



GUIDE TO FAMILY SUPPORT NEEDS

PART TWO

PRACTICAL INFORMATION

CAPITALE-NATIONALE 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 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)**.

* 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**.

You can also contact the **Centre de crise de Québec** at:

 418 688-4240

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 pour l'intégration sociale région de Québec

☎ 418 622-4290

Association québécoise des parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729

📧 info@aqpehv.qc.ca

Autisme Québec

☎ 418 624-7432

🌐 www.autisme.qc.ca

Muscular Dystrophy Canada

☎ toll free 1 800 567-2236, extension 231

📧 infoquebec@muscle.ca

Other associations in the region organize mutual support groups, as well as discussion and support groups specifically for parents and siblings. Contact the **associations** for more detailed information on the services they offer (see the section entitled "Associations").



Caregiving services

Some of the services listed below also offer respite and crisis care.

Caregiving in the home

Le petit répit

Occasional caregiving, respite and crisis care provided by qualified resource people who come to your home.

All types of impairment (age 0-18)

☎ 418 525-0858

✉ lepetitrepit@bellnet.ca

Caregiving outside the home

Pouponnière « Les 1^{ers} jours »

Physical or intellectual impairment, neurological disorders, psychomotor development problems (0-24 months)

☎ 418 872-2896

If you live in the **Charlevoix** or **Portneuf** areas, contact your local **CSSS (CLSC)** for more information on the resources available.




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 de Québec et Chaudière-Appalaches** at:

 418 842-2521

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

 dpai@ophq.gouv.qc.ca



Childcare services

Subsidies

Childcare services are also eligible for subsidies to facilitate the inclusion of disabled children.

Choosing childcare services

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 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.



Childcare services

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

Some of the services listed below also offer caregiving.

Autisme Québec

Autism and other PDDs (age 4 and up)

☎ 418 624-7432

✉ info@autismequebec.org

Le Jardin Bleu (CPE)

Québec City

Intellectual, physical and speech impairment
(age 0 to 5 , in an inclusive environment)

☎ 418 660-5323

✉ cpe.jardinbleu@qc.aira.com

Maison répit Maurice Tanguay

Charlesbourg

Intellectual impairment, autism (age 3 and up)

☎ 418 623-0276

✉ jhdunn@videotron.ca

If you live in the **Charlevoix** or **Portneuf** areas, contact your local **CSSS (CLSC)** for more information on the resources available.

Rehabilitation centres

Some intellectual impairment rehabilitation centres offer specialized respite care. To obtain these services, contact your **CSSS (CLSC)**.

The internal rehabilitation unit of the **Institut de réadaptation en déficience physique de Québec (IRDPO)** provides specialized respite care services based on the availability of its rehabilitation beds. A written request must be submitted by a social worker under the IRDPO program or another referring establishment.

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 L'Escapade (Autisme Québec)

Capitale-Nationale – Québec City

Autism and other PDDs

☎ 418 624-7432

Camp « O » Carrefour (Patro Roc-Amadour) (+ respite)

Capitale-Nationale - Île d'Orléans

Intellectual impairment

☎ 418 828-1151

🌐 www.patro.roc-amadour.qc.ca

Cité-Joie (+ respite)

Capitale-Nationale - Lac-Beauport

Physical and intellectual impairment, mental health problems, autism and PDDs

☎ 418 849-7183

🌐 www.citejoie.com

Centre de plein air Grand village (+ respite)

Chaudière-Appalaches - Saint-Nicolas

Intellectual or physical impairment, multiple disabilities

☎ 418 831-1677

🌐 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

Camp Papillon

Lanaudière

Physical impairment and multiple disabilities

☎ toll free, 1 877 937-6171

🌐 www.enfantshandicapes.com

Base de plein air Perce-Neige (+ respite)

Laurentides

Intellectual or physical impairment, multiple disabilities

☎ 450 226-3336

🌐 www.perceneige.ca



Specialized vacation camps

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

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 de la Capitale-Nationale** at:

☎ 418 529-6134

📞 arlp@qc.aira.com



Recreation and day camps

Adaptavie Inc.

Québec

Intellectual, physical or hearing impairment, dysphasia
(age 10 and up, without incontinence)

☎ 418 529-9238

Centre social de la Croix-Blanche

Québec

Mental health problems

☎ 418 683-3677

Entr'actes

Québec

All types of impairment (age 16 and up)

☎ 418 523-2679

🌐 www.entractes.com

Les jeunes handicapés de Charlesbourg inc.

Charlesbourg

Intellectual or physical impairment (age 5-21)

☎ 418 627-3897

Patro Roc-Amadour (drop-in centre)

Québec City

Ados plus: intellectual impairment (age 12-18)

Loisirs plus: intellectual impairment (age 12-18)

☎ 418 529-4996

🌐 www.patro.roc-amadour.qc.ca

Certain regular camps can also organize group visits or activities for disabled children or adults. Contact the appropriate association (see the section entitled "Associations").



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**.

☎ 418 643-3381 or, 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**.

☎ 418 643-3381 or, 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**.

☎ 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)

☎ 418 659-6299 or, 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 and accommodation 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

Transportation and accommodation expenses (cont.)

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 the **Centre hospitalier de l'Université Laval**.

 418 654-2122



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:

Service de transport collectif de la MRC de Charlevoix-Est

Charlevoix-Est RCM

☎ 418 439-4999

Transport adapté de Charlevoix-Ouest Inc.

Baie Saint-Paul

☎ 418 435-5488

Transport adapté du Québec Métro (TAQM)

Québec City

☎ 418 687-2641

Transport adapté Orléans inc.

Beauport

☎ 418 821-9821

Transport intégration Portneuf

Saint-Basile

☎ 418 329-3152



Other programs and subsidies

Attendant card

The **Réseau de transport de la Capitale** offers an attendant card allowing free bus travel within Québec City to attendants accompanying disabled children over the age of five. To obtain the application form, contact your **CSSS (CLSC)** or the **Réseau de transport de la Capitale** at:

☎ 418 627-2511

An attendant card for **inter-city bus transport** is also 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

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:

☎ 418 643-7620 or, 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 loisir pour les personnes handicapées de la Capitale-Nationale

☎ 418 529-6134

Unité régionale de loisir et de sport de la région de Québec

☎ 418 877-6233

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

✉ 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 de la Capitale-Nationale** can help you express your complaint and provide other assistance.

☎ 418 681-0088, extension 228

☎ toll free 1 877 767-2227

✉ caap03@cabqinc.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

✉ dprii@ophq.gouv.qc.ca



Associations

Associations offering support services for families:

Arc-en-ciel

Community organization for mental health

331, rue Notre-Dame

Donnacona G3M 1H3

☎ 418 285-3847

✉ larc.enciel@globetrotter.net

Association des personnes handicapées de Charlesbourg inc.

Intellectual, physical, sensory or psychic impairment (adults)

C. P. 34054

Charlesbourg G1G 6P2

☎ 418 626-8686

Association des personnes handicapées de Charlevoix inc.

342, route 138

Saint-Hilarion G0A 3V0

☎ 418 457-3760

✉ aphc@charlevoix.net

🌐 www.charlevoix.net/~aphc/

Association des personnes handicapées du comté de Portneuf

67, rue Notre-Dame

Pont-Rouge G3H 3K8

☎ 418 873-6122

✉ aphp@globetrotter.net



Associations

Association des TCC des Deux-Rives

(traumatic brain injury)

14, rue Saint-Amand

Loretteville G2A 2K9

☎ 418 842-8421 or, toll free, 1 866 844-8421

✉ tcc2rives@oricom.ca

🌐 www.tcc2rives.qc.ca

Association du Québec pour enfants avec problèmes auditifs Québec Métro

775, rue Saint-Viateur

Charlesbourg G2L 2S2

☎ 418 623-3232

✉ aqepa.03-12@bellnet.ca

🌐 www.surdite.org

Association pour l'intégration sociale Région de Québec

5225, 3^e Avenue Ouest

Charlesbourg G1H 6G6

☎ 418 622-4290

✉ aisq@mediom.qc.ca

🌐 www.aisq.org

Association québécoise des troubles d'apprentissage section Québec

157, des Chênes Ouest, bureau 222

Québec G1L 1K6

☎ 418 626-5146 or, toll free, 1 866 626-5146

✉ aqetaque@qc.aira.com

🌐 www.aqeta.qc.ca



Associations

Association québécoise pour les enfants dysphasiques (audimuets), chapitre de Québec

332, 2^e Avenue

Portneuf GOA 2Y0

☎ 418 990-0197

✉ aqea@globetrotter.net

🌐 www.aqea.qc.ca

Autisme Québec

3005, 4^e Avenue, bureau 304

Québec G1J 3G6

☎ 418 624-7432

✉ info@autismequebec.org

🌐 www.autisme.qc.ca

Épilepsie section de Québec

1030-1, avenue du Sacré-Cœur, bureau 354

Québec G1N 2W1

☎ 418 524-8752

✉ epilepsiequebec@megaquebec.net

La Boussole, Aide aux proches d'une personne atteinte de maladie mentale

302, 3^e Avenue

Québec G1L 2V8

☎ 418 523-1502

✉ laboussole@bellnet.ca

🌐 www.laboussole.ca



Associations

La Marée, Regroupement des parents et amis de la personne atteinte de maladie mentale

367, rue Saint-Étienne, bureau 326

La Malbaie G5A 1M3

☎ 418 665-0050

✉ lamaree@charlevoix.net

🌐 www.lamaree.charlevoix.net

Regroupement des organismes de personnes handicapées de la région 03

190, rue Dorchester Sud, bureau 20

Québec G1K 5Y9

☎ 418 647-0603

✉ rop03@rop03.com

🌐 www.rop03.com

Regroupement pour l'intégration sociale de Charlevoix

367, rue Saint-Étienne

La Malbaie G5A 1M3

☎ 418 665-7811

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 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@rettsyndrome.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

