



**Alliance des communautés culturelles pour l'égalité dans la santé et les services sociaux**



**Centre de recherche et d'expertise  
en gérontologie sociale**

Centre de santé et de services sociaux  
Cavendish



Centre affilié universitaire

**Brochure for ethno-cultural communities**

Are you suffering from a physical disability? Are you an older person who requires help and support? Does your state of health prevent you from taking care of your home? Do you need help to move about in your home, to get dressed or to take care of your personal hygiene? Are you able to go out on your own?

Are you a community worker who would like to inform his or her clients about services that may be offered?

**If that is the case, this brochure is for you!**

There are many available services that you are entitled to as a permanent resident, whether you are an independent immigrant, a Convention Refugee or a sponsored family member (Family Class sponsorship). As a permanent resident, you are entitled to the same services as people born in Canada. If you are seeking refugee status, please refer to the Interim Federal Health Program (IFHP) by calling **1 888 242-2100**.

**Please note that for each service presented here, it is offered when resources are available to the institutions to do so.**

**Services offered to people with disabilities**

**Home care services**

**Your CLSC (Centre local de services communautaires) must first know your needs. A worker will visit to assess your needs. If required, someone will be named to manage your file (case manager). This person will make sure that you receive the services that you are entitled to. Depending on your needs, the CLSC may offer the following services:**

- **Physical help at home : an aide can come to your home to help you with your basic daily needs : getting dressed, bathing or personal hygiene;**
- **Household help and shopping: Many CLSC now have agreements with organizations that offer these services free of charge (for the user) or at a very low cost.**

These services are generally entirely paid for by the CLSC. If you prefer hiring someone you personally know and trust to help you with your daily chores or personal hygiene needs, there is also the **Direct allocation service employment paycheque**. You can obtain information by calling your local CLSC or by speaking to your caseworker if you have one.

- **Nursing care at home** : offered to persons who require a nurse to help with medication, injections, change of dressings, etc. ;

- **Suggestions regarding adapting your home and equipment rental: an occupational therapist may visit and suggest ways on how to make moving about in your home easier or on how to make taking a bath safer. Moreover, your CLSC may offer to lend small equipment (like a walker).**

### **Services on how to adapt your home to meet your needs**

- **Adapting your home** : If you are a person with severe disabilities, the **Residential adaptation assistance program (RAAP)** offers you financial assistance to help cover the costs of making your home accessible and adapted to your needs;
- If you are 65 years or older, with a low income, the **Home Adaptations for Seniors' Independence program (HASI)** can help you adapt your home to make it easier for you to live and move about in.

To obtain more information about one or both of these programs on how to adapt your dwelling, contact the *Société d'habitation du Québec* at 1 800 463-4315. This call is free of charge. Your CLSC can also help you obtain the required assistance.

### **Services offered to help you get around**

The *Ministère du transport du Québec* has in place an adapted transportation program for persons living with disabilities **who are unable to get around using public transportation (bus and metro)**. Many municipalities also offer adapted transportation services to persons with physical or intellectual disabilities.

*Société de transport de Montréal (STM)* : 514-280-8211

*Société de transport de Laval (STL)* : 450-662-5400

*CIT Laurentides* : 450-433-4000

*Réseau de transport de Longueuil* : 450-670-2992, option 3

*Société de transport de l'Outaouais (SIO)* : 819-773-2222

*Réseau de transport de la Capitale (RTC)* : 418-687-2641

*Société de transport de Rimouski* : 418-723-5555

***Société de transport de Sherbrooke* : 819-564-2687**

Many taxi companies have vehicles that are adapted to accommodate your medical condition. You can obtain a list of companies that offer this service in your region by calling the *ministère du Transport du Québec* at 1 888 355-0511 (toll-free number).

Lastly, many community organizations offer adapted transportation services at a small fee. You can obtain information on existing resources in your area by contacting your CLSC or community organizations in your region.

### **Services in residences or institutions with adapted living conditions**

If you can no longer safely reside in your home, there are various solutions.

- **HLM (Low-cost housing)**: Some of these apartments are adapted or may be adapted for a person with disabilities. You must have a low income in order to request a HLM from the **Municipal housing office**.

Montréal : 514-872-6442

Laval : 450-688-0184

South Shore : 450-670-2003

- **Intermediate or family-type resources**: These allow you to live in a pleasant setting and have at hand medical, nursing or rehabilitation services or, as needed, the services of home aides for your personal needs (for example: personal hygiene, getting dressed, etc.). Some are public and others private. Your caseworker can guide you in the choice of a residence that suits your needs.
- **Long-term care facilities (CHSLD)** : In the case where your needs are so great as to require daily support (more than three hours a day), you may be admitted to a long-term care facility (**CHSLD**) that is specifically tailored to meet the needs of persons living with significant disabilities that are no longer able to live at home. Medical, rehabilitation and follow-up services are free. However, you may have to pay the costs of some services such as meals, household maintenance, linens and other non-medical services. The amount paid for your stay is based on your income. If you are sponsored and have no income, the sponsor will be obliged to pay the calculated amount according to his or her own income.

## Services offered to caregivers

If you care for someone with disabilities, there are self-help groups and respite services available in some CLSC. Someone can replace you, for a few hours, with the person you are caring for. **It may also be possible for the elderly person to attend a day centre where he or she may participate in activities and socialize with his or her peers. As well, there are long-term care facilities that accept patients on a short-term basis.** These services differ from one CLSC to another. You should therefore call your local CLSC in order to see what resources are offered.



## The **key** to accessing services – your CLSC

Your CLSC is the gateway to obtaining services: medical, **nursing, rehabilitation or assistance with every day life, on either a short or long-term basis.** If you require help because of a disability, you should first consult your CLSC.

### CLSC professionals

Many professionals work at the CLSC and their goal is to assist you with your health and overall well-being, no matter what your medical condition is.

When you call the CLSC or the Health-Info line (*Info-Santé*) at **811**, you will be put in contact with a worker to discuss your situation. Depending on how complicated it is, this person will likely take on your case as the **principal worker** or **case manager** which means that he or she will direct you to the services and the professionals that you need. Any request for services or any type of stay will be addressed as well.

In the case of homecare services, and depending on your needs, many people will assist you.

- **The home aide** will provide basic hygiene care as well as help you with some household chores like meal preparation, grocery shopping and domestic tasks. This person may do this with or without your participation. Chances are that over time, this is a person you will learn to count on!

- **The nurse** is responsible for your physical care (injections, changing your dressings, taking your blood pressure, etc.)

Other professionals may also be of help with regard to your medical condition. Some may even come to your home when the need arises.

- **The physician** will assess your state of health, decide what treatments to give you and, in case of a disability, advise the rehabilitation team with regard to your physical well-being.
- **The social worker** will be concerned about your social and family environment in order to see how to best make use of each one. This person also assists you in finding the help you need with regard to your situation. Often, the social worker is your key contact person at the CLSC.
- **The occupational therapist** will suggest changes that need to be done at home to help you better carry out your normal day to day activities or ensure your safety. This person can also provide you with equipment like a walker, a wheelchair, etc.
- **The physical therapist** will help you with your physical well-being by offering treatments that focus on improving your strength, your flexibility, mobility and endurance.
- **The speech therapist** will assist you if you have difficulty hearing, speaking, reading or writing.
- **The nutritionist** will help you eat well by proposing a diet that meets your needs and takes into account your medical condition.
- **The psychologist** will be concerned about your state of mind and how it can help influence your rehabilitation.

Many assistance programs are also available to help you live at home. These programs **can provide you with** medical supplies, technical aids (support bars in the bathroom, seating aids), prosthetics and orthotics, hearing and visual aids, mobility aids to help you get around (cane, wheelchair) **and other forms of assistance to meet your varied needs**. You can obtain additional information from the CLSC as they will assess your personal needs.

## Rehabilitation services

Depending on your medical condition, **you may require rehabilitation services to walk again, move certain limbs, better express yourself or hear. Day hospitals and rehabilitation centres** offer specialized services according to various types of disabilities. Besides the treatments offered by professionals such as physical therapists, occupational therapists, speech therapists, **rehabilitation centres** can offer you specialized equipment to help you function better such as wheelchairs, hearing aids and even more. Your doctor will be the one to determine what kind of service you can request from a rehabilitation centre.

You will find here some examples of existing centres. To receive services, you need to be referred by your CLSC, your doctor or the hospital. Also note that many regions offer rehabilitation services and that there are many different types of rehabilitation centres. The following only serve as an example.

***L'Institut de réadaptation Gingras-Lindsay de Montréal (IRGLM): is a short-term public health institution that offers services to persons who have suffered strokes (CVA) or an accident and who need to recuperate or regain their mobility.***

***L'Institut de réadaptation en déficience physique du Québec (IRD PQ) : is a university-affiliated Institute that offers adaptation services, rehabilitation services, support for social integration services and support and accompaniment services for families. These services are available to persons of all ages experiencing a hearing, motor, neurological, visual, speech or language disability.***

The ***Centres de réadaptation en déficience intellectuelle*** (CRDI) offer services to persons with intellectual disabilities or to those with pervasive developmental disorders. There are many centres throughout Quebec and, if it is called for, your CLSC or doctor may refer you to the one in your region.

The **Constance-Lethbridge Rehabilitation Centre** is a rehabilitation centre for disabled persons or for those who have suffered a stroke (CVA), have aphasia or experience chronic pain. The Centre can be reached at 514-487-1770.

The **Montreal Association for the Blind** offers numerous rehabilitation programs to persons who are **partially or completely blind**. The Centre offers services in French, in English or in other languages and for those whose mother tongue is other than French. You may reach the Association by dialling 514-489-8201, and asking for extension 1067.

***L'Institut Nazareth et Louis-Braille*** offers similar services and can be reached by dialling their toll-free number: 1-800-361-7063.

**L'Institut Raymond-Dewar** is a rehabilitation centre specializing in **hearing and associated communication disorders**. You can reach them at 514-284-2214, extension 3600 (in person) or at 514-284-3747 (automated telephone service)

Le **Centre Lucie-Bruneau** is a centre offering rehabilitation services to persons with a physical disability and they can be reached at 514-527-4527.

### **Other resources**

For more information regarding services for the disabled, the following are other available resources

- **Office des personnes handicapées du Québec:** offers referral and accompaniment services in many regions of Québec: 1 888 873-3905
- **L'Association multiethnique pour l'intégration des personnes handicapées:** offers support and referral services to persons of various cultural backgrounds, regardless of disability or age : 514-272-0680
- **La ligne référence-aînés :** is a direct information line for seniors needing referrals to services and can be reached at (514) 527-0007

### **What about violence?**

**Whether it is verbal, physical, psychological or economic, you should know that violence is unacceptable, regardless of age or situation. If you are a victim of violence and your situation is dire, you should immediately call 911.**

**If you think that you are being abused, you may also call the *Commission des droits de la personne et des droits de la jeunesse* (CDPDJ) at 514-873-5146 or toll-free at 1-800-361-6477 to make a complaint.**

**For more information about situations related to abuse, you may Tel-Aînés (a hotline for seniors) at 514-353-2463.**

**Lastly, you may call the Info-Abuse line at 514-489-2287 or toll-free at 1-888-489-2287. Information given is kept strictly confidential.**