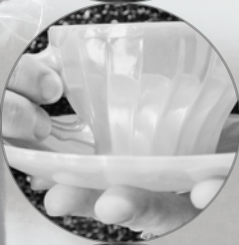


# LOWER NORTH SHORE RESOURCE GUIDE



## SERVICES FOR SENIORS



# EMERGENCY NUMBERS



**A** French Only

Any Emergency (Fire – Police – Ambulance).....	<b>911</b>
Info-Santé.....	<b>811</b>
Police/Sûreté du Québec.....	<b>310-4141</b>
Hospital Lourdes de Blanc-Sablon.	<b>1 (418) 461-2144</b>
Poison Control.....	<b>1 (800) 463-5060</b>
<b>A</b> Suicide Prevention Centre.....	<b>1 (866) 277-3553</b>
Info Crime.....	<b>1 (800) 711-1800</b>
Crisis Centre.....	<b>1 (800) 353-1143</b>
SOS Conjugal Violence Centre.....	<b>1 (800) 363-9010</b>
Caregiver Helpline.....	<b>1 (855) 852-7789</b>
L'APPUI Côte-Nord.....	<b>1 (418) 589-4014</b>
Alzheimer's Society.....	<b>1 (866) 366-4673</b>
Elder Abuse Line.....	<b>1 (888) 489-ABUS(2287)</b>

*Your Important Numbers to Fill in:*

**Local CLSC (clinic):** \_\_\_\_\_

**Civic Address (Your Street & House Number):**

\_\_\_\_\_



# A WORD FROM THE TABLE

It is with great pleasure that the Local Table for Seniors of the Lower North Shore (MRC du-Golfe-du-Saint-Laurent) is providing this resource guide as a tool for seniors in this region.

The Local Table for Seniors continues to promote participation of Lower North Shore elderly in all decisions concerning their socio-economic and cultural development. The Table's mission is to represent seniors in this region and to advocate for their rights and values, thereby enhancing health, well-being and overall quality of life.

We hope that this guide will increase access and knowledge of resources available and that it will become a useful tool for seniors on the Lower North Shore.



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## Health & Social Services

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### Private Medical Clinic

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Paul-Aimé Joncas, M.D. inc.

 (418) 461-3773

### *Health Facilities on the Lower North Shore*

Hospital in Lourdes-de-Blanc-Sablon (Installation de la BCN) (418) 461-2144	CLSC Harrington Harbour (Clinic) (418) 795-3325
CLSC Saint Paul's River (Clinic) (418) 379-2244	CLSC Chevery (Clinic) (418) 787-2277
CLSC Saint-Augustin (Clinic) (418) 947-2321	CLSC Tête-à-la-Baleine (Clinic) (418) 242-2112
CLSC La Tabatière (Clinic) (418) 773-2232	CLSC Kegaska (Clinic) (418) 726-3382
CLSC Mutton-Bay (Clinic) (418) 773-2212	Centre de Santé d'Unamen Shipu La Romaine (418) 229-2166*

\* Not a CISSS Facility



## CISSS Services

The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord is the regional institution providing health and social services to the population. The CISSS Côte-Nord serves a vast territory, extending from Tadoussac to Blanc-Sablon, including Fermont, Schefferville and Anticosti Island. Services are either offered directly by the CISSS or they may refer individuals to appropriate external health and social resources. CISSS Website:

[www.cisss-cote-nord.gouv.qc.ca](http://www.cisss-cote-nord.gouv.qc.ca)

## Emergency Services


Emergency services are offered in all communities 24 hours a day, 7 days a week. In Mutton-Bay, these services are only available at the local CLSC from December through May, after which time the population must attend the CLSC in La Tabatière. Individuals can present themselves at their CLSC between the hours of 8:30 am– 4:30 pm according to the schedule, otherwise only emergencies will be treated. After-hours calls are automatically diverted to the hospital in Lourdes-de-Blanc-Sablon (Installation BCN).

For all emergencies, you can call the number for your local CLSC. **You may also call 911.** The 911 operator will then communicate with the appropriate resources. If you contact emergency services, be sure to have your civic address as they will need this information (street name, house number).





If your emergency is psychosocial (mental, emotional, social) in nature, you can call your CLSC, or you may dial:

 (418) 461-2144 ext. 611416 during regular weekly hours (or you may refer to the emergency numbers listed in the beginning of this guide depending on the situation).

You may also contact Info-Santé at **811** for consultation with a nurse or psychosocial intervention worker. This service provides confidential medical/psychosocial support over the phone, 24/7.

### Ambulance/Pre-Hospital Services

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Should you require an ambulance, contact your local CLSC or dial 911.

*Emergency ambulance services are free for seniors aged 65 and older.*

### Hospital Services

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Do you need to be hospitalized? If so, you'll need:

- Health Insurance Card
- Hospital Card
- Personal insurance certificate if applicable (e.g. Blue Cross)



## *Payment Information*

You must pay a \$15 administrative fee when you stay at the hospital. This amount covers card replacement. You can request a form to fill for reimbursement if you are going through insurance. If you do not have insurance, you will have to pay three days worth of hospitalization fees when admitted if you choose a private or semi-private room. There is no charge for standard rooms. When you are ready to leave the hospital, go to the accounting department and you can either pay the remaining fee or get reimbursed if your stay lasted less than three days.

You must inform the staff of your room preference upon admission; you will be assigned according to availability.

## *Cafeteria Services*

The cafeteria in the hospital (Installation) in Sept-Îles is open from:

11:00am – 1:30pm

5:00pm – 6:30pm



The cafeteria in the hospital in Lourdes-de-Blanc-Sablou (Installation BCN) is open from:

8-15am – 8:45am  
11:45am – 12:45pm  
5:30pm – 6:15pm

## Oncology Services

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An oncology nurse is available to support individuals with cancer from the hospital in Lourdes-de-Blanc-Sablou (Installation BCN). The oncology nurse may monitor follow-ups during treatment, answer questions, evaluate needs and resources, inform users (about cancer, the treatments, possible complications, side effects, etc.), make referrals to appropriate services, etc.

For more information, contact your local CLSC or the Guichet d'accès.

## Specialist Services

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Many specialists (optometrists, dentists, orthopedists, physiotherapists, etc.) make visits to CISSS points of services throughout the year. To learn more about what services are available and to find out more about how to access specialist services, contact the Department of Professional Services & University Instruction at

☎ (418) 461-2144.



## Support for Chronic Diseases

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A nurse clinician in primary health may assist individuals with diabetes and/or COPD (chronic obstructive pulmonary disease) in providing support, planning and monitoring to encourage overall wellness. If you have diabetes or COPD, speak with your local nurse to verify your eligibility to be followed under this program.

## Guichet d'accès

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The Guichet d'accès position is overseen by a CISSS employee. This person is the access point to services; they may receive referrals from professionals as well as requests from individual users or family members from Kegaska to Blanc-Sablon. They receive requests for psychosocial, psychological, psychiatric, homecare, placement, management, audiology, orthopedic and special care counselling services. The Guichet d'accès does preliminary intake, giving everyone the same entry point to CISSS services. This is a person you can speak to who will give you information and direct you to appropriate resources. If you have any questions about CISSS services or if you request access to CISSS services, you can contact the Guichet d'accès.

☎ 1 (877) 602-8925

☎ (418) 461-2144 ext. 611416



## Transportation Services

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You can contact the CISSS transport team at:

 1 (800) 463-4962 or (418) 461-2144

If you must travel outside your community to receive health care, you are entitled to a subsidy to offset your cost for accommodations and meals. A form will have to be signed by a physician before you receive your reimbursement. Your local CLSC and/or Transport can assist with this process.

If you wish to receive services in an institution other than the one chosen by the CISSS, please notify transport. You will be responsible for paying additional transport costs.

For treatment in radiation oncology, you may receive allowances for the cost of daily accommodation, meals, lodging, and the cost per kilometer of travel from your lodging to the hospital for each week of treatment.

Transportation arrangements are made in Lourdes-de-Blanc-Sablon (Installation BCN).

Transport Dispatch  1 (800) 463-4962

If you are travelling back from St. Anthony, you must call before 3PM to confirm your return ticket date. **||**





## Services When Travelling for Medical

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### *Translation Services*

Interpreter services are available in Sept-Îles and Minganie. A resource person can welcome you at the hospital, accompany you, direct you to appropriate services, be a liaison from one department to another, and assist you with any other interpretation or translation services while you are at the hospital. They can interpret English, French and Innu/Naskapi. The office is located in reception at the Sept-Îles hospital (Installation). A phone on the wall in the emergency entrance can be used to reach them.

Monday – Friday 8:00am – 4:00pm

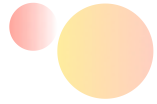
☎ (418) 965-7621

### *Blanc-Sablon*

Regular Taxi Service:

☎ (418) 461-2216

If you require adapted transportation, you may inform Transport in Lourdes-de-Blanc-Sablon of your transportation needs.



## *Sept-Îles*

*If you need a ride:* you can choose to use their taxi services, or you may request assistance from Transport in Lourdes-de-Blanc-Sablon. Transport may assist CISSS users by referring them to an external agency in Sept-Îles (*Transit Sept-Îles Accompanying Service*) where an individual can pick you up at the airport, bring you to where you are staying, and can bring you to and from your scheduled appointment. This can be set up with Transport prior to your travel.


Should you require adapted transportation in Sept-Îles:

### *Adapted Transportation:*

Corporation de Transport Adapté de Sept-Îles Inc.


652 ave de Quen

Sept-Îles, QC G4R 2R5

 (418) 962-7111

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

\* There may be costs associated with transportation through the above listed organizations



*If you need a place to stay:* you can stay at the Maison Richelieu. They provide temporary and affordable housing to people travelling for medical. To book a room, you must call and confirm your medical appointment with them. Some rooms are equipped with kitchenettes and there is also one large kitchen onsite for all guests to use.

Maison Richelieu

465 avenue Franquelin

Sept-Îles, QC G4R 2L9

☎(418) 350-1154 or (418) 962-2720

[maisonrichelieu7iles@outlook.com](mailto:maisonrichelieu7iles@outlook.com)

*For information on additional housing options, contact Transport in Lourdes-de-Blanc-Sablon (Installation BCN).*

*If you need a meal:* There is a Meals on Wheels Program in Sept-Îles and you may receive meals through them if you are staying at the Maison Richelieu. A caterer in Sept-Îles would deliver your meal. There may be a flyer posted in reception at the Maison, or you can call the Chef de Programme for the Support Program for the Autonomy of Seniors (SAPA) with the CISSS.

☎(418) 962-9761 ext. 452911



## *Québec*

If you are travelling to Québec for medical treatment, you can contact Transport at the hospital in Lourdes-de-Blanc-Sablou (Installation BCN) and request information and details for lodging and transportation options that will best suit your needs.

## *St. Anthony*


If you are travelling to St. Anthony, your lodging and transportation to and from the airport can be organized ahead of time by Transport.

## Community Pharmacy

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The pharmacy in the hospital in Lourdes-de-Blanc-Sablou (Installation BCN) is only in use for CISSS users who are admitted to the hospital/installation. Community users are now being served by the Pharmacy Uniprix Clinic Danielle Driscoll. The services offered include:

- Automatic Refills. If you tend to forget to order, or if the weather is bad, you may want to ask for automatic refills. Prior to setting this up, you will have to meet with the pharmacist (in person or by phone). Refills can be scheduled to come once a month or every two weeks.

- 
- **Pill Dispensers/Distills.** These bubble pack pill dispensers contain two weeks worth of medication. The dates are on there and everything is colour-coded; this increases the ease of pill administration. If you have issues remembering to take your pills, or if your dose changes a lot, you may want to request this type of pill dispenser. The cost is included under the government plan. You will need a prescription from the doctor to receive the dispenser. It will be sent to you automatically every two weeks. The nurse can see to any changes that need to be made and will communicate those to the pharmacist.
  - **Delivery Service.** Your order can be delivered from Blanc-Sablon to Brador free of charge, typically in the afternoons.
  - **Blood pressure & glycaemia (sugar) measurement on site at the pharmacy.**
  - **Orthopedic services (bath rails, toilet rails, seats, mats, canes, etc.)** They have some of these items on hand while others need to be ordered in (takes 2 weeks).
  - **Medication Management.** The pharmacist will assess your file in an appointment with you (in person or by phone). They will go over each medication, discuss side effects and answer any questions you may have. The pharmacist can consult with other health professionals to ensure your medication plan is effective.





This meeting can be done one-on-one or it can be done as a family conference.

If you are not paying for your order in person, the pharmacy can keep your credit card information on file so that your orders are automatically charged to your credit card. Another payment option allows you to pay for your orders at your local Caisse Populaire office.

To contact the pharmacy:

 (418) 461-2727; Fax: (418) 461-4093

*Pharmacy Hours of Operation:*

Mon – Wed: 9:00am – 5:00pm

Thur – Fri: 9:00am – 7:00pm

Sat – Sun: Closed

## Readaptation/Rehabilitation Centre

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This center, which is located in Sept-Îles, provides services for individuals with disabilities or severe and permanent mobility issues. Through this program, you may access assistance for technical aids (wheelchairs, visual aids, hearing aids, etc). Persons may be referred to the Rehabilitation Center by health professionals such as their family doctor, ophthalmologist, audiologist and occupational therapist.



Seniors being referred to this establishment for services will be registered into a program called Transport Hébergement which will be responsible for assuming a variety of costs for the person travelling for their disability. For example, seniors with hearing aids who require services in audiology or audio prosthesis may be registered in this program. When registered and accepted in this program, any time this person needs to travel outside of their community for these particular services, their travel costs (i.e. plane ticket) will be assumed under the Transport Hébergement Program.

For additional information regarding the CISSS Rehabilitation Center or the Transport Hébergement program, you may contact the Administrative Agent for the Transport Hébergement Program at:

Santé Émergent Sept-Îles/Baie Comeau

 (418) 968-2470

 (418) 589-9845 ext. 2223

### In-Home Nursing Services

The CISSS may offer in-home nursing services to users that meet certain criteria. Contact your local CLSC (clinic) nurse for more information or to request this service.



## Palliative Care Services

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A palliative care room located at the hospital in Lourdes-de-Blanc-Sablon (Installation BCN) serves long-term and short-term care's end-of-life clientele.

Should a user wish to die at home, the CISSS may provide nursing care, social service and home care services. Equipment such as beds, wound preventive mattresses, portable toilets, walkers, tub seats, wheelchairs, walkers, etc. may also be provided.

## Users' Committee

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The Users' Committee is in place to protect the rights of users. There are community committee members that can act as advocates for service users. If you have any questions, concerns or complaints regarding CISSS services, you may contact the committee at:


 (418) 461-3144 ext. 611401


## Complaints Department

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Complaint forms are available in all community clinics.

## Service Quality & Complaints Commissioner

 (418) 962-9761 ext. 2408

 1 (877) 962-9761 ext. 2408

[plaintes.09ciyss@ssss.gouv.qc.ca](mailto:plaintes.09ciyss@ssss.gouv.qc.ca)



By Mail: Service Quality & Complaints Department  
CISSS de la Côte-Nord  
45 rue Père-Divet  
Sept-Iles, QC G4R 3N7

You can also contact the Users' Committee or a Users' Committee member in your community for support with complaints. Any complaint you file should be entirely anonymous and it should be acknowledged by the CISSS after it has been submitted.

## **Programs to Support Autonomy**

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There are home care supports available to those with loss of autonomy. Contact your local social worker if you would like to be evaluated for home care service supports. You may also contact the Solidarity Coop for Home Help Services.

## **CISSS Respite & Companionship**

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There is financial assistance available to users for respite and companionship hours. This service is provided through the CISSS homecare budget. You have to meet certain criteria to qualify. This service was established to support caregivers and users. If interested, call your local CLSC or the Guichet d'accès.



## Lifeline

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If you are living alone or would like the reassurance of having 24/7 support should you have an accident or fall, you can get a panic button or sensor to wear, for a monthly fee. You can press the button if you fall, but there are devices that detect falls even without you pushing the button. Call Lifeline at:


 1 (866) 984-3411

## Home Adaptation Program

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Anyone living with limitations to daily living may seek financial assistance for home renovations. The CISSS, in partnership with the local municipalities, will assist individuals who show significant and persistent mobility issues in applying for this funding. This program is run by the Société d'habitation du Québec (SHQ). Contact occupational therapy or your local municipality office for more information.

Occupational Therapy

 (418) 461-2144

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





## CISSS Technical Aid Loan Service

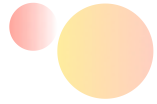
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An occupational therapist is a professional who can evaluate individual needs of seniors in order to maintain and increase autonomy. They can prescribe strategies and materials to enhance independence and quality of life (e.g. grab bars, benches, walk-in showers, strategies to prevent pressure sores, etc.). A social worker or nurse may do screenings of initial needs; however, if the case is complex, requiring multiple materials or strategies to maintain the seniors' autonomy, then the social worker will likely make a referral for occupational therapy.

The occupational therapist may recommend certain materials (ramps, lifts, rails, etc.). The CISSS has a Technical Aid Loan Service where users can have access to materials prescribed by professionals such as occupational therapists or social workers, for a limited time.

Who is eligible? A diagnosis of a physical disability gives access to the program. For instance, loss of mobility or strength.

For more information, contact the Guichet d'accès.



## Community Organizations & Support

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### Solidarity Coop in Home Help Services of the Lower North Shore


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The Solidarity Coop in Home Help Services is a non-profit organization that aims to offer services to individuals with loss of autonomy and to the whole population of the Lower North Shore.

They offer both light cleaning (dusting, cleaning appliances, washing floors and bathrooms, sweeping, vacuuming, cleaning windows, laundry, changing beds, dishes, caring for plants) and heavy cleaning services (closets, cupboards, drawers, walls, ceilings, stripping floors, blinds, lamps, moving furniture, fire wood, snow removal). They also provide meal preparation services, can run errands and can accompany individuals on outings.

There is an annual membership fee; however, you can receive services even if you are a non-member (with a fee).

Your rate will be adjusted depending on your subsidy amount (please note that all rates are subject to change over time). RAMQ provides the subsidy, and the amount is based on the following:

- 
- 1) Fixed Financial Aid – everyone over 18 is entitled to this subsidy of \$4.00.
  - 2) Variable Financial Aid – for individuals 65 years or older, or for those between 18-64 years that have been referred by a professional. The subsidy amount is determined based on the individual's income and family situation; the amount will vary depending on the situation.

*How do I apply for services?*

- 1) You can make a request by calling the Coop.
- 2) They fill the necessary forms and send them to you in the mail with marker stickers placed where you have to sign your name. The Coop also provides you with an addressed and pre-stamped envelope so you can mail the forms to RAMQ.
- 3) RAMQ receives your application and they calculate your deductions (subsidy amount) and hourly rate.
- 4) RAMQ sends you a letter with your subsidy amount indicated. You must then contact the Coop to verify your hourly rate.
- 5) Every year, the RAMQ will send you a new letter with your new subsidy amount as it may change from year to year, depending on your annual income and/or situation.



*How much will I have to pay? Why is my rate different from someone else's if we are receiving the same services?*

Your hourly rate will depend on your annual income and on your family situation. If two people have different annual incomes and/or different family/home situations, then their subsidies will differ.

For More Information:

*Head Office*

C.P. 147

Tête-à-la-Baleine, QC G0G 2W0

☎ (418) 242-2002

☎ 1 (877) 842-2002

Fax (418) 242-2004; 1 (877) 642-2004

[coopaidedomicile@xplornet.com](mailto:coopaidedomicile@xplornet.com)

RAMQ

☎ (514) 873-9504

☎ 1 (888) 594-5155





## FADOQ

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The FADOQ is one of the largest associations for Quebecers aged 50 and over, providing support and advocacy for the elderly. Their goal is to offer assistance to seniors to promote well-being and defend their rights and values. This is done through many programs, services and activities (campaigns, sports and leisure, trips, festivals). It may be possible to become a member of FADOQ through your local senior's club, entitling you to many discounts and benefits. You may also become a member individually (if not applying through your local club); however, fees may be higher. Once you become a member, all you have to do is show your FADOQ membership card in select stores and hotels and you will receive a discount. You may also receive specials on home, auto and travel insurance.

FADOQ Côte-Nord

 (418) 589-7870

 1 (800) 544-9058

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

### Group Accessibilité St. Augustin

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A registered charitable and non-profit organization whose mandate is to organize and implement activities and events for individuals with disabilities and/or loss of autonomy.





Some of their objectives are to encourage community support and involvement while promoting volunteerism, increasing awareness and fostering positive relationships. This organization's mandate covers the whole Lower North Shore. For more information, contact:


 (418) 947-2321; Fax: (418) 947-1284

### Coasters Association

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*Day Centres:* There are eight communities (Blanc-Sablon, Saint Paul's River, Saint Augustin, La Tabatière, Tête-à-la-Baleine, Harrington Harbour) with two new additions (La Romaine, Kegaska) along the Lower North Shore that offer Senior Day Centre activities. Seniors and those with a loss of autonomy can benefit from many activities: music, arts and crafts, book exchanges, community kitchen initiatives, home visits, exercise, health promotion and other community events.

*Respite Program:* Unpaid caregivers of individuals with Alzheimer's Disease, dementia, or a loss of autonomy may contact the Coasters Association to see if they qualify for free respite services. This service allows caregivers to leave their loved one in supervised care.



Should you want to participate in any of the Day Centre activities, receive respite services, or if you have any other questions, please contact the Coaster's Association:

Seniors Program Manager

☎ (418) 379-2006

[seniors.coasters@gmail.com](mailto:seniors.coasters@gmail.com)

## Senior's Clubs

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There are 50+ clubs located along the entire Lower North Shore where seniors can enjoy each other's company in participating in many different activities and events supporting their overall health and well-being. Contact your local seniors group/club if you are interested in joining or having more information:

50+ Club of Kegaska	50+ Club of Saint-Augustin
Club l'âge d'or de La Romaine	L'Atelier des aînés de Tête-à-la-Baleine
Chevery Senior Citizens Club	50+ Club of La Tabatière
50+ Club of Harrington Harbour	Senior Citizens Club of Saint Paul's River
50+ Club of Blanc-Sablon	




## ***Meals on Wheels:***

### *Chevery Senior Citizen Club Meals on Wheels Program*

- For those 70 and over and their spouse or those referred by a health professional
- Nutritious meals delivered twice a week in Chevery
- Frozen meals delivered to La Tabatière, Tête-à-la-Baleine and Kegaska every two weeks


Contact the Senior Citizens Club of Chevery for more information

 (418) 787-2071

### *Saint Paul's River Senior Citizens Club Meals on Wheels Program*

- For any age; however, rates vary according to age (cheaper for seniors) and deliveries made to seniors only
- Nutritious meals delivered once a week in St. Paul's River and Old-Fort Bay.

Contact the Senior Citizens Club of St. Paul's River for more information

 (418) 379-2303



## Irené Gauthier Foundation

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This is an organization that offers financial assistance according to need (transportation, accommodation, respite or accompaniment, specialized equipment, etc.) to persons living with cancer who reside on the Lower North Shore. For more information, contact the Guichet d'accès or call:

 (418) 962-4647

## UNI-AID Foundation

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An organization providing loans and donations to residents from Blanc-Sablon to Old-Fort Bay. Should you be travelling for medical reasons, you may request a loan or a donation for travel-related expenses. Once you receive your entitled travel reimbursement from the CISSS, you may have to return the amount to the UNI-AID foundation. The loan given gives individuals the money to use during their travel, which they must return once the CISSS provides them with the reimbursement.

Contact the Guichet d'accès for more information.



## Uni-Aide Foundation

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The Coasters Association, working with the UNI-AID Foundation, has created the Lower North Shore Health Fund to support the entire population of the Lower North Shore financially burdened by illness. The program supports people with financial assistance for transportation, medication and living costs when travelling to and from treatment. There is also assistance available for caregivers. To receive assistance, you must complete an application form.

The Lower North Shore Social Program Fund has since been established, contributing to the well-being of youth and seniors by providing opportunities for social programming (summer camps, seniors day centers, youth centers).

For more information or to request financial assistance through the Uni-Aide Foundation, contact:

 1 (877) 447-2006  
[info@uniaidefoundation.com](mailto:info@uniaidefoundation.com)





## Guardian Angels Gros Mécatina

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A community organization assisting those burdened with high costs of having to travel off the territory for medical services. Financial assistance available to residents of the municipality of Gros Mécatina.


 (418) 773-2333  
[christianagallichon@hotmail.com](mailto:christianagallichon@hotmail.com)

## Community Learning Centres

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A Community Learning Centre (CLC) is offered through the Littoral School Board. There are four service points located in the following schools; Chevery (Nétagamiou), Harrington Harbour, La Tabatière (Mécatina) and St. Paul's River. Seniors may benefit from local CLCs through various workshops and information sessions. The CLC often becomes a means of distribution of information, education and training to the community.

*Harrington Harbour Community Learning Centre*

 (418) 795-3241; Fax: (418) 379-3366  
[clc.harrington@csdulittoral.qc.ca](mailto:clc.harrington@csdulittoral.qc.ca)



*Nétagamiou Community Learning Centre*

☎ (418) 787-2107; Fax: (418) 787-2347  
[clc.netagamiou@csdulittoral.qc.ca](mailto:clc.netagamiou@csdulittoral.qc.ca)

*Mécatina Community Learning Centre*

☎ (418) 773-2430; Fax: (418) 773-2255  
[clc.mecatina@csdulittoral.qc.ca](mailto:clc.mecatina@csdulittoral.qc.ca)

*St. Paul's Community Learning Centre*

☎ (418) 379-2365; Fax: (418) 379-2101  
[clc.st-paul@csdulittoral.qc.ca](mailto:clc.st-paul@csdulittoral.qc.ca)

Seniors Action Québec

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Support for English-speaking Québec seniors in promoting healthy and active lifestyles.

☎ (438) 386-1944  
[info@seniorsactionquebec.ca](mailto:info@seniorsactionquebec.ca)

Support Groups

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L'Appui Côte-Nord (support for caregivers)

☎ (418) 589-2914  
☎ 1 (855) 852-7789



Epilepsy Association Côte-Nord

☎ (418) 968-2507

Fibromyalgia Association

☎ (418) 968-1999

Alzheimer Society Côte-Nord

☎ 1 (866) 366-4673

Alzheimer Society of Canada

☎ 1 (800) 616-8816

Abuse Hotline

☎ 1 (888) 489-2287

Alcoholics Anonymous

☎ 1 (866) 376-6279

Narcotics Anonymous

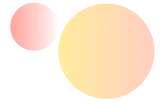
☎ 1 (800) 879-0333

Drug Help and Referral Line

☎ 1 (800) 265-2626

Arthritis Society

☎ 1 (800) 321-1433



Lung Association of Québec

☎ 1 (800) 295-8111

Canadian Cancer Society

☎ 1 (800) 463-0417

Québec Cancer Federation

☎ 1 (877) 336-4443

Cancer Helpline

☎ 1 (800) 363-0063

Heart & Stroke Foundation

☎ 1 (800) 567-8563

Canadian Mental Health Association

☎ 1 (800) 363-3376

Schizophrenia Association Québec

<http://www.schizophrenie.qc.ca>

Suicide Prevention of Québec

☎ 1 (866) 277-3553



## **Municipal Services**

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### Municipalité Régionale de Comté du Golfe-du-St-Laurent (MRCGSL)

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What is the MRC? It is a governing body for the whole Lower North Shore. The MRC joins together all five municipalities on the coast; it is the voice for all municipalities in our region. The MRC has a territorial mandate (as opposed to a municipal mandate as seen with local municipalities). The council is made up of mayors from all the municipalities including a warden elected by his peers. Five elected individuals sit on the council. Some of the MRC's mandate include transportation and adapted transportation, business plan development and support of non-profit organizations, land usage and public security, among others. A new age-friendly policy has been adopted by the MRC, solidifying and creating plans for the support of seniors. If you have any questions, you may contact the regional MRC office:

MRC du Golfe-du-Saint-Laurent

29 Chemin d'Aylmer Sound

Chevery, QC G0G 1G0

☎(418) 787-2020; Fax: (418) 787-0052





## Local Municipalities

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What is a municipality? Municipalities have powers delegated to them under provincial laws to meet the needs of their population. Their main concern is urban planning, zoning, local roads, public transit/transportation, drinking water and wastewater treatment, waste management, community and cultural development, municipal court, housing and social housing, as well as emergency measures and services. All of the municipalities on the Lower North Shore collaborate with local seniors clubs and groups to support the overall health and well-being of the senior population (e.g. providing assistance for programming, providing venues or locales for activities or meetings, etc.). For more information, contact your local municipality. You may also contact your local municipality for support during power outages, water shortages, flood, fire, or during any threat to public security.

Municipality of Blanc-Sablon


☎ (418) 461-2707

Municipality of Bonne-Espérance


☎ (418) 379-2911

Municipality of Gros-Mécatina


☎ (418) 773-2263



Municipality of Côte-Nord-du-Golfe-du-Saint-Laurent

 (418) 787-2244

Municipality of Saint-Augustin

 (418) 947-2404

## **Government Programs**

### **Health Care**

*Flu Shot:* The entire population of the Lower North Shore may receive vaccinations against seasonal flu free of charge every year.

*Hearing Devices:* Those with hearing impairment can obtain, have repaired or replace a hearing aid or assistive listening device free of charge. You must meet certain eligibility criteria. Contact your local social worker or contact RAMQ.

*Visual Devices:* Those with low vision or who are functionally blind may acquire visual aids (magnifying mirrors, mobility aids/walking stick, guide dog) through RAMQ funding.



*Eye Exam:* If you are 65 or older with a valid RAMQ card, you are entitled to a complete eye exam each year.

*Program for Devices that Compensate for a Physical Deficiency:* This RAMQ program covers the cost of a device that assists an individual through their limitation (e.g. wheelchair, walking aid, ankle/knee brace, standing aid, prosthetic device, etc.). This device must be prescribed by a doctor and you must meet certain eligibility criteria.


## **Housing**

*Shelter Allowance:* If your income is low and you spend more than 30% of your income on housing, you could be eligible for this allowance. If you are 50 years old or older, living alone, or are a couple where one spouse is 50 or over, you may receive up to \$80/month. It is paid by cheque or direct deposit every month. Talk to your local social worker for more information or contact the SHQ at:




1 (800) 463-4315 or (418) 643-7676

[infoshq@shq.gouv.qc.ca](mailto:infoshq@shq.gouv.qc.ca)



*Rent Supplement:* If your income is low and you pay rent in a private unit or a dwelling owned by a housing cooperative or non-profit organization, you could receive financial assistance to help with rent costs. The rent supplement makes up the difference between the rent amount agreed upon with the landlord and 25% of the individual's income. For more information, contact your local social worker or the Société d'habitation du Québec at:

 (418) 643-4035 or 1 (800) 463-4315  
[infoshq@shq.gouv.qc.ca](mailto:infoshq@shq.gouv.qc.ca)


*Low-Rental Housing Program:* If your income is low and you are able to live independently, you could qualify for subsidized housing. You would pay rent corresponding to 25% of your income. Depending on the services covered in the lease, certain charges may be added to cover the cost of electricity, parking or air conditioning. Fees are sometimes charged to cover the cost of special services like nursing care as well. For more information, contact your local social worker or the Société d'habitation du Québec (see above for contact details).

*Ending a Lease:* In certain situations, you may be able to terminate a lease without penalty: if you are allocated a low-rental unit, if you are unable to stay due




to disability or if you are moving to a senior's residence.

*Grant for Seniors to Offset Municipal Tax Increase:* If the municipal taxes in your area have recently increased significantly, you may be entitled to receive financial assistance. You must be 65 years or older, have lived in your home for at least 15 years and have an annual family income of less than \$50,000 to qualify. You can call Revenu Québec for more information.

 1 (800) 267-6299

For persons with hearing impairment:

 (514) 873-4455


## **Administration & Justice**

Are you needing help filing your income tax returns or your pension plan forms? Would you like some guidance for completing a will or accessing and filling other important legal documents? There are individuals in each municipality that may either assist you or refer you to appropriate resources. Contact the Local Table for Seniors of the Lower North Shore to obtain further details and contact information for these local administrative supports.






You may also contact Aide Juridique (Legal Aid) for support with legal matters:


 (418) 964-8110

*Mandate in Case of Incapacity:* This is a document in which you designate another person to take care of you and your property should you become unable to because of illness, accident, impairment or age-related limitations. You can have a notary or lawyer draw up this document for you. If someone is presumed incapable, there may already be a mandate in case of incapacity document filed for them. If there is none, a court may authorize protective supervision of an individual. For more details, contact your local administrative support as previously mentioned or:

Barreau du Québec

 (514) 954-3400

Chambre des Notaires

 (514) 879-1793




*Power of Attorney:* A contract where you designate a person to act on your behalf in legal transactions (paying bills, signing a lease, selling a house or a car, etc.). Power of Attorney can be granted to a relative or a professional. Contact the local administrative supports for your municipality for more information or assistance.

*Will:* A document that indicates how you want your property distributed after your death. There are 3 types of wills:

- Holograph Will; written by hand by testator without witnesses
- Will made in the presence of witnesses
- Notarial Will

A will applies to a single person only. It can be revoked at any time and changed as often as you want. While it may be beneficial to have your wishes written down on paper, a will must be notarized to be legally accepted in the province of Québec. For details on how to write up a will, contact your local administrative support.



*Living Will:* If you are unable to express your wishes at the end of your life (e.g. coma), you can fill this document beforehand to indicate what you do or do not accept in terms of medical care at the end of your life (e.g. rejecting life support). It can also specify whether or not you wish to donate your organs. For support, contact a local administrative support.


*Pre-Arranged Funeral Services Contracts & Pre-purchased Sepulture (Burial):* You can sign a contract with a funeral director allowing you to plan your funeral in advance.

Fillatre Funeral Home  
2 Branch Road  
L'Anse Au Loup, NL A0K 3L0  
☎ (709) 927-5211

*Grandparent's Rights of Access to their Grandchildren:* As grandparents, you have legal rights to visit your grandchildren and take them on outings. Parents cannot prevent this (except on serious grounds).




*Complaints & Investigations in the Case of Violation of Rights & Freedoms:* If you feel like your rights and freedoms have been violated (discrimination, harassment, exploitation, etc.), you may file a complaint with the Commission des droits de la personne et des droits de la jeunesse (Commission of the rights of a person and youth).

 1 (800) 361-6477

## **Tax Credits**


For all tax information, contact Revenu Québec:

Revenu Québec

 1 (800) 267-6299

<http://revenu.gouv.qc.ca>

*Solidarity Tax Credit:* For those with low family income, who live in northern villages, or for those living in eligible dwellings. This credit can be claimed on your personal income tax return.



The amount you receive is calculated in 3 parts: QST credit, property tax refund and credit for individuals living in northern villages. The amount received also depends on family income. It is paid by direct deposit once a month (if over \$800 total), every three months (if between \$240 and \$800) or once a year (if less than \$240). The amount you will be awarded will be on a notice of determination letter you receive by mail in May or June.

*Tax Credit for Home-Support Services for Seniors:* If you are 70 years old or older, you may receive up to 34% of eligible home support service expenses. The credit may not exceed \$6,630 for independent individuals, and it may not exceed \$8,670 for dependent persons. Eligible home support services are:

Many (but not all) home support services provided by the CISSS homecare program and the Solidarity Coop in Home Help Services, as well as Meals on Wheels. You must fill an income tax return to receive the credit, so make sure to keep all of your invoices.

*Tax Credit for Caregivers of a Spouse or Relative:* If you are taking care of a spouse or relative aged 70 or over who is unable to live alone, you may claim this tax credit on your income tax return, amounting up to \$1000.






*Tax Credit for Medical Expenses:* If you have incurred medical expenses for yourself, a spouse or dependents, you may be entitled to tax credits. Example costs: Dental, medical, or paramedical services, medications, insurance premiums, transportation costs, home care, home modification, nursing home expenses, etc. The non-refundable tax credit amount totals 20% of eligible medical expenses exceeding 3 % of family income. There are also refundable tax credits you may be entitled to depending on your expenses and family income.

*Tax Credit for Respite of Caregivers:* If you obtain specialized respite services for the care and supervision of a person with a significant disability, you may be entitled to a tax credit amounting to a maximum of \$1,560 per year. The calculated amount equals 30% of total expenses paid to a maximum of \$5,200 spent on respite services. The amount will depend on family income. If you provide volunteer respite, you may be eligible for additional tax credits.

*Independent Living Tax Credit for Seniors:* If you incur expenses to purchase, lease/rent or install equipment or fixtures to maintain your independence (panic button, grab bars, walk-in tub, lifts, etc.) you may be entitled to a tax credit. In addition, if you stayed in a facility (re-education, re-habilitation) following hospitalization to support your autonomy, you may also receive this tax credit. To be eligible, you must be 70 years old or older. The amount equals 20% of total expenses.



*Tax Credit for Seniors Activities:* If you pay fees to participate in activities, you may be entitled to a tax credit. You must be 70 years old or older and make less than \$40,000 per year. The amount you can receive equals 20% of fees paid.

## **Retirement**

*Retirement Pension Paid under the Québec Pension Plan:* If you've contributed to the Québec Pension Plan (QPP), you are entitled to a basic source of income when you retire. The amount depends on your age at retirement and the employment earnings you contributed. You do not have to stop working to apply for your retirement pension; you can receive your pension while gradually working toward retirement. If you're over 60 and have contributed at least one year to QPP, you can apply online or fill the required form and send it by mail to Retraite Québec. Ask the administrative support member in your local municipality or call Retraite QC for more information.


*Death Benefit:* If you are a family member of a deceased person who contributed to the Québec Pension Plan, you may be entitled to a death benefit up to a maximum of 2500\$ (taxable).



If you are not eligible for the death benefit under the Québec Pension Plan, you may be entitled to a special benefit for funeral expenses granted under the Social Assistance Program and the Social Solidarity Program (last resort funding through Emploi Québec). For more information, contact Retraite Québec.

*Surviving Spouse's Pension:* If you are the spouse of a deceased person who has contributed to the Québec Pension Plan, you may be entitled to a surviving spouse pension. Contact Retraite Québec for more details.


Retraite Québec

 1 (800) 463-5185

## **Information on Local Residences (Non-Institutional Resources)**

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If you are considering moving into a public resource, a placement request must be made through the social worker or the guichet d'accès. An orientation committee will then determine a profile for the user based on their situation and need. This profile determines which type of residence would best meet identified needs. Once the profile is created, the user will be contacted and informed. They are then typically placed on a waiting list. Once a bed opens up, the user will be contacted.



Your social worker may sit down with you and your family to do a pre-admission meeting to give you information and details on each of the resources. There are three types of resources on the Lower North Shore:

- **Long-Term Care Unit (LTCU):** for those with severe loss of functional or psychosocial independence; they can no longer live at home due to this loss of autonomy. Requiring bed and board as well as support and assistance services.
- **Intermediate Resource (IR):** Privately operated by a natural or legal body and ran through a partnership with the CISSS; bound by contract to the CISSS.
- **Family-type Resource (FTR):** Operated by a natural body, accommodating a maximum of nine (9) partially autonomous adults. Must meet users' needs and provide them with living conditions similar to their home environment.




	Beauséjour	Maison Rivière d'Or	Antoinette Malouin Unit	D.G Hodd Pavilion
Location	Lourdes-de-Blanc-Sablon	St. Augustin	Lourdes-de-Blanc-Sablon	Harrington Harbour
Type of Resource	Intermediate	FTR	LTCU	Mixed
Resident Capacity	10	9	19	14
Rooms	Private	Private or Double	Private or Double	Private or Double

### CISSS *Contact Familles* Pilot Project


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This project is for people with a loss of autonomy or disability living in: long-term care unit, intermediate resource, family type resource as well as short-term care unit.





This project facilitates visits from loved ones to those staying in resources or hospitals. Users who are living in resources outside of their home community can benefit from 2 visits a year from their loved ones (if the user is living in a resource on the Lower North Shore). If the user is living off the territory, they may benefit from 1 visit from a loved one per year. Individuals may also apply for this funding in the event of the end of life of their loved one. Funding may also be used if the resident wishes to travel to visit their loved ones. To apply, speak with your local social worker and/or community organizer who will assist you with filling proper forms.

 (418) 461-2144 ext. 611425

 (418) 787-2034

### Residents Committee/Living Environment Committee

Similar to the Users' Committee, this organization is in place to respect the rights and freedoms of residents living in long-term care facilities. For more information, contact the Guichet d'accès or program manager.



## Other Useful Information

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### *Travel Subsidies*

There is a subsidy available for travel on the coast and off the coast (to Sept-Îles). You can receive reductions to fees for air travel (the amount varies depending on the season) as well as senior rates with Relais Nordik (make sure to indicate this when you book your travel with them). For air travel fare reduction through Transport Québec, the necessary forms are available at various community locations (post office, municipality, airport, etc.) or apply online at:

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

### *Desjardins*

The Caisse Populaire Desjardins offers reduction fees of \$4.00 for those aged 60 and over (or if born before April 01, 1943). It is also possible for seniors to avoid any monthly fees on some accounts with Desjardins. They also offer a program (*In Charge of Your Life and Your Property*) to protect seniors from financial exploitation. Ask your local bank teller for more details, or call your branch head office:



*Caisse Populaire de Blanc-Sablon*

☎ (418) 461-2020 or 1-877-461-2022

Transit: 20416-815

*Caisse Populaire de La Tabatière*

☎ (418) 773-2259 or 1-866-973-2259

Transit: 20475-815

*Caisse Populaire de Tête-à-la-Baleine*

☎ (418) 242-2061 or 1-888-748-2061

Transit: 20425-815



# Contact Local Table for Seniors


For further information, contact:

**localtableforseniors@hotmail.com**

 **1-800-619-8341**

or any of the Table's Resource Organizations:

## **MRC:**

 (418) 787-2020


## **Centre intégré de santé et de services sociaux de la Côte-Nord:**

 (418) 461-2144 request Community Organizer

## **Coasters Association:**

 (418) 379-2006 request Seniors Program Manager

## **Solidarity Coop in Home Help Services:**

 (418) 242-2002

## **Sûreté du Québec:**

 (418) 461-2162

