déficience intellectuelle**

2984, rue des Chênes, local 200-A  
Sherbrooke J1L 1Y1

☎ 819 346-2227

✉ asdi@bellnet.ca

🌐 www.asdi-org.qc.ca

### **Association des personnes handicapées de la MRC de Coaticook**

62, rue main Ouest  
Coaticook J1A 1P2

☎ 819 849- 4949

✉ aphcoaticook@qc.aira.com

### **Association des personnes handicapées visuelles de l'Estrie**

838, rue Saint-Charles  
Sherbrooke J1H 4Z2

☎ 819 566-4848

✉ aphve@bellnet.ca

### **Association de spina-bifida et d'hydrocéphalie région de l'Estrie**

928, rue Fédéral  
Sherbrooke J1H 5A7

☎ 819 822-3772

✉ asbhestrie@hotmail.com

🌐 www.spina.qc.ca



## Associations

### **Association des proches de personnes atteintes de maladie mentale de l'Estrie**

574, rue King Est

Sherbrooke J1G 1B5

☎ 819 563-1363

✉ appamme@aide-internet.org

🌐 [www.aide-internet.org/appamme](http://www.aide-internet.org/appamme)

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

600, rue Woodward

Sherbrooke J1H 5A7

☎ 819 829-2737

✉ aqepaestrie05@hotmail.com

🌐 [www.surdite.org/aqepa](http://www.surdite.org/aqepa)

### **Association du syndrome de Down**

836, rue Saint-Charles

Sherbrooke J1H 4Z2

☎ 819 569-8112

✉ asde\_t21@hotmail.com

🌐 [www.pages.infinit.net/trisomie/](http://www.pages.infinit.net/trisomie/)

### **Association Épilepsie-Estrie**

1131, rue du Conseil, bur..103

Sherbrooke J1G 1M6

☎ 819 822-3217

✉ [epilepsieestrie@qc.aira.com](mailto:epilepsieestrie@qc.aira.com)



## Associations

### **Association québécoise des enfants dyspraxiques**

Case postale 26024  
Sherbrooke J1G 4J9  
☎ 819 829-0594

### **Association québécoise pour les enfants atteints de dysphasie (audimutité)**

1576, rue King Ouest, suite 207  
Sherbrooke J1J 2C3  
☎ 819 569-6449  
✉ aqeaestrie@abacom.com  
🌐 www.aqea.qc.ca/chapitres/ces

### **Association sportive des jeunes handicapés de l'Estrie**

154, rue des Jonquilles  
Coaticook J1A 2Z9  
☎ 819 849-0351  
✉ asjhe@caramail.com

### **Club Étincelles de bonheur de la MRC du Haut Saint-François**

56, rue Laurier  
East Angus J0B 1R0  
☎ 819 832-3540  
✉ clubetincelles@clubetincelles.org  
🌐 www.clubetincelles.org/



## Associations

### **Han-Droits**

95, rue Merry Nord, local 213

Magog J1X 2E7

☎ 819 868-0299

✉ handroit@cgocable.ca

### **Les soupapes de la bonne humeur**

2981, rue Agnès

Lac-Mégantic G6B 1K8

☎ 819 583-1655 or, toll free, 1 877 583-1655

✉ soupapes@minfo.net

### **Société de l'autisme et des troubles envahissants du développement de l'Estrie**

2350, rue de Rouville

Sherbrooke J1J 1X8

☎ 819 823-6610

✉ satede@qc.aira.com

🌐 www.autisme.qc.ca

### Provincial organizations

### **Association québécoise des parents d'enfants handicapés visuels**

10, boulevard Churchill, bureau 203

Greenfield Park J4V 2L3

☎ toll free, 1 888 849-8729

✉ info@aqpehv.qc.ca

🌐 www.aqpehv.qc.ca



## Associations

### Provincial organizations (cont.)

#### **Association québécoise des personnes de petite taille**

2177, rue Masson, bureau 205

Montréal (Québec) H2H 1B1

☎ 514 521-9671

✉ info@aqppt.org

🌐 www.aqppt.org

#### **Association québécoise du syndrome de Rett**

6525, chemin de la Côte Saint-Luc, app. 602

Montréal H4V 1G5

☎ 514 486-1311

✉ info@rettsyndromeqc.org

🌐 www.rettsyndromeqc.org

#### **Association québécoise du syndrome Gilles de la Tourette**

7070, boulevard Perras

Montréal H1E 1A4

☎ 514 328-3910

✉ info@aqst.com

🌐 www.aqst.com

#### **Association québécoise pour les troubles d'apprentissages**

284, rue Notre-Dame Ouest, bureau 300

Montréal H2Y 1T7

☎ 514 847-1324

🌐 www.aqeta.qc.ca



## Contact information for the Office

### Office des personnes handicapées du Québec

☎ 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)

