

GUIDE TO PROGRAMS

FOR PEOPLE
WITH DISABILITIES,
THEIR FAMILIES
AND CAREGIVERS



OFFICE DES PERSONNES
HANDICAPÉES DU QUÉBEC

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our strengths

ENSEMBLE 
on fait avancer le Québec

Québec 

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GUIDE TO PROGRAMS

FOR PEOPLE
WITH DISABILITIES,
THEIR FAMILIES
AND CAREGIVERS

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The content of this publication was written by the Office des personnes handicapées du Québec.

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DISCLAIMER:

This publication is intended for information purposes only. It has no official sanction and does not constitute a legal interpretation of legislative or regulatory provisions having the force of law.

FOREWORD

The addition to this guide of information concerning First Nations of Quebec who are not treaty beneficiaries was made possible through the invaluable contribution of the Secrétariat aux affaires autochtones and the First Nations of Quebec and Labrador Health and Social Services Commission. The Office wishes to thank these partners, whose assistance has made it considerably easier for people with disabilities, their families and caregivers to access information.

The information concerning First Nations of Quebec who are not treaty beneficiaries was provided and confirmed by the First Nations of Quebec and Labrador Health and Social Services Commission.

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LIST OF ACRONYMS

AFE	Aide financière aux études
ASD	Autism spectrum disorder
ASETS	Aboriginal Skills and Employment Training Strategy
BCF	Bus Carriers Federation
CCB	Canada child benefit
CDB	Child disability benefit
CHSLD.....	Residential and long-term care centre
CHUM	Centre hospitalier de l'Université de Montréal
CHUQ.....	Centre hospitalier universitaire de Québec
CISSS.....	Integrated health and social services centre
CIUSSS	Integrated university health and social services centre
CLE	Local employment centre
CMHC	Canadian Mortgage and Housing Corporation
CNESST.....	Commission des normes, de l'équité, de la santé et de la sécurité du travail
COOP.....	Housing cooperative
CPE	Childcare centre
CRA	Canada Revenue Agency
DGEQ.....	Directeur général des élections du Québec
DHSEB	Domestic help social economy business
DLA	Daily living aids
EHDA	Handicapped students and students with social maladjustments or learning disabilities
ESDC.....	Employment and Social Development Canada
FNICCI.....	First Nations and Inuit Child Care Initiative
FNHCCP.....	First Nations and Inuit Home and Community Care Program
FNQLHSSC...	First Nations of Quebec and Labrador Health and Social Services Commission
FTR	Family-type resource housing
HASI	Home Adaptations for Seniors' Independence Program
HCSEP.....	High-Cost Special Education Program
IAR.....	Income Assistance Reform

LIST OF ACRONYMS

IEP	Individual Education Plan
ILP	Individual Learning Plan
INAC	Indigenous and Northern Affairs Canada
IPP	Individual Program Plan
IR	Intermediate resource housing
IRDPO	Institut de réadaptation en déficience physique de Québec
IVAC	Crime Victims Compensation
MAD	Mobility assistance dog
MGLRI	Montreal Gingras-Lindsay Rehabilitation Institute
MEES	Ministère de l'Éducation et de l'Enseignement supérieur
MF	Ministère de la Famille
MFFP	Ministère des Forêts, de la Faune et des Parcs
MSSS	Ministère de la Santé et des Services sociaux
MTESS	Ministère du Travail, de l'Emploi et de la Solidarité sociale
MTMDET	Ministère des Transports, de la Mobilité durable et de l'Électrification des transports
NIHB	Non-Insured Health Benefits
NPO	Non-profit organization
OMH	Office municipal d'habitation
ORL	Ear, nose and throat specialist
PDEIPH	Work-readiness skills program for people with disabilities
PEFSAD	Financial Assistance Program for Domestic Help Services
PSSSP	Post-Secondary Student Support Program
RAAP	Residential Adaptation Assistance Program
RAMQ	Régie de l'assurance maladie du Québec
RBQ	Régie du bâtiment du Québec
RCM	Regional county municipality
RIS	Regional interpretation services

LIST OF ACRONYMS

RQ	Retraite Québec
RRAP-D	Residential Rehabilitation Assistance Program for Persons with Disabilities
SAAQ	Société de l'assurance automobile du Québec
SHQ	Société d'habitation du Québec
SIPSE	Service d'interprétation pour personnes sourdes de l'Estrie
SIVET	Service d'interprétation visuelle et tactile
SR	Seniors' residence
SRIAT	Service régional d'interprétariat de l'Abitibi-Témiscamingue
SRIEQ	Service régional d'interprétariat de l'Est du Québec
SRIL	Service régional d'interprétariat de Lanaudière
SRIVO	Service régional d'interprétation de l'Outaouais
TLCS	Tourist and Leisure Companion Sticker
VAC	Veterans Affairs Canada
ZLM	Zone Loisir Montérégie

INTRODUCTION

The purpose of this guide is to facilitate access to information on Québec programs for people with disabilities, their families and caregivers. This version contains information on programs available in 2017.

The guide provides an overview of programs related to income support, home support, housing, employment, technical aids, childcare services, education, transportation, and recreation, sport, culture and community living. It also covers the main compensation plans in Québec for people with disabilities.

A fact sheet on each program contains a description of the program, the main eligibility requirements, the available assistance and the application procedure, as well as useful links for additional information.

To view the guide online or to order a copy

The *Guide to Programs for People with Disabilities, Their Families and Caregivers* is updated regularly and is available for viewing or printing on the Office des personnes handicapées du Québec website at www.ophq.gouv.qc.ca. To order a copy, call **1 800 567-1465**, email publication@ophq.gouv.qc.ca or order online at www.ophq.gouv.qc.ca/commanderguides.

To comment on the guide or to report a change

You can comment on the guide or notify us of any change in information by calling the receptionist and information staff at **1 800 567-1465** or by sending an email to aide@ophq.gouv.qc.ca.

SERVICES PROVIDED DIRECTLY TO THE PUBLIC BY THE OFFICE

The role of the **Office des personnes handicapées du Québec** is to inform, advise, assist and make representations on behalf of handicapped persons and their families. By virtue of section 26 of the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration* (CQLR, c. E-20.1), the Office may, at the request of a handicapped person, represent and assist him or her in dealings with, in particular, departments, public agencies, municipalities, school boards, educational institutions, institutions and insurance companies to ensure the exercise of his or her rights. Those bodies are required to cooperate with the Office in the exercise of its functions under the Act [s. 26.4].

The services provided by the Office cover all areas of education, work and social integration of people with any kind of disability. More specifically, the services provided directly to the public include:

- receiving requests for information about measures, programs and services that foster school, workplace and social integration of people with disabilities;
- providing the appropriate information;
- identifying the barriers encountered by people with disabilities;
- where necessary, referring a person to the organization that can best meet his or her needs and ensuring follow-up;
- on request, advising and assisting people with disabilities, their families and their caregivers in order to help them define their needs and obtain the necessary services.
- assisting and/or representing people with disabilities in dealings with the responsible authorities in the context of one or more intervention plans;
- assisting people with disabilities, their families and caregivers in dealings with service providers and, if necessary, making representations on their behalf;
- coordinating, as needed, the service program of a person with disabilities.

For services or assistance

Office des personnes handicapées du Québec

Phone: 1 800 567-1465

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Website: www.ophq.gouv.qc.ca

SERVICES PROVIDED DIRECTLY TO THE PUBLIC BY THE OFFICE

NOTE:

As legally defined in section 1(g) of the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*, a handicapped person is:

“A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities.”

Although government departments and bodies draw on this definition to establish the eligibility requirements for programs under their responsibility, they may set more specific criteria so that you can be admitted into the program.

OTHER GUIDES PUBLISHED BY THE OFFICE

The Office has published three other guides that you may find useful.

Guide des mesures fiscales provinciales et fédérales à l'intention des personnes handicapées, de leur famille et de leurs proches

This guide puts information on provincial and federal tax measures at your fingertips. The measures are divided into five sections: non-refundable tax credits, refundable tax credits, tax deductions, tax exemptions and rebates, and other special measures for people with disabilities.

A fact sheet for each measure provides a description of the measure, the eligibility requirements, how to claim the measure and any conditions that may apply. (in French only)

Family Support Guide for the parents of a child or of an adult with a disability – Parts 1 and 2

This two-part guide is designed to help the parents of a child or an adult with a disability determine their service needs, such as psychosocial support, childcare or sitting services, as well as identify the appropriate resources for addressing their needs.

Part One is entitled *Identifying Your Needs*.

Part Two is entitled *Resources*. It provides the name and contact information of the resources, by region and service type, that offer family support services.

Guide to the education of your child with a disability – Handbook for parents

This guide is intended to inform, support and guide parents in their choices and actions regarding the schooling of their disabled child at the preschool, elementary and secondary levels, whether the child is escolarised into a regular or special education class in a mainstream school or attends a special school.

It provides information on the school environment and the steps parents must take regarding their child's education. It explains the choices and opportunities available to parents, procedures and the role of parents. It also gives resources and references that could be helpful to parents.

These guides are updated on a regular basis and are available for viewing and printing at www.ophq.gouv.qc.ca/publications.

To order a free copy of any of the above guides:

Office des personnes handicapées du Québec

Phone: 1 800 567-1465

TTY: 1 800 567-1477

Email: publication@ophq.gouv.qc.ca

Website: www.ophq.gouv.qc.ca/commanderguides

EDUCATION

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FACT SHEETS 1 TO 5



>>> SPECIAL EDUCATION

PROGRAM DESCRIPTION

Special education consists of services to help handicapped students and students with social maladjustments or learning disabilities (commonly referred to by the French acronym “EHDAA”) reach their maximum potential in terms of education, social skills and competencies.

MAIN ELIGIBILITY REQUIREMENTS

In order for your child to be deemed a handicapped student or a student with social maladjustments or learning disabilities, he or she must be evaluated by qualified personnel. The diagnosis must identify disabilities and limitations that hinder or prevent the student from learning the content of the education program or developing autonomy and achieving social integration.

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AVAILABLE ASSISTANCE

School boards receive funding from the Ministère de l'Éducation et de l'Enseignement supérieur (MEES) to organize educational services to meet the special needs of handicapped students and students with social maladjustments or learning disabilities.

In particular, the school boards receive:

- > a higher basic allocation for needs of handicapped students and students with social maladjustments or learning disabilities to account for their special needs and the amount of services to be provided by school boards and schools;
 - > additional allocations to meet the specific needs of such students:
 - childcare services;
 - acquisition of furniture, equipment and tools adapted to the needs of handicapped students;
 - adaptation of new information and communications technologies;
 - modifications to make buildings barrier-free.
-

APPLICATION PROCEDURE

You must provide your child's school with a diagnostic evaluation performed by a professional in the health and social services network. The school will determine the child's needs and the adapted educational services required.

NOTE:

The school board may also deem your child to be “at risk.” The expression “students at risk” refers to students who present certain vulnerability factors that may affect their learning or behaviour and who, therefore, may be at risk, especially of falling behind either academically or socially, unless there is timely intervention. Students at risk do not fall under the category of “handicapped students and students with social maladjustments or learning disabilities” (EHDAA).

FOR MORE INFORMATION

Program website:

www.education.gouv.qc.ca/commissions-scolaires/aide-et-soutien/adaptation-scolaire/orientations-et-encadrements/
(in French, but access to English publications concerning special education services)

MEES

Phone: 1 866 747-6626

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial special education program. See the information above.

FIRST NATIONS LIVING ON RESERVE

Indigenous and Northern Affairs Canada (INAC) funds First Nations Schools on reserve for students with special needs through the High-Cost Special Education Program (HCSEP).

To qualify as an eligible participant, the following criteria must be met:

- > The student with exceptionalities is registered or is eligible to be registered on the nominal roll, i.e. is enrolled in and attending either a band-operated, federal, provincial, or a private/independent school that is recognized by the province as an elementary or secondary institution.
- > An Individual Education Plan (IEP) must be in place or be in the process of being created when a student has been identified by the school administration or a team of experts as having high-cost special education needs. The IEP must map the student progress during the school year. An IEP is also known as an Individual Learning Plan (ILP), an Individual Program Plan (IPP) or an equivalent plan according to the province of residence.

FOR ASSISTANCE

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- > The student's age is from 4 to 21 years (or the age range eligible for elementary and secondary education support in the province of residence) on December 31 of the school year in which funding support is required.
- > The student is ordinarily resident on reserve (a student who is ordinarily resident on reserve lands that are leased is not eligible for funding unless that student is a registered Indian).

Direct services must represent a minimum of **75%** of the annual HCSEP resources. The direct services HCSEP allocation is to be spent on high-cost student support services.

The following is a list of eligible expenditures for direct services:

- > costs associated with tuition (and tuition top ups) for special education students attending specialized and non-specialized school institutions (i.e. band operated, federal, provincial, or private/independent schools);
- > costs associated with in-school expertise as well as the development and monitoring of IEPs or other professional assessments using provincially recognized methods and techniques;
- > salaries/benefits for special education teachers;
- > salaries/benefits for individual teacher aide/paraprofessional workers;
- > costs associated with educational psychological services;
- > costs associated with counselling/social work services;
- > costs associated with services provided by Elders;
- > costs associated with speech/language services;
- > costs associated with occupational therapy services;
- > costs associated with physical therapy services;
- > costs associated with instructional/resource materials; and
- > costs associated with assistive technologies/equipment purchases.

Indirect Services: Up to **25%** of the HCSEP allocation may be spent on school activities and services that will improve special education programs for high-cost special education needs students.

The following is a list of eligible expenditures for indirect services:

- > costs associated with providing information services;
- > costs associated with contracting professional high-cost special education support and professional assessment services;
- > costs associated with professional development for professional accreditations;
- > costs associated with other professional development (e.g. workshops, conferences);
- > costs associated with accommodations (e.g. lodging [room and board]);
- > costs associated with accommodation needs, and may also include changes in how a student accesses information and demonstrates learning. These may include changes in the method of instruction, the curriculum, and the environment;

- > costs associated with transportation (e.g. the transportation of severely disabled, special day-class pupils, and orthopedically impaired pupils who require a vehicle with a wheelchair lift, as specified in their IEP); and
- > costs associated with emergency transportation.

Who can apply:

- > band councils;
- > federal schools;
- > provincial ministries of education;
- > provincial school boards/districts;
- > private education institutions; or
- > organizations that can be designated by band councils (band/settlements, tribal councils, education organizations, political/treaty organizations, public or private organizations engaged by or on behalf of First Nation bands).

FOR MORE INFORMATION

INAC

Email: education@aadnc-aandc.gc.ca

Phone: 1 800 567-9604 (ask to speak to an Education officer)

Website: www.canada.ca/en/indigenous-services-canada.html

FOR FURTHER ASSISTANCE

Contact the Director of Education or your Band Council in your community.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



PROGRAM DESCRIPTION

This program makes paratransit services available to students with disabilities who are unable to use regular school transportation services. As a rule, school boards are responsible for providing paratransit services, usually by minibus or taxi, as determined by the school board based on the child's disabilities. Students with major disabilities may also be entitled to an attendant.

>>> PARATRANSIT SERVICES

MAIN ELIGIBILITY REQUIREMENTS

To be entitled to paratransit services, your child must:

- > be enrolled in preschool, elementary or secondary school;
 - > have major disabilities;
 - > be unable to use regular school transportation services.
-

AVAILABLE ASSISTANCE

There is no charge for paratransit services for students with disabilities.

NOTE:

Paratransit services provided under this program consist of transportation to and from school every day.

A school board that organizes transportation services at noon to enable a child to go home for lunch may charge the parents for the service.

APPLICATION PROCEDURE

For information on the program or to request paratransit services, contact the school administration when you enrol your child in school.

FOR MORE INFORMATION

MEES

Phone: 1 866 747-6626

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial paratransit program. See the information above.

FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve are transported by the community school bus funded through Indigenous and Northern Affairs Canada (INAC). Some communities have an adapted van or school bus that can be used to transport a disabled student.

If the student attends a provincial school, then the provincial school board usually provides adapted transportation.

However, if the student is attending a specialized school, an allocation of up to **\$5,000** for transporting a high-cost special needs student is provided by the High-Cost Special Education Program.

FOR MORE INFORMATION

INAC

Email: education@aadnc-aandc.gc.ca

Phone: 1 800 567-9604 (ask to speak to an Education officer)

Website: <https://www.canada.ca/en/indigenous-services-canada.html>

FOR FURTHER ASSISTANCE

Contact the Director of Education or your Band Council in your community.

FOR ASSISTANCE

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Email: aide@ophq.gouv.qc.ca

>>> ALLOWANCE FOR SPECIAL NEEDS PROGRAM – ADULTS

Secondary school (vocational training or adult education), college and university education



PROGRAM DESCRIPTION

This program provides financial assistance to adult students who have a recognized major functional disability or another recognized disability for the various types of support required to offset the effects of their disability and enable them to pursue their studies at an educational institution or at home.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for a special needs allowance, you must satisfy the following requirements:

- > You must be a Canadian citizen, a permanent resident, a refugee or a protected person within the meaning of the *Immigration and Refugee Protection Act* [S.C. 2001, c. 27].
- > You must be residing in Québec or be deemed to be residing in Québec at the time you file your *Application for a Special Needs Allowance*.
- > You must be admitted to a designated educational institution in order to pursue recognized secondary school (vocational training or adult education), college or university studies.
- > You must receive a minimum of six credits or 76 hours of instruction per period of study or a minimum of 20 hours of instruction per month. Students who are under any of these thresholds are eligible for reimbursement for specialized services and reproduction of course material into Braille only.
- > You must be suffering from a recognized major functional disability or another recognized disability.

You are not eligible if:

- > you are receiving financial assistance from another organization for the same types of support.

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AVAILABLE ASSISTANCE

The allowance covers certain expenses incurred in order to pursue your studies, such as:

- > Specialized services (reader, note-taker, transcriber, interpreter, attendant).
- > Public paratransit: If you are receiving assistance under the Loans and Bursaries Program and you can use a public paratransit service while living with your parents, no allowance will be paid to you because your transportation expenses are already reimbursed under the Loans and Bursaries Program.

If you are receiving assistance under the Loans and Bursaries Program but do not live with your parents or if you are not receiving assistance under the Loans and Bursaries Program, the average cost of a bus pass will be reimbursed.

- > Private paratransit, taxi or private passenger vehicle, if public paratransit services are absent or inadequate.

NOTE:

If an adequate public paratransit service is available and you choose another means of transportation, only the cost of the public carrier's monthly pass will be reimbursed.

-
- > Housing: If you choose to rent a dwelling near your educational institution due to your disability, a monthly allowance can be paid to cover a portion of the rent. Only public paratransit expenses can be requested along with a housing allowance.
 - > Material resources, such as specialized software, perishable material (e.g. NCR paper, photocopies, CDs), computer access device (e.g. mouth pointing device, keyboard with large letters), course material in Braille.

NOTE:

Material resources exclude furniture (chairs, tables, adapted beds, etc.), digital touch-screen devices (MP3, smartphone, etc.) and electronic tablets.

Reimbursement of the cost of repairing or replacing devices (desktop or laptop computer, augmentative communication device) can be awarded only if the devices were acquired under the Allowance for Special Needs Program.

APPLICATION PROCEDURE

To apply for the special needs allowance:

1. Meet with the person responsible for integrating disabled students at your educational institution. That person will verify if you are suffering from a functional disability recognized by Aide financière aux études. If, following this verification, that person deems it appropriate, he or she will determine the types of assistance you require to pursue your studies, in accordance with the recognized major functional disability or other recognized disability from which you suffer. He or she will also let you know what documents and forms you must send so that your application can be analyzed.

NOTE:

The special needs assessment and related recommendations must be made by the individual who is responsible for integrating disabled students at the educational institution. If that person deems it appropriate, he or she may consult a health professional specialist in the field of your disability.

FOR ASSISTANCE

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Email: aide@ophq.gouv.qc.ca

2. Fill out the “Application for a Special Needs Allowance” online form. After you have submitted your request, you have 60 days to submit the recommendation and other documents required, if any, to Aide financière aux études.
3. Obtain the documents required to analyze your application and have them filled out. You have to send the required documents and forms, duly filled out and signed by qualified professionals, to Aide financière aux études. Here are some examples of the documents you could be asked to submit: price quote, letter from the public paratransit carrier, lease, service contract, etc.
4. When all the documents have been filled out, meet with the person responsible for integrating disabled students at your educational institution again. After consulting the documents that you have given him or her, that person will carry out an initial evaluation of your file. If he or she deems it appropriate, that person will fill out the “Recommendation on Types of Assistance Required” (1088) form and will give you a copy that you must send to Aide financière aux études. This form and all other required documents must be sent in a single envelope, no later than 60 days after the online “Application for a Special Needs Allowance” form was submitted to Aide financière aux études.

Once all of the documents have been received, Aide financière aux études will issue you a financial assistance statement that will inform you of the exact amount to be awarded to you. You can access the statement via your online file. Fill out the “Identification” section and click on the tabs “Your File” and “Special Needs”.

NOTE:

The issuing of the financial assistance statement and the payment of the allowance instalments may be delayed if the documents arrive late or do not comply with the specifications.

At the end of each period of study, you must send us all the supporting documents for the expenses incurred during that period. The following documents must be sent to us in a single transmittal:

- > all the receipts issued by the resource persons that provided specialized services;
- > all the paid invoices for all material resources and paratransit services.

All supporting documents must be sent no later than 30 days following the end of the period of study concerned. The documents that are available when the *Recommendation on Types of Assistance Required* (1088) form is sent can be attached to that form.

FOR MORE INFORMATION

Program website:

www.afe.gouv.qc.ca/en/allowance-for-special-needs-adults/allowance-for-special-needs-program-adults/

AFE

Phone: 1 844 510-0030

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial Allowance for Special Needs Program. See the information above.

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FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve are funded for adult education and vocational training through the **Aboriginal Skills and Employment Training Strategy (ASETS)** managed by the local Human Resources Development Officer. The local ASETS program may have the flexibility to provide extra support to meet the needs of students with disabilities.

As well, First Nations attending postsecondary institutions are funded through the Indigenous and Northern Affairs Canada (INAC) **Postsecondary Student Support Program (PSSP)**, which is managed locally in each community.

Please contact your PSSP Counsellor for information on what is available to support the needs of students with disabilities attending postsecondary institutions. The postsecondary institutions attended by disabled students have a person responsible for integrating disabled students and the institution may provide the types of assistance that you require. The PSSP Counsellor can assist you in contacting the person responsible at the institution you are attending.

Should the extra support required not be available at the institution or through these federal programs, students should apply to the provincial **Allowance for Special Needs Program** of the Ministère de l'Éducation et de l'Enseignement supérieur (MEES), which provides various types of support.

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FOR FURTHER ASSISTANCE

Contact the Director of Education or your Band Council in your community.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

>>> ALLOWANCE FOR SPECIAL NEEDS PROGRAM – YOUTH

Private preschools, elementary schools and secondary schools not accredited for purposes of subsidies



PROGRAM DESCRIPTION

This program is designed for students who attend a private preschool, elementary school or secondary school not accredited for purposes of subsidies, located in Québec, and whose special needs limit their learning activities at home. The program enables such students to obtain the material resources required at home to pursue his or her studies.

NOTE:

Before filing an application for a special needs allowance, please contact the administration of the school your child attends to find out whether the school is accredited for purposes of subsidies.

If your child attends an institution in the public sector or a private school accredited for purposes of subsidies, you must not apply to Aide financière aux études regarding his or her special needs, but rather directly contact the school he or she attends.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for a special needs allowance, your child must:

- > be a Canadian citizen, a permanent resident, a refugee or a protected person within the meaning of the *Immigration and Refugee Protection Act* (S.C. 2001, c. 27);
- > be residing in Québec or be deemed to be residing in Québec at the time the Application for a Special Needs Allowance is filed;
- > be admitted to an educational institution that is recognized by the Minister to pursue studies in a recognized program at a **private educational institution that is not accredited by the Minister for grants to students**;
- > be considered a full-time student by the educational institution or receive a minimum of 20 hours of instruction per month at the preschool, elementary or secondary levels, excluding vocational training and adult education;
- > be suffering from one of the following major functional disabilities:
 - severe visual impairment;
 - severe hearing impairment;
 - motor impairment;
 - organic impairment;
 or be suffering from one of the following recognized disabilities:
 - minimum hearing threshold of 25 decibels;
 - paralysis of a single limb;
 - paresis of one or more limbs;
 - language or speech impairment.

Your child is not eligible if:

- > he or she is receiving financial assistance from another organization for the same needs.

AVAILABLE ASSISTANCE

The cost of the following adaptive equipment may be reimbursed:

- > specialized software;
- > computer access device: only substitutes or alternatives to a standard keyboard (e.g. keyboard with large letters), a standard mouse (e.g. mouth pointing device) and a standard screen (e.g. software to enlarge cursor or pointer) are reimbursed.

Your child could be entitled to:

- > a maximum allowance of **\$2,000** for the purchase of a desktop or laptop computer, including the computer, monitor, keyboard, mouse, printer and, if applicable, operating system (e.g. Windows) and office suite software such as word processing, spreadsheet and presentation;

NOTE:

Anti-virus software, extended warranties and installation costs are not reimbursed. The cost of a carrying bag and speakers are reimbursed only if recommended to offset your child's disability.

The computer, monitor, keyboard, mouse, printer and, if applicable, operating system and office suite software such as word processing, spreadsheet and presentation are reimbursed only once in a lifetime.

- > additional peripherals related to the computer, which will be reimbursed on condition that they:
 - are required to offset the effects of your child's disability; and
 - are acquired at the same time as the computer.
 - > an assistive communication device, which will be reimbursed for non-vocal persons who have particular difficulty in making themselves understood. The device must enable the user to construct a message with symbols or pictograms, which are subsequently translated into an auditory message or a text.
-

NOTE:

A communication aid is reimbursed only once over the course of a student's lifetime.

The coverage provided by the manufacturer's guarantee takes precedence over any authorization for the repair or replacement issued by Aide financière aux études (AFE). Consequently, before filling out this application, you must be sure that the equipment repair or replacement is not covered by the manufacturer's guarantee or that the guarantee is expired. Expenses incurred to repair a device (desktop computer, laptop computer or assistive communication device) or to replace one may be reimbursed only if that equipment was acquired under the Allowance for Special Needs Program.

Adaptive equipment and/or material resources do not include furniture (chairs, tables, adapted beds for special needs, etc.), haptic screen portable digital devices (MP3 players, smartphones, etc.) and electronic tablets.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

APPLICATION PROCEDURE

If you are filing an application for a special needs allowance:

1. Print the “Application for a Special Needs Allowance - Youth” form, available on the Aide financière aux études (AFE) website.
2. Meet with a health professional (occupational therapist, speech therapist, audiologist, physiatrist) to enable him or her to evaluate your child’s special needs and fill out section 5 (“Recommendation”) of the form.
3. Have section 6 (“Medical certificate”) of the form filled out by a general physician or a medical specialist for recognition of the child’s disability.
4. Have section 3 (“Studies and Confirmation”) filled out by the principal of your child’s school, who will give you a signed letter in support of your application.
5. Obtain a price quote for the material resources your child requires to pursue his or her studies.
6. Mail or fax the completed form to the AFE, along with the letter from the principal and the price quote.

NOTE:

Applications for a special needs allowance must be filed no later than 60 days after the student’s last month of study in the award year concerned.

The student’s name and permanent code must be written on all documents submitted to the AFE.

7. Send the invoice confirming payment of the material resources to the AFE no later than 60 days following receipt of the allowance instalment.

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FOR MORE INFORMATION

Program website:

<http://www.afe.gouv.qc.ca/en/allowance-for-specialneeds-youth/allowance-for-special-needs-program-youth/>

AFE

Phone: 1 844 510-0030

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial Allowance for Special Needs Program. See the information above.

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FIRST NATIONS LIVING ON RESERVE

First Nations students living on reserve and attending school may receive allowances for books and supplies through allocations provided by Indigenous and Northern Affairs Canada (INAC).

Special needs students may be eligible to receive additional materials or equipment needed for learning through the **High-Cost Special Education Program (HCSEP)**, also funded by INAC. However, funding is often limited. Students must be assessed and evaluated as high-cost special needs to receive additional services by the community Special Education Coordinator before applying.

The assistive technologies and equipment purchases permitted under this program are listed in the National Guidelines and include such items as Audiocalc, Audisee, Smart Keyboard, JAWS for Windows, V-Cam, etc.

The cost of materials and equipment is included in the tuition fees charged by specialized schools outside the community frequented by First Nations students with disabilities. These tuition fees are paid by INAC based on invoices received from the community.

Students attending provincial schools identified and assessed as high-cost special needs receive services based on funding requests made by the school board on their behalf to Indigenous and Northern Affairs Canada.

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FOR MORE INFORMATION

INAC

Email: education@aadnc-aandc.gc.ca

Phone: 1 800 567-9604 (ask to speak to an Education officer)

Website: www.aadnc-aandc.gc.ca/eng/1_001_000-33697/1_001_000-33698

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FOR FURTHER ASSISTANCE

Contact the Director of Education or your Band Council in your community.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



PROGRAM DESCRIPTION

This program enables Québec students with a major functional disability or serious mental or physical health disorder and insufficient financial resources to pursue full-time vocational training at the secondary school level or college or university studies.

>>> LOANS AND BURSARIES PROGRAM TO HELP STUDENTS PURSUE THEIR STUDIES

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are a Canadian citizen, a permanent resident, a refugee or a protected person within the meaning of the *Immigration and Refugee Protection Act* (S.C. 2001, c. 27);
- > you reside or are deemed to reside in Québec when applying for financial assistance within the meaning of the *Regulation respecting financial assistance for education expenses*;
- > you are or will be admitted to an educational institution recognized by the Ministère de l'Éducation et de l'Enseignement supérieur (MEES);
- > you are unable to pursue full-time studies for more than one month in a given award year because of this disorder;
- > you attend a minimum of 20 course hours a month;
- > you satisfy the general terms and conditions of the Loans and Bursaries Program;

You are also eligible if you have a recognized **major functional disability**, that is:

- > You have a permanent physical handicap that persistently and significantly limits the ability to carry out daily activities and pursue an education. The following types of major functional disabilities are recognized by Aide financière aux études (AFE):
 - severe hearing impairment;
 - severe visual impairment;
 - motor impairment;
 - organic impairment.

Or you have a **serious mental or physical health disorder**, that is:

- > You suffer from a serious episodic and permanent disorder that is confirmed by a medical certificate from a general practitioner or a medical specialist.
- > You are unable to pursue full-time studies for more than one month in a given award year because of this disorder.

NOTE:

The Loans and Bursaries Program is contributive in nature, meaning that students and, if applicable, their parents, spouse or sponsor are primarily responsible for the cost of their education.

AVAILABLE ASSISTANCE

If you have a **major functional disorder**, you could:

- > receive financial assistance during summer even if you are not pursuing studies during that session, as long as you are enrolled in the fall term following the current award year;
- > receive an allowance for expenses related to your special needs;
- > obtain self-supporting student status if you have been attending university for at least three years and have earned 45 credits in a single program;
- > receive the full amount of your financial assistance as a bursary.

If you suffer from a serious episodic and permanent mental or physical health disorder, you could:

- > qualify for the Loans and Bursaries Program even if you are a part-time student;
 - > receive financial assistance during the summer even if you are not pursuing studies during that session, as long as you promise to continue your studies in the fall of the same year;
 - > have only half the number of your months of study used in the calculation of your eligibility periods when enrolled as a part-time student.
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APPLICATION PROCEDURE

If you have one of the recognized **major functional disabilities**, you must indicate that on your “Application for Financial Assistance” form. You must also have a general practitioner or medical specialist fill out and send the AFE the “Medical Certificate—Major Functional Disabilities and Other Recognized Disabilities” form.

If you suffer from a serious mental or physical health disorder, you need to provide a medical certificate. To do this, you first need to pick up the “Medical Certificate Confirming a Serious Health Disorder” form from your educational institution’s student aid office. Have your doctor fill it out and bring it back to the student aid office.

The medical certificate is valid for the current award year. You can apply again in future award years, but you will need to submit a new certificate that confirms your state of health each time.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

NOTE:

The scope of these measures is limited to individuals experiencing a serious situation stemming from a major and permanent health problem. For example, a limb broken during sports or a difficult period of mourning cannot alone qualify an individual for these measures.

FOR MORE INFORMATION**Program website in the case of a serious mental or physical health disorder:**

www.afe.gouv.qc.ca/en/loans-and-bursariesfull-time-studies/loans-and-bursaries-program/serious-mental-or-physical-health-disorder/

Program website in the case of a major functional disability:

www.afe.gouv.qc.ca/en/loans-and-bursariesfull-time-studies/loans-and-bursaries-program/serious-mental-or-physical-health-disorder/

AFE

Phone: 1 844 510-0030

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations living on or off reserve may qualify for the provincial Loans and Bursaries Program to help people with a serious physical or mental health disorder pursue their studies. See the information above.

First Nations can also access the **Postsecondary Student Support Program** funded by Indigenous and Northern Affairs Canada. One of the requirements for full funding support is that the student be enrolled full time.

FOR MORE INFORMATION

Contact the Director of Education or your Band Council in your community.

EMPLOYMENT

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FACT SHEETS 6 TO 9



PROGRAM DESCRIPTION

The purpose of this program is to facilitate the hiring and retention of people with disabilities in a standard workplace. More generally, the program is designed to promote equal employment opportunity for people with disabilities.

>>> EMPLOYMENT INTEGRATION CONTRACT

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for this program if:

- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:

“A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;
 - > your abilities enable you to meet at least 15% of productivity requirements in the first year of a given job and 25% in subsequent years;
 - > you are able to work between 12 and 40 hours a week in a standard workplace.
-

AVAILABLE ASSISTANCE

Employment integration contracts (*Contrat d'intégration au travail*) enable employers to be reimbursed for certain costs incurred for workplace accommodations for an employee with disabilities. Various forms of financial assistance are available, including a wage subsidy to compensate for the employee's lower productivity and the extra supervision required due to the employee's functional disabilities as well as coverage of certain additional costs, such as those incurred to make the workplace barrier-free or adapt the employee's workstation.

Employment integration contracts consist of eight components, which may complement each other (more than one component may be funded under a single agreement or under success agreements):

- > **Wage subsidy:** the employer is reimbursed for a portion of the wages of an employee with disabilities to compensate for lost productivity (maximum of **85%** the first year and **75%** subsequent years). The maximum term of the wage subsidy agreement is 52 weeks. The agreement may be renewed if the need is demonstrated.
- > **Assessment:** an on-site assessment is conducted to determine the disabled person's ability to integrate the workplace. The maximum assessment period is 13 weeks per year.

- > **Coaching:** the program covers part or all of the wages of an accompanying person hired to provide the extra supervision required when more than one person with disabilities integrates the same workplace at the same time. The maximum coaching period is 13 weeks for the same eligible employees and is not renewable.
- > **Salary compensation for medical treatments:** ensures that a person with disabilities who has to miss work to get medical treatment for his or her disability can continue to draw an income. The maximum period covered is six weeks per year. Certain conditions apply.
- > **Barrier-free workplace:** a single employer receives maximum financial assistance of **\$10,000** to cover part of the cost of making the workplace barrier-free and safe for a person with disabilities, including the cost of an assessment, if applicable.
- > **Adaptation of a workstation:** the employer receives maximum financial assistance of **\$10,000** to cover the cost of adapting a workstation to the needs of a person with disabilities, including the purchase, installation, repair, upgrading and replacement of equipment, including the cost of an assessment, if applicable.
- > **Interpretation services:** the employer receives financial assistance to cover the cost of interpretation services needed to accommodate a person with a hearing impairment. The financial assistance granted for interpretation services is commensurate with the rates in effect and based on one-off needs or to perform the employee's duties. An *Interprétariat* agreement runs for a maximum of 52 weeks and is renewable where necessary.
- > **Special consideration:** the employer receives financial assistance to cover the cost of meeting an essential need to integrate or retain a person with a disability, provided the need is not covered by other components of the employment integration contract measure. There is no predetermined maximum amount, as requests are reviewed on a case-by-case basis.

APPLICATION PROCEDURE

Contact the local employment centre (CLE) to find out how to apply. It will refer you to the specialized manpower service for people with disabilities in your region.

The outside resource that files the application with Emploi-Québec must demonstrate the need for accommodation. In addition, you must obtain a medical certificate from a health care professional attesting to your diagnosis. You may have to provide additional information showing that you have a significant and persistent disability. The outside resource mandated by Emploi-Québec will draw up the employment integration contract to be entered into with the employer and do the necessary follow-up to facilitate your workplace integration.

Employers wishing to hire a person with disabilities can contact the Service d'assistance aux employeurs at Emploi-Québec.

NOTE:

The amounts granted under an employment integration contract depend on the available funding.

Numerous programs exist to either facilitate employment integration and retention of people with disabilities or help them acquire skills to increase their chances of securing and keeping a job. In addition to the programs mentioned in this section, Emploi-Québec offers other programs and services that are open to people with disabilities. For details, contact the local employment centre (CLE).

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

Last updated: November 2017

FOR MORE INFORMATION

Program website:

www.emploi.quebec.gouv.qc.ca/entreprises/recruter/aide-financiere-a-lembauche/contrat-dintegration-au-travail/
(French only)

To find the nearest CLE:

www.mtess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/index_en.asp

Emploi-Québec

Phone: 1 877 767-8773

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations handicapped persons living on or off reserve are eligible for these employment measures if they meet the eligibility requirements. Go to the local employment centre (CLE) to fill out the necessary forms. See the information above.

First Nations businesses that wish to hire a handicapped person may also benefit from this program. The measures reimburse some of the costs required to integrate people with disabilities or keep them employed. The employer must be able to provide the handicapped person with an adapted workplace and collaborate with Emploi-Québec in the follow-up of their file. This could include:

- > the services of an expert in assessing your needs and assistance to help you find employment;
- > the cost of adapting a workstation to your requirements;
- > the cost of Québec sign language interpreting services;
- > salary compensation for medical treatments.

First Nations businesses that wish to apply for these measures to help them employ a person with disabilities can obtain information from the Services d'assistance aux employeurs at Emploi-Québec.

A list of the specialized services available to help people with disabilities enter the labour market is available on the following website:

www.emploi.quebec.gouv.qc.ca/en/citizens/profiles/persons-with-disabilities/

However, the page referred to for the integration service details is in French. Most descriptive information is available only in French on the Emploi-Québec website for programs related to businesses. However, if you call Emploi-Québec, there are English language services available by phone for businesses and individual clients. Not all of the CLE offices are bilingual.

FOR MORE INFORMATION

Website: www.emploiuebec.gouv.qc.ca/entreprises/recruter/aide-financiere-a-lembauche/contrat-dintegration-au-travail/ (French only)

Emploi-Québec:

Phone: 1 877 767-8773 or visit your CLE office.

If you call Emploi-Québec there are English language services available by phone for businesses and individual clients. Not all of the CLE offices are bilingual.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> GRANT PROGRAM FOR ADAPTED BUSINESSES

PROGRAM DESCRIPTION

This program helps people with significant limitations or difficulty adapting to a standard workplace obtain gainful employment. As a rule, available jobs do not require a degree, diploma or relevant work experience.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for this program if:

- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:

“A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;

- > you have job skills, but have significant limitations or major difficulties adapting to a standard workplace.

An adapted business must be accredited by Emploi-Québec and satisfy the following conditions in particular:

- > It must be a non-profit organization or a cooperative and at least **60%** of its employees, at all times, must have a disability and meet the eligibility requirements of the grant program for adapted businesses.
- > It must give those employees meaningful and gainful employment in compliance with labour laws.

AVAILABLE ASSISTANCE

The assistance is granted directly to the adapted business in the form of a wage subsidy. The duration of the subsidy varies on a case-by-case basis and can even be long-term. The contribution allows adapted businesses to offer people with disabilities gainful employment and adapt the workplace to meet the employee’s needs.

APPLICATION PROCEDURE

Contact the local employment centre (CLE) to find out how to apply. It will refer you to the specialized manpower service for people with disabilities in your region.

NOTE:

Numerous programs exist to either facilitate employment integration and retention for people with disabilities or help them acquire skills to increase their chances of securing a job. In addition to the programs mentioned in this section, Emploi-Québec offers other programs and services that are open to people with disabilities. For details, contact your CLE.

FOR MORE INFORMATION**Program website:**

www.emploiuebec.gouv.qc.ca/entreprises/recruter/aide-financiere-a-lembauche/programme-de-subventions-aux-entreprises-adaptees/ [French only]

To find the nearest CLE:

www.mtess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/index_en.asp

Emploi-Québec

Phone: 1 877 767-8773

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations members who have a disability and are living on or off reserve and First Nations businesses that are adapted for handicapped persons qualify for wage subsidies under this Emploi-Québec program if they meet the eligibility requirements. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> WORK-READINESS SKILLS PROGRAM FOR PEOPLE WITH DISABILITIES

PROGRAM DESCRIPTION

This program (*Programme de développement de l'employabilité à l'intention des personnes handicapées*, PDEIPH) enables people with disabilities to enhance their employability skills through employment with the Québec public service.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if, at a minimum:

- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:
“A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;
- > you have the qualifications required for the job class concerned;
- > you would like to work in the public service;
- > you have not participated in the PDEIPH before and do not have significant experience in the Québec public service.

AVAILABLE ASSISTANCE

You could be hired for 12 months and enjoy the same employment conditions as those granted to casual workers (accumulation of vacation and sick leave, group insurance plan, retirement plan).

You could work in any number of fields and receive coaching so that you can obtain the qualifications needed to get a job in the Québec public service. If necessary, the job manager can adapt the workstation and tools to accommodate your needs.

If you successfully complete the program, you will be eligible to apply to a closed competition and possibly get hired for a casual or regular position in the department or agency where you participated in the program.

APPLICATION PROCEDURE

Contact the local employment centre (CLE) to find out how to apply. It will refer you to the specialized manpower service for people with disabilities in your region, which will evaluate your application.

FOR MORE INFORMATION

Program website:

www.tresor.gouv.qc.ca/ressources-humaines/acces-a-legalite-en-emploi/programmes-et-mesures/pdeiph/
(French only)

Secrétariat du Conseil du trésor

Phone: 1 866 552-5158

To find the nearest CLE:

www.mtess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/index_en.asp

Emploi-Québec

Phone: 1 877 767-8773

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

The Québec government work-readiness skills program for people with disabilities is open to First Nations people according to the job openings in their field. See the information above.

FIRST NATIONS LIVING ON RESERVE

For First Nations living on reserve only, the federal **Aboriginal Skills and Employment Training Strategy (ASETS)** grants Indigenous agreement holders a chance to enhance skills development and employment services for people with disabilities.

The **ASETS** also provides funding through the Opportunities Fund for Persons with Disabilities for the following activities:

- > skills for employment;
- > wage subsidy;
- > self-employment;
- > enhanced employment assistance services;
- > employer awareness.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION

Contact your local Human Resources and Development Office or your Band Council.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

>>> OPPORTUNITIES FUND FOR PERSONS WITH DISABILITIES

[federal government]



PROGRAM DESCRIPTION

The objective of the Opportunities Fund is to assist persons with disabilities prepare for, obtain and keep employment or become self-employed, thereby increasing their economic participation and independence.

MAIN ELIGIBILITY REQUIREMENTS

To participate in the Opportunities Fund, you must:

- > have a permanent physical or mental disability that restricts your ability to perform daily activities;
- > be legally entitled to work in Canada according to the relevant provincial and federal legislation and regulations;
- > be a Canadian citizen, permanent resident or a person who has been granted refugee status in Canada;
- > not be eligible for assistance under Employment Insurance (EI) employment benefits or any similar programs that are the subject of agreements with provinces, territories or organizations entered into pursuant to the *Employment Insurance Act*; and
- > require assistance to prepare for, obtain and keep employment or self-employment.

AVAILABLE ASSISTANCE

Financial assistance may be provided to:

- > give the support you need to facilitate your integration into employment (e.g. employment preparation activities or provision of job coaches, advisors, technical experts and teaching assistants to assist with integration into the workforce);
- > start a business and become self-employed. You may receive income support and other supports, as well as technical and consultative support to help you assess your business concept, prepare a business plan and launch your enterprise;
- > undertake short-duration training (maximum of 6 months) and develop skills, from basic to advanced, that are required for employment;
- > financially support employers to encourage them to hire persons with disabilities (minimum of 8 participants). The subsidy provided to the employer is an established share of actual wages paid to the participant and mandatory employment-related costs. In order for this activity to be eligible for funding and in support of labour market needs, participants must be placed in vacant or newly created positions that offer meaningful mainstream employment opportunities and that are part of an employer's normal business operations.

APPLICATION PROCEDURE

Contact the local employment centre (CLE) to find out how to apply. It will refer you to the specialized manpower service for people with disabilities in your region, which will evaluate your application.

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FOR MORE INFORMATION

Program website:

www.canada.ca/en/employment-social-development/services/funding/disability-opportunity/applicant-guide.html

Service Canada

Phone: 1 800 622-6232

SPHERE

Phone : 1 888 455-4334 (Québec area)

1 866 239-1177 (Montréal area)

To find the nearest CLE:

www.mtess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/index_en.asp

Emploi-Québec

Phone: 1 877 767-8773

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve are eligible for the provincial component of the Opportunities Fund for Persons with Disabilities. See the information above.

Information can be found at your CLE office. Note that not all of the CLE offices provide services in English.

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FIRST NATIONS LIVING ON RESERVE

For First Nations living on reserve only, the federal **Aboriginal Skills and Employment Training Strategy (ASETS)** grants Indigenous agreement holders a chance to enhance skills development and employment services for people with disabilities.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

The **ASETS** also provides funding through the Opportunities Fund for Persons with Disabilities for the following activities:

- > skills for employment;
 - > wage subsidy;
 - > self-employment;
 - > enhanced employment assistance services;
 - > employer awareness.
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FOR MORE INFORMATION

Contact your local Human Resources and Development Office or your Band Council.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

HOUSING ASSISTANCE

FACT SHEETS 10 TO 15



>>> RESIDENTIAL ADAPTATION

PROGRAM DESCRIPTION

The purpose of this program is to ensure that people with disabilities can enter and exit their home, perform their daily routines and, therefore, continue to live in their own home.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:
 “A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;
- > you can submit a report from an occupational therapist or a health professional demonstrating that your impairment is significant and persistent, and that the disability requires alterations to your home;
- > you are a Canadian citizen or permanent resident.

You are not eligible if:

- > you are eligible for residential adaptation assistance under another public or private insurance plan or program, in particular the plans offered by the Société de l’assurance automobile du Québec (SAAQ) and the Commission des normes, de l’équité, de la santé et de la sécurité du travail (CNESST), including the Compensation Plan for Crime Victims (IVAC) it administers, an insurance plan administered by a private or public corporation, Veterans Affairs Canada’s Health Care Program (home adaptation element) and the Residential Adaptation Subsidy under the AccèsLogis Québec program.

To qualify, a building must be the principal residence of the person with a disability. It may be:

- > a single-family house;
- > an apartment under co-ownership;
- > a mobile home;
- > a dwelling unit;
- > a room.

It may also be a residential unit offered by a family-type resource or an intermediate resource that provides accommodation for a maximum of nine people within the meaning of the *Act respecting health services and social services* or by a seniors' residence that provides accommodation for a maximum of nine people and is accredited by the Ministère de la Santé et des Services sociaux.

If you are a tenant, you must obtain your landlords' permission to carry out the adaptations, as they will become an integral part of the building.

AVAILABLE ASSISTANCE

For 2017, the maximum financial assistance is **\$16,000** per eligible person. In specific cases determined by the Société d'habitation du Québec, an additional amount of up to **\$7,000** may be paid.

In cases where specialized equipment is required, additional assistance not exceeding **\$10,000** may also be paid, based on criteria determined by the Société d'habitation du Québec.

The financial assistance is remitted to the owner of the residential unit and the amount depends on several criteria, including household income of the person with a disability and whether that person requires the installation of specialized equipment.

The admissible work is determined by the municipal partner based on the terms of the program and the recommendations made by the occupational therapist. This work must meet the needs of the person with a disability.

Work is admissible if:

- > it modifies and adapts the residence of the person with a disability so that the person can enter and exit the unit, access essential rooms (bedroom, bathroom, kitchen, dining room and living room) without assistance and perform all essential daily routines;
- > it constitutes a simple, functional, low-cost solution;
- > it is permanent in nature.

Examples of admissible work include installation of an outside access ramp, remodelling of a bathroom or widening of door frames.

Work performed before authorization is granted by the municipality, regional county municipality or the Société d'habitation du Québec will not receive financial assistance.

APPLICATION PROCEDURE

1. Obtain the program registration form ("Inscription au Programme") from an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS), depending on the region, or from the Société d'habitation du Québec (SHQ). The duly completed form must be sent to the SHQ.
2. The SHQ will send your registration to your health institution and your municipality or regional county municipality (RCM). The health institution will be responsible for producing the occupational therapist's report needed to draw up a list of admissible work and determine the amount of financial assistance granted.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

3. A representative from the municipality or RCM will visit your home and draw up a list of admissible work, based on the occupational therapist's recommendations.
4. You must obtain one or more bids from contractors holding the appropriate licences from the Régie du bâtiment du Québec.
5. You must await authorization from the municipality, RCM or SHQ.
6. Once you have received authorization, the work may be performed.

You will be reimbursed for the work once it has been completed and the municipality or RCM has checked to ensure that it has been carried out as agreed.

NOTE:

A person with disabilities may obtain financial assistance under the Residential Adaptation Assistance Program (RAAP) more than once for adaptations to the same dwelling. However, a new application form may not be filed until at least one year AFTER the final payment of financial assistance under the RAAP or payment of the Residential Adaptation Subsidy for a project under the AccèsLogis Québec program, as the case may be.

If it has been between 1 and 5 years since the final payment of financial assistance was received, the new application for financial assistance must be justified by:

- > a change in the disabled person's circumstances since the previous application was filed;
- > the person has a new need that did not exist at the time of the first application.

The change in circumstances must be major and not foreseeable. It may be physical or psychosocial in nature.

If it has been 5 years or more since the final payment of financial assistance was received, no justification is required and the financial assistance previously granted is not considered in determining the new amount of financial assistance granted. In addition, financial assistance may be granted to perform any work not completed under the previous application.

FOR MORE INFORMATION

Program website:

www.habitation.gouv.qc.ca/english/programme/programme/residential_adaptation_assistance_program.html

SHQ

Phone: 1 800 463-4315

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial Residential Adaptation Assistance Program. See the information above.

FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve must apply for adaptation of their home through the **Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-D) On-Reserve** managed by their Band Council. This program offers financial assistance to Band Councils to undertake accessibility work to modify dwellings occupied or intended for occupancy by low-income persons with disabilities.

The total household income must be at or below the established income threshold for their area and the property must meet minimum health and safety standards. Assistance is in the form of a forgivable loan.

Assistance is provided for one hundred per cent (100%) of the total cost of the modifications up to the maximum loan amount for the area or region. Occupants must continue to occupy the home for the term of the loan.

Another Canada Mortgage and Housing Corporation (CMHC) program available on reserve to assist with accessibility modifications and adaptations for seniors is **Home Adaptations for Seniors Independence Program (HASI) On-Reserve**.

This program helps First Nations and First Nation members pay for minor home adaptations to on-reserve properties to extend the time low-income seniors can live in their own homes independently.

First Nations living on reserve may qualify for assistance as long as the occupant of the dwelling where the adaptations will be made meets the following eligibility criteria:

- > is 65 and over;
- > has difficulty with daily living activities brought on by aging;
- > total household income is at or below a specified limit for your area;
- > dwelling unit is a permanent residence.

FOR ASSISTANCE

Office des personnes handicapées du Québec

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Email: aide@ophq.gouv.qc.ca

The adaptations should be minor items that meet the needs of seniors with an age-related disability. They could be:

- > handrails;
- > easy-to-reach work and storage areas in the kitchen;
- > lever handles on doors;
- > walk-in showers with grab bars;
- > bathtub grab bars and seats.

All adaptations should be permanent and fixed to the dwelling.

FOR MORE INFORMATION

Contact your Band Council or Housing Manager.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> LOW-RENTAL HOUSING

PROGRAM DESCRIPTION

This program makes subsidized housing available to low-income households, in particular people with a motor impairment who use a wheelchair or households that include a person with such impairment.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if you have a low income and meet the following tenant eligibility requirements:

- > You can take care of your essential needs independently or with outside help or the help of a caregiver, in particular those needs related to personal care and ordinary household tasks.
- > You are a Canadian citizen or permanent resident within the meaning of the *Immigration and Refugee Protection Act* (S.C. 2001, c. 27) and are a Québec resident.
- > You have resided in Québec or, if the by-law of the lessor provides for it, in the selection territory of the lessor for at least 12 months in the 24 months preceding your application.

This residency condition does not apply to a disabled person who, due to a motor impairment, is likely to have difficulty entering a dwelling or moving around in it, or whose household includes such a person, or to a person who is a victim of domestic violence subject to certain conditions.

For the leasing of a dwelling owned by a rental housing cooperative or a non-profit organization, the applicant must also meet the conditions for eligibility specific to the cooperative or organization.

AVAILABLE ASSISTANCE

The assistance available under the program takes the form of a subsidy granted by your housing bureau ("Office municipal d'habitation"), allowing you to pay less rent for your dwelling. The rent payable by you is based on your household's total income in the year preceding the new lease. It is equal to **25%** of your income, including heating costs.

However, you may be required to pay an additional amount for electricity, parking or air conditioning, depending on the services included in your lease.

In some types of low-rental housing, additional amounts may also be payable for special services, such as nursing care and cafeteria services.

Available dwellings are allocated on the basis of certain criteria (seniors, families) and according to the number of people who will live in the dwelling (alone or with a spouse and/or children).

APPLICATION PROCEDURE

The Low-Rental Housing Program is funded in part by the Société d'habitation du Québec (SHQ), in cooperation with its partners. If you would like to take advantage of the program, you must apply to a housing bureau, housing cooperative or non-profit organization in your region. A directory of these organizations is available on the Répertoire des organismes page of the SHQ website. If you are eligible for the program, you will be put on a waiting list and will have to complete a new application form each year.

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FOR MORE INFORMATION

Program website:

www.habitation.gouv.qc.ca/english/programme/programme/low_rental_housing.html

Directory of SHQ-accredited organizations:

www.habitation.gouv.qc.ca/repertoire.html

SHQ

Phone: 1 800 463-4315

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial Low-Rental Housing Program. See the information above.

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FIRST NATIONS LIVING ON RESERVE

For First Nations living on reserve, there are some communities that provide low-income housing; however, access and eligibility requirements are determined locally by the Housing Department of the Band Council.

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FOR MORE INFORMATION

Contact your Band Council or Housing Manager.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> RENT SUPPLEMENT

PROGRAM DESCRIPTION

The Rent Supplement Program helps low-income households to live in private-sector rental dwellings or dwellings belonging to housing cooperatives or non-profit organizations, and to pay a rent similar to that for low-rental housing.

MAIN ELIGIBILITY REQUIREMENTS

A number of criteria, including income, are used to establish eligibility. However, some people, in exceptional circumstances, may be given priority over the waiting list. They include domestic violence victims and people whose homes have been accidentally destroyed.

AVAILABLE ASSISTANCE

The amount payable in rent for the dwelling is equal to **25%** of the household's total income for the calendar year prior to the signing of the lease. It includes heating costs. The Rent Supplement covers the difference between the portion payable by the tenant (25% of the household's income) and the rent agreed upon with the landlord.

Additional amounts may be added to cover electricity and parking expenses, depending on the services included in the lease.

The amount is paid to the building owner and covers the difference in cost between the rent amount and the household's contribution.

APPLICATION PROCEDURE

The Rent Supplement Program is funded in part by the Société d'habitation du Québec (SHQ), in cooperation with its partners. If you would like to take advantage of the program, you must apply to a housing bureau, housing cooperative or non-profit organization in your region. A directory of these organizations is available on the Répertoire des organismes page of the SHQ website. If you are eligible for the program, you will be put on a waiting list and will have to complete a new application form each year.

FOR MORE INFORMATION

Program website:

www.habitation.gouv.qc.ca/english/programme/programme/rent_supplement.html

Directory of SHQ-accredited organizations:

www.habitation.gouv.qc.ca/repertoire.html

SHQ

Phone: 1 800 463-4315

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial Rent Supplement Program. See the information above.

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FIRST NATIONS LIVING ON RESERVE

First Nations dwellings on reserve **do not qualify** for this program. However, some communities may have programs that offer rent subsidies for disabled persons.

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FOR MORE INFORMATION

Contact your Band Council or Housing Manager.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ACCOMMODATION IN AN INTERMEDIATE RESOURCE

PROGRAM DESCRIPTION

Accommodation in an intermediate resource is one of the options available for people who are unable to stay in their home. Residential resources known as “intermediate resources” offer them the nearest thing to a home environment where they receive the support and assistance they need.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are over 18 years of age;
- > you can no longer live at home.

You are not eligible if:

- > you require the same close supervision as provided in a hospital environment.

AVAILABLE ASSISTANCE

The cost of the services is covered by both the public facility that has a contract with the intermediate resource and by the person receiving the services. The public facility pays the intermediate resource a monetary compensation corresponding to the cost of the services stipulated in the contract.

If you are under the care of an intermediate resource, you are required to make a monthly financial contribution. The amount of the contribution is established by the Régie de l'assurance maladie du Québec (RAMQ) taking into account three factors: your age, the duration of your accommodation and whether or not you are a recipient of last-resort financial assistance. In 2017, the maximum contribution is **\$1,215.60** per month. Regardless of your circumstances, the amount of your contribution must leave you with a personal expense allowance of at least **\$212** per month.

A simulation tool to calculate the financial contribution is available on the RAMQ website.

There are four main types of residences operated by intermediate resources:

- > supervised apartments;
- > rooming houses;
- > reception homes;
- > group homes.

Each type of residence offers “basic” services aimed at providing residents with adequate sanitary conditions (e.g. housekeeping, laundering of bedding and clothing), a balanced diet and an adapted environment. “Intervention” services are also offered, that is, the support residents need to overcome the difficulties they encounter or prevent their situation from deteriorating (e.g. stimulating, encouraging or eliminating a certain type of behaviour).

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APPLICATION PROCEDURE

An institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area will assess your needs and help you find the most suitable accommodation based on the eligibility requirements and available resources.

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FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/Pages/accomodation-in-intermediate-resource.aspx

RAMQ (Service de la contribution et de l'aide financière)

Phone: 1 800 265-0765

TTY: 1 800 361-3939

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuuss/

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial program for accommodation in an intermediate resource. See the information above.

FIRST NATIONS LIVING ON RESERVE

Some First Nations living on reserve may have access to a care residence, group home or a supervised-living apartment in their own community. For those who can manage at home with assistance, home support services may be available from the community **Home and Community Care Program** and from the In-Home Support component of the **Assisted Living Program**.

In addition to in-home support services, the Assisted Living Program provides **adult foster care**. This program provides assistance for the supervision and care of adults in a family-like setting who do not require 24-hour care but are unable to live on their own. The Assisted Living Program also provides **institutional care**, which pays for some expenses related to care in designated facilities for adults.

An evaluation of needs must be completed to determine the best plan of care.

FOR MORE INFORMATION

Contact the community health centre or social services.

FOR FURTHER ASSISTANCE

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ACCOMMODATION IN A FAMILY-TYPE RESOURCE

PROGRAM DESCRIPTION

Accommodation in a family-type resource is one of the options available for people who are unable to stay in their home and need a place to live.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if you can no longer live at home. A child or adult may also be placed in a family-type resource further to a court, clinical or administrative decision. The admission criteria and mechanisms are determined by the regional integrated health and social services centre.

AVAILABLE ASSISTANCE

Family-type resources offer children and adults a place to live in a foster family or home, as well as support and assistance for activities of daily living, in an environment that ensures their safety and well-being. Special support and assistance based on residents' needs are also available. Family-type resources are operated by one or more people in their principal place of residence and can take in a maximum of nine children or adults in difficulty.

There are two types of family-type resources:

- > foster families (for children under 18); and
- > foster homes (for adults).

If you are under the care of a family-type resource, you are required to make a monthly financial contribution. The amount of the contribution is determined on the basis of your age and any benefits you receive (last-resort financial assistance, Old Age Security pension). In 2017, the maximum contribution is **\$742** per month. Regardless of your circumstances, the amount of your contribution must leave you with a personal expense allowance of at least **\$212** per month.

In the case of children under 18 years of age, the parents pay the contribution to the family-type resource. In 2017, the amount of the contribution is between **\$414.40** and **\$645.80**, depending on the child's age, paid out of the parents' monthly income.

APPLICATION PROCEDURE

An institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area will assess your needs and help you find the most suitable accommodation based on the eligibility requirements and available resources.

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuuss/

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial program for accommodation in a family-type resource. See the information above.

FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve could apply for **adult foster care** in a home setting through the **Assisted Living Program**. This program provides assistance for the supervision and care for adults in a family-like setting who do not require 24-hour care but are unable to live on their own.

An evaluation of needs must be completed to determine the best plan of care.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION

Contact your community health centre or social services.

FOR FURTHER ASSISTANCE

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ACCOMMODATION IN A PUBLIC FACILITY

PROGRAM DESCRIPTION

Accommodation in a public facility is one of the options available for people who are unable to stay in their home and need a place to live. The primary public accommodation facilities are residential and long-term care centres (CHSLDs).

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are over 18 years of age; and
- > you can no longer live at home and cannot live in an intermediate or family-type resource owing to the severity of your disabilities.

The admission criteria and mechanisms for accommodation in a public facility are determined by the regional integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS).

AVAILABLE ASSISTANCE

If you are under the care of a public facility, you are required to make a monthly financial contribution to the cost of room and board. The amount of the contribution depends on the type of room and your ability to pay. The monthly rate varies between **\$1,141.80** and **\$1,836.90**. The financial contribution for your accommodation is payable on the first day of every month to the management of the accommodating facility.

If you cannot afford the set rates, the amount of your contribution will be determined on the basis of your ability to pay (your income, possessions, savings and family situation). Regardless of your circumstances, the amount of your contribution must leave you with a personal expense allowance of at least **\$212** per month.

A simulation tool to calculate the financial contribution is available on the Régie de l'assurance maladie du Québec website at www4.prod.ramq.gouv.qc.ca/CRI/BX/BXG_GereContbUsag/BXG6_CalcContb_iut/BXG6_Accueil.aspx?LANGUE=en.

Public facilities offer:

- > rehabilitation, psychosocial, nursing care, pharmaceutical and medical services;
- > assistance, support and supervision;
- > lodging;
- > an alternative living environment.

If you are accommodated in a public facility, you must pay for various goods and services yourself, including hairdressing services, personal care products, tobacco and newspapers, meals ordered from outside, a personal telephone, rental of a television set, and special care of clothing (e.g. dry cleaning, mending).

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APPLICATION PROCEDURE

An institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area will assess your needs and help you find the most suitable accommodation based on the eligibility requirements and available resources. If you are hospitalized, the hospital will take the necessary steps for you.

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FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/Pages/accomodation-public-facility.aspx

RAMQ (Service de la contribution et de l'aide financière)

Phone: 1 800 265-0765

TTY: 1 800 361-3939

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuuss/

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations people living both on and off reserve may apply for admission to a residential and long-term care centre (CHSLD) administered by a CISSS or CIUSSS provided they hold a valid Québec Health Insurance Card. See the information above.

A professional from the community health and social services centre or from a provincial establishment must complete an evaluation of needs.

Individuals would be required to provide a monthly contribution towards the cost of lodging and food. The amount of the contribution would be based on a scale.

FOR MORE INFORMATION

Contact the health centre, community social services or the CISSS or the CIUSSS for your region.

FOR FURTHER ASSISTANCE

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

RECREATION, SPORT, CULTURE AND COMMUNITY LIVING

FACT SHEETS 16 TO 20



>>> TOURIST AND LEISURE COMPANION STICKER

PROGRAM DESCRIPTION

The Tourist and Leisure Companion Sticker (TLCS) is issued to people with a significant and persistent disability.

The person getting free admission (the companion) can accompany one or more people with disabilities. The companion's presence must be essential to support and assist those people only. However, the disabled person must pay the admission fee. It is up to the TLCS holder to choose the companion.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you meet the legal definition of "handicapped person" under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:
 "A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities";
- > you are 12 years of age or over.

AVAILABLE ASSISTANCE

The sticker grants a companion free admission to tourist, cultural and recreational sites approved by the program.

APPLICATION PROCEDURE

To apply for a companion sticker, you must fill out the "Acknowledgement of the Need for a Companion" form on the TLSC website. You will receive the companion sticker free of charge and must affix it to an identification card. The companion will get free admission only if you show the TLSC at the wicket of the tourist, cultural or recreational site you are visiting.

When your ID card expires, you will also have to replace the TLSC by going back to the program website and filling out the "Acknowledgement of the Need for a Companion" form again.

NOTE:

Zone Loisir Montérégie (ZLM) coordinates the program for all of Québec.

FOR MORE INFORMATION

Program website:

www.vatl.org/en/

List of sites that accept TLSC:

www.vatl.org/en/the-companion-sticker/tourist-sites-accept-tlcs

To contact the responsible organization in your region:

www.vatl.org/en/contact-us

ZLM

Phone: 450-771-0707

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve may be eligible for the Tourist and Leisure Companion Sticker if they meet the program criteria. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> FINANCIAL ASSISTANCE FOR RECREATIONAL INTEGRATION OF PEOPLE WITH DISABILITIES

PROGRAM DESCRIPTION

This program helps people with disabilities who need a support person in order to participate in recreational and sports activities in a given administrative region of Québec.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if you have a disability and need a support person in order to integrate a recreational or sports activity.

Eligible organizations:

- > regional associations offering recreational activities for people with disabilities;
- > regional recreation and sports organizations.

AVAILABLE ASSISTANCE

You can obtain free accompaniment services to enable you to participate in a recreational or sports activity.

The program grants financial assistance to organizations to fund, among other things, accompaniment services as well as the development and support of recreational and sports activities for people with disabilities. Activities can be in any number of areas: culture, science, technology, social education, community, tourism, outdoor recreation, physical exercise and sports.

APPLICATION PROCEDURE

Choose the recreational activity you wish to sign up for and then find an organization that offers it.

The organization will be responsible for obtaining the financial assistance application form from the regional organization that manages the program, filling it out and submitting it by the deadline. A list of management bodies is available on the website of the Ministère de l'Éducation et de l'Enseignement supérieur (MEES).

You will be responsible for paying the registration fees for the chosen activity.

FOR MORE INFORMATION

Program website:

www.education.gouv.qc.ca/organismes-a-but-non-lucratif/aide-financiere/assistance-financiere-au-loisir-des-personnes-handicapees/ (French only)

To find a regional organization that manages the program:

www.education.gouv.qc.ca/contenus-communs/sante-et-sport/aide-financiere/programme-dassistance-financiere-au-loisir-des-personnes/aide-financiere/ (French only)

MEES

Phone: 1 866 747-6626

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the financial assistance program for recreational integration of people with disabilities. See the information above.

FIRST NATIONS LIVING ON RESERVE

First Nations handicapped persons living on reserve who wish to participate in organized sports, recreation or cultural activities may make a request to their Band Council to cover the costs of having a person to accompany them in this activity. The handicapped person is responsible for paying the registration fees for the activity.

The Band Council will request an application form from the regional organization that manages the program.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

>>> FINANCIAL ASSISTANCE FOR INTEGRATION OF PEOPLE WITH DISABILITIES IN VACATION CAMPS

Accompaniment by a Support Person



PROGRAM DESCRIPTION

The purpose of this program is to help people with disabilities participate in recreational and sports activities at vacation camps by providing the services of a support person.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a deficiency causing a significant and persistent disability and encounter barriers in performing everyday activities.

A vacation camp is eligible if it:

- > is a recognized non-profit organization;
- > offers people with disabilities a chance to participate in the proposed activities at specific sites with special equipment;
- > meets the program requirements.

AVAILABLE ASSISTANCE

The financial assistance is granted to the vacation camp and must be used to pay the support person.

The minimum length of stay at a vacation camp is two consecutive nights during the summer (June 1 to September 30 inclusively).

NOTE:

The living expenses incurred by a volunteer support person to accompany a person with a disability who otherwise would not be able to participate in camp activities may also be eligible under the program.

APPLICATION PROCEDURE

Once you have decided on the vacation camp you wish to sign up for, the camp will be responsible for applying for financial assistance to pay for the services of a support person not included in its regular services. The vacation camp is also responsible for assessing your support needs and then hiring and paying the support person.

FOR MORE INFORMATION

Québec Portal – Services Québec:

www4.gouv.qc.ca/FR/Portail/Citoyens/Evenements/personne-handicapee/Pages/programme-assistance-camps-vacances.aspx (French only)

Program website:

www.education.gouv.qc.ca/organismes-de-loisir-et-de-sport/aide-financiere/programmes-pour-le-developpement-du-loisir/programme-dassistance-financiere-a-laccessibilite-aux-camps-de-vacances-pafacv/ (French only)

MEES

Phone: 1 866 747-6626

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations handicapped persons living on or off reserve may be eligible to apply for funding to cover the costs of a person to accompany them to go to a summer camp. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> AUTHORIZATION OF HUNTING BY A PERSON WITH A DISABILITY

PROGRAM DESCRIPTION

Anyone suffering from a significant and persistent physical impairment that prevents him or her from hunting in accordance with the Act respecting the conservation and development of wildlife may be exempted from certain provisions of the Act.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you meet the legal definition of “handicapped person” under the Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration:

“A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;

- > you are 12 years of age or over.

You may be granted authorization to be in possession of an armed crossbow or a loaded firearm while in or on a stationery vehicle or trailer and to discharge a firearm, bow or crossbow from the vehicle or trailer if you meet any of the following conditions:

- > You are paraplegic, hemiplegic or quadriplegic.
- > You have lost both legs below the belt.
- > You have lost one leg above the knee.
- > You have a physical disability that allows you to move around only by means of an adapted vehicle, a wheelchair or any other similar aid.

You may be granted authorization to engage in crossbow hunting during the period in which only bow hunting is permitted if you meet any of the following conditions:

- > You are paralyzed or have lost part of an upper limb, including two or more fingers, a hand or a forearm.
- > You have a significant and persistent disability that prevents you from using a bow in a recurrent and effective way, for hunting and during practice.

AVAILABLE ASSISTANCE

You may be granted the following authorizations:

- > authorization to be in or on a stationery vehicle or trailer and be in possession of an armed crossbow or a loaded firearm and discharge a firearm, bow or crossbow from the vehicle or trailer;
- > authorization to engage in crossbow hunting during the period in which only bow hunting is permitted, except in hunting zones 17, 22, 23 and 24.

APPLICATION PROCEDURE

Fill out the Hunting Authorization Application for Handicapped Person form and get a health care professional (physician, occupational therapist or physiotherapist) to fill out the Certificate of Physical Deficiency form to attest to the physical impairment and specify how it prevents you from hunting in accordance with the *Act respecting the conservation and development of wildlife*.

The forms are available on the Ministère des Forêts, de la Faune et des Parcs (MFFP) website. The duly completed forms must be sent to the regional office of the MFFP.

NOTE:

A hunter who accompanies the holder of an authorization for a person with a disability may not take advantage of the authorization and must abide by the rules in force for the hunting period concerned.

FOR MORE INFORMATION

Program website:

mffp.gouv.qc.ca/english/publications/online/wildlife/hunting-regulations/special-rules/handicapped-persons.asp

To find an MFFP office:

mffp.gouv.qc.ca/the-department/?lang=en

MFFP

Phone: 1 877 346-6763

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations are eligible to obtain special authorization to hunt from a vehicle or engage in crossbow hunting where only bow hunting is permitted. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> MEASURES TO FACILITATE THE EXERCISE OF VOTING IN PROVINCIAL ELECTIONS

PROGRAM DESCRIPTION

This program aims to make it easier for people with disabilities to exercise their right to vote in provincial elections. The Directeur général des élections du Québec (DGEQ) has put measures in place for people who cannot leave their home to vote, or who require interpretation services or adapted documents.

MAIN ELIGIBILITY REQUIREMENTS

You may be eligible for various measures depending on your disabilities, barriers preventing you from voting, and where you live.

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AVAILABLE ASSISTANCE

Depending on your disabilities and place of residence, various measures may enable you to:

- > vote at home;
 - > vote at a mobile voting station if you reside in a residential and long-term care centre, a private residence for seniors, a rehabilitation centre or a hospital;
 - > obtain assistance in marking your ballot;
 - > have the costs paid for visual and tactile interpretation services to facilitate entry on the list of electors and voting;
 - > order adapted documents.
-

APPLICATION PROCEDURE

The application procedure varies with the measure. Contact the DGEQ's information centre for any information about the different measures.

For example, to exercise your right to vote at home, you must apply in writing to your returning officer. You have to attest that you are unable to move about for health reasons and get a witness to sign your declaration. Your returning officer will inform you when the polling officer of the polling station will visit.

To obtain visual and tactile interpretation services, you must contact, in advance, the organization that offers these interpretation services in your region.

NOTE:

Special measures have also been put in place to make it easier for people with disabilities to exercise their right to vote in municipal and school board elections. For more information on these measures, contact the DGEQ.

FOR MORE INFORMATION**Program website:**

www.electionsquebec.qc.ca/english/provincial/voting/if-you-have-difficulties-voting.php

DGEQ

Phone: 1 888 353-2846

TTY: 1 800 537-0644

Regional interpretation services**Service régional d'interprétariat de l'Abitibi-Témiscamingue (SRIAT)** (Abitibi-Témiscamingue)

Website: www.laessource.org/

Phone or TTY: 1 888 316-8116

Service régional d'interprétariat de l'Est du Québec (SRIEQ) (Bas-Saint-Laurent, Saguenay-Lac-Saint-Jean, Capitale-Nationale, Mauricie, Côte-Nord, Nord-du-Québec, Gaspésie-Îles-de-la-Madeleine, Chaudière-Appalaches, Centre-du-Québec)

Website: www.srieq.ca/

Phone or TTY: 1 800 268-1037

Service régional d'interprétariat de Lanaudière (SRIL) (Lanaudière, Laurentides)

Website: www.sril.ca/

Phone or TTY: 1 866 787-9788

Service d'interprétation pour personne sourde de l'Estrie (SIPSE) (Estrie)

Website: www.sipse.net

Phone: 819-563-4357

TTY: 819-563-6177

Service régional d'interprétation visuelle de l'Outaouais (SRIVO) (Outaouais)

Website: www.srivo.ca/

Phone: 819-771-7273

TTY: 819-771-6270

Service d'interprétation visuelle et tactile (SIVET) (Montréal, Laval, Montérégie)

Website: www.sivet.ca/

Phone: 514-285-8877

TTY: 514-285-2229

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve who wish to vote in provincial elections may be eligible for the measures to facilitate the exercise of voting. See the information above.

It may be necessary to contact the Directeur général des élections du Québec to see if you are eligible to apply for the measures based on the location of your community.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

TECHNICAL AID PROGRAMS COMMUNICATION

FACT SHEETS 21 TO 23



>>> TECHNICAL AIDS FOR COMMUNICATION

PROGRAM DESCRIPTION

This program provides access to assistive technology devices required to overcome limitations in the area of speech, writing, telephone or environmental control devices.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have one or more impairments, such as a motor or speech impairment, an intellectual disability or an autism spectrum disorder;
- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:
 “A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;
- > within the framework of the Act, an assistive technology device is required to overcome a disability and enable you to carry out everyday activities;
- > your disabilities and needs are attested in a written assessment report provided by a health professional.

You are not eligible if, among other things:

- > you have other sources of funding for the same types of technical aids from another provincial or federal program, particularly the programs administered by Veterans Affairs Canada, the Société de l’assurance automobile du Québec (SAAQ), the Commission des normes, de l’équité, de la santé et de la sécurité du travail (CNESST), the Régie de l’assurance maladie du Québec (RAMQ), the Direction de l’indemnisation des victimes d’actes criminels (IVAC), the Ministère du Travail, de l’Emploi et de la Solidarité sociale (MTESS) and the Ministère de l’Éducation et de l’Enseignement supérieur (MEES);
- > you have a private insurance plan;
- > you have a hearing or visual impairment only;
- > you are sheltered in an intermediate resource;
- > the use of technical aids is required for short-term volunteer work.

NOTE:

A new assistive technology device may not be loaned to you if:

- > you lost or broke your device (through overuse) and cannot replace it;
- > you refuse an assistive technology device or return it for no reason.

You must notify the lending institution of any change of address and return the device when you no longer need it.

AVAILABLE ASSISTANCE

The technical aids for communication covered by the program fall into five categories:

- > **Speech aids:** devices designed to enhance the use of natural speech (e.g. voice amplifiers).
 - > **Augmentative and alternative communication aids:** devices designed to replace or augment speech. They are mostly used with communication software. Depending to the person's needs and abilities, writing (alphabet), pictures, symbols or photos may be used to enable the person to convey messages. Equipment in this field (with or without speech output) comes in different sizes.
 - > **Adapted telephones:** equipment or accessories that allow telephone use and adapted phone services at home for people 12 years of age and over (e.g. adapted telephones with breath control tubes, adapted telephone with scanning access software).
 - > **Computer access:** devices or accessories that enable the functional use of the computer for writing or communication activities. This type of technology is booming. There are many alternatives to the regular keyboard and regular mouse (e.g. oversized keyboard, key guards, on-screen keyboard software, head-pointing devices, etc.).
 - > **Environmental control devices:** This technology allows the user to remotely control certain electronic or electrical devices at home (lights, TV, sound systems, etc.). Electronic control devices improve the user's autonomy and help him or her stay at home with less need for caregivers.
-

APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply.

An occupational therapist or a speech-language pathologist will conduct a thorough assessment of your needs and determine the assistive device best suited to them.

NOTE:

You must undertake to use the device properly and follow the care instructions. It is strongly recommended that you have it insured.

You must notify the lending institution of any change of address and return the device when you no longer need it.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION

Program website of the MSSS-mandated institution: Centre hospitalier universitaire Marie Enfant of the Centre hospitalier universitaire Sainte-Justine à l'adresse : www.pmatcom.qc.ca/

Centre hospitalier universitaire Marie Enfant of the Centre hospitalier universitaire Sainte-Justine

Phone: 514-374-1710, extension 8445

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-ciiss-ciuiss/

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations living on or off reserve may be eligible for a loan of a technical aid for communication if they meet the eligibility requirements of the program and hold a valid Québec Health Insurance Card. See the information above.

Your needs must be assessed by an occupational therapist or a speech therapist from your local CISSS or CIUSSS. See the information above.

FOR MORE INFORMATION

Contact the rehabilitation centre of the CISSS/CIUSSS serving your area.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/systeme-sante-en-bref/csss/

FOR FURTHER ASSISTANCE

Contact your community health centre.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> SERVICES TO PEOPLE POST LARYNGECTOMY, TRACHEOTOMY AND GLOSSECTOMY

PROGRAM DESCRIPTION

This program provides assistive communication devices and supplies as well as re-education services.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you hold a valid Québec Health Insurance Card;
- > you have had a total or partial laryngectomy, tracheotomy, glossectomy or other major ear, nose or throat surgery that has significantly impaired verbal communication.

You are not eligible if:

- > you have other sources of funding for the same types of assistive devices from another provincial or federal government program, particularly the programs administered by the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), the Direction de l'indemnisation des victimes d'actes criminels (IVAC), the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS), Veterans Affairs Canada and Indigenous and Northern Affairs Canada, or any other program for immigrants and refugees;
- > you are hospitalized.

AVAILABLE ASSISTANCE

You could receive, on loan, speech assistive devices such as an artificial larynx, a speech synthesizer or a voice amplifier, as well as supplies such as a tracheoesophageal voice prosthesis or other equipment and supplies based on your needs and the available resources.

You could also receive speech rehabilitation services, including esophageal voice training or how to use a tracheoesophageal prosthesis or any other assistive communication device.

APPLICATION PROCEDURE

Following the laryngectomy or surgery, a speech therapist or speech-language pathologist will assess your needs and request the required communication aid from the distribution centre.

NOTE:

You must undertake to use the device properly. It is strongly recommended that you have it insured.

FOR MORE INFORMATION

Institutions mandated by the Ministère de la Santé et des Services sociaux (MSSS)

Eastern Québec

Centre hospitalier universitaire de Québec (CHUQ)

Phone: 418-691-5095 (Hôtel-Dieu hospital, Québec City)

Western Québec

Centre hospitalier de l'Université de Montréal (CHUM)

Phone: 514-890-8000, extension 25585 (Notre-Dame hospital)

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations people living on or off reserve may be eligible for the provincial program if they hold a valid Québec Health Insurance Card. See the information above.

First Nations living on or off reserve may be eligible for tracheostomy supplies and equipment under the Non-Insured Health Benefits (NIHB) Program. The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

However, assistive communication devices are not supplied by NIHB. Communication devices are only available through the provincial RAMQ program described above. A speech therapist or speech-language pathologist must evaluate your needs post-surgery and forward your application to an MSSS distributor.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION**Health Canada (NIHB Program)****Phone:** 1 877 483-1575**FOR FURTHER ASSISTANCE**

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)**Phone:** 418-842-1540**Email:** Info@cssspnql.com**FOR ASSISTANCE**

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — **TTY:** 1 800 567-1477**Email:** aide@ophq.gouv.qc.ca



>>> HEARING DEVICES PROGRAM

PROGRAM DESCRIPTION

This program covers the cost of purchasing, repairing and replacing hearing aids and assistive listening devices for people who have a hearing impairment.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are insured under the Québec Health Insurance Plan;
- > you have a hearing impairment and meet the program requirements:
 - persons under age 12 who have a hearing impairment that may compromise their speech and language development;
 - persons age 12 to 18 inclusive who have an average hearing loss of at least 25 decibels in one ear;
 - persons age 19 and over who have an average hearing loss of at least 25 decibels in one ear and who are pursuing studies leading to a diploma, certificate or attestation recognized by the Minister of Education and Higher Education;
 - persons of any age who have an average hearing loss of at least 35 decibels in their better ear;
 - persons of any age who, in addition to a hearing loss, have other functional limitations that hamper their social, school or workplace integration.

AVAILABLE ASSISTANCE

If you meet the program requirements, you will be covered for:

- > the purchase and replacement cost of a hearing aid (a device used to improve hearing) of one of the following types: analogue (in-the-ear, behind-the-ear, body and eyeglass), digitally controlled analogue (in-the-ear and behind-the-ear) and digital (in-the-ear and behind-the-ear);
- > the purchase and replacement cost of an assistive listening device (a device that compensates for a hearing impairment), such as a decoder, a teletypewriter, a telephone amplifier, an adapted alarm clock or a ring detector.

Persons under age 19 and visually impaired persons may, in certain cases, receive a second hearing aid (binaural aid). This also applies to persons age 19 and over for whom improved hearing is essential to pursue recognized studies or to hold paid employment or employment providing them with a benefit, including self-employed persons, workers benefitting from support for workplace integration and job retention, and trainees developing employability skills.

NOTE:

The Régie de l'assurance maladie du Québec (RAMQ) does not pay the cost of repairing or replacing a hearing device that has been lost, stolen, destroyed or used negligently. It is recommended that you check to see whether your insurance covers such risks.

APPLICATION PROCEDURE

If you wish to obtain a hearing device, you must:

- > consult an otorhinolaryngologist (ear, nose and throat specialist) to obtain a medical certificate attesting to your permanent hearing loss and stating the indications and contraindications for a hearing device;
- > consult an audiologist (to have your degree of hearing loss evaluated by means of an audiogram) and obtain an attestation confirming that you need a hearing aid and assistive listening device.

Then:

- > if you need a hearing aid, you must:
 - consult a **hearing aid acoustician** in Québec;
 - provide him or her with the required documents.
- > if you need an assistive listening device, you must:
 - go to an **assistive listening devices distributor**;
 - provide him or her with the required documents.

NOTE:

The required documents depend on the age group a person requiring a hearing device falls into and whether the person is a student or a worker. The information is available on the RAMQ website.

FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/hearing-aids/Pages/hearing-aids.aspx

RAMQ

Phone: 1 800 561-9749

TTY: 1 800 361-3939

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations people living on or off reserve may be eligible for the Hearing Devices Program administered by RAMQ if they meet the program requirements and hold a valid Health Insurance Card. See the information above.

If you are not able to receive a hearing aid from the RAMQ or if you need a second hearing aid, Health Canada's Non-Insured Health Benefits (NIHB) Program will cover it.

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs. NIHB may pay for various types of analog and digital hearing aids, services, fees, repairs, and supplies for those First Nations living on or off reserve. The hearing aid must be pre-approved, and prescribed by:

- > an audiologist;
- > an ear, nose and throat specialist;
- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

Audiologists must be prior approved for all audiology benefits by the NIHB regional office of Health Canada before any services are provided.

NOTE:

The NIHB Program may cover a second hearing aid at the same price as the first covered by the RAMQ.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

TECHNICAL AID PROGRAMS GETTING AROUND

FACT SHEETS 24 TO 30



>>> ALLOCATION OF 3-WHEELED AND 4-WHEELED SCOOTERS

PROGRAM DESCRIPTION

If you have significant and persistent limitations in walking moderate or long distances, this program will loan you a 3-wheeled or 4-wheeled power scooter.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a congenital or an acquired organic impairment that will likely soon cause significant and persistent limitations in your everyday activities and will or could make you disabled;
- > you meet the eligibility criteria for allocation of an electric wheelchair under the aid program for devices to compensate for a physical disability. Such devices are insured under the *Health Insurance Act* subject to an assessment by an occupational therapist or a physiotherapist;
- > you live at home or in a family-type resource (RTF);
- > you can get to your device, take it out and put it away without assistance.

You are not eligible if:

- > you have other sources of funding for the same types of assistive devices (e.g. walker, mobility assistance dog, electric wheelchair, 3- or 4-wheeled scooter) from another provincial or federal government program, particularly the programs administered by Veterans Affairs Canada, the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), the Direction de l'indemnisation des victimes d'actes criminels (IVAC) and the Régie de l'assurance maladie du Québec (RAMQ) (electric wheelchair) or any other agency or resource that refunds the total cost of the assistive device covered under this program, including private insurance plans;
- > you are covered under the *Act respecting health services and social services* and are sheltered in a public facility, a public residential centre, including intermediate resources, or in a resource that provides accommodation for over nine people or a private reception centre;
- > you do not meet the program requirements.

APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply. An occupational therapist or a physiotherapist will assess your needs and determine the most appropriate assistive device for your situation.

NOTE:

You must undertake to use the assistive device properly and follow the safety instructions. It is strongly recommended that you have the device insured.

You must notify the lending institution of any change of address and return the assistive device when you no longer need it.

FOR MORE INFORMATION

Program website:

<http://publications.msss.gouv.qc.ca/msss/document-000597/>

Institutions mandated by the Ministère de la Santé et des Services sociaux

Eastern Québec

[Capitale-Nationale, Chaudière-Appalaches, Estrie, Mauricie, Centre-du-Québec, Saguenay-Lac-Saint-Jean, Côte-Nord, Bas-Saint-Laurent et Gaspésie-Îles-de-la-Madeleine]

Institut de réadaptation en déficience physique de Québec du CIUSSS de la Capitale-Nationale

Phone: 418-529-9141, extension 6505

Western Québec

[Montréal, Outaouais, Abitibi-Témiscamingue, Laval, Lanaudière, Laurentides, Nord-du-Québec, Montérégie]

Montreal Gingras-Lindsay Rehabilitation Institute of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Phone: 514-340-7056

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve who hold a valid Québec Health Insurance Card and meet the program requirements are eligible to ask for a loan of a three-wheeled or four-wheeled scooter from the rehabilitation centre that administers the program in their region. See the information above.

FOR FURTHER ASSISTANCE

Contact your community health centre.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> REIMBURSEMENT OF EXPENSES RELATED TO THE USE OF A MOBILITY ASSISTANCE DOG

PROGRAM DESCRIPTION

This program reimburses expenses related to the use of a mobility assistance dog to help people with a motor impairment be more independent and stay in their home.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for the program, you must:

- > hold a valid health insurance card from the Régie l'assurance maladie du Québec;
- > have a permanent physical impairment resulting in significant and persistent disability;
- > demonstrate a need to use a mobility assistance dog (MAD) on a daily basis to perform at least one activity in the following categories:
 - getting around: ambulatory aid, wheelchair traction;
 - support: transfers, aid for positioning;
 - gripping/grabbing: assistance with daily and domestic activities;
- > demonstrate an ability to get the dog to obey orders at all times wherever you may be (at home or in public places);
- > be able to use your mobility assistance dog in an autonomous, efficient and safe manner to carry out everyday activities by applying training techniques;
- > know how to maintain and take care of your dog's health;
- > be able to take care of your dog with or without technical or human help;
- > know the applicable laws and regulations as well as what behaviour is acceptable in public with your mobility assistance dog.

To be eligible for the program, mobility assistance dogs must, at a minimum:

- > have an ID card that includes the dog's photo as well as its master's name, issued by a specialized training school accredited by Assistance Dogs International or the International Guide Dog Federation:
 - obey basic commands, such as "sit," "down," "stay," "heel" and "come";
 - obey specific commands to compensate for its master's disabilities.

- > meet the requirements for mobility assistance dogs both at home and in public places, namely:
 - be clean, groomed and have no bad odour;
 - not seek attention from people;
 - not interrupt people's daily activities;
 - not bark, growl or snarl unnecessarily;
 - remain calm when encountering people and other animals;
 - not claim or steal food or other items;
 - work calmly and quietly with the help of a harness, leash or other command item;
 - be able to lie down and stay quiet near its master without blocking paths, entrances, etc.;
 - urinate or defecate on command in appropriate places;
 - always stay within 24 inches (or 60 centimetres) of its master; the dog can be farther if the task requires it;
- > be sterilized and vaccinated. The vaccination certificate must be up to date and signed by a veterinarian during a mandatory visit at least once a year;
- > wear a distinctive sign, such as a scarf, harness or other item, when circulating in public places. This allows people to easily and clearly recognize that it is a mobility assistance dog.

You are not eligible if:

- > you are already being reimbursed for the same type of assistance from another organization or as part of a provincial or federal program, such as the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) or the crime victims compensation program (IVAC);
- > you are sheltered in a residential and long-term care centre (CHSLD) or an intermediate resource.

The following expenses are not reimbursed:

- > expenses related to the breeding, training or purchase of a mobility assistance dog;
- > expenses related to the use of a dog:
 - to compensate for an impairment resulting from a sensory or intellectual disability, an autism spectrum disorder or a physical or mental health problem;
 - to compensate for a temporary impairment or an everyday need;
 - for preventive or therapeutic purposes;
 - to meet a single emotional need, such as feeling safe or feeling like your making a contribution;
 - that is essential solely to participate in a recreational activity;
 - to meet needs that could be satisfied through the use of a less costly technical aid;

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

- > expenses related to the use of other types of assistance animals or pets;
- > expenses related to the use of a mobility assistance dog:
 - used solely for traction to the extent that the person uses another motorized aid, such as a powered wheelchair or a 4-wheeled scooter, paid for by the government.

Should an electric mobility assistive device be returned in order to qualify for the reimbursement of expenses related to the use of a mobility assistance dog, you will have to wait two years before being able to file a new application for an electric mobility assistive device, unless there is a major change in your medical or socioenvironmental condition, which must be attested to by a health professional.

- > expenses related to the use of a MAD as an ambulatory aid to the extent that the person uses a walker outside the home and the walker is paid for by the government.

AVAILABLE ASSISTANCE

For 2017, eligible individuals receive a reimbursement of **\$210** when the animal is acquired and then **\$1,028** annually to cover part of the expenses related to the dog's care, including food, grooming and veterinary care.

APPLICATION PROCEDURE

Complete the “Demande d'évaluation – Programme de remboursement des frais relatifs à l'utilisation d'un chien d'assistance à la motricité” form, which can be downloaded from the website of the Ministère de la Santé et des Services sociaux (MSSS). Send the duly completed form to the institution serving your area. The address is indicated on the form.

You must provide proof of your permanent physical ability, completed by a physician. You can also provide any other equivalent medical certificate already included in your medical record. You will need to provide this certificate only with your first application to the program. You must also provide a copy of the dog's laminated ID card with photo and an up-to-date copy of its vaccination record. Mail your application form and the required documents to an MSSS-mandated institution of the CISSS or CIUSSS serving your area.

NOTE:

Eligibility for the program is not a vested right. You and your dog will be assessed every two years by an MSSS-appointed assessor.

In addition, the program does not apply if you have a guide dog used as a mobility aid for a visual impairment.

FOR MORE INFORMATION

Program website:

<http://publications.msss.gouv.qc.ca/msss/document-000638/> (French only)

Québec health and wellness portal:

www.sante.gouv.qc.ca/programmes-et-mesures-daide/programme-de-remboursement-de-frais-utilisation-chien-assistance-a-la-motricite/description/

Services Québec

Phone: 1 877 644-4545

TTY: 1 800 361-9596

MSSS-mandated institutions

Eastern Québec

[Capitale-Nationale, Chaudière-Appalaches, Estrie, Mauricie, Centre-du-Québec, Saguenay-Lac-Saint-Jean, Côte-Nord, Bas-Saint-Laurent et Gaspésie-Îles-de-la-Madeleine]

Institut de réadaptation en déficience physique de Québec of the CIUSSS de la Capitale-Nationale

Phone: 418-529-9141, extension 6505

Email: chien.assistance@irdpq.ca

Western Québec

[Montréal, Outaouais, Abitibi-Témiscamingue, Laval, Lanaudière, Laurentides, Nord-du-Québec, Montérégie]

Montreal Gingras-Lindsay Rehabilitation Institute of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Phone: 514-340-7058

Email: chien.assistance.irglm@ssss.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve who hold a valid Québec Health Insurance Card and meet the program requirements are eligible for financial compensation for expenses related to the use of a mobility assistance dog. This program includes a subsidy towards the purchase of a dog. See the information above.

To order an English version of the form, email
chien.assistance.irglm@ssss.gouv.qc.ca.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — **TTY:** 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ALLOCATION OF WALKERS

PROGRAM DESCRIPTION

This program grants, on loan, aids to locomotion.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a congenital or an acquired organic impairment that causes or will likely soon cause significant and persistent limitations in your everyday activities and will or could make you disabled;
- > you are 18 years of age or over;
- > you have limitations in walking;
- > your upper limbs are strong enough to apply the brakes safely;
- > you reside in the territory served by the mandatary concerned;
- > you can use a walker without assistance, including manoeuvring it and putting it away.

You are not eligible if:

- > you have other sources of funding for the same types of assistive devices from another provincial or federal program, particularly the programs administered by Veterans Affairs Canada, the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), the Direction de l'indemnisation des victimes d'actes criminels (IVAC) and the Régie de l'assurance maladie du Québec (RAMQ) (electric wheelchair) or any other agency or resource that refunds the total cost of the assistive device covered under this program, including private insurance plans.
- > If you have a private insurance plan that covers a portion of the costs, you can enrol in the program and receive financial assistance for the portion of the costs not covered, in which case you must agree to transfer ownership of the device to the program;
- > you have a serious balance problem when you walk;
- > you already have an aid to locomotion (mobility assistance dog, manual or electric wheelchair, 3-wheeled or 4-wheeled power scooter, etc.) from RAMQ or the mandatary;

- > you are covered under the Act respecting health services and social services and are sheltered in a public facility, including intermediate resources, or a private reception centre;
- > you do not meet the program requirements.

AVAILABLE ASSISTANCE

You could receive, on loan, a walker, that is, an ambulatory aid comprising a light tubular frame, four wheels, handle-bars connected to a braking system, a seat with a back you can lean against, a basket and a folding mechanism.

APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply.

You must provide a medical certificate attesting to an organic impairment causing significant and persistent limitations in walking, as well as a description of your functional limitations prepared by an occupational therapist or a physiotherapist, identifying the type of equipment, model and options required for you to be independent.

NOTE:

You must undertake to use the walker properly and follow the safety instructions. It is strongly recommended that you have the walker insured.

The walker must not be used as a technical aid for transportation.

You must notify the lending institution of any change of address and return the walker when you no longer need it.

FOR MORE INFORMATION

Program website:

<http://publications.msss.gouv.qc.ca/msss/document-000637/> (French only)

Institutions mandated by the Ministère de la Santé et des Services sociaux

Eastern Québec

[Capitale-Nationale, Chaudière-Appalaches, Estrie, Mauricie, Centre-du-Québec, Saguenay-Lac-Saint-Jean, Côte-Nord, Bas-Saint-Laurent et Gaspésie-Îles-de-la-Madeleine]

Institut de réadaptation en déficience physique de Québec of the CIUSSS de la Capitale-Nationale

Phone: 418-529-9141, extension 6505

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

Western Québec

(Montréal, Outaouais, Abitibi-Témiscamingue, Laval, Lanaudière, Laurentides, Nord-du-Québec, Montérégie)

Montreal Gingras-Lindsay Rehabilitation Institute of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Phone: 514-340-7056

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations living on or off reserve may be eligible for the loan program for a walker with wheels and a seat if they meet the eligibility requirements and hold a valid Québec Health Insurance Card. See the information above.

If a loan is not available through the provincial program, First Nations living on or off reserve may be eligible for a simple walker with wheels but no seat through Health Canada's Non-Insured Health Benefits (NIHB) Program. The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

FIRST NATIONS LIVING ON RESERVE

Some community health centres maintain an inventory of medical equipment and supplies that can be available on a loan basis.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ALLOCATION OF ADAPTED TRICYCLES AND BICYCLES

PROGRAM DESCRIPTION

This program grants adapted tricycles and bicycles to children under 18 years of age who have a motor impairment or an intellectual disability.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible, the child must:

- > have a congenital or an acquired organic impairment that causes or will likely soon cause significant and persistent limitations in his or her everyday activities and will or could make the child disabled;
- > be under 18 years of age;
- > have a motor impairment or an intellectual disability as defined above;
- > be unable to use a standard tricycle or bicycle;
- > be able to pedal and steer the adapted tricycle or bicycle without assistance;
- > reside in the territory served by the mandatory concerned.

A child is not eligible if:

- > he or she has other sources of funding for the same types of assistive devices from another provincial or federal government program, particularly the programs administered by Veterans Affairs Canada, the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), the Direction de l'indemnisation des victimes d'actes criminels (IVAC) and the Régie de l'assurance maladie du Québec (RAMQ) (electric wheelchair) or any other agency or resource that refunds the total cost of the assistive device covered under this program, including private insurance plans.
- > If you have a private insurance plan that covers a portion of the costs, you can enrol in the program and receive financial assistance for the portion of the costs not covered, in which case you must agree to transfer ownership of the device to the program;
- > he or she is covered under the *Act respecting health services and social services* and is sheltered in a public facility, including intermediate resources, or a private reception centre;
- > he or she does not meet the program requirements.

AVAILABLE ASSISTANCE

An amount is granted for the purchase, by the parents, of an adapted tricycle or bicycle. If your child needs a dedicated tricycle (i.e. specially designed for his or her needs) or a handcycle for small people, one will be loaned to you for a lump sum of **\$150**.

A maximum amount of **\$2,500**, including the lump sum of **\$150**, is allocated for the purchase of a handcycle.

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APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply.

You must provide a medical certificate attesting that the child has a significant and persistent motor impairment or intellectual disability. A medical certificate is required only once and determines whether the child is eligible for the program or not. You must also provide a description of the child's functional limitations prepared by an occupational therapist or a physiotherapist, identifying the type of equipment, model and options required for the child to be independent. You must also provide a document attesting to the child's ability to pedal and steer (mandatory test). In the case of a handcycle, the assessment must include a mandatory outdoor test.

NOTE:

The program will not cover the cost of a tricycle or bicycle purchased or modified without prior approval.

You must undertake to use the device properly and follow the care instructions. It is strongly recommended that you have it insured.

You must notify the lending institution of any change of address and return the device when your child no longer needs it.

FOR MORE INFORMATION

Program website:

<http://publications.msss.gouv.qc.ca/msss/document-000665/> (French only)

Institutions mandated by the Ministère de la Santé et des Services sociaux

Eastern Québec

[Capitale-Nationale, Chaudière-Appalaches, Estrie, Mauricie, Centre-du-Québec, Saguenay-Lac-Saint-Jean, Côte-Nord, Bas-Saint-Laurent et Gaspésie-Îles-de-la-Madeleine]

Institut de réadaptation en déficience physique de Québec of the CIUSSS de la Capitale-Nationale

Phone: 418-529-9141, extension 6505

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

Western Québec

(Montréal, Outaouais, Abitibi-Témiscamingue, Laval, Lanaudière, Laurentides, Nord-du-Québec, Montérégie)

Montreal Gingras-Lindsay Rehabilitation Institute of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Phone: 514-340-7056

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations living on or off reserve may be eligible for this loan program for an adapted bicycle or tricycle if their child meets the eligibility requirements and holds a valid Québec Health Insurance Card. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ALLOCATION OF ORTHOPEDIC SHOES AND ORTHOTIC DEVICES

PROGRAM DESCRIPTION

This program provides people with a walking disability custom-made orthopedic shoes and orthotic devices to correct or compensate for the disability.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:
 “A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;
- > you have a congenital or growth anomaly of the knee or ankle, post-traumatic or pathological sequelae, or deformities related to an organic or neurological disease;
- > you have a severe to very severe and persistent walking disability that cannot be compensated for by daily wearing of orthopedic shoes.

You are not eligible if:

- > you are sheltered in a facility funded by the health and social services network;
- > you are already covered by other government programs, such as the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) or federal government programs, or a private insurance plan.

AVAILABLE ASSISTANCE

You are entitled to two pairs of shoes upon initial application and replacements every two years, in addition to overshoes for the same period. Children under 18 years of age are entitled to two pairs of shoes upon initial application, but the shoes will be replaced as the child grows.

A **\$75** deductible applies to the purchase of custom-made shoes.

APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply. However, if you receive benefits from the Ministère du Travail, de l'Emploi et de la Solidarité sociale, please contact it for information.

You must provide a medical certificate attesting that you have a permanent disability causing significant and persistent limitations in walking and may need to wear orthopedic shoes. The rehabilitation centre will assess your needs and determine the most appropriate device for your situation.

NOTE:

The **\$75** deductible does not apply if the mandatory recommends an adjustment to commercial shoes you have purchased.

There is no deductible for adapted overshoes.

FOR MORE INFORMATION

Program website:

<http://publications.msss.gouv.qc.ca/msss/document-000649/> (French only)

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

Most First Nations are not considered eligible under the provincial program for orthopedic shoes and orthotic devices managed by RAMQ. However, the Non-Insured Health Benefits (NIHB) Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

First Nations on or off reserve may be eligible for one pair of custom-made shoes per year from NIHB with prior approval and based on a prescription provided by a physician or health professional. Those with custom-made shoes are also eligible for overshoes and repairs based on prior approval.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

Other orthotic devices to assist with walking are also covered. Prior approval is required for all orthotic devices, custom-made internal footwear devices, custom-made shoes, or modifications to stock footwear.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> VISUAL AIDS

PROGRAM DESCRIPTION

This program loans visual devices to people with a visual impairment to help them function independently in their everyday activities.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a visual impairment causing significant disabilities such that you are permanently unable to:
 - read and write;
 - move around in an unfamiliar environment;
 - carry out activities in keeping with your lifestyle;
 - carry out activities in keeping with your social roles (work, school).
- > you hold a valid Québec Health Insurance Card.

AVAILABLE ASSISTANCE

Visual devices made available on loan include:

- > reading aids, such as digital readers, closed-circuit television systems, optical systems and calculators;
- > mobility aids, such as white canes, electronic obstacle detectors and night vision goggles;
- > writing aids, such as brailers.

In 2017, an amount of **\$210** is granted for the cost of acquiring a guide dog, and **\$1,028** per year thereafter for the cost of looking after the dog.

Students and workers may also qualify for more complex devices, such as:

- > computer-compatible closed-circuit television systems;
- > computers;
- > braille displays and printers;
- > satellite geopositioning systems.

To qualify for the program as a student or worker, you must:

- > pursue full-time studies or be deemed to be pursuing full-time studies leading to a diploma, certificate or other attestation of studies issued as part of a recognized program of studies;
 - > undergo training to enter a professional order;
 - > attend a training program offered by Emploi-Québec in order to enter the labour market;
 - > learn to read or write French or English in a program sponsored by the Québec Minister of Immigration, Diversity and Inclusiveness;
 - > take steps to enter or re-enter the labour market;
 - > require visual devices to keep a job or accept a job promotion.
-

APPLICATION PROCEDURE

You must apply to one of the accredited rehabilitation centres for people with a visual impairment (an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area) that has signed an agreement with the Régie de l'assurance maladie du Québec (RAMQ). The list of recognized facilities is available on the RAMQ website.

The list of accredited centres is available on the RAMQ website.

NOTE:

You must take training to learn how to use the visual device properly.

You must undertake to use the device properly and follow the care instructions. It is strongly recommended that you have the device insured.

You must notify RAMQ of any change of address and return the device when you no longer need it.

FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/visual-aids/Pages/visual-aids.aspx

RAMQ

Phone: 1 800 561-9749

TTY: 1 800 361-3939

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial Visual Devices Program. See the information above.

FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve may be eligible for certain aspects of this loan program if they are a student or worker, and meet the program requirements.

You must apply to a rehabilitation centre for the blind that has signed an agreement with RAMQ as described above. Your needs will be assessed.

Some visual aids can be available by prescription under Health Canada's Non-Insured Health Benefits (NIHB) Program (e.g. white canes, magnifier).

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@csssbnql.com



>>> DEVICES THAT COMPENSATE FOR A PHYSICAL DEFICIENCY

PROGRAM DESCRIPTION

This program enables people with a physical disability to obtain orthopedic devices as well as locomotor and posture assists.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a physical disability and meet the eligibility requirements of the program;
- > you hold a valid Québec Health Insurance Card.

You are not eligible if:

- > you wear an orthotic solely for the practice of a sport.

AVAILABLE ASSISTANCE

You may be entitled to:

- > the purchase, adjustment, replacement, repair and, in certain cases, adaptation of walking aids, standing aids, locomotor assists and posture assists as well as their components, supplements and accessories;
- > the purchase, adjustment, replacement and repair of orthotics and prosthetics.

Devices that compensate for a physical disability are divided into six categories:

- > **Orthotics** are designed to correct a deficient function, compensate for a deficiency or increase the physiological performance of the trunk or a limb that has lost its primary function, that has never fully developed or that is affected by a birth defect. An example of an orthotic is a tibial orthotic.
- > **Prosthetics** are designed to fully or partially replace an amputated limb or a limb that is completely or partly missing, and to restore its primary function or original appearance. An example of a prosthetic is an artificial leg.
- > **Ambulation aids** are supports that facilitate or enable walking. Ambulation aids include crutches, canes, walking frames and walkers;

NOTE:

Walkers insured under this program include four wheels and are height-adjustable with thoracic support, depth-adjustable with width adjustable for children 10 years of age and younger.

- > **Standing aids** (a parapodium or an orthopodium) support the trunk and lower limbs, thereby enabling a person to assume an upright position.

An orthotic is insured if a physician recommends that it be worn every day for a minimum period of:

- 6 months, for a lower-limb orthotic;
- 3 months, for a trunk orthotic;
- 1 month, for an upper-limb orthotic.

However, a person under age 19 whose orthotic is designed to correct a deformity does not have to wear the orthotic for the entire minimum period, but a physician must have recommended that it be worn on a daily basis.

- > **Locomotor assists** are used for moving about. Locomotor assists include manual and powered wheelchairs, wheelbase systems, orthomobiles and children's strollers.

For information on the obligations related to the use of a wheelchair, consult the guide entitled *Important Things to Know About Your Wheelchair* on the Régie de l'assurance maladie du Québec (RAMQ) website.

- > **Posture assists** are devices that support one or more body parts (head, upper or lower limbs, spine) while a person is seated in a wheelchair or in a wheelbase system.
-

APPLICATION PROCEDURE

If you need an **orthotic**, a **prosthetic**, an **ambulation aid** or a **standing aid**, you must:

- > obtain a written medical prescription from an orthopedist, a physiatrist, a neurologist, a neurosurgeon, a rheumatologist or a geriatrician, or in some cases from a general practitioner or a pediatrician. Under certain conditions, general surgeons may write prescriptions for lower-limb prosthetics, while plastic surgeons may prescribe upper-limb or lower-limb orthotics;
 - > go to one of the facilities or laboratories authorized by RAMQ to obtain the insured device or service.
-

NOTE:

Ambulation aids are insured only if they are made available as part of a rehabilitation process and are used every day for at least one year.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

If you need a **locomotor assist** or a **posture assist** (a wheelchair or an adapted support), you must:

- > obtain a written medical prescription;
- > go to one of the facilities authorized by RAMQ, where a multidisciplinary team will determine the technical specifications of the device you need and will provide you with the insured services you are entitled to receive.

NOTE:

Only services and devices provided by facilities or laboratories authorized by RAMQ are covered by the program. You must notify RAMQ of any change of address and return the device when you no longer need it.

FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/devices-compensate-physical-deficiency/Pages/devices-compensate-physical-deficiency.aspx

RAMQ

Phone: 1 800 561-9749

TTY: 1 800 361-3939

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve may be eligible for the provincial program if they hold a valid Québec Health Insurance Card. See the information above.

If your application is not approved by RAMQ, you can apply for devices that compensate for physical disabilities through the Non-Insured Health Benefits (NIHB) Program. The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

NIHB may pay for canes, crutches, walkers, manual and motorized wheelchairs, wheelchair cushions and parts as well as posture devices, orthotics, custom footwear, etc.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

Some community health centres maintain an inventory of medical equipment and supplies such as crutches, canes and walkers that can be available on a loan basis.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

TECHNICAL AID PROGRAMS

HOME SUPPORT AND ACTIVITIES OF DAILY LIVING

FACT SHEETS 31 TO 38



>>> DAILY LIVING AIDS

PROGRAM DESCRIPTION

This program loans essential assistive devices to people with a physical, organic or intellectual disability to enable them to carry out their daily and domestic activities in their own home. Certain devices may be granted if they facilitate the assistance provided by families and caregivers.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a congenital or an acquired organic impairment that will likely soon cause significant and persistent limitations in your everyday activities and will or could make you disabled;
- > your dwelling is your principal residence;
- > you receive assistance from an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area.

You are not eligible if:

- > you receive similar types of assistive devices or funding for them under another provincial or federal program, particularly the programs administered by the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), the Direction de l'indemnisation des victimes d'actes criminels (IVAC), the Ministère de la Santé et des Services sociaux (MSSS) or any other agency or resource that refunds the total cost of the assistive device covered under this program, including private insurance plans;

If you have a private insurance plan that covers a portion of the costs, you can enrol in the program and receive financial assistance for the portion of the costs not covered, in which case you must agree to transfer ownership of the device to the program.

- > you are sheltered in a public facility, including intermediate resources, or a private reception centre;
- > you are in palliative care;
- > you do not meet the program requirements.

AVAILABLE ASSISTANCE

You could receive, on loan, various types of technical aids, such as mobile hoists, motorized beds, transfer benches for the bathroom, raised toilet seats, toilet aids, personal care aids, neurostimulators, capillary prostheses, etc.

Appendix A of this guide contains a list of eligible aids and equipment.

APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply.

However, if you receive benefits from the Ministère du Travail, de l'Emploi et de la Solidarité sociale, please contact it for information.

You must provide a medical certificate attesting to the type of disability and describing your limitations. Your disability and limitations must be significant and persistent. A medical certificate is required only once to determine whether you are eligible for the program or not. A designated occupational therapist, health care professional or rehabilitation specialist will then assess your needs and determine the daily living aids best suited to them.

NOTE:

You must undertake to use the equipment properly and follow the care instructions. It is strongly recommended that you have it insured.

You must notify the lending institution of any change of address and return the equipment when you no longer need it.

FOR MORE INFORMATION

Website:

<http://sante.gouv.qc.ca/programmes-et-mesures-daide/services-aux-personnes-ayant-une-deficience-physique-intellectuelle-ou-un-trouble-du-spectre-de-l-autisme/>

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuuss/

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial assistance program if they meet the eligibility requirements and hold a valid Québec Health Insurance Card. See the information above.

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve may be eligible for assistive devices and supplies under the Non-Insured Health Benefits (NIHB) Program.

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a physician;
- > a nurse practitioner for certain medical supplies and equipment items, such as bandages, ostomy supplies, wheelchairs; or
- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item. NIHB will cover expenditures that meet the criteria and are pre-approved.

For First Nations living on and off reserve, the NIHB Program may cover expenses related to items used on a daily basis, such as:

- > bathing and toileting aids;
- > dressing aids;
- > feeding aids;
- > miscellaneous supplies and equipment;
- > lifting and transfer aids;
- > mobility aids, such as walking aids, walking aids accessories and wheelchairs;
- > wheelchair cushions and parts;
- > ostomy supplies and devices;
- > catheter supplies and equipment;
- > incontinence supplies and equipment (diapers, catheters);
- > wound dressing supplies, such as adhesive tapes and dressing strips, bandages, dressings.

Benefits not on the NIHB approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

However, NIHB does not cover the following items (non-exhaustive list):

- > permanently fixed equipment (e.g. grip bars, ceiling tracks for lifts, stair lifts, etc. that are fixed to a wall/ceiling);
- > lift chairs (considered as household furniture. Costs for household items are the responsibility of the client);
- > environmental protection devices and supplies (e.g. masks, air cleaners, filters, UV protection garments and lotions, etc. which are beyond the scope of the NIHB Program).

Some community health centres maintain an inventory of medical equipment and supplies that can be available on a loan basis.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> MATERIAL AIDS FOR ELIMINATION FUNCTIONS

PROGRAM DESCRIPTION

This program grants material aids to overcome significant and persistent bladder and bowel dysfunctions.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a congenital or an acquired organic impairment that will likely soon cause significant and persistent limitations in your everyday activities and will or could make you disabled;
- > you are 3 years of age or older;
- > you have a significant and persistent bladder or bowel dysfunction owing to a motor or an organic impairment or an intellectual disability;
- > you need to wear at least one diaper a day owing to incontinence;
- > you receive assistance from an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area.

You are not eligible if:

- > the cause of your problem or problems is not neurological, e.g. urinary infection, prostate cancer, bladder tumour, cystitis or ureteral obstruction;
- > you receive similar types of assistive devices or funding for them under another provincial or federal program, particularly the programs administered by the Régie de l'assurance maladie du Québec (RAMQ), the Société de l'assurance automobile du Québec (SAAQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), the Direction de l'indemnisation des victimes d'actes criminels (IVAC) or any other agency or resource that refunds the total cost of the assistive device covered under this program, including private insurance plans. However, if you have a private insurance plan that covers a portion of the costs, you can enrol in the program and receive financial assistance for the portion of the costs not covered;
- > you received financial assistance covering the total purchase cost of the material aid. If you have a private insurance plan that covers a portion of the costs, you can enrol in the program and receive financial assistance for the portion of the costs not covered;

- > you are sheltered in a public facility, including intermediate resources, or a private reception centre;
 - > you do not meet the program requirements;
 - > you are in palliative care.
-

AVAILABLE ASSISTANCE

You could obtain aids for elimination functions, such as incontinence briefs, indwelling and external urinary catheters, bladder irrigation and urinary drainage by intermittent catheterization, skin care products, tracheostomy, etc.

The list of available material aids is provided in Appendix B of this guide.

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APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply.

You must provide a medical certificate attesting to the type of bladder or bowel dysfunction you have. The dysfunction must be significant and persistent. A medical certificate is required only once to determine whether you are eligible for the program or not. Your needs will be reassessed annually.

NOTE:

You are responsible for using the financial assistance received to purchase the recommended products and submitting invoices.

You must notify the institution of any change of address.

FOR MORE INFORMATION

Website:

<http://sante.gouv.qc.ca/programmes-et-mesures-daide/services-aux-personnes-ayant-une-deficience-physique-intellectuelle-ou-un-trouble-du-spectre-de-l-autisme/>

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial material aids program for elimination functions if they hold a valid Québec Health Insurance Card. See the information above.

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve can apply for assistive devices and supplies under the Non-Insured Health Benefits (NIHB) Program.

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a physician;
- > a nurse practitioner for certain medical supplies and equipment items, such as bandages, ostomy supplies, wheelchairs; or
- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item. NIHB will cover expenditures that meet the criteria and are pre-approved.

NIHB can cover expenses for ostomy supplies and devices, urinary supplies/equipment such as catheter supplies/equipment, and incontinence supplies, as well as tracheotomy supplies and equipment.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ENTERAL NUTRITION PROGRAM

PROGRAM DESCRIPTION

This program loans equipment and supplies to compensate for a significant and persistent disability related to a feeding disorder.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are living at home;
- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:

“A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”.

You are not eligible if:

- > you already have the same type of feeding equipment;
- > you received financial assistance covering the total purchase cost of feeding equipment. If you have a private insurance plan that covers a portion of the costs, the program will cover the difference between the purchase cost of the equipment and the portion covered by the insurance policy;
- > you are sheltered in a public facility, including intermediate resources, or a private reception centre;
- > you have a food allergy or intolerance only.

AVAILABLE ASSISTANCE

The program provides enteral feeding equipment and supplies, such as feeding system extension sets, syringes, nasogastric tubes, etc.

APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply.

You must provide a medical certificate attesting to the feeding disorder, as well as the program request form completed by a health care professional mandated for that purpose. They will be used to assess your needs and determine the equipment best suited to them.

NOTE:

You must follow the recommended procedures for using the equipment as well as the care instructions.

You must notify the lending institution of any change of address and return the equipment when you no longer need it.

FOR MORE INFORMATION

Institution mandated by the MSSS

Centre hospitalier universitaire Marie Enfant of the CHU Sainte-Justine:

www.chusj.org/en/soins-services/A/Alimentation-enterale?lg=fr-CA

Centre hospitalier universitaire Marie Enfant of the CHU Sainte-Justine

Phone: 514-345-4931

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuuss/

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations may be eligible for the provincial Enteral Nutrition Program if they meet the eligibility requirements and hold a valid Québec Health Insurance Card. See the information above.

However, in many cases, First Nations are referred directly to the Non-Insured Health Benefits (NIHB) Program.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

The NIHB is a national program that provides coverage to registered First Nations for a limited range of medically necessary health-related goods and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a physician;
- > a nurse practitioner for certain medical supplies and equipment items, such as bandages, ostomy supplies, wheelchairs; or
- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item. NIHB will cover expenditures that meet the criteria and are pre-approved.

The NIHB Program may cover enteral feeding devices such as feeding pumps (rental or purchase), nasogastric tubing, gastrostomy catheters/tubes, gravity-feeding supplies, and other enteral feeding supplies.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> HOME VENTILATORY ASSISTANCE PROGRAM

PROGRAM DESCRIPTION

This program provides various types of equipment to compensate for a loss of respiratory function.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are 17 years of age or younger and require respiratory assistance;
- > you are 18 years of age or older and present with chronic alveolar hypoventilation, whatever the cause, with incapacitating dyspnea (shortness of breath), reduced tolerance to physical effort, gradually increasing levels of carbon dioxide in the blood, or chronic hypoxemia making it increasingly harder to carry out your daily activities. You must also satisfy the medical criteria for each admissible diagnosis;
- > you live at home within the meaning of a private dwelling or a self-contained domestic establishment, which includes a dwelling-house, an apartment, a room or low-income housing;
- > you meet the medical criteria for admission to the program and the eligibility requirements of the program.

NOTE:

Dwellings located in apartment blocks or private homes that provide services to retirees or semi-retired individuals are deemed to be homes solely for services not covered under leases and contracts entered into between the promoters or owners and the tenants.

Family-type resources (foster families and foster homes) are deemed to be self-contained domestic establishments solely for the delivery of services for which they are not paid.

Institutions of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS), public and private residential and long-term care centres (CHSLDs) (under agreement or not) as well as all intermediate resources are not considered as homes for the purposes of this program.

You are not eligible if:

- > you smoke;
- > you do not meet the program requirements.

AVAILABLE ASSISTANCE

You could receive, on loan, specialized ventilatory assistance equipment for monitoring, diagnosis and quality control, as prescribed by your physician.

You may also be entitled to various services provided by health care professionals, such as assistance in returning home and initiation/adaptation to ventilatory assistance.

APPLICATION PROCEDURE

You must be assessed by a respirologist (a pediatric respirologist in the case of children under 18 years of age) in order to receive services under this program.

NOTE:

You must undertake to follow the care instructions and safety precautions for the equipment.
In some cases, ventilatory assistance is not sufficient and respiratory therapy is also required.

FOR MORE INFORMATION

Program website:

<http://publications.msss.gouv.qc.ca/msss/document-000645/> (French only)

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations people living on or off reserve may be eligible for the provincial Home Ventilatory Assistance Program if they hold a valid Québec Health Insurance Card. See the information above.

However, in many cases, First Nations are referred directly to the Non-Insured Health Benefits (NIHB) Program.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a physician;
- > a nurse practitioner for certain medical supplies and equipment items, such as bandages, ostomy supplies, wheelchairs; or
- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item. NIHB will cover expenditures that meet the criteria and are pre-approved.

First Nations may be eligible to receive breathing apparatus and respiratory supplies through NIHB. This includes equipment and supplies for respiratory secretion clearance and tracheotomy supplies and equipment.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> HOME RESPIRATORY THERAPY

PROGRAM DESCRIPTION

This program provides respiratory therapy equipment and supplies to compensate for a loss of respiratory function.

Eligible diagnoses include chronic obstructive pulmonary disease, interstitial lung diseases, cystic fibrosis, primary pulmonary hypertension and rib cage diseases.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you present with a diagnosed lung disease;
- > you live at home within the meaning of a private dwelling or a self-contained domestic establishment, which includes a dwelling-house, an apartment, a room or low-income housing;
- > you meet the medical criteria for admission to the program and the eligibility requirements of the program.

NOTE:

Dwellings located in apartment blocks or private homes that provide services to retirees or semi-retired individuals are deemed to be homes solely for services not covered under leases and contracts entered into between the promoters or owners and the tenants.

Family-type resources (foster families and foster homes) as well as intermediate resources within the meaning of the Act respecting health services and social services are deemed to be self-contained domestic establishments solely for the delivery of services for which they are not paid.

Institutions of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS), public and private residential and long-term care centres (CHSLDs) (under agreement or not) are not considered as homes for the purposes of this program.

You are not eligible if:

- > you smoke;
- > you do not meet the program requirements.

AVAILABLE ASSISTANCE

You could receive, on loan, specialized respiratory therapy equipment and supplies, as well as monitoring and diagnostic equipment.

You may also be entitled to various services provided by health care professionals, such as assistance in returning home and initiation/adaptation to ventilatory assistance.

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APPLICATION PROCEDURE

You must be assessed by a respirologist or by a physician authorized for that purpose.

You must also meet the specific medical criteria for admission to the program and comply with the clauses of the home respiratory therapy contract (*Contrat d'engagement à l'oxygénothérapie à domicile*).

Your health care and services needs will be assessed at least once a year and according to the frequency determined by the medical criteria.

NOTE:

Treatment will be terminated if you fail a nicotine detection test.

You must undertake to use the equipment properly and follow the care instructions. It is strongly recommended that you have the equipment insured.

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations people living on or off reserve may be eligible for the provincial Home Respiratory Therapy Program if they hold a valid Québec Health Insurance Card. See the information above.

However, in many cases, First Nations are referred directly to the Non-Insured Health Benefits (NIHB) Program.

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

First Nations may be eligible under NIHB for oxygen systems and equipment, and for supplies. You must obtain a prescription from an NIHB-recognized prescriber:

- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item. NIHB will cover expenditures that meet the criteria and are pre-approved.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> APPLIANCES FOR PERMANENT OSTOMATES

PROGRAM DESCRIPTION

This program grants a lump sum for the purchase and replacement of required ostomy appliances.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are insured under the Québec Health Insurance Plan;
- > you have undergone a permanent colostomy, ileostomy or urostomy of which the permanent nature is attested to by a medical certificate;
- > you meet the program requirements.

You are not eligible if:

- > you are sheltered in a subsidized facility.

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AVAILABLE ASSISTANCE

For 2017, a lump sum of **\$700** per ostomy is granted to cover at least part of the purchase cost of the required ostomy appliances (bags, pouches, adapters, etc.). Every year thereafter, you will automatically receive the **\$700** per ostomy to cover the cost of replacing the ostomy appliances.

If you have a private insurance plan, check with your insurer to find out whether you are covered for the difference between the total cost of the ostomy appliances and the amount paid by the Régie de l'assurance maladie du Québec (RAMQ).

If you are a recipient of last-resort financial assistance, you will be reimbursed in full for any purchase over the annual **\$700** amount, upon presentation of detailed invoices. It is therefore important to keep all proof of purchase.

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APPLICATION PROCEDURE

Complete the "Registration for the Ostomy Appliances Program" form and provide the original medical certificate.

The medical certificate must be dated and signed, and must clearly show the physician's name and professional number.

The registration form and the address where you must send the form and medical certificate are available on the RAMQ website.

FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/Pages/appliances-permanent-ostomates.aspx

RAMQ

Phone: 1 800 561-9749

TTY: 1 800 361-3939

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations people living on or off reserve may be eligible for the provincial Ostomy Appliances Program if they hold a valid Québec Health Insurance Card. See the information above.

If the provincial program does not cover the full cost of the ostomy supplies during a year, the Non-Insured Health Benefits (NIHB) Program can take over. **However, First Nations must demonstrate that they have used the \$700 from the provincial program before sending a request to NIHB and must send their invoices to the regional office of Health Canada.**

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

You must obtain a prescription from an NIHB-recognized prescriber:

- > a physician;
- > a nurse practitioner for certain medical supplies and equipment items, such as bandages, ostomy supplies, wheelchairs; or
- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

NOTE:

For First Nations registered with the provincial income assistance program, the RAMQ will cover the amount exceeding the **\$700** covered by the provincial program as described above.

NOTE:

NIHB will cover the full amount of the non-permanent ostomy eligible supplies.

FOR MORE INFORMATION**Health Canada (NIHB Program)**

Phone: 1 877 483-1575

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FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> COMPRESSION GARMENTS FOR THE TREATMENT OF LYMPHEDEMA

PROGRAM DESCRIPTION

This program reimburses people who suffer from primary or secondary lymphedema for a portion of the purchase cost of bandages, compression garments or accessories for compression garments required to control symptoms and prevent complications.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are insured under the Québec Health Insurance Plan;
 - > you suffer from primary or secondary lymphedema, that is, swelling caused by an abnormal buildup of lymphatic fluid in a part of the body.
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AVAILABLE ASSISTANCE

You are entitled to the following per 12-month period and per limb:

- > one set of multi-layer bandages;
- > one compression garment;
- > one accessory for compression garments.

For children under 18, the applicable period is every 6 months.

If, for a given limb, you need to wear several garments at the same time, you are entitled to one of each type of garment per period.

For each garment, accessory (rubber glove, sleeve donner, stocking donner, skin adhesive, etc.) and set of bandages, the program provides for a reimbursement of **75%** of the purchase cost before taxes and delivery charges, up to the maximum allowable amount. This means that you will have to pay a portion of the costs.

NOTE:

If you have private insurance, you may be covered for the difference between the total cost of the lymphedema aids and the amount paid by RAMQ.

If you are a recipient of last-resort financial assistance, you are entitled to a full reimbursement of the purchase cost before taxes and delivery charges, up to the maximum allowable amount.

APPLICATION PROCEDURE

When purchasing a lymphedema aid under the program for the first time, you must provide a prescription issued by a physician as well as a valid Health Insurance Card to one of the orthotics and prosthetics laboratories authorized by the RAMQ. The list of authorized laboratories is available on the RAMQ website. No prescription will be required for subsequent purchases. The RAMQ will pay the allotted amount directly to the laboratory and you will be required to pay the difference.

You can obtain your aids from another Québec-based retailer. In this case, however, you must make certain that the person taking the measurements for your garment holds and adjuster's certificate issued by a compression garment manufacturer. Then you will have to fill out the Claim Form, attach the originals of your detailed invoices and proofs of payment, and attach your medical prescription for a first-time purchase under the program (necessary for each limb affected by the lymphedema), for which you may apply to the RAMQ for a reimbursement.

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FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/compression-garments-lymphedema/Pages/compression-garments-treatment-lymphedema.aspx

RAMQ

Phone: 1 800 561-9749

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve may be eligible for the provincial lymphedema aids program if they hold a valid Québec Health Insurance Card. See the information above.

If not, they may be eligible for supplies and equipment under the Non-Insured Health Benefits (NIHB) Program.

The NIHB Program is a national program that provides coverage to registered First Nations for a specified range of medically necessary health-related items and services that are not covered by other plans and programs.

First Nations may be eligible under NIHB for lymphedema pressure garments and pressure orthoses, as well as custom-made and custom-fitted hypertrophic scar compression garments.

NIHB will cover expenditures that meet the criteria and are pre-approved. There are limitations on the number of garments per year or per month.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

You must obtain a prescription from an NIHB-recognized prescriber:

- > a licensed practitioner with authorization to prescribe within the scope of practice in his or her province or territory and that is recognized by Health Canada's NIHB Program (e.g. physician, specialist).

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

NOTE:

For First Nations registered with the provincial income assistance program, the total cost of supplies will be reimbursed up to the maximum allowable amount.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

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FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> OCULAR PROSTHESES

PROGRAM DESCRIPTION

This program grants a reimbursement for the cost of purchasing, repairing and maintaining an ocular prosthesis.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are insured under the Québec Health Insurance Plan;
 - > you require an ocular prosthesis (artificial eye);
 - > you meet the eligibility requirements.
-

AVAILABLE ASSISTANCE

If you meet the eligibility requirements, you are entitled, for each eye, to a reimbursement for the cost of purchasing or replacing an ocular prosthesis once per 5-year period, and to a yearly allowance for the repair and maintenance of the prosthesis.

If an ophthalmologist prescribes the replacement of a prosthesis because of a change in your orbital cavity, you are entitled to a reimbursement even if five years have not elapsed. However, you must submit a medical prescription dated and signed by an ophthalmologist and attesting to the change.

For 2017, the amounts are as follows:

- > **\$585** for a custom prosthesis made by a certified ocularist;
- > **\$225** for a manufactured prosthesis;
- > **\$25** per calendar year for repair and maintenance. The first **\$25** is not paid until 12 months after the prosthesis was purchased.

In 2017, the program also covers the purchase and fitting of conformers. The amounts are as follows:

- > **\$187** for each custom-made conformer;
- > **\$112** for each prefabricated conformer.

NOTE:

If you have private insurance at the time you receive an ocularist's services, check with your insurance company. You may be covered for the difference between the cost of the services and the amount reimbursed by the RAMQ.

If you are a recipient of last-resort financial assistance, RAMQ pays the entire cost of purchasing and fitting each conformer, the entire cost of purchasing or replacing the prosthesis, as well as the full cost of repairs and maintenance.

APPLICATION PROCEDURE

If you receive your prosthesis from one of the ocularists who have signed an agreement with the RAMQ, you must present your valid Health Insurance Card and provide a medical certificate from an ophthalmologist attesting that your orbital cavity or eyeball is able to accommodate an ocular prosthesis. The RAMQ will pay the ocularist up to the maximum amount to which you are entitled. If the cost of the prosthesis chosen or of the conformer installed exceeds the maximum amount, you must pay the difference. The list of ocularists who have signed an agreement is available on the RAMQ website.

If you receive services from a service provider who has not signed an agreement with the RAMQ, you must pay the full cost of the prosthesis and, where applicable, the cost of the purchase and fitting of the conformer(s) required. You must then apply to the RAMQ for a reimbursement of the amount to which you are entitled and include the originals of your invoices or detailed receipts.

If the prosthesis you are receiving is the first one paid for by the RAMQ, you must attach a medical prescription from an ophthalmologist attesting that your orbital cavity or eyeball is able to accommodate an ocular prosthesis. Be sure to include the following information with your request: your full name and address, date of birth and Health Insurance Number.

NOTE:

When you are purchasing or replacing your first prosthesis, you must specify whether it is for your right eye or your left eye.

FOR MORE INFORMATION**Program website:**

www.ramq.gouv.qc.ca/en/citizens/aid-programs/ocular-prostheses/Pages/ocular-prostheses.aspx

RAMQ

Phone: 1 800 561-9749

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve may be eligible for the provincial Ocular Prosthesis Program if they hold a valid Québec Health Insurance Card. See the information above.

If not, they may be eligible for supplies and equipment under the Non-Insured Health Benefits (NIHB) Program.

NIHB is a national program that provides coverage to registered First Nations for a limited range of medically necessary health-related goods and services that are not covered by other plans and programs. First Nations may be eligible under the Non- NIHB Program for an ocular prosthesis (prosthetic eye).

You must obtain a prescription from an NIHB-recognized prescriber:

- > an ophthalmologist; or
- > a physician.

You must submit the prescription to an NIHB-recognized provider. In most cases, the provider will have to obtain prior approval from a Health Canada regional office before providing the prescribed item.

NIHB will cover the expenditures for an ocular prosthesis as well as a scleral shell provided the request meets the criteria and is pre-approved.

Benefits not on the NIHB-approved list may be covered when an exceptional need is demonstrated and established by the prescriber. The prescriber will need to provide NIHB with a letter of justification for consideration.

NOTE:

For First Nations registered with the provincial income assistance program, the Régie de l'assurance maladie du Québec will cover the total cost of the furniture, replacement and repairs, etc.

FOR MORE INFORMATION

Health Canada (NIHB Program)

Phone: 1 877 483-1575

FOR FURTHER ASSISTANCE

Contact your community health centre

or

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@csssfnql.com

COMPENSATION PLANS

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FACT SHEETS 39 TO 42



>>> COMPENSATION PLAN FOR CRIME VICTIMS AND RESCUERS (IVAC)

PROGRAM DESCRIPTION

This program provides compensation and services to anyone in Québec who is injured as a result of a criminal act or while voluntarily coming to the rescue of someone whose life or physical integrity is in danger.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if you were injured as a result of a criminal act or while voluntarily coming to the rescue of a person in danger. In both cases, the crime or rescue must have occurred in Québec.

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AVAILABLE ASSISTANCE

Financial indemnities: You may be entitled to financial indemnities during the period you are unable to work or engage in most of your usual activities. If there are permanent sequelae following rehabilitation, you will receive benefits proportionate to your degree of physical disability or mental impairment.

Social rehabilitation: If the physical or psychological repercussions of the injury prevent you from resuming your normal activities, you may be entitled to various social rehabilitation measures, including professional psychological and social intervention services, home or vehicle adaptations, and reimbursement of childcare expenses and expenses related to home support services.

Vocational rehabilitation: If you are unable to resume the same type of employment or studies as before the crime or rescue occurred, you may be entitled to various vocational rehabilitation measures, including professional consultation services, adaptation of your workstation, subsidies paid to the employer or the crime victim, training, refresher or job search programs, and payment of expenses related to moving or looking for work.

Medical assistance: You may be entitled to reimbursement of certain medical assistance expenses, such as ambulance transportation, medication, travel expenses, orthotics and prosthetics, dental care and physiotherapy.

APPLICATION PROCEDURE

Fill out the application for benefits form (“Demande de prestations”), which is available on the IVAC website or at offices of the Commission des normes, de l’équité, de la santé et de la sécurité au travail (CNESST), and then mail it to the Direction de l’indemnisation des victimes d’actes criminels.

A diagnosis from a physician attesting to the injury is required in order for the application to be processed.

NOTE:

An application for benefits must be filed within two years of the occurrence of the injury.

In addition, it is important to keep the original invoices for all products or medications purchased, medical services received, as well as travel and living expenses.

FOR MORE INFORMATION

Program website:

www.ivac.qc.ca

IVAC

Phone: 1 800 561-4822

To find the nearest CNESST:

www.cnesst.gouv.qc.ca/nous-joindre/Pages/nous-joindre.aspx

CNESST

Phone: 1 866 302-2778

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve are eligible to receive benefits and services if they are the victims of a criminal act. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> VICTIM COMPENSATION FOLLOWING A TRAFFIC ACCIDENT

PROGRAM DESCRIPTION

Québec's public automobile insurance plan provides fair compensation to all Quebecers in the event of injury or death resulting from a traffic accident. The plan is administered by the Société de l'assurance automobile du Québec (SAAQ).

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if you were injured in a traffic accident, as a driver, passenger, cyclist, motorcyclist or pedestrian, regardless of whether you were responsible for the accident.

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AVAILABLE ASSISTANCE

Financial compensation: If you are unable to resume employment or perform regular activities, you may be entitled to receive an income replacement indemnity. If you are a student and lose a school year or academic term, you may be entitled to a lump-sum indemnity. A lump-sum indemnity for non-pecuniary damage is also payable for impairments or after-effects resulting from an injury sustained in an automobile accident that affect your quality of life, whether temporarily or permanently.

Rehabilitation: You may be entitled to rehabilitation measures to reduce or eliminate any disability resulting from bodily injury and facilitate the return to a normal life and the reintegration of the labour market. For example, the SAAQ may reimburse the cost of home or vehicle adaptations or job training and occupational reintegration expenses.

Reimbursement of certain expenses: You may be entitled to a reimbursement of other expenses incurred because of an automobile accident. Qualifying expenses relate to personal home assistance, accompanying an accident victim for treatment or to a medical examination requested by the SAAQ, medical and paramedical care, the purchase of eyeglasses, prostheses or orthoses, and the purchase of medication, among other expenses.

If you have lost a child, parent or spouse in an automobile accident, you could receive death benefits. The amount of the death benefit depends on your relationship to the deceased and the deceased's age and annual income.

APPLICATION PROCEDURE

Call the SAAQ to open a file and obtain a claim number. Then fill out the “Claim for Compensation” form. The form is available on the SAAQ website or at any SAAQ service centre. The SAAQ provides free assistance where necessary to fill out the form.

Send the completed form, along with the medical report filled out by your physician and the necessary supporting documents, to the SAAQ.

A compensation officer will contact you and, if necessary, assign a rehabilitation counsellor to draw up a social, school and workplace reintegration plan with you.

NOTE:

You have a maximum of three years as of the date of the accident to file a compensation claim with the SAAQ.

The law requires that all vehicle owners hold a private insurance policy to cover the cost of property damage that may be caused to their vehicle in a traffic accident.

FOR MORE INFORMATION

Program website:

www.saaq.gouv.qc.ca/en/traffic-accident/

SAAQ

Phone: 1 800 361-7620

TTY: 1 800 565-7763

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations are entitled to the same benefits as described above if they are involved in a car accident.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> COMPENSATION FOR INDUSTRIAL ACCIDENTS AND OCCUPATIONAL DISEASES

PROGRAM DESCRIPTION

This program provides compensation for workers who suffer a work-related accident or disease.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for compensation if you work for an employer for remuneration under a contract of employment or apprenticeship, either full time or part time, and sustained an injury or contracted a disease in the course of your work.

You are not eligible if:

- > you are self-employed, work as a volunteer or were hired by an individual to care for another person (e.g. a child, a person with a disability, an elderly person).

However, if you wish to have personal protection, you may register with, and pay a contribution to, the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST).

NOTE:

If you work for an employer, you are insured against all workplace injuries and occupational diseases.

You do not have to pay for this insurance, as the costs are covered by the annual contributions paid to the CNESST by every employer in Québec.

AVAILABLE ASSISTANCE

Financial compensation: You are entitled to an income replacement indemnity for as long as you are unable to go back to work. The indemnity is equal to **90%** of the net income you would have earned during that period. Note that, in 2017, the annual maximum insurable earnings are set at **\$72,500**. If you turn 65 years of age, hold a new employment or become able to hold a new employment, your income replacement indemnity may be reduced. If you sustain permanent physical or mental impairment as a result of your work-related injury, you may be entitled to compensation for bodily injury. The amount of this lump-sum indemnity depends on your age and the severity of your impairment.

Vocational reinstatement: If you are able to return to work, you have the right to be reinstated by preference in your employment or reassigned to equivalent employment in the same workplace.

Rehabilitation: The CNESST prepares and implements a personal social and professional rehabilitation program for injured workers. The program may include, in particular, professional psychological and social services, and adaptations to the worker's home, vehicle or workstation. If you are unable to reintegrate your employment, the CNESST will help you determine new employment that would be suitable for you.

Medical aid: Injured workers are entitled to medical aid, including the services of health care professionals, regardless of whether they are covered under the public health insurance plan.

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APPLICATION PROCEDURE

You must notify your employer immediately and then have a physician fill out the "Medical Certificate" form. Give the form to your employer.

Your employer will then give notification and make the claim on the form provided for that purpose and send it to the CNESST along with the medical certificate.

If you are unable to carry on your employment for more than 14 days, you must fill out the "Worker's Claim" form. The forms are available on the CNESST website.

NOTE:

You have six months to file a claim with the CNESST.

It is important that you keep all original receipts for products and medication purchased as well as medical, travel and living expenses incurred.

FOR MORE INFORMATION

Program website:

www.csst.qc.ca/en/workers/Pages/compensation_reimbursement_expenses.aspx

To find the nearest CNESST office:

www.cnesst.gouv.qc.ca/nous-joindre/Pages/nous-joindre.aspx

CNESST

Phone: 1 844 838-0808

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations working off reserve who pay CSST may be eligible for compensation for work-related accidents and diseases if they meet the eligibility requirements. See the information above.

First Nations working on reserve in communities where their employer pays CSST (as in most Band Council operations, for example) may be eligible to receive CSST benefits if they meet the criteria as detailed above. A medical certificate is required.

Contact your employer to be sure that CSST is being paid before proceeding with a claim for a work-accident or disease. If CSST is being paid, proceed as described above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



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DISABILITY BENEFITS FOR VETERANS (federal program)

PROGRAM DESCRIPTION

This program provides disability benefits to individuals who have a service-related disability.

MAIN ELIGIBILITY REQUIREMENTS

Disability pensions are provided to eligible:

- > War Service Veterans (including Merchant Navy Veterans) of the Second World War or the Korean War;
- > Civilians who served in close support of the Armed Forces during wartime;
- > Current and former members of the Royal Canadian Mounted Police (RCMP);
- > Canadian Armed Forces members and Veterans.

The Disability Award is provided to eligible:

- > Canadian Armed Forces members and Veterans.

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AVAILABLE ASSISTANCE

There are two types of disability benefits: Disability Pension and Disability Award. Disability pensions provide monthly tax-free payments, whereas the Disability Award provides injured Canadian Armed Forces members or Veterans with a tax-free award for an injury or illness resulting from military service. The amount of both types of benefits depends on the degree to which the disability is related to your service and the extent of the disability.

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APPLICATION PROCEDURE

Fill out the "Application for Disability Benefits" form and then submit it electronically or mail it to Veterans Affairs Canada (VAC). The form is available on the VAC website or at VAC Area Offices or Service Canada Centres.

NOTE:

If you are receiving a Disability Pension and are exceptionally incapacitated, you may qualify for the tax-free, monthly Exceptional Incapacity Allowance. The amount of the allowance is based on the extent of the pain and loss of enjoyment or shortened life expectancy.

The Permanent Impairment Allowance supplement, payable for life, is provided when your career options have been limited because of a service-related illness or injury.

FOR MORE INFORMATION**Program website:**

www.veterans.gc.ca/eng/services/after-injury/disability-benefits

Veterans Affairs Canada

Phone: 1 866 522-2022

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations who have a disability because of military service may be eligible for a disability pension. To be eligible, you must:

- > have a diagnosed medical condition or disability; and
- > be able to show that the condition or disability is related to your service.

See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

VISUAL AND TACTILE INTERPRETATION SERVICES

FACT SHEETS 43



>>> VISUAL AND TACTILE INTERPRETATION SERVICES

PROGRAM DESCRIPTION

This program provides visual interpretation services to people who are deaf or hearing-impaired and tactile interpretation services to people who are both deaf and blind. Services are offered through regional interpretation services and, in some cases, are free.

Regional interpretation services are funded by the regional integrated health and social services centre (CISSS) or the regional integrated university health and social services centre (CIUSSS) and offer visual and tactile interpretation services in their respective regions. The services provided may vary; however, all regional interpretation services offer sign language (LSQ) and French oral interpretation services.

APPLICATION PROCEDURE

Contact the regional interpretation service responsible for your region to find out more about the services offered.

NOTE:

If you have a hearing-impaired child who goes to school, the school board can hire an interpreter to ensure that your child receives the appropriate services for his or her needs.

FOR MORE INFORMATION

Service régional d'interprétariat de l'Abitibi-Témiscamingue (SRIAT) (Abitibi-Témiscamingue)

Website: www.laressource.org/

Phone or TTY: 1 888 316-8116

Service régional d'interprétariat de l'Est du Québec (SRIEQ) (Bas-Saint-Laurent, Saguenay-Lac-Saint-Jean, Capitale-Nationale, Mauricie, Côte-Nord, Nord-du-Québec, Gaspésie-Îles-de-la-Madeleine, Chaudière-Appalaches, Centre-du-Québec)

Website: www.srieq.ca/

Phone or TTY: 1 800 268-1037

Service régional d'interprétariat de Lanaudière (SRIL) (Lanaudière, Laurentides)

Website: www.sril.ca/

Phone or TTY: 1 866 787-9788

Service d'interprétation pour personne sourde de l'Estrie (SIPSE) (Estrie)

Website: www.sipse.net/

Phone: 819-563-4357

TTY: 819-563-6177

Service régional d'interprétation visuelle de l'Outaouais (SRIVO) (Outaouais)

Website: www.srivo.ca/

Phone: 819-771-7273

TTY: 819-771-6270

Service d'interprétation visuelle et tactile (SIVET) (Montréal, Laval, Montérégie)

Website: www.sivet.ca/

Phone: 514-285-8877

TTY: 514-285-2229

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve requiring visual interpretation services for the deaf or tactile interpretation for people who are deaf and blind can apply to the regional interpretation centres listed above for further information on the services offered.

Bilingual services

The MAB-Mackay Rehabilitation Centre (MMRC), a member institution of the integrated health and social services university network (CIUSSS) for West-Central Montreal provides specialized and ultra-specialized adaptation, rehabilitation and social integration services to people with a significant and persistent disability. Services are provided in French and English.

The Centre's clients include children and youth with motor impairments or communication disorders, and people of all ages who are deaf, hard-of-hearing or who have a visual impairment. In conjunction with its clinical mission, the MMRC is committed to participating in the education of healthcare professionals and conducting applied research in the field of rehabilitation.

MMRC

Website:

www.ndg.ca/en/mab-mackay-rehabilitation-center

Phone: 514-488-5552

In addition to providing services in French and English, the MMRC is designated by the Ministère de la Santé et des Services sociaux as an establishment providing services in English to the population of Montréal and the Lanaudière, Laval, Montérégie and Nord-du-Québec administrative regions.

Mackay Centre School provides educational services to students ranging in age from 4 to 21.

Mackay Centre School website (English only):

www.emsb.qc.ca/mackay/

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

CHILDCARE SERVICES

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FACT SHEETS 44 TO 47



>>> ALLOWANCE FOR INTEGRATION OF A DISABLED CHILD INTO A CHILDCARE FACILITY

PROGRAM DESCRIPTION

The purpose of the Allowance for Integration of a Disabled Child is to facilitate the integration into a childcare facility of disabled children who face barriers in their integration process. The childcare provider receives a grant to help cover the cost of managing the file of a child with disabilities, purchase necessary equipment and adapt the premises to accommodate the child.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible, your child must:

- > be 59 months old or younger;
- > be registered with a subsidized childcare provider and whose parent is eligible for payment of the basic contribution;
- > have an impairment causing a significant and persistent disability and is likely to face barriers in his or her integration process into a childcare facility. The disability must be attested by a professional recognized by the Ministère de la Famille or must be recognized by the Retraite Québec.

To be eligible for the allowance, the childcare provider must:

- > comply with the conditions set out in the budget rules and in the occupancy rules, as well as in the Directive concerning the allowance.

Eligible childcare providers are childcare centres (CPEs), subsidized daycare centres and home childcare providers recognized by a coordinating office.

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AVAILABLE ASSISTANCE

The allowance is granted to the eligible childcare provider to help cover the cost of managing the disabled child's file, purchase equipment and adapt the physical layout of the premises. For 2017, the allowance corresponds to a lump sum of **\$2,200**, including **\$1,800** to cover expenses incurred for the acquisition of equipment, specialized material and the physical layout of the premises. The remaining **\$400** corresponds to expenses related to management of the child's file, that is, analysis of the file, organization of resources, meetings and preparation of the assessment when the child leaves the childcare services.

That amount is in addition to a basic allowance of **\$39.93** per day for CPEs, **\$38.51** per day for subsidized daycare centres and **\$34.96** per day for home childcare providers to cover the additional operating expenses related to hiring and training staff and implementing the integration plan.

APPLICATION PROCEDURE

You must obtain an attestation of the child's disability from a health care professional recognized by the Ministère de la Famille and give it to the childcare provider.

Parents who receive the supplement for handicapped children may provide proof to certify the child's disability, which they have obtained from Retraite Québec.

The childcare provider must then draw up an integration plan in consultation with the parents. The plan must be sent to the Ministère de la Famille, who will pay the allowance in the year following application.

NOTE:

Disabled children over 5 years of age who go to school but do not have access to school daycare services can enrol in a childcare centre and the centre will receive the Allowance for Integration of a Disabled Child for regular school days and pedagogical days.

FOR MORE INFORMATION

Program website:

www.mfa.gouv.qc.ca/en/services-de-garde/rsg/enfants-besoins-particuliers/Pages/allocation-integration-enfant-handicape.aspx

Ministère de la Famille

Phone: 1 855 336-8568

Childcare Establishment Locator:

www.mfa.gouv.qc.ca/en/services-de-garde/parents/localisateur/Pages/index.aspx

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the Allowance for Integration of a Disabled Child. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FIRST NATIONS LIVING ON RESERVE

Early childhood centre (ECC/CPE) funded by the Ministère de la Famille

First Nations living on reserve with an early childhood centre (ECC/CPE) funded by the Ministère de la Famille would be eligible for this allowance. The daycare would apply for the allowance to provide integration services for the child if he or she meets the eligibility requirements. The allowance is available for children under 5 years of age as well as children who are in school.

Early Childhood Centre (ECC/CPE) exclusively funded by the First Nations and Inuit Child Care Initiative

For communities with daycare centres or early childhood centres exclusively funded by the First Nations and Inuit Child Care Initiative (FNICCI) through the First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC), this allowance is not available.

However, the community daycare or early childhood centre can request support or additional resources from the health centre, First Nations Head Start, Social Services and First Line Services to meet the needs of the child for integration into childcare services.

FOR MORE INFORMATION

Contact your daycare or early childhood centre.

FOR FURTHER ASSISTANCE

FNQLHSSC (Early Childhood Sector)

Phone: 418-842-1540

Email: info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> TRANSITIONAL MEASURE FOR DISABLED CHILDREN 5 YEARS OF AGE

PROGRAM DESCRIPTION

The transitional measure allows the parent of a disabled child who is 5 years of age on September 30 of the reference year and who is exempted from attending kindergarten on recommendation of a professional recognized by the Ministère de la Famille to be eligible for payment of the basic contribution for a period of 12 months as of September 1 of the reference year.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for the measure, your child must meet all of the following conditions:

- > meet the definition of a “handicapped person” and be of school age;
- > be 5 years of age on September 30 of the reference year;
- > not attend kindergarten;
- > a professional recognized by the Ministère de la Famille for the purposes of the integration plan has confirmed in writing that the child should remain in childcare services for one more year before starting school.

To be eligible for the allowance, the childcare provider must:

- > comply with the conditions set out in the budget rules and in the occupancy rules, as well as in the Directive concerning the allowance.

Eligible childcare providers are childcare centres (CPEs), subsidized daycare centres and home childcare providers recognized by a coordinating office.

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AVAILABLE ASSISTANCE

You may be eligible for an allowance of **\$26.19** for each day your child attends childcare services from April 1 to December 31, 2017.

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APPLICATION PROCEDURE

You must obtain an attestation of the child’s disability from a health care professional recognized by the Ministère de la Famille and give it to the childcare provider.

Parents who receive the supplement for handicapped children may provide proof to certify the child’s disability, which they have obtained from Retraite Québec.

The childcare provider must then draw up an integration plan in consultation with the parents. The plan must be sent to the Ministère de la Famille, who will pay the allowance in the year following application.

FOR MORE INFORMATION

Program website:

www.mfa.gouv.qc.ca/fr/services-de-garde/cpe-garderies/enfants-besoins-particuliers/mesure-transitoire/Pages/index.aspx (French only)

Ministère de la Famille

Phone: 1 855 336-8568

Childcare Establishment Locator:

www.mfa.gouv.qc.ca/en/services-de-garde/parents/localisateur/Pages/index.aspx

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the transitional measure for disabled children 5 years of age. See the information above.

FIRST NATIONS LIVING ON RESERVE

Early Childhood Centre (ECC/CPE) Funded by the Ministère de la Famille

First Nations living on reserve with an early childhood centre (ECC/CPE) funded by the Ministère de la Famille may be eligible for this measure. The parent is required to obtain an attestation of the child's needs from a professional. Then the early childhood centre would develop an integration plan for the child, and send it to the Ministère de la Famille for approval.

Early Childhood Centre (ECC/CPE) exclusively funded by the First Nations and Inuit Child Care Initiative

For communities with daycare centres or early childhood centres exclusively funded by the First Nations and Inuit Child Care Initiative (FNICCI) through the First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC), this funding allocation is not available.

However, the community daycare or early childhood centre can request support or additional resources from the health centre, First Nations Head Start, Social Services and First Line Services to meet the needs of the child for integration into the childcare services.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION

Contact your daycare or early childhood centre.

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FOR FURTHER ASSISTANCE

FNQLHSSC (Early Childhood Sector)

Phone: 418-842-1540

Email: info@cssspnql.com

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



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EXCEPTIONAL ASSISTANCE MEASURE FOR THE INTEGRATION IN CHILDCARE SERVICES OF DISABLED CHILDREN WITH MAJOR NEEDS

PROGRAM DESCRIPTION

The purpose of the exceptional assistance measure is to make childcare services available to disabled children aged 59 months or younger who have major needs.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for the measure, your child must:

- > be enrolled in a childcare service and receive the allowance for the integration of a child with disabilities;
- > have a deficiency causing a significant and persistent disability, as well as a major need for extra support because he or she faces major barriers to integration into a childcare service, such as:
 - the need for assistance to perform everyday activities (eating, moving about, getting dressed) and participate in educational activities;
 - the need for supervision and assistance due to a disability or severe developmental disorder;
- > be at risk of not integrating childcare services without the necessary supportive care, because his or her integration requires a significant adaptation effort, better one-on-one support and more services and resources.

Childcare establishments eligible for the program include childcare centres (CPEs), subsidized daycare centres and home childcare providers recognized by a coordinating office.

Before benefiting from this measure, the childcare provider must:

- > draw up a childcare integration plan;
- > have begun taking steps jointly with its partners or have drawn up a childcare integration plan to meet the child's needs;
- > have drawn up or be in the process of drawing up an individualized intersectoral service plan demonstrating that all available means (resources, programs, measures and joint action) are used to meet the child's needs and support the child in integrating the childcare service.

AVAILABLE ASSISTANCE

Childcare providers can receive financial assistance to cover a portion of the additional expenses for the supportive care required to integrate a disabled child with major needs.

Financial assistance is set at **\$15** an hour, for a maximum of three hours of supportive care per day, for as long as the child receives childcare services and requires supportive care.

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APPLICATION PROCEDURE

To be eligible for the program, a childcare provider must:

- > be a childcare provider within the meaning of the Educational Childcare Act and offer subsidized childcare spaces;
- > provide childcare services to a child aged 59 months or younger who meets the criteria of the target clientele;

NOTE:

Children aged 59 months or older on September 30 who have already been granted an exemption and receive the transitional measure for another year are eligible for the exceptional measure.

- > make sure the child's parents agree to participate in the necessary steps and provide the required information on the child's special needs;
- > satisfy the preconditions;
- > complete either the request for support form ("Demande de soutien") or the request for renewal form ("Demande de renouvellement") and send it, along with all of the required documents, to the regional office of the Ministère de la Famille.

Applications for services by home childcare providers must be made to the home childcare coordinating office.

An advisory committee made up of regional representatives is responsible for reviewing applications and making recommendations based on available funding.

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FOR MORE INFORMATION

Program website:

www.mfa.gouv.qc.ca/fr/services-de-garde/bc/enfants-besoins-particuliers/Pages/mesure-exceptionnelle.aspx
(French only)

Childcare Establishment Locator:

www.mfa.gouv.qc.ca/en/services-de-garde/parents/localisateur/Pages/index.aspx

Ministère de la Famille

Phone: 1 877 216-6202

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve can access this program through their early childhood centre (ECC/CPE) provided their child meets the eligibility requirements. See the information above.

FIRST NATIONS LIVING ON RESERVE

Early Childhood Centre (ECC/CPE) Funded by the Ministère de la Famille

First Nations living on reserve with an early childhood centre (ECC/CPE) funded by the Ministère de la Famille may be eligible for a supplement to cover the partial cost of an aide to assist the child. The parent must obtain an attestation of the child's needs from a professional, and the ECC is required to have an integration plan for the child. An application form "Request for Support" must be completed. All of the documents must be sent to the regional office of the Ministère de la Famille for review.

Early Childhood Centre (ECC/CPE) exclusively funded by the First Nations and Inuit Child Care Initiative

For communities with daycare centres or early childhood centres exclusively funded by the **First Nations and Inuit Child Care Initiative (FNICCI)** through the First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC), this assistance measure is not available.

However, the community daycare or early childhood centre can request support or additional resources from the health centre, First Nations Head Start, Social Services and First Line Services to meet the needs of the child for integration into the daycare.

FOR MORE INFORMATION

Contact your daycare or early childhood centre.

FOR FURTHER ASSISTANCE

FNQLHSSC (Early Childhood Sector)

Phone: 418-842-1540

Email: info@casspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> SUPERVISION SERVICES FOR DISABLED STUDENTS AGES 12 TO 21

PROGRAM DESCRIPTION

The purpose of this program is to facilitate work-family balance for parents by providing supervision services adapted to the needs and interests of secondary school students. The services are provided outside of classroom hours in a safe, barrier-free environment.

The services are provided by non-profit organizations in close cooperation with the child's school or school board and other community organizations.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for the program, your child must:

- > be between 12 and 21 years of age;
- > attend secondary school;
- > have a deficiency causing a significant and persistent disability; and
- > not have the autonomy to be at home alone outside of classroom hours.

Eligible supervision services:

- > non-profit organizations
- > educational institutions
- > school boards

However, the following non-profit organizations are not eligible:

- > foundations whose mission is essentially to collect and redistribute funds
- > professional orders, labour unions and political organizations
- > religious organizations
- > organizations established by a public body to address public administration issues
- > non-profit organizations that have objectives and activities aimed at holding conferences, symposia or seminars, or drafting and producing teaching or promotional material
- > non-profit organizations that primarily conduct research activities
- > non-profit organizations whose objectives and activities consist in acquiring or renovating immovable property, in whole or in part

To be eligible, a supervision service must meet the following conditions:

- > The supervision service must be offered before and/or after school, except at lunchtime, from Monday to Friday, and on pedagogical days, according to parents' needs.
- > The equivalent of a minimum of six students must be enrolled on a regular, full-time basis.

- > As long as two students receive the service, a minimum of two aides must be present to supervise them. Where more than two students receive the service, the student/aide ratio is determined by the supervision service based on the students' support needs.
- > The service must offer activities tailored to the needs and interests of students with disabilities; for example, games/activities to help develop motor skills, board games, crafts, relaxation, computers, cooking, integration/discovery outings, support for school activities, and so forth. Activities must take place in a safe, barrier-free environment.

AVAILABLE ASSISTANCE

Subject to the appropriations allocated to the Ministère de la Famille, financial support is granted to a supervision service under a service agreement. Funding is granted for three years, but is renewed annually. Certain conditions apply.

Financial support includes core funding, plus additional funding determined on the basis of the number of students enrolled. The amount varies between **\$30,000** and **\$45,000**.

A financial contribution is payable by the parents, with the amount being set by the organization.

APPLICATION PROCEDURE

Contact your child's school, the Office des personnes handicapées du Québec or the Ministère de la Famille to get the name of an organization in your region that offers supervision services for disabled students ages 12 to 21.

FOR MORE INFORMATION

Program website:

www.mfa.gouv.qc.ca/fr/Famille/aide-partenaires/organismes-communautaires/surveillance-eleves-handicapes/Pages/index.aspx (French only)

Ministère de la Famille

Phone: 1 877 216-6202

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for supervision services for disabled students ages 12 to 21. See the information above.

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FIRST NATIONS LIVING ON RESERVE

First Nations secondary schools on reserve, or the education authority, may apply for funding for the morning and afternoon supervision of handicapped secondary students between the ages of 12 and 21 years if they have a minimum of six (6) students who qualify.

Applications must be submitted to the Ministère de la Famille before May 30 for the following school year. Parents are expected to contribute to the cost of this program.

The application form and guide book are available in French on the Ministère de la Famille website.

Ministère de la famille:

<https://www.mfa.gouv.qc.ca/fr/Famille/aide-partenaires/organismes-communautaires/surveillance-eleves-handicapes/Pages/index.aspx> (French only)

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

HOME SUPPORT

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FACT SHEETS 48 TO 50



>>> HOME SUPPORT SERVICES

PROGRAM DESCRIPTION

This program provides services to people who live at home and have a significant and persistent disability so that they do not have to be hospitalized.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for home support services if you have a significant and persistent disability, such as a loss of independence associated with aging or a physical or an intellectual disability, and have difficulty functioning in normal daily living.

You are not eligible if:

- > you receive similar services under a plan administered by another public body, such as the Société de l'assurance automobile du Québec (SAAQ) or the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST);
 - > you are sheltered in a residential centre or resource.
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AVAILABLE ASSISTANCE

- > **Professional care and services:** medical services, nursing care, nutrition service, basic rehabilitation services (physiotherapy, occupational therapy, speech therapy, audiology), respiratory therapy and psychosocial services
- > **In-home services:** personal assistance (bathing and grooming, feeding, assistance getting up and going to bed, getting dressed, etc.), domestic help (laundry, housekeeping, meal preparation, etc.), community support (establishing a budget, filling out administrative forms, Meals on Wheels, companion services), learning support (training and stimulation activities, rehabilitation assistance)
- > **Technical support:** medical supplies, special equipment or material, technical aids or assistive technology devices.

In-home services may be offered directly by the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) for your region, or by means of a direct allowance, at your discretion. The allowance lets you choose the person who will provide the services in your home, in which case you will be responsible for planning the services and schedule based on the number of hours granted to you under your intervention plan. You will also be responsible for entering the required information in the "Volet social" form, so that the person is paid for the number of hours of service rendered.

APPLICATION PROCEDURE

Contact an institution of the CISSS or CIUSSS serving your area to find out how to apply.

You must obtain a professional assessment attesting to your need for home support services. An intervention plan or individualized service program will serve to assess your needs and determine the available services.

NOTE:

If you are enrolled in the *Chèque emploi-service* program, the CISSS or CIUSSS can help you find a service provider.

You must notify the CISSS or CIUSSS of any change of address or change in circumstances that might affect the services you receive.

FOR MORE INFORMATION

Ministère de la Santé et des Services sociaux website:

www.msss.gouv.qc.ca/sujets/organisation/soutiendomicile.php (French only)

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial home support program. See the information above.

FIRST NATIONS LIVING ON RESERVE

For First Nations living on reserve, services are provided through the **Home and Community Care Program** (Health Canada) and the **Assisted Living Program** of Indigenous and Northern Affairs Canada (INAC).

Home and community care may include nursing care, personal care such as bathing and foot care, home support such as meal preparation, and in-home respite care, that is, caring for someone while family members have a rest. It also provides a system or process to access medical equipment and supplies, and program linkages with other community and external health and social programs.

The Assisted Living Program provides funding for non-medical personal care for persons who need assistance with activities of daily living. Services range from housekeeping (meal preparation and attendant care) to community supports (adult care, meals on wheels, psychosocial programs, short-term respite care for caregivers, and non-health transportation).

An assessment will be conducted to determine whether you are eligible to receive these services.

FOR MORE INFORMATION

Contact your community health centre or social services.

FOR FURTHER ASSISTANCE

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cscsspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> HOME SUPPORT SERVICES FOR CAREGIVERS

PROGRAM DESCRIPTION

This program enables caregivers to a handicapped person to obtain the help they need to maintain their regular, normal relationship with the person under their care. Caregivers can receive either professional services or financial assistance to obtain various support measures.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for home support services, you must be the parent, friend or caregiver of a handicapped person to whom you provide significant care on a continual or occasional basis in a non-professional capacity.

You are not eligible if:

- > the handicapped person receives similar services under a plan administered by another public body, such as the Société de l'assurance automobile du Québec (SAAQ) or the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST);
 - > the handicapped person is sheltered in a residential centre or resource.
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AVAILABLE ASSISTANCE

- > **Babysitting or accompaniment/supervision (if the handicapped person is an adult):** someone to watch over a handicapped person who cannot be left alone so that you can go out from time to time to do everyday activities
- > **Respite services:** someone to take care of the handicapped person from time to time to provide you with temporary relief from the extra stress and fatigue caused by looking after the person's needs. Respite service can be provided in the home or somewhere else in the form of temporary lodging (in a public institution, an intermediate resource or a community housing service) or time with a foster family, a respite centre or another type of resource
- > **Emergency care services:** someone to replace you in unforeseeable circumstances. The services are therefore temporary and generally for a short period of time. The measure consists in planning or organizing services in an emergency.
- > **Domestic help:** this service includes various measures to take over the everyday activities performed by a caregiver while the caregiver cares for a person with disabilities or does other things. Measures include caring for children, helping to organize physical life and accompaniment.

The above services may be provided by community organizations, social economy businesses or an integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS). The number of hours of services granted is determined by the regional CISSS or CIUSSS. The amount of financial assistance granted may not cover the total cost of services.

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APPLICATION PROCEDURE

Contact an institution of the CISSS or CIUSSS serving the region in which the handicapped person lives to find out how to apply. Someone will assess the person's disabilities and needs to determine the number of hours of services you will receive. The financial assistance will be granted accordingly. The handicapped person will be reassessed annually.

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuuss/

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial home care support program. See the information above.

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FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve may receive these respite services through the community **Home and Community Care Program** and/or through the **Assisted Living Program**, which may provide in-home support workers or short-term institutional care as a form of respite services.

Home and community care may include nursing care, personal care such as bathing and foot care, home support such as meal preparation, and in-home respite care, that is, caring for someone while family members have a rest.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

The In-Home Care component of the Assisted Living Program provides support for non-medical personal care for persons who need assistance with activities of daily living. Services range from housekeeping (meal preparation and attendant care) to community supports (adult care, meals on wheels, psycho-social programs, short-term respite care for caregivers, and non-health transportation).

An assessment will be conducted to determine whether you are eligible to receive these services.

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FOR MORE INFORMATION

Contact your community health centre or social services.

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FOR FURTHER ASSISTANCE

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: info@cssspnql.com

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



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FINANCIAL ASSISTANCE PROGRAM FOR DOMESTIC HELP SERVICES (VARIABLE FINANCIAL ASSISTANCE COMPONENT)

PROGRAM DESCRIPTION

This program grants financial assistance to people who need domestic help services and have been referred by an integrated health and social services centre (CISSS) or an integrated university health and social services centre (CIUSSS).

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for variable financial assistance if:

- > you are 65 years of age or older;
- > you are between 18 and 64 years of age, are eligible for the program and you require domestic help services and are referred by an institution of the CISSS or CIUSSS.

The amount of variable financial assistance payable is calculated by determining the portion of family income that exceeds the exemption threshold, which varies with family size.

You are not eligible if:

- > you receive compensation for domestic help services under another public plan or under a private insurance plan that covers the total costs of the services. However, if you receive compensation under such a plan that covers a portion of the costs for domestic help services, you may receive financial assistance from the program for the portion of the costs exceeding the plan's compensation amount.

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AVAILABLE ASSISTANCE

The program covers the following domestic help services:

- > **light housework**, such as laundering, vacuuming, dusting, cleaning (e.g. refrigerator, bathtub, pantry);
- > **heavy housework**, such as major cleaning jobs and clearing snow from the main access to the residence;
- > **clothing care**;
- > **preparation of non-diet meals**;
- > **grocery shopping and other errands**.

Persons using domestic help services provided by a domestic help social economy business that has been accredited for program purposes may receive financial assistance applicable against the hourly rate the business charges. In 2017, there are two types of financial assistance:

- > basic financial assistance of **\$4** for **each hour of service rendered**. This form of assistance is granted to any eligible person, regardless of family income.
- > variable financial assistance of **\$1.25 to \$10** for **each hour of service rendered**. This form of assistance may be granted over and above the basic financial assistance and is determined on the basis of an eligible person's family income and family situation.

The maximum total financial assistance granted **per hour of service rendered** is **\$14** (\$4 in basic financial assistance and **\$10** in variable financial assistance).

You pay only the difference between the rate charged by the business and the financial assistance granted.

APPLICATION PROCEDURE

Contact an institution of the CISSS or CIUSSS serving your region to find out how to apply. Someone will evaluate the number of hours of domestic help services you require and then refer you to a domestic help social economy business. You must also fill out a financial assistance application with the business's help.

FOR MORE INFORMATION

Program website:

www.ramq.gouv.qc.ca/en/citizens/aid-programs/domestic-help/Pages/domestic-help.aspx

RAMQ (Contributions and financial assistance)

Phone: 1 888 594-5155

TTY: 1 800 361-3939

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciusss/

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial financial assistance program for domestic help services. See the information above.

FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve may receive home support services under the **Assisted Living Program**. In most communities, services are provided directly to the client; there are no financial payments. An evaluation must be completed to confirm eligibility for the services.

Home support services may include:

- > meal programs, meal planning and preparation;
- > laundry;
- > ironing;
- > mending;
- > carrying water;
- > carrying wood;
- > home management such as making beds, dusting, washing dishes, sweeping, taking out the garbage, scrubbing a bathroom or floor, washing walls or shampooing carpets, etc.;
- > minor home maintenance (e.g. fixing a door knob or attaching a railing along stairs);
- > non-medical transportation such as for groceries.

FOR MORE INFORMATION

Contact your community health centre or social services.

FOR FURTHER ASSISTANCE

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) (Health Sector)

Phone: 418-842-1540

Email: Info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

INCOME SUPPORT

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FACT SHEETS 51 to 55



>>> SOCIAL SOLIDARITY: LAST-RESORT FINANCIAL ASSISTANCE

PROGRAM DESCRIPTION

This program provides last-resort financial assistance to adults who have a severely limited capacity for employment that makes it difficult to meet their needs. The amount of the monthly benefit, paid in the form of a social solidarity allowance, depends on the adult's or family's financial resources.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for the program, you must have a significant physical or mental impairment that affects your abilities either permanently or indefinitely. For a family composed of two adults, only one of the adults need have a severely limited capacity for employment.

Emploi-Québec will assess your resources to determine whether you are eligible for the program. The value of your property (house, land, automobile, etc.) and liquid assets must not exceed the allowable amount. You can use the online simulation tool on the Emploi-Québec website to find out whether you are eligible.

AVAILABLE ASSISTANCE

In 2017, the amount of the monthly social solidarity allowance is **\$954** for **one adult** and **\$1,426** for **two adults**. An adjustment for dependent children or special benefits may be added to the basic benefit. You will also receive a monthly claim slip allowing you to obtain prescription drugs, eye examinations, dental services and dental prostheses. Certain conditions apply. The claim slip will also allow you to receive visual and hearing aids or other products to compensate for a physical disability.

NOTE:

You may be entitled only to the claim slip.

APPLICATION PROCEDURE

Contact the local employment centre (CLE) to find out how to apply.

You must submit a medical report attesting to your severe employment constraints. The form provided for that purpose is available at any CLE or on the Emploi-Québec website and must be duly completed by a physician. You must also prove that the value of your property and liquid assets does not exceed the amount prescribed by regulation.

FOR MORE INFORMATION

Program website:

www.emploi.quebec.gouv.qc.ca/en/citizens/obtaining-financial-assistance/social-assistance-and-social-solidarity-programs/

To find the nearest CLE:

www.mtess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/index_en.asp

Emploi-Québec

Phone: 1 877 767-8773

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve are eligible for the provincial Social Solidarity Program through Emploi-Québec. See the information above.

FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve are not eligible for the Social Solidarity Program through Emploi-Québec. They are referred to the Income Assistance Program (IAP), one of the social development programs offered by Indigenous and Northern Affairs Canada (INAC).

The IAP provides funding to help eligible individuals and families living on reserve cover costs related to their basic needs, special needs and employment and pre-employment measures designed to increase self-reliance, to improve life skills and to promote greater attachment to the workforce.

To be eligible for the Income Assistance Program, you must:

- > be living on reserve;
- > be eligible for basic or special financial assistance (as defined by the province or territory of residence, and confirmed by an assessment covering employability, family composition and age, and financial resources available to the household);
- > be able to demonstrate a requirement for IAP support and services;
- > be able to demonstrate that you have no other source of funding to meet your basic needs.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION

Contact directly the Income Assistance Program agent at your local band office.

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FOR FURTHER ASSISTANCE

First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC)
(Social Development Sector)

Phone: 418-842-1540

Email: info@cssspnql.com

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



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QUÉBEC PENSION PLAN: DISABILITY PENSION AND PENSION FOR A DISABLED PERSON'S CHILDE

PROGRAM DESCRIPTION

This program grants financial assistance in the form of a disability pension to persons who have a severe and permanent disability that prevents them from returning to work.

MAIN ELIGIBILITY REQUIREMENTS

To be eligible for the program, you must meet all of the following requirements:

- > You must have a severe and permanent disability recognized by Retraite Québec's medical advisors. The fact that an insurance company or other agency or government department considers you to be disabled does not automatically mean that you will be entitled to a disability pension under the Québec Pension Plan, since the eligibility requirements may be different.
- > You must have contributed sufficiently to the Québec Pension Plan (check your Statement of Participation in the Québec Pension Plan, which is available on the Retraite Québec website).
- > You must be under 65 years of age.
- > You must not be receiving an unreduced income replacement indemnity from the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST).

If you are between the ages of 60 and 65 and you are unable to continue working at your regular job due to your disability, you may also be entitled to a disability pension. However, you must show that you recently worked, that is, that you contributed to the Québec Pension Plan for at least four of the last six years in your contributory period. The contributory period ends the year in which you were deemed to be disabled.

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AVAILABLE ASSISTANCE

For 2017, the maximum monthly amount of the disability pension is between **\$478** and **\$1,313.63**. The amount varies on the basis of the amount and years of contribution to the Québec Pension Plan. The disability pension is taxable and must be reported in your annual income tax return.

If you are receiving an income replacement indemnity from the Société de l'assurance automobile du Québec (SAAQ), certain rules apply to the pension payment.

If you receive a disability pension from Retraite Québec, your children or those who have been living with you for at least one year are entitled to the pension for a disabled person's child until they turn 18, even if they work. In 2017, the monthly pension is **\$76.52** for each child under 18 years of age.

If you are under 65 and become disabled after the first six payments of your disability pension, you could be entitled to an additional amount of **\$478** per month for disability.

NOTE:

Retirement pension beneficiaries aged 60 to 65 who are not eligible for a disability pension can receive an additional amount for disability if they become disabled and are unable to do any type of full-time work.

Children of a beneficiary of the additional amount for disability are not entitled to the pension for a disabled person's child.

Beneficiaries of a retirement pension under the Canada Pension Plan are not entitled to the additional amount for disability.

APPLICATION PROCEDURE

For the disability pension, the pension for a disabled person's child and the additional amount for disability, complete the [Application for Disability Benefits under the Québec Pension Plan](#). You can download the application form from the Retraite Québec website or order it from Retraite Québec. Mail the duly completed form to Retraite Québec.

Be sure to complete section 1 of the [Medical Report](#) form included in the application form and then send it to your attending physician.

When you turn 65, the normal age of retirement, the disability pension will automatically be replaced by a retirement pension.

NOTE:

Since January 1, 2016, the Commission administrative des régimes de retraite et d'assurances and the Régie des rentes du Québec have been operating as one agency under the name Retraite Québec. The new agency processes applications for the disability pension. The eligibility requirements, procedures and forms are still the same.

FOR MORE INFORMATION

Program website:

www.rrq.gouv.qc.ca/en/invalidite/Pages/invalidite.aspx

Retraite Québec

Phone: 1 800 463-5185

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on and off reserve are eligible for disability benefits if they have contributed to the Québec Pension Plan for the required number of years. See the information above.

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FOR FURTHER ASSISTANCE

Contact your community health centre

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> SUPPLEMENT FOR HANDICAPPED CHILDREN

PROGRAM DESCRIPTION

The purpose of the supplement for handicapped children is to provide financial assistance for families to help with the care and education of a handicapped child.

MAIN ELIGIBILITY REQUIREMENTS

You are entitled to the supplement for handicapped children if:

- > you have a dependent child under 18 who has an impairment or a mental function disability recognized by Retraite Québec that significantly limits the child in the accomplishment of life habits for a period expected to last for at least one year; and
 - > you are eligible for child assistance payments.
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AVAILABLE ASSISTANCE

In 2017, the supplement for handicapped children is **\$190** a month. It is not taxable and is indexed in January of each year. The amount is the same for everyone, regardless of family income or type of handicap. If you have shared custody of your child, each parent will receive half of the supplement for handicapped children according to the payment frequency (quarterly or monthly) chosen by each parent.

The supplement for handicapped children can be paid retroactively for the 11-month period preceding the month of application, provided your child met the eligibility requirements during that period.

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APPLICATION PROCEDURE

Complete the Application for a Supplement for Handicapped Children form, which you can download from the Retraite Québec website or order from Retraite Québec. Send the duly completed Parent's part of the form to Retraite Québec. Give the Professional's part of the form to the professional who assessed or treated your child, who is most familiar with your child's condition. Send the Professional's part to Retraite Québec.

To receive the supplement for handicapped children, both parents must file a Québec income tax return every year, even if they have no income to declare.

NOTE:

Since January 1, 2016, the Commission administrative des régimes de retraite et d'assurances and the Régie des rentes du Québec have been operating as one agency under the name Retraite Québec. The new agency processes applications for the disability pension. The eligibility requirements, procedures and forms are still the same.

FOR MORE INFORMATION**Program website:**

www.rrq.gouv.qc.ca/en/programmes/soutien_enfants/supplement/Pages/supplement.aspx

Retraite Québec (Child assistance)

Phone: 1 800 667-9625

ADDITIONAL INFORMATION FOR FIRST NATIONS**FIRST NATIONS LIVING ON AND OFF RESERVE**

First Nations living on or off reserve are entitled to receive the supplement for a handicapped child if they are presently eligible for or receiving child assistance payments from Retraite Québec. See the information above.

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FOR FURTHER ASSISTANCE

Contact your community health centre

or

**First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC)
(Social Development Sector)**

Phone: 418-842-1540

Email: info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> SUPPLEMENT FOR HANDICAPPED CHILDREN WITH EXCEPTIONAL CARE NEEDS

PROGRAM DESCRIPTION

The purpose of the supplement for handicapped children with exceptional care needs is to provide financial assistance for a child who has prolonged impairments in mental or physical functions causing multiple severe handicaps which prevent the child from carrying out, without assistance, life habits of a child the same age. The financial assistance will help parents who take on exceptional responsibilities provide special care or ensure a continual presence at the child's side.

MAIN ELIGIBILITY REQUIREMENTS

You are entitled to the supplement for handicapped children with exceptional care needs if:

- > you are eligible for child assistance payments and the supplement for handicapped children;
- > your child's situation corresponds to one of the following cases:

Case A

- You have in your care a child under age 18 who has prolonged physical impairments or a designated mental function disability causing multiple severe handicaps that prevent the child from accomplishing, without assistance, the life habits of a child the same age. A designated mental function disability is characterized by a severe or profound intellectual impairment or by an autism spectrum disorder associated with an intellectual impairment and a severe behaviour disorder.

Case B

- Your child's state of health requires that you administer complex medical care at home.
- You have undergone training at a specialized centre in order to learn the specific techniques for using the required equipment.
- You are able to respond to any change in your child's clinical condition that could endanger his or her life.

You are not entitled to the supplement if:

- your child is lodged or sheltered under the law;
- your child receives personal assistance at home under one of the following provisions:
- section 158 of the *Act respecting industrial accidents and occupational diseases*;
- section 79 of the *Automobile Insurance Act*;
- section 5 of the *Crime Victims Compensation Act*;

- without a valid reason, the treatments or measures likely to improve the child's condition are not applied or continued;
- there is refusal or omission to comply with a request for information or an examination to assess the child's condition.

AVAILABLE ASSISTANCE

In 2017, the supplement for handicapped children with exceptional care needs is **\$954** a month. It is not taxable and is indexed in January of each year. The amount is the same for everyone. If you have shared custody of your child, each parent will receive half of the supplement for handicapped children with exceptional care needs according to the payment frequency (quarterly or monthly) chosen by each parent.

The supplement for handicapped children with exceptional care needs can be paid retroactively for the 11-month period preceding the month of application, provided your child met the eligibility requirements during that period. However, no amount for the supplement for handicapped children with exceptional care needs will be paid retroactively for the months preceding April 1, 2016, i.e. the date the supplement came into effect.

APPLICATION PROCEDURE

Complete the Application for the Supplement for Handicapped Children with Exceptional Care Needs, which you can download from the Retraite Québec website or order from Retraite Québec. Mail the duly completed form to Retraite Québec.

Since you should already be entitled to the supplement for handicapped children, Retraite Québec already has medical information concerning your child. However, if you have new information on your child's condition, send it with the Application for the Supplement for Handicapped Children with Exceptional Care Needs so that it can be taken into account when processing your file. Retraite Québec will contact you if it additional information is required.

NOTE:

Since January 1, 2016, the Commission administrative des régimes de retraite et d'assurances and the Régie des rentes du Québec have been operating as one agency under the name Retraite Québec. The new agency processes applications for the disability pension. The eligibility requirements, procedures and forms are still the same.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION

Program website:

www.rrq.gouv.qc.ca/en/enfants/enfant_handicape/seh-necessitant-soins-exceptionnels/Pages/seh-necessitant-soins-exceptionnels.aspx

Retraite Québec

Phone: 514-864-3873 (Montréal area)
418-643-3381 (Québec area)
1 800 667-9625 (elsewhere in Québec)

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve are entitled to receive the supplement for handicapped children with exceptional care needs if they are presently eligible for or receiving child assistance payments and the supplement of a handicapped child from Retraite Québec. See the information above.

FOR FURTHER ASSISTANCE

Contact your community health centre
or

**First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC)
(Social Development Sector)**

Phone: 418-842-1540

Email: info@cssspnql.com

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> CHILD DISABILITY BENEFIT

(federal program)

PROGRAM DESCRIPTION

The child disability benefit (CDB) is a tax-free benefit for families who care for a child under 18 years of age who has a severe and prolonged impairment in physical or mental functions.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the CDB if:

- > you have a child under 18 years of age who has a severe and prolonged impairment in physical or mental functions; and
- > your child is eligible for the disability tax credit.

AVAILABLE ASSISTANCE

The amount of the monthly benefit is calculated based on family net income and the number of children in your family who are eligible for the CDB. For 2017, the maximum benefit is **\$2,730** per year (**\$227.50** per month).

APPLICATION PROCEDURE

- > If you are eligible for the Canada child benefit (CCB), but you have not filed Form T2201, Disability Tax Credit Certificate for a child who may be eligible for the CDB supplement:
 - complete only the sections of Part A of Form T2201 that apply to you;
 - ask a medical practitioner to complete and certify Part B of the form;
 - send the completed and signed form to your tax centre.

NOTE:

If you have already applied for the CCB for a child who is eligible for the disability tax credit, the CDB will be calculated automatically for the current and the two previous CCB benefit years. Beyond these benefit years, a written request to the appropriate tax centre or tax services office will have to be submitted.

> If you have not applied for the CCB for your child, but have already filed Form T2201:

- complete Form RC66, Canada Child Benefits Application;
- send the completed form to your tax centre.

Canada Revenue Agency (CRA) will determine whether or not you are eligible for the CCB and the CDB supplement.

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FOR MORE INFORMATION

Program website:

www.canada.ca/en/revenue-agency/services/child-family-benefits/child-disability-benefit.html

CRA

Phone: 1 800 959-7383

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nation parents of a handicapped child living on or off reserve are eligible to receive the child disability benefit if they meet the eligibility requirements and are receiving the Canada child benefit. See the information above.

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FOR FURTHER ASSISTANCE

Contact your local health centre

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

TRANSPORTATION

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FACT SHEETS 56 TO 60



>>> PARATRANSIT

PROGRAM DESCRIPTION

This program provides paratransit, or adapted transport, services tailored to the needs of people with disabilities. Paratransit is generally a door-to-door service provided on request or according to fixed routes.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if you satisfy the following two requirements:

- > you meet the legal definition of “handicapped person” under the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*:
 “A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities”;
- > you have limited mobility such that paratransit services are necessary. To meet this criterion, you must have one of the following impairments:
 - inability to walk 400 m on level ground;
 - inability to climb up a step 35 cm high with support, or to step down without support;
 - inability to complete an entire commute using regular public transit;
 - inability to keep track of time or find one’s bearings;
 - inability to control situations or behaviour that could represent a danger for yourself or for others;
 - inability to communicate verbally or with signs (on its own, this disability does not constitute a criterion for eligibility).

AVAILABLE ASSISTANCE

If you are eligible for paratransit services, the paratransit eligibility committee decides the level of eligibility and the type of accompanying service that suits your actual needs, taking into account your disabilities and, if applicable, your ability to learn how to use public transit or your need to familiarize yourself with such services.

APPLICATION PROCEDURE

Obtain an “Application for Paratransit Eligibility” form from the municipal paratransit service. The eligibility committee will review the application and render a decision. The tripartite committee is composed of representatives of the designated organization, people with disabilities and the health and social services network.

If your municipality does not have paratransit services, contact the paratransit service located nearest to your home. It will refer you to the eligibility committee designated to review applications from your municipality.

The committee will send you its decision regarding eligibility within 45 days following receipt of your duly completed application form.

If you are eligible for paratransit services, you will receive a card allowing you to use the paratransit service in your municipality. You will also have access, as a visitor, to paratransit services elsewhere in Québec, depending on available resources.

FOR MORE INFORMATION

Program website:

www.transports.gouv.qc.ca/fr/modes-transport-utilises/transport-adapte/Pages/transport-adapte.aspx
(French only)

Ministère des Transports, de la Mobilité durable et de l'Électrification des transports (MTMDET)

Phone: 511

Website for the paratransit eligibility policy:

www.transports.gouv.qc.ca/fr/aide-finan/usagers-transports/politique-admissibilite/Pages/admissibilite-transport-adapte.aspx (French only)

Website for the financial assistance program for paratransit services:

www.transports.gouv.qc.ca/fr/aide-finan/transportadapte/Pages/programme-subvention-transport-adapte.aspx
(French only)

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial paratransit service program. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FIRST NATIONS LIVING ON RESERVE

First Nations living on reserve who require transportation by an adapted vehicle must rely on their own community services such as medical transportation.

In some communities, the health centre is equipped with an adapted vehicle for transportation for medical appointments.

The health centre must make a request to Health Canada for the adaptation of their vehicle or the purchase of an adapted vehicle based on the needs of their clients.

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FOR MORE INFORMATION

Contact your community health centre or your Band Council.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> VEHICLE ADAPTATION FOR PEOPLE WITH DISABILITIES

PROGRAM DESCRIPTION

This program provides financial assistance to adapt a vehicle to compensate for a physical disability and allow the disabled person to get in or out of or to drive a motor vehicle safely. The vehicle may belong to the person with a disability or someone close with whom the person gets around.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a deficiency causing a significant and persistent disability that renders you unable to get in or out of a vehicle or to drive a vehicle safely;
- > your disability may be from birth or be caused by an illness, an accident other than a traffic accident, aging or another cause related to your health condition;
- > you reside in Québec;
- > if you are applying for a vehicle adaptation as a driver, you must hold a valid driver's licence and demonstrate that you are capable of driving safely with the equipment required for your needs;
- > the adaptations must be necessary, solely and directly, to compensate for your particular handicap so as to facilitate access to the vehicle and make it easier to drive independently and safely.

You are not eligible if:

- > you are sheltered in an institution covered by the *Act respecting health services and social services*;
- > you are receiving financial assistance under another government program or from another organization that provides the same type of assistance.

Conditions for vehicle adaptation:

- > The vehicle must be your own, whether sole or joint ownership, or owned by someone close to you with whom you live (e.g. your spouse, children or another family member).
- > Whether new, used or already adapted, the vehicle must have an expected service life of at least five years and be in good mechanical condition. The Société de l'assurance automobile du Québec (SAAQ) may require that the vehicle undergo a mechanical inspection.

NOTE:

Only one vehicle per person can be adapted.

AVAILABLE ASSISTANCE

The SAAQ covers expenses related to adapting a vehicle, such as:

- > purchase and installation of required equipment recommended by an occupational therapist;
 - > equipment added if your needs have changed since the vehicle was adapted;
 - > maintenance and repair of authorized equipment (where the equipment is no longer covered by the warranty);
 - > mechanical inspection of the vehicle after it is adapted, when modifications to the vehicle may compromise its stability or braking capacity.
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APPLICATION PROCEDURE

To apply for financial assistance under this program:

1. Call the Service de la gestion des fournisseurs at the SAAQ to request the “Demande d’aide financière pour l’adaptation d’un véhicule” form and ask how to go about getting an evaluation by an occupational therapist.
2. Fill out the form and send it, along with a recent medical certificate attesting to your disability, to the SAAQ in the self-addressed, stamped envelope enclosed with the application form.
3. Consult an occupational therapist to have your physical disability assessed in terms of driving and getting in and out of a vehicle. The occupational therapist will recommend the appropriate equipment based on the assessment.
4. Mail or ask the occupational therapist to mail his or her functional assessment report to the Service de la gestion des fournisseurs at the SAAQ.

If you hold a driver’s licence, you must also send a copy of the occupational therapist’s functional assessment report to the Service de l’évaluation médicale et du suivi du comportement at the SAAQ, as the equipment added may change the licence class or the restrictions attached to the licence.

The SAAQ will review your file and, in the event of a favourable decision, will confirm in writing the maximum amount to which you are entitled and send you a list of authorized equipment. Depending on the extent of the adaptations required, you will need to obtain one or two bids from vehicle adaptation suppliers and submit them to the Service de la gestion des fournisseurs.

NOTE:

Financial assistance is granted for a period of five years, during which time you cannot receive any other financial assistance to purchase new equipment or adapt another vehicle, unless there is a significant change in your disability.

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

FOR MORE INFORMATION

Program website:

www.saaq.gouv.qc.ca/en/persons-mobility-impairment/vehicle-purchase-or-adaptation/

SAAQ (Service du partenariat et de la gestion des fournisseurs)

Phone: 418-528-3421 (Québec area)

1 800 525-7719 (elsewhere in Québec)

Portail Québec – Services Québec:

www4.gouv.qc.ca/FR/Portail/Citoyens/Evenements/personne-handicapée/Pages/adapter-vehicule.aspx
(French only)

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve who meet the program requirements may be eligible to have their vehicle adapted to meet the needs of their handicap. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> DISABLED PARKING PERMIT

PROGRAM DESCRIPTION

This program allows permit holders to use parking spaces reserved for handicapped persons throughout Québec. These parking spaces are identified by special signs prescribed by the *Highway Safety Code*.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you have a disability resulting in a loss of independence or a risk to your health and safety when travelling short distances that do not require the use of transportation;
 - > you have been disabled for at least six months.
-

AVAILABLE ASSISTANCE

The parking permit may be used by anyone who has a mobility impairment, whether he or she is the driver of the vehicle or a passenger. The permit must be hung on the inside rear-view mirror of the vehicle. The permit is issued with a certificate, which the permit holder must carry at all times for identification purposes.

The disabled parking permit is valid for five years. However, if you no longer need the certificate before it expires, you must send it back to the Société de l'assurance automobile du Québec (SAAQ), along with the compensation certificate.

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APPLICATION PROCEDURE

1. Fill out the Disabled Parking Permit Application. Some sections may have to be filled out by a health care professional.
2. Enclose the required payment and the medical assessment signed by the health care professional who conducted the assessment.
3. Mail the form, payment and medical assessment to the SAAQ

NOTE:

For 2017, the parking permit and accompanying certificate cost **\$16.70**. However, the fee does not apply if you have a compensation file open at the SAAQ at the time you apply for a permit.

The SAAQ may, at any time, ask a disabled parking permit holder to fill out another assessment form or undergo additional assessments to ensure that the eligibility requirements are still met.

A disabled parking permit is linked to the holder, not to a vehicle. It must be used for the needs of the holder only and may not be loaned or transferred.

FOR MORE INFORMATION

Program website:

<https://saaq.gouv.qc.ca/en/persons-mobility-impairment>

SAAQ

Phone: 1 800 361-7620

To find a SAAQ service outlet:

saaq.gouv.qc.ca/en/find-service-outlet/

Québec Portal – Services Québec:

www4.gouv.qc.ca/FR/Portail/Citoyens/Evenements/personne-handicapee/Pages/vignette-stationnement-personnes-handicapees.aspx (French only)

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve who meet the criteria are eligible to apply for a disabled parking permit as either a passenger or a driver. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> ACCOMPANYING CARD FOR INTERCITY BUS SERVICE

PROGRAM DESCRIPTION

This program grants free passage to anyone accompanying a person with a disability, anywhere in the Québec intercity coach transport network.

The card can be used for all bus transportation in the Québec intercity coast transport network served by member carriers of the Bus Carriers Federation. It is the only card recognized by Québec intercity bus carriers.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for the program if:

- > you are a resident of Québec;
- > you are at least 8 years of age;
- > you have a permanent disability and need to be accompanied for intercity travel;
- > you must meet one of the following criteria:
 - be unable to take an intercity bus on your own;
 - be unable to orient yourself in time and space for a trip as a whole;
 - be unable to communicate verbally or by gestures;
 - be unable to ensure your own safety;
 - be unable to control behaviors that may be prejudicial to your own safety or to the safety of the other travellers;
- > you agree to use your card honestly, according to your real accompanying needs;
- > you do not allow anyone else to use your card.

Your accompanying person (attendant) must:

- > be at least 14 years of age; and
- > be able to meet your needs, without taking the place of staff of the carrier, terminus or service point and without assuming tasks normally carried out by such staff.

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AVAILABLE ASSISTANCE

The Accompanying Card is free.

APPLICATION PROCEDURE

Fill out the “Accompanying Card” application form available on the Bus Carriers Federation website. You must provide confirmation by a health care professional of your limitations and that you have a permanent need to be accompanied for intercity bus travel.

Send the completed form, along with a photo of yourself, to the Bus Carriers Federation. It will assess your eligibility and issue your card within four to six weeks.

NOTE:

The Accompanying Card for Intercity Bus Service in Québec is valid for a period of five years.

FOR MORE INFORMATION

Program website:

www.federationautobus.com/en/accompanying-card

Bus Carriers Federation

Phone: 1 844 476-8181

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING ON AND OFF RESERVE

First Nations living on or off reserve are eligible to apply for the Accompanying Card for Intercity Bus Service, provided they meet the eligibility requirements. See the information above.

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca



>>> TRANSPORTATION AND LODGING FOR PEOPLE WITH DISABILITIES

PROGRAM DESCRIPTION

This program grants financial assistance to cover the expenses incurred by people with disabilities to travel to health and social services institutions.

MAIN ELIGIBILITY REQUIREMENTS

You are eligible for financial assistance if you are recognized as having a disability.

Transportation and lodging costs are covered under the following conditions:

- > The health and social services institution must be the one located nearest to your home or the most appropriate institution for the rehabilitation, diagnostic or treatment services directly related to your disability and identified in your service program or intervention plan.
- > The return trip to the institution providing the services must be over 50 km, with the following exceptions:
 - travel by children 0-5 years of age who attend an early stimulation centre;
 - travel for repeated hemodialysis treatment;
 - travel for intensive medical treatments and rehabilitation services;
- > You must use the least expensive means of travel based on your disability and where you live.
- > All trips must first be indicated by the treating physician or another responsible professional authorized by the institution.

The costs of an accompanying person will be covered if you are unable to travel alone or need someone with you to implement your service program or intervention plan.

AVAILABLE ASSISTANCE

The program reimburses supplies and other expenses related to:

- > transportation by motor vehicle (including parking), taxi or other modes of transport;
- > lodging;
- > meals;
- > travel, lodging and meal expenses for the accompanying person.

NOTE:

The terms and conditions vary from one region to the next.

APPLICATION PROCEDURE

Contact an institution of the integrated health and social services centre (CISSS) or integrated university health and social services centre (CIUSSS) serving your area to find out how to apply. You may have to provide a medical certificate attesting to the disability, as well as your intervention plan, service program or medical prescription specifying your needs.

NOTE:

You may be put on a waiting list even if your application is approved.

NOTE:

The CISSS or CIUSSS, depending on the region, groups and coordinates the various regional health and social services institutions, including local community service centres (CLSCs), health and social services centres (CSSSs), rehabilitation centres for physical disabilities (CRDPs), rehabilitation centres for intellectual disabilities and pervasive developmental disorders (CRDITEDs), residential and long-term care centres (CHSLDs) and hospital centres (CHs), which remain the service providers for the population and the gateway to general health and social services.

Find your CISSS or CIUSSS online at www.sante.gouv.qc.ca/en/repertoire-ressources/votre-cisss-ciuuss/

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FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

ADDITIONAL INFORMATION FOR FIRST NATIONS

FIRST NATIONS LIVING OFF RESERVE

First Nations living off reserve may be eligible for the provincial program. See the information above.

As well, the Non-Insured Health Benefits (NIHB) Program may provide assistance to access eligible, medically necessary health services that cannot be obtained in the city of residence.

This may include transportation, meals and accommodation expenses for you and an escort. Certain conditions apply.

You must contact Health Canada calling center to get more information: 1 877 483-1575.

FIRST NATIONS LIVING ON RESERVE

First Nations can receive assistance to access eligible, medically necessary health services that cannot be obtained in the community of residence.

This may include transportation, meals and accommodation expenses for you and an escort. Certain conditions apply.

You must contact your community health centre to get more information.

FOR MORE INFORMATION

Health Canada website:

www.canada.ca/en/health-canada/services/first-nations-inuit-health/non-insured-health-benefits/benefits-information/medical-transportation-benefits-information-first-nations-inuit-health.html

FOR FURTHER ASSISTANCE

Health Canada (NIHB Program)

Phone: 1 877 483-1575

or

Contact your community health centre

FOR ASSISTANCE

Office des personnes handicapées du Québec

Phone: 1 800 567-1465 — TTY: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

APPENDIX A

LIST OF DAILY LIVING AIDS

BEDROOM AIDS

- Body positioner
- Underpad
- Drawsheet
- Bed restraint system
- Grab bar or other in-bed mobility aid
- Bumper pad
- Bed control device
- Bed rail
- Air conditioner
- Adapted child's bed
- Child's bed with front-end opening
- Adjustable electrical bed
- Mattress and mattress pad
- Blanket lifter
- Adjustable bed with back or leg rest
- Height-adjustable, stationary or adapted change table
- Over-bed table
- Trapeze

BATHROOM AIDS

Bathtub and shower aids:

- Aid to maintain posture on bath/shower seat
- Transfer bench and accessories
- Hand-held shower
- Bath lift
- Bathtub shelf
- Seat lift
- Bath/shower seat (chair, stool)
- Hammock seat and accessories
- Postural support for bathtub
- Bathtub gurney/stretchers

Toilet aids:

- Aids to provide postural support on toilet and accessories
- Grab rail
- Commode chair
- Splash guard
- Toilet paper tongs
- Commode pan and pan holder
- Raised toilet seat and toilet seat raiser
- Postural support for toilet
- Shower toilet

LIST OF DAILY LIVING AIDS

PERSONAL CARE AIDS

Dental care:

- Adapted electric toothbrush
- Dedicated toothbrush
- Denture brush

Hair care (brushing):

- Dedicated brush/combs
- Hairdryer support

Hair care (washing):

- Tray or basin

Facial care (shaving):

- Adapted razors

Hand and foot care:

- Nail brush with suction cups
- Nail clipper
- Files

Body care:

- Face cloth
- Sponge
- Long-handle brush

KITCHEN AIDS

Aids for food preparation:

- Adapted standard aids
- Walker
- Kettle and bottle tippers
- Brushes
- Serving table: tray/basket for walking frame
- Bottle opener
- Stabilization board
- Stove knob turner (extension or other)
- Pot stabilizer and non-slip mat
- Wheelchair table
- Tray

Feeding aids:

- Drinking aids: glass, cup, straw, bib
- Eating aids: removable plate guards, scoop plates and bowls, divided plates
- Cutlery
- Feeder cups and mugs
- Forearm support
- Elevated tray

HOUSEHOLD AIDS

Transfer aids:

- Mobile hoist (wheels or rail system)
- Transfer belt
- Transfer disc
- Transfer board
- Lifting sling

Dressing aids:

- Zipper pull
- Shoe tie aids
- Buttoner
- Elastic laces
- Dressing stick
- Sock/pantyhose aids

Gripping aids:

- Mouth stick and holder
- Palm brace
- Head stick
- Pinchers/reachers
- Universal knob turner
- Hand pointer
- Adapted/dedicated key chains

Housecleaning aids

Accessibility aids:

- Mobile wheelchair ramp

Signal aids:

- Call bell
- Speaker phone/Intercom
- Anti-wandering system
- Emergency call system

Posture and positioning aids:

- Posture aids for non-locomotive domestic living activities
- Bean bag
- Tripp Trapp chair
- Specialized cushion
- Lift chair/recliner
- Geriatric chair

Personal aids:

- Protective helmets
- Protective gloves
- Neurostimulator
- Hair prosthesis

ANNEXE B

LIST OF AIDS FOR ELIMINATION FUNCTIONS

INCONTINENCE PRODUCTS

- Drawsheet
- Mattress cover
- Cleansing cream
- Non-medicated barrier cream
- Incontinence briefs
- Disposable or reusable underpads
- Urinary protection (pad)
- Wet wipes

INDWELLING AND EXTERNAL URINARY CATHETERS

- Adapter
- Latex strip
- Adhesive strip
- Catheter caps/plugs
- Catheter tray
- Flexible external catheter
- Plastic/metal fasteners
- Bonding adhesive
- Elastic strap catheter holder with Velcro fastener (regular, regular self-adhesive, adhesive strip)
- Adhesive remover
- Hibitane
- Sterile pot
- Odour guard (wipes or bottle)
- Elastic adhesive bandage
- Urinary leg bag: disposable, latex
- Night bag
- Antiseptic wipes
- Concentrated cleanser solution
- Long-/short-term catheters
- Latex tubing
- Electric valve
- Drain valve for urinary bag

BLADDER IRRIGATION

- Rubbing alcohol
- Piston or bulb syringe irrigation tray
- Disposable gloves
- Disinfectant
- Irrigation syringe
- Solutions: irrigation solution, cleansing solution, physiological serum, sterile water

LIST OF AIDS FOR ELIMINATION FUNCTIONS

URINARY DRAINAGE BY INTERMITTENT CATHETERIZATION

- Adaptor
- Catheter
- Disinfectant
- Antiseptic gel
- Hibitane
- Water-soluble lubricant (individual wipes, tube, bottle)
- Petit Maurice (pant clip)
- Self-cathing forcep
- Catheter insertion tray
- Hand wipes
- Latex tubing
- Urinal

INTESTINAL DRAINAGE

- Cellucoton
- Disposable gloves
- Petroleum jelly
- Suppository inserter
- Water-soluble lubricating jelly (in tube form)
- Disposable underpad
- Hospital wrap
- Anal stimulator
- Glycerin suppositories

SKIN CARE

- Dressing gauze
- Non-medicated barrier cream
- Barrier film
- Protective barrier film (wipes, bottle)
- Adhesive tape

TRACHEOSTOMY

- Adapter
- Adhesive tape
- Stoma cover
- Tracheostomy brush
- Tracheostomy care tray
- Inner cannula for tracheostomy tube
- Dressing gauze
- Tracheostomy ties
- Cotton swabs
- Tracheostomy filter
- Hydrogen peroxide
- Syringe
- Physiological serum
- Moist swabs

SUCTION DEVICE (sole device authorized under the Material Aids Program)

- Suction catheter
- Dressing gauze
- Filter
- Hibitane
- Secretion collector
- Tubing

