



GUIDE TO FAMILY SUPPORT NEEDS

PART TWO

PRACTICAL INFORMATION

LAVAL 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	Age	Maximum annual subsidy*
Child requiring little care or attention	0-11	\$2 220
	12 and over	\$3 620
Child requiring little care or attention	0-11	\$3 620
	12 and over	\$4 380

To apply for a subsidy or obtain more information on the program, please contact your local **CSSS (CLSC)**.

* 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

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 de Laval
pour la déficience intellectuelle**

☎ 450 972-1010

🖱 secretariat@aldi1959.com

**Association des personnes
vivant avec une surdité de Laval**

☎ 40 967-8717 or, by teletype, 450 967-9734

🖱 apvsl@videotron.ca

Dysphasie Plus

☎ 450 687-7639

🖱 info@dysphasieplus.com

Société de l'autisme et des TED de Laval

☎ 450 663-5551

🖱 lechatbotte@videotron.ca



Support for parents

Association québécoise des parents d'enfants handicapés visuels

☎ toll free 1 888 849-8729
✉ info@aqpehv.qc.ca

Association québécoise des personnes de petite taille

☎ 514 521-9671
✉ info@aqppt.org

Association québécoise du syndrome Gilles de la Tourette

☎ 514 328-3910
✉ info@aqst.com

Muscular Dystrophy Canada

☎ toll free 1 800 567-2236, extension 231
✉ infoquebec@muscle.ca



Caregiving services

The associations in the Laval region do not have a list of caregivers, but some of them can provide references. For more on these services, please see the section entitled "Associations".

The **Regroupement des organismes de promotion de personnes handicapées de Laval** has a list of people who can provide home care services. For more information, call or e-mail:

☎ 450 668-4836
✉ ropphl@videotron.ca



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

The **Ville de Laval** can provide you with the *Répertoire des services de garde*. To obtain it, please call:

☎ 450 978-6888

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
✉ dpil@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 in schools

Many schools offer childcare services at the elementary level; 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.

Orchidbleue is an organization offering childcare services for secondary-school students with intellectual impairments. To obtain these services, call or e-mail:

☎ 450 575-3276

✉ lynda@orchidbleue.com



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

Centre Marcelle et Jean Coutu

All types of impairment, including autism

☎ 450 624-0980

✉ cmjc@integration.org

🌐 www.integration.org

Fondation IntégrAction du Québec

All types of impairment, including autism

☎ 450 624-9922

✉ secretariat@integration.org

Le répit des amis ! - Montréal

Dysphasia (age 5 to 13)

☎ 450 687-7639

✉ info@dysphasieplus.com

Rehabilitation centres offer 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 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

☎ 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

Domaine Prés d'Or (+ respite)

Laurentides

Mild intellectual impairment (adults)

☎ 819 597-2499

Camp Garagona

Montréal

Intellectual impairment

☎ 450 298-5159

🖱 www.campgaragona.qc.ca



Specialized vacation camps

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

Montréal

Hearing impairment with or without associated impairments

☎ 514 453-7600

🌐 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

Centre Normand-Léveillé (+ respite)

Centre-du-Québec

Physical or intellectual impairment

☎ 819 478-1201

🌐 www.centre-normand-leveille.ca

Camp Massawippi

Estrie

Physical or hearing impairment

☎ 514 482-0500, extension 259

🌐 www.mackaycenter.org



Specialized vacation camps

Camp Gatineau (+ respite)

Outaouais

Intellectual impairment and multiple disabilities

☎ 819 777-6164

🖱 www.campgatineau.com

Cité-Joie (+ respite)

Capitale-Nationale

☎ 418 849-7183

🖱 www.citejoie.com

Centre de plein air Grand village (+ respite)

Chaudière-Appalaches

☎ 418 831-1677

🖱 www.grand-village.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 Laval:**

☎ 450 668-2354

🖱 info@arlph.qc.ca



Specialized day camps

Association de Laval pour la déficience intellectuelle

Intellectual impairment (age 16 and up)

☎ 450 972-1010

Campgourou

All types of impairment (children, adolescents)

☎ 450 662-4440

Camp Propulsion

Motor impairment (age 12 to 17)

☎ 450 668-4836

Gymn-eau Laval

Learning disabilities (children, adolescents)

☎ 450 664-4316

Les ateliers adaptés Stimul'Arts

Intellectual impairment and multiple disabilities (adults)

☎ 450 665-8226

Mouvement Personne d'abord de Laval

Mild intellectual impairment (age 12 to 21)

☎ 450 668-7725

Orchidbleue

Intellectual impairment (adolescents, adults)

☎ 450 575-3276



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** 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

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 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**.

Specialized dental services

If your child cannot be treated by your regular dentist, accessible, specialized dental care is available from:



Other programs and subsidies

- **SOS dentiste**
☎ 514 990-0911 (home service)
☎ 514 721-6006 (barrier-free clinic)
- **Centre de réadaptation Marie-Enfant**
☎ 514 374-1710, extension 8037
- **Hôpital Sainte-Justine**
☎ 514 345-7757

Two universities also offer dental care to persons with disabilities. To make an appointment for the summer, you must call in the spring:

- **McGill University**
☎ 514 934-8441
- **Université de Montréal**
☎ 514 343-6750



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 **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



Other programs and subsidies

Transportation

Paratransit services

If your child does not use the regular public transit system, he or she may have access to paratransit services. For more information, contact the paratransit service of the **Société de transport de Laval (STL)** at:

450 662-8356 or 450 662-8316 or 450 973-3111

Regular transportation services

Furthermore, if your child has a visual or intellectual impairment, he or she is entitled to the STL attendant card, which gives the person accompanying him or her free bus access.

Application forms are available from your **CSSS (CLSC)** or from the **rehabilitation centre** your child attends. For more information on the attendant card, please contact the paratransit service of the **Société de transport de Laval** at:



450 662-8356 or 450 662-8316 or 450 973-3111

Attendant card for inter-city transport

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



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



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 **Association régionale de loisirs pour personnes handicapées de Laval** at:

☎ 450 668-2354

✉ info@arlph.qc.ca

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 de loisirs pour personnes handicapées de Laval**:

☎ 450 668-2354

✉ info@arlph.qc.ca

🌐 www.vatl-tics.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 these services or the guide, call:

☎ 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 – Laval** can help you express your complaint and provide other assistance.

☎ 450 662-6022

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 de Laval pour la déficience intellectuelle

73, boulevard. Saint-Elzéar Ouest

Laval H7M 1E7

☎ 450 972-1010

📧 secrétariat@aldi1959.com

Association des personnes vivant avec une surdité de Laval

387, boulevard des Prairies, bureau 211

Laval H7N 2W4

☎ 450 967-8717 or, by teletype, 450 967-9734

📧 apvsl@videotron.ca

Association du Québec pour enfants avec problèmes auditifs

3700, rue Berri, bureau A-436

Montréal H2L 4G9

☎ 514 842-3926

📧 aqepamtl@bellnet.ca

📧📧 www.surdite.org/aqepa

Association Dysphasie +

384A, boulevard Curé-Labelle

Laval H7V 2S3

☎ 450 687-7639

📧 info@dysphasieplus.com

📧📧 www.dysphasieplus.com



Associations

Association lavalloise de parents pour le bien-être mental

1800, boulevard Le Corbusier, bureau 134
Laval H7S 2K1

☎ 450 688-0541

✉ info@alpabem.qc.ca

Association québécoise des traumatisés crâniens

220, avenue du Parc
Laval H7N 3X4

☎ 450 629-9911

✉ aqtc@aqtc.ca

Regroupement des organismes de promotion de personnes handicapées de Laval

387, boulevard des Prairies, local 017
Laval H7N 2W4

☎ 450 668-4836

✉ ropphl@videotron.ca

Société de l'autisme et des TED de Laval

34, boulevard Bellerose Est
Laval H7K1S4

☎ 450 663-5551

✉ lechatbotte@videotron.ca

🌐 www.autismelaval.org



Associations

Provincial organizations

Association de spina-bifida et d'hydrocéphalie du Québec

5757, avenue Decelles, bureau 425
Montréal H3S 2C4

☎ toll free 1 800 567-1788

✉ info@spina.qc.ca

🌐 www.spina.qc.ca

Association québécoise des parents d'enfants handicapés visuels

10, boulevard Churchill, bureau 203
Greenfield Park J4V 2L3

☎ 450 465-7225 or, toll free, 1 888 849-8729

✉ info@aqpehv.qc.ca

🌐 www.aqpehv.qc.ca

Association québécoise des personnes de petite taille

2177, rue Masson, bureau 205
Montréal H2H 1B1

☎ 514 521-9671

✉ info@aqppt.org

🌐 www.aqppt.org



Associations

Provincial organizations (cont.)

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

Muscular Dystrophy Canada

1425, boulevard René-Lévesque Ouest, bureau 506

Montréal H3G 1T7

☎ 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

✉ dp11@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.

500, boulevard René-Lévesque Ouest, bureau 15.600

Montréal H2Z 1W7

☎ 514 873-3574

✉ 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