



# **GUIDE TO FAMILY SUPPORT NEEDS**

**PART TWO**

## **PRACTICAL INFORMATION**

**CÔTE-NORD REGION**

**DECEMBER 2006**








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### Legend

 Telephone     E-mail     Web site



## Family support subsidies

This table shows the amounts paid out under the Family Support program for your region. The maximum annual subsidy covers caregiving, respite care and assistance with daily tasks.

Characteristics	Maximum annual subsidy*
Child requiring little care or attention	\$2 220
Child requiring considerable care and attention	\$4 380

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

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\* The subsidy may be higher if there is more than one disabled child in the same family. The annual amounts may change depending on the budget envelope allocated to the Family Support program.



## **Situation: critical**

The presence of a disabled child or adult within a family makes for additional responsibilities, which can cause considerable stress and even lead to burnout.

Perhaps you, too, feel powerless given the lack of services in your area. You may wonder what the future holds and even, sometimes, feel like giving up.

If you are in such a situation and you don't know who to turn to, you should contact your **CSSS (CLSC)**. If the disabled person you are caring for receives services from a **rehabilitation centre**, people there may be able to help you as well.

In the event of an emergency, call the **Info-Santé** service of the CSSS (CLSC) or dial **911**.

A number of associations for parents of disabled persons also offer a help line and support services. For more on these services, please see the section entitled "Associations".



## Support for parents

Although this service does not officially exist in the region, some organizations and associations provide support to parents who have just learned that their child has a disability. For more information, please see the section entitled "Associations".

However, the following two provincial organizations do offer this service:

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

☎ toll free 1 888 849-8729

📧 info@aqepvh.qc.ca

### **Muscular Dystrophy Canada**

☎ toll free 1 800 567-2236, extension 231

📧 infoquebec@muscle.ca



## Caregiving services


A number of associations have a list of caregivers or offer caregiving services. To find out which associations can help you, please contact your **CSSS (CLSC)** and ask about the Family Support program.




## Childcare services

### Choosing childcare services

To enrol your child, contact the childcare centre, day care centre or home childcare provider of your choice. Many childcare centres accept children with disabilities. To consult the list of childcare services (including home childcare coordinating offices), visit the Web site of the **Ministère de la Famille, des Aînés et de la Condition féminine** at:


 [www.mfacf.gouv.qc.ca](http://www.mfacf.gouv.qc.ca)

For more information, contact the **Regroupement des centres de la petite enfance de la Côte-Nord**:

 418 295-3567

 [rcpecn@globetrotter.net](mailto:rcpecn@globetrotter.net)

The **Office des personnes handicapées du Québec** can also help you find childcare services. Contact us at:

 toll free 1 800 567-1465

teletype 1 800 567-1477

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



## Childcare services

### Subsidies

Childcare services are also eligible for subsidies to facilitate the inclusion of disabled children. Two types of subsidies are available:

- The **allowance for childcare establishments receiving children with a disability** can be obtained once the child's impairment has been confirmed;
- the **exceptional integration assistance measure** is designed to facilitate or maintain the integration of disabled children with significant needs into childcare services.

It is the responsibility of the childcare services, with the consent of the parents, to apply to the Ministère de la Famille, des Aînés et de la Condition féminine for these subsidies.

### Support for integration

Most rehabilitation centres offer services to help disabled children integrate into day care centres. They can also help these centres make their activities more inclusive.

### **Childcare services in schools**

Many schools offer childcare services at the elementary level; ask about them when enrolling your child. If the school is unable to offer them, it can refer you to another day care service that will better meet your child's special needs.



## Childcare services

### Childcare services in schools (cont.)

#### Subsidies

Childcare services receive a subsidy when they accept children with disabilities (who are enrolled and present in the school on September 30 of the year in question). It is up to the school to apply for the subsidy to the Ministère de l'Éducation, du Loisir et du Sport through the school board.

#### Support for integration

As part of the individualized education plan, childcare services can specify their needs in order to obtain assistance from other resource people in the community.

The project **Intégration sociale des enfants handicapés en milieu scolaire** offers services in various regions of Québec in order to facilitate the integration of disabled children into day care services. The request must be made by the day care service or the school, but you as a parent can also obtain information by telephone or e-mail.

☎ 450 646-2714

✉ info@isehms.qc.ca

🌐 www.isehms.qc.ca



## Respite care facilities and services

Some of these facilities also offer caregiving services.

### **Le répit Daniel-Potvin** – Baie-Comeau

☎ 418 589-2343

📧 espoirdeshelna@globetrotter.net

### **Maison de transition Le gîte** – Baie-Comeau

☎ 418 589-2211

📧 maison.transition.bc@globetrotter.net

### **Action Autiste et TED** Haute-Côte-Nord - Manicouagan

☎ 418 589-1857

📧 aated@globetrotter.net

### **L'espoir de Shelna** - Havre-Saint-Pierre

☎ 418 538-3600

### **Répit Richelieu** – Sept-Îles

☎ 418 962-3777

The **Centre de protection et de réadaptation de la Côte-Nord** offers specialized respite care services in intellectual impairment (for PDDs, for example). Family-type resources (foster families) can be used to meet these needs. To obtain these services, please contact your **CSSS (CLSC)**.

### **Respite care in vacation camps**

A number of vacation camps offer respite weekends year-round. Some of them are listed on the following pages with (+ respite) after their names.



## Specialized vacation camps

### **Camp des jeunes** (lac Rapide)

Sept-Îles

Annual stays for persons with disabilities

☎ 418 962-5466 (as of May 15)

☎ 418 962-6792, M. Guy Lévesque

### **Cité-Joie** (+ respite)

Capitale-Nationale – Lac-Beauport

☎ 418 849-7183

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

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

Chaudière-Appalaches – Saint-Nicolas

☎ 418 831-1677

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

### **Camp d'été de l'Association québécoise du syndrome Gilles de la Tourette – Accès Plein-Air**

Lanaudière

(Children, adolescents)

☎ 514 328-3910

🌐 [www.aqst.com](http://www.aqst.com)

### **Camp Papillon**

Lanaudière

Physical impairment and multiple disabilities

☎ 1 877 937-6171

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



## Specialized vacation camps

### **Camp Perce-Neige (+ respite)**

Laurentides

Intellectual or physical impairment, multiple disabilities

☎ 450 226-3336

🌐 [www.perceneige.ca](http://www.perceneige.ca)

### **Camp Garagona**

Montérégie

Intellectual impairment

☎ 450 298-5159

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

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

Montérégie

Hearing impairment with or without associated impairments

☎ 514 453-7600

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

### **Colonie Les bosquets**

Montérégie

Intellectual impairment and multiple disabilities

☎ 450 467-3918

### **Services de répit Emergo (+ respite)**

Montérégie, Lanaudière, Laurentides

Autism and other PDDs

☎ 514 931-2882

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



## Specialized vacation camps

### **Camp Gatineau** (+ respite)

Outaouais

Intellectual impairment and multiple disabilities

☎ 819 777-6164

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

### **Fondation des aveugles du Québec**

Visual impairment (age 6-18)

☎ 514 259-9470

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

For more information on regular vacation camps or recreational services that accept disabled children or adults, please contact the **Association régionale de loisirs pour personnes handicapées de la Côte-Nord:**

☎ 418 589-5220 or, toll free, 1 866 589-5220

📧 [info@urlscn.qc.ca](mailto:info@urlscn.qc.ca)

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



## Recreation and day camps

Some organizations offer educational, sports, cultural or social activities for young people who have completed school and cannot enter the job market.

### **Centre d'activités de la Haute-Côte**

Les Bergeronnes

☎ 418 232-2232

✉ [centrehaute-cote@bellnet.ca](mailto:centrehaute-cote@bellnet.ca)

### **Groupe entre amis**

Baie-Comeau

☎ 418 589-1431

### **Le pivot des Îles**

Sept-Îles

☎ 418 962-8314

### **Les girouettes**

Chute-aux-Outardes

☎ 418 567-8998

### **L'espoir de Shelna**

Havre-Saint-Pierre

☎ 418 538-3600

✉ [espoirdeshelna@globetrotter.net](mailto:espoirdeshelna@globetrotter.net)



## Other programs and subsidies

### Income

#### Child assistance measure

Families with dependent children under 18 may be eligible for the child assistance payment, the amount of which varies depending on the family's income and circumstances. Contact the **Régie des rentes du Québec**.

☎ toll free 1 800 667-9625

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

#### Allowance for handicapped children

Regardless of their income, families with a disabled child can apply for the allowance for handicapped children. All families receive the same amount.

Contact the **Régie des rentes du Québec**.

☎ toll free 1 800 667-9625

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

#### Child Disability Benefit (CDB)

The Child Disability Benefit (CDB) is a tax-free benefit, paid by the government of Canada, to low- or middle-income families who care for a child under age 18 with a severe and prolonged impairment in mental or physical functions.

The CDB is added to the monthly Canada Child Tax Benefit payment. For more information, please contact the **Canada Revenue Agency** at:

☎ toll free 1 800 387-1194

🌐 [www.cra-arc.gc.ca/benefits/cctb/menu-e.html](http://www.cra-arc.gc.ca/benefits/cctb/menu-e.html)

#### Employment-Assistance Program (social aid)

Once your child turns 18, you are no longer entitled to the family allowance. However, he or she may be eligible for benefits under the Employment-Assistance Program. Contact your **local employment centre** (CLE) for more information.

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



## Other programs and subsidies

### Tax deductions

You may be entitled to provincial and/or federal tax deductions for disabled children or dependants. Forms and information brochures can be obtained by contacting:

#### **Revenu Québec**

*Taxation and Persons with Disabilities (IN-133-V)*

☎ 418 659-6299 or, toll free, 1 800 267-6299

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

#### **Canada Revenue Agency**

*Information Concerning People with Disabilities (RC4064)*

☎ toll free 1 800 959-3376

🌐 [www.cra-arc.gc.ca/tax/individuals/segments/disabilities/menu-e.html](http://www.cra-arc.gc.ca/tax/individuals/segments/disabilities/menu-e.html)

## Physical health

### Equipment and supplies

You may be entitled to a subsidy for special equipment and medical supplies (to cover, for example, the cost of diapers for children over three years of age). You must apply for this subsidy to your **CSSS (CLSC)** or to your **local employment centre** if you or your child receive benefits under the Employment-Assistance Program.

### Transportation expenses

You may claim expenses for transportation, parking and accommodation if your child requires medical treatment (for example, dialysis) or rehabilitation, **frequently and on a regular basis**, in a hospital or rehabilitation centre. Apply to the **Centre de réadaptation l'Émergent at:**

Baie-Comeau

☎ 418 589-2038 or, toll free, 1 866 389-2038

Sept-Îles

☎ 418 968-2470 or, toll free, 1 866 968-2470

In addition, if you or your child receive benefits under the Employment-Assistance Program, you may be entitled to a refund of a portion of the travel expenses you incur for medical reasons. Contact your **local employment centre**.



## Other programs and subsidies

### Living environment


#### Home support program


You may obtain home support services or a home support subsidy if your child requires physical assistance (for example, bathing a child who has become too heavy to lift up). Contact your local **CSSS (CLSC)**.

#### Residential Adaptation Assistance Program

You may be entitled to a subsidy to adapt your home (house or apartment) in order to make it barrier-free for your child. You may require a wheelchair ramp, wider doors, or an adapted bathroom.

For more information on this program and the forms to fill out, contact your **municipality** or your **CSSS (CLSC)**. You can also obtain information from the **Société d'habitation du Québec** at:

 toll free 1 800 463-4315

 [www.habitation.gouv.qc.ca](http://www.habitation.gouv.qc.ca)



## Other programs and subsidies

### Transportation

#### Paratransit services


If your child does not use the regular public transit system, he or she may have access to paratransit services

#### Paratransit services (cont.)

Depending on where you live, please contact:


#### **Corporation de transport adapté de Sept-Îles**

Sept-Îles

 418 962-7111


#### **Corporation Omni-Services**


Baie-Comeau

 418 589-8397

#### Attendant card for inter-city transport

An attendant card for **inter-city bus transport** is also offered to all disabled persons age eight and over who require the services of a personal attendant when travelling between cities. This card allows the attendant, who must be at least 14 years of age, to travel free of charge. For more information or to fill out an application form, please contact the **Association des propriétaires d'autobus du Québec** at:

 418 522-7131

 [www.apaq.qc.ca](http://www.apaq.qc.ca)



## Other programs and subsidies

### Parking permits

If your child has trouble moving around, a special parking permit allows you to park in spaces reserved for persons with disabilities. To obtain this permit, please contact the **Société de l'assurance automobile du Québec** at:

☎ toll free 1 800 361-7620

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

### Vehicle adaptation program

You may be entitled to financial assistance to help you adapt your family vehicle so that your child can get in and out safely and easily. Please contact the **Société de l'assurance automobile du Québec** at:

☎ toll free 1 800 525-7719

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



## Other programs and subsidies

### Recreation

#### The personal attendant program for recreational activities

To help your child participate in recreational activities, the organization he or she attends may be entitled to a subsidy to pay for the costs of a personal attendant.

For more information on this program, contact the **Association régionale de loisir pour personnes handicapées de la Côte-Nord** at:

☎ 418 589-5220 or, toll free, 1 866 589-5220

✉ info@urlscn.qc.ca

#### Tourist and leisure companion sticker

Personal attendants who accompany disabled children (age 12 and up) can obtain a pass allowing them free admission to tourist attractions or recreational activities.

For more information, please contact the **Association régionale de loisir pour personnes handicapées de la Côte-Nord** at:

☎ 418 589-5220 or, toll free, 1 866 589-5220

✉ info@urlscn.qc.ca

🌐 www.vatl-tlcs.org/



## Service programs

Preparing a service program allows your child's needs to be properly evaluated **in different areas of activity** (childcare services, school, work, recreation, transportation, etc.). It can also help determine your family support needs. The same evaluation can subsequently be used to organize the services required with the cooperation of the resource people involved. Here is how to obtain a service program.

### **For children with intellectual impairments or pervasive developmental disorders:**

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

**For children with other types of impairments**, you must contact the appropriate rehabilitation centre.

The **Office des personnes handicapées du Québec** can also help you take steps to have a service program prepared, regardless of your child's impairment. You can also obtain, free of charge, a copy of the guide entitled "Je commence son plan de services" to help you identify your child's needs.

To obtain these services or the guide, call:

- ☎ toll free 1 800 567-1465
- ☎ teletype 1 800 567-1477
- ✉ [dpji@ophq.gouv.qc.ca](mailto:dpji@ophq.gouv.qc.ca)
- 🌐 [www.ophq.gouv.qc.ca](http://www.ophq.gouv.qc.ca)



## Your right to object

If you are not satisfied with the services offered or received, or you do not agree with a decision made concerning your family, you must use the review and complaints procedure provided by the organizations concerned.

You must submit any complaints in writing, clearly explaining the reasons for your dissatisfaction and specifying the names of the people you contacted. Keep a copy of the letters and documents that you send.

In the case of a health and social services establishment, the **Centre d'assistance et d'accompagnement aux plaintes – Côte-Nord** can help you express your complaint and provide other assistance.

☎ 418 295-2779 or, toll free, 1 877 767-2227

✉ caap-cn@globetrotter.net

🌐 www.caap-cn.org

In all cases, you can also contact the **Office des personnes handicapées du Québec**, which offers support, advice and guidance to disabled persons and their families.

☎ toll free 1 800 567 1465

teletype 1 800 567-1477

✉ dpil@ophq.gouv.qc.ca



## Associations

Associations offering support services for families:

### **Action autisme et TED Haute Côte-Nord Manicouagan**

C. P. 2481

Baie-Comeau G5C 2T2

☎ 418 589-1857

✉ aated@globetrotter.net

### **Association de personnes avec difficultés visuelles de Manicouagan**

1250, rue Le Strat

Baie-Comeau (Québec) G5C 1T8

☎ 418 589-8888

✉ ass-pdv-manic@globetrotter.net

### **Association des handicapés adultes de la Côte-Nord**

1250, rue Le Strat

Baie-Comeau G5C 2T2

☎ 418 589-2393 or, toll free, 1 877 589-2393

✉ ahacni@globetrotter.net

### **Association des sourds de Baie-Comeau**

C. P. 2211

Baie-Comeau G5C 2T2

☎ 418 589-4516

✉ www.surdite.org



## Associations

### **Association épilepsie Côte-Nord**

652, avenue De Quen  
Sept-Îles G4R 2R5  
☎ 418 968-2507

### **Association nord côtière de l'autisme et des troubles envahissants du développement**

652, avenue De Quen  
Sept-Îles G4R 2R5  
☎ 418 962-2272 or, toll free, 1 866 965-2272

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

40-B, rue Falkan, app. 86  
Sept-Îles G5R 1N6  
☎ 418 962-6301  
✉ info@aqppt.org  
🌐 www.aqppt.org

### **Association action autisme et TED Haute Côte-Nord Manicouagan**

Case postale 2481  
Baie-Comeau G5C 2T2  
☎ 418 589-1857  
✉ aated@globetrotter.net



## Associations

### **Association canadienne pour la santé mentale Côte-Nord**

Case postale 323

Port-Cartier G5B 2G9

☎ 418 766-4476 or, toll free, 1 800 363-4476

✉ acsmcn@globetrotter.net

### **Association de parents d'enfants atteints de déficit de l'attention avec ou sans hyperactivité PANDA**

105, rue Michel-Hémon

Baie-Comeau G4Z 2A4

☎ 418 296-4664

✉ pandaman@globetrotter.net

### **Association de personnes avec difficultés visuelles de Manicouagan**

1250, rue Le Strat

Baie-Comeau G5C 1T8

☎ 418 589-8888

✉ apdvm@globetrotter.net

### **Association des handicapés adultes de la Côte-Nord**

1250, rue Le Strat

Baie-Comeau G5C 1T8

☎ 418 589-2393

✉ ahacni@globetrotter.net



## Associations

### **Association Épilepsie Côte-Nord**

652, avenue De Quen

Sept-Îles G4R 2R5

☎ 418 968-2507 ou, toll free, 1 866 968-2507

✉ epilepsiecn@globetrotter.net

### **Association québécoise pour les enfants dysphasiques**

19, avenue Laval

Baie-Comeau G4Z 1P4

☎ 418 296-8985

✉ aqea.cotenord@globetrotter.net

🌐 www.aqea.qc.ca

### **Coasters Association**

P. O. Box 188

St-Paul's River (Québec) G0G 2P0

☎ 418 379-2006

### **Module d'épanouissement à la vie de Port-Cartier**

Case postale 65

Port-Cartier G5B 2G7

☎ 418 766-8251 ou 418 766-3690

### **Module d'épanouissement à la vie de Sept-Îles**

350, rue Smith, bureau 256

Sept-Îles G4R 3X2

☎ 418 968-3022

✉ mevsi@globetrotter.net



## Associations

### **Module d'épanouissement à la vie du Havre-Saint-Pierre**

1041, rue de la Digue  
Havre-Saint-Pierre G0G 1P0  
☎ 418 538-2898  
✉ turbis@globetrotter.net

### **Module d'épanouissement à la vie du secteur BEST**

Case postale 1806  
Les Escoumins G0T 1K0  
☎ 418 233-2483

### **Société québécoise de l'autisme**

Chapitre Côte-Nord  
642-, rue De Quen  
Sept-Îles G4R 4K3  
☎ 418 962-2272  
✉ ancated@globetrotter.net

### Provincial organizations

### **Association de spina-bifida et d'hydrocéphalie du Québec**

☎ toll free 1 800 567-1788  
✉ info@spina.qc.ca  
🌐 www.spina.qc.ca



## Associations

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

☎ toll free 1 877 842-4006

✉ aqepa\_bsl@hotmail.com

🌐 www.surdite.org/aqepa

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

☎ toll free 1 888 49-8729

✉ info@aqpehv.qc.ca

🌐 www.aqpehv.qc.ca

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

☎ 514 486-1311

✉ info@rettsyndromeqc.org

🌐 www.rettsyndromeqc.org

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

☎ 514 328-3910

✉ info@aqst.com

🌐 www.aqst.com

### **Muscular Dystrophy Canada**

☎ toll free 1 800 567-2236, extension 231




✉ infoquebec@muscle.ca

🌐 www.muscle.ca



## Contact information for the Office



### Office des personnes handicapées du Québec

 toll free 1 800 567-1465  
teletype 1 800 567-1477  
 [dpil@ophq.gouv.qc.ca](mailto:dpil@ophq.gouv.qc.ca)  
 [www.ophq.gouv.qc.ca](http://www.ophq.gouv.qc.ca)


You may consult the Office's **Documentation Centre**, which boasts a collection of some 20 000 documents on different topics concerning persons with disabilities. A lending service and assistance in seeking documentation is also available.

500, boulevard René-Lévesque Ouest, bureau 15.600

Montréal H2Z 1W7

 514 873-3574  
 [documentation@ophq.gouv.qc.ca](mailto:documentation@ophq.gouv.qc.ca)

You can also consult the **catalogue** listing all the documents available in the Documentation Centre directly on the Office Web site at:

 [www.ophq.gouv.qc.ca](http://www.ophq.gouv.qc.ca)

