



The East Island Network for English Language Services
Le Réseau de l'Est de l'Île pour les services en anglais

Resources for Families with Special Needs



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www.reisa.ca



REISA Montreal

Health and Social Service Resources for Youth and Families with Special Needs in the East end of Montreal 2017

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Developed by

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Notice of Keeping Information Current:

Please note that the information contained in this document is subject to change. REISA will not be held responsible for any content that may be out of date. Do not hesitate to contact us if you have any questions or comments.

Acknowledgment

It is with great pleasure that we present to you the First Edition of REISA's health and social service resource guide for English-speaking youth and families with special needs in the East end of Montreal.

This guide serves as a directory of organizations and institutions offering specialized programs and services to youth and families with special needs.

Thank you to our community members, as well as to our community and public partners who took part in the initiation, development, support and promotion of this specialized resource guide.

"There is no greater disability in society, than the inability to see a person as more".

- Robert M. Hensel, Disability Rights Advocate

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Emergency Numbers

Ambulance - Police - Fire Department **9-1-1**

Info-Santé **8-1-1**

Municipal Information **3-1-1**

Gas/OdourDetection (514) 598-3111

Hydro Québec 1 (800) 790-2424

Info-Crime Québec 1 (800) 711-1800

Montréal Police (514) 280-2222

Québec Poison Control Centre 1 (800) 463-5060

Sûreté du Québec (514) 310-4141

Urgence Santé (514) 723-5600

Neighbourhood Police Stations in the East End of Montreal

Ahuntsic - PDQ 27

1805 rue Fleury Est
Montréal, QC, H2B 1H7
Tel. (514) 280-0127

Anjou - PDQ 46

6850 boul. Joseph-Renaud
Anjou, QC, H1K 3V4
Tel. (514) 280-0146

Arrondissement Mercier/Hochelaga-Maisonneuve - PDQ 48

6680 rue Sherbrooke Est
Montréal, QC, H1N 1C9
Tel. (514) 280 0148

Arrondissement Montréal-Nord - PDQ 39

6100 boul. Henri-Bourassa Est
Montréal, QC, H1G 5X3
Tel. (514) 280-0139

Hochelaga-Maisonneuve - PDQ 23

4555 rue Hochelaga
Montréal, QC, H1V 1C2
Tel. (514) 280-0123

Montréal Est/Pointe-aux-Trembles - PDQ 49

1498 boul. Saint-Jean-Baptiste
Montréal, QC, H1B 4A4
Tel. (514) 280-0149

Rivière-des-Prairies - PDQ 45

8200 boul. Maurice-Duplessis
Montréal, QC, H1E 2Y5
Tel. (514) 280-0145

Rosemont/La Petite Patrie - PDQ 44

4807 rue Molson
Montréal, QC, H1Y 0A2
Tel. (514) 280-0144

Saint-Léonard - PDQ 42

8181 boul. Lacordaire
Montréal, QC, H1R 2A3
Tel. (514) 280-0142

Saint-Michel - PDQ 30

8930 boul. Pie-IX
Montréal, QC, H1Z 4H9
Tel. (514) 280-0130

Looking for information?

Click on the following link:

www.spvm.qc.ca/en/Fiches

Navigate through the SPVM's website to find information on a variety of topics, such as:

- Complaints
- Laws
- Emergencies

CIUSSS' and their respective services

CIUSSS de l'Est-de-l'Île-de-Montréal
<http://ciusss-estmtl.gouv.qc.ca/>

CLSC de Hochelaga-Maisonneuve

4201 rue Ontario Est
Montréal, QC, H1V 1K2
Tel. (514) 253-2181

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC Olivier-Guimond

5810 rue SherbrookeEst
Montréal, QC, H1N 1B2
Tel. (514) 255-2365

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Rosemont

2909, rue Rachel Est
Montréal, QC, H1W 0A9
Tel. (514) 524-3541

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Mercier-Est—Anjou

9503 Sherbrooke Street East

Montréal, QC, H1L 6P2

Tel. (514) 356-2572

Weekend and holidays: 8:00–12:00 and 13:00-16:00

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Pointe-aux-Trembles—Montréal-Est

13926 rue Notre-Dame Est

Montréal, QC, H1A 1T5

Tel. (514) 642-4050

Weekends and holidays: 8:00-12:00 and 13:00-16:00

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Rivière-des-Prairies

8655 boul. Perras

Montréal, QC, H1E 4M7

Tel. (514) 494-4924

Weekends and holidays: 8:00-12:00 and 13:00-16:00

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Saint-Léonard

5540 rue Jarry Est

Montreal, QC, H1P 1T9

Tel. (514) 722-3000

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Saint-Michel

3355 rue Jarry Est
Montreal, QC, H1Z 2E5
Tel. (514) 722-3000

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

Walk-in Clinics

Clinique médicale Angus

4101 rue Molson, suite 101
Tel. (514) 807-2333
Office hours: Monday-Friday 8:00-20:00
Weekend: 8:00-16:00

Clinique médicale 3000

3000 rue Bélanger
Tel. (514) 376-7702
Office hours: Monday-Friday 8:00-20:00
Weekend: 8:30-16:00

Polyclinique Cabrini

5700 rue St-Zotique Est, Suite 200
Tel. (514) 256-5700
Office hours: Monday-Friday 8:00-20:00
Weekend: 9:00-17:00

Polyclinique Levasseur

8000 Boul. Langelier, Suite 601
Tel.: (514) 383-0559
Office hours: Monday-Friday 7:30-19:30
Weekend: 10:00- 16:00

Hôpital Maisonneuve-Rosemont, Unité de médecine familiale

5689 boul. Rosemont, Pavillon Rosemont

Tel. (514) 374-7940

Clinique réseau intégré Maisonneuve-Rosemont

5345 boul. l'Assomption

Tel. (514) 360-1435

Office hours: Monday-Sunday 8:00-22:00

Centre médical Hochelaga

9080 rue Hochelaga

Tel. (514) 353-8742

Office hours: Monday-Thursday 9:00-21:00, Friday: 8:00-20:00

Weekend: 9:00-17:00

Polyclinique-réseau Pointe-aux-Trembles

12905 rue Sherbrooke Est, Suite 103

Tel. (514) 498-4050

Office hours: Monday-Friday 8:00-20:00

Weekend: 8:00-16:00

Clinique médicale Viau

4750 rue Jarry Est

Tel. (514) 326-7203

Office hours: Monday-Friday 8:00-21:00

Weekend: 8:00-16:00

CLSC d'Ahuntsic

1165 boul. Henri-Bourassa Est
Montréal, QC, H2C 3K2
Tel. (514) 384-2000

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Montréal-Nord

11441 boul. Lacordaire
Montréal, QC, H1G 4J9
Tel. (514) 384-2000

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de Bordeaux-Cartierville

11822 avenue du Bois-de-Boulogne
Montréal, QC, H3M 2X6
Tel. (514) 331-2572

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

CLSC de La Petite-Patrie

6520, rue de Saint-Vallier
Montréal, QC, H2S 2P7
Tel. (514) 273-4508

Services: Psychosocial services for children and families with a physical disability, an intellectual disability (ID) or pervasive developmental disorder (PDD).

Walk-in Clinics

Clinique Médical Désy

5636 boul. Henri-Bourassa Est

Tel. (514) 326-9060

Office hours: Monday–Friday 8:00-20:00

Weekend: 8:00-16:00

Information at your fingertips...

To find more information regarding which specialized health and social services are available in your borough, feel free to visit the Santé Montréal Portal:

<http://www.santemontreal.qc.ca/en/support-services/services-by-type-of-clientele/>



Government Programs, Services and Subsidies

Canada Revenue Agency

- Child Disability Benefit (CDB)

Toll free number: 1 (800) 387-1193

Website: <http://www.cra-arc.gc.ca/>

Office Hours: Monday-Friday 9:00-17:00

Services: Tax-free benefit for families who care for a child under age 18 who is eligible for the disability tax credit, under the condition that a medical practitioner certifies that the child has a severe and prolonged impairment in physical or mental functions.

- Disability Tax Credit (DTC)

Toll free number: 1 (800) 387-1193

Website: <http://www.cra-arc.gc.ca/>

Office Hours: Monday-Friday 9:00-17:00

Services: Non-refundable tax credit (RC4064) that helps persons with disabilities or their supporting persons reduce the amount of income tax they may have to pay.

Emploi Québec

- Contrat d'intégration au travail (CIT)

Tel. (514) 873-4000

Website: <http://www.emploiquebec.gouv.qc.ca/>

Office hours: Monday-Friday 8:00-20:00

Services: Additional assistance is provided to disabled persons to offset or mitigate the effects of their disability on their career choice, their access to training and their chances of finding and keeping a job. Contact your Local Employment Centre (LEC) for more information.

Ministère de l'Éducation et de l'Enseignement supérieur

- Allowance for Special Needs Program–Youth

Toll free number: 1 (844) 510-0030

Website: <http://www.afe.gouv.qc.ca/>

Services: 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.

- Allowance for Special Needs Program–Adults

Toll free number: 1 (844) 510-0030

Website: <http://www.afe.gouv.qc.ca/>

Services: Financial assistance for the various types of support required to offset the effects of your disability and enable you to pursue your studies at an educational institution or at home.

Office des personnes handicapées du Québec (OPHQ)

309 rue Brock

Drummondville, QC, J2B 1C5

Toll free number: 1 (800) 567-1465

Fax: 1 (819) 475-8753

Email: aide@ophq.gouv.qc.ca

Website: <https://www.ophq.gouv.qc.ca/>

Services: Offers support services to individuals with disabilities, their families and caregivers, in terms of assistance, referrals, counselling and strategic planning to ensure and increase their social participation and integration.

- **Registered Disability Savings Plan (RDSP)**

Toll free number: 1 (800) 959-8281

Website: <http://www.cra-arc.gc.ca/>

Office Hours: Monday-Friday 9:00-17:00

Services: To help parents and others save for the long term financial security of a person who is eligible for the Disability Tax Credit.

Retraite Québec

- Child Assistance Payment

Toll free number: 1 (800) 667-9625

Tel. (514) 864-3873

Website: www.retraitequebec.gouv.qc.ca

Office Hours: Monday-Friday 8:00-17:30

Services: Financial assistance paid to all eligible families with one or more dependent children under the age of 18 living with them; amount varies from one family to another.

- Supplement for Handicapped Children

Toll free number: 1 (800) 667-9625

Tel. (514) 864-3873

Website: www.retraitequebec.gouv.qc.ca

Office Hours: Monday-Friday 8:00-17:30

Services: Regardless of family income or type of handicap, financial assistance offered for families to help with the care and education of a child with a handicap.

Revenu Québec

Toll free number: 1 (800) 267-6299

Tel. (514) 864-6299

Website: www.revenuquebec.ca

Services: Provides information about the tax benefits (IN-132-V) associated with an impairment or a disability.

Service Canada

- Employment Insurance (EI) Compassionate Care Benefits

Toll free number: 1 (800) 622-6232

Website: www.servicecanada.gc.ca

Office Hours: Monday-Friday 8:30-16:00

Services: Employment Insurance (EI) benefits paid to people who have to be away from work temporarily to provide care or support to a family members who is gravely ill, for a maximum of 26 weeks. Feel free to call or visit your local Service Canada office.

- Employment Insurance (EI) special benefits for Parents of Critically Ill Children (PCIC)

Toll free number: 1 (800) 622-6232

Website: www.servicecanada.gc.ca

Office Hours: Monday-Friday 8:30-16:00

Services: Employment Insurance (EI) benefits paid to people who have to be away from work for up to a maximum of 35 weeks to provide care of support to your critically ill or injured child. Feel free to call or visit your local Service Canada office.

A note from the Office des personnes Handicapées du Québec...

This following is an overview of the financial assistance provided by the "*Soutien à la famille*" Program, within the Montreal region, for caregiving, respite care and support in daily tasks to children and/or adults with disabilities (under 60 years of age):

Characteristics	Age	Annual Financial Allocation
Individual needing minimal attention and care	0-11 years	2,095\$
	+12 years	3,620\$
Individual requiring maximal attention and care	0-11 years	2,855\$
	+12 years	4,380\$

Source: OPHQ website, revised 2011

For further information on eligibility criteria, please feel free to contact your local CLSC.

Health, Therapeutic services, Recreation and Respite

ASD Montreal

2360 Notre Dame St. W., suite 207

Montreal, QC, H3J 1N4

Tel. (514) 484-9996

Email: info@asdmontreal.com

Website: <http://www.asdmontreal.com/>

Services: ABA programming, one-on-one instruction, home-based services for clinic clients.

Autism Montreal

Address: 4450, rue Saint-Hubert, local 320,

Montréal, QC, H2J 2W9

Tel. : 514-524-6114

Fax: 514-524-6420

Email : accueil@autisme-montreal.com

Website: <http://autisme-montreal.com/en/>

Services: Parent support and advocacy, weekend and summer respite, Christmas camps, spring break camps, shadowing and babysitting, swimming lessons, document centre, conference and workshops, ASD without Intellectual Delay Activities.

Blocks Speech and Language Clinic/ Summer Friendship Club

845 Querbes, Local 200

Montreal, QC, H2V 3X1

Tel. (514) 712-5258

Website: <https://www.blockstherapy.com/>

Services: Various therapies, social skills groups, day camp for children ages 3-9 who are struggling with everyday social skills. Summer friendship camp.

Brilliant Beginnings

760 Boulevard Décarie #200

Saint-Laurent, QC, H4L 3L5

Tel.: (514) 708-5437

Website: <http://brilliant-beginnings.org/>

Email: info@brilliant-beginnings.com

Services: Various therapies. Summer camp for children (aged 5 to 11) with special needs and their siblings (reduced rates apply).

Camp Cosmos

1444 avenue Union

Montréal, QC, H3B 1B7

Tel.: (514) 844-9128 extension 203

Fax: (514) 844-0067

Email: campcosmosmontreal@gmail.com

Website: <http://www.campcosmos.org/en/>

Office hours: Monday-Friday: 8:30-3:30

Services: A multilingual and multiethnic day camp that welcomes youth aged 5-11 and provides a space for youth with special needs to enjoy a full camp experience.

Centre de Rêves et Espoirs / Center of Dreams & Hopes

12550, boul. Lacordaire

Montréal-Nord, QC, H1G 4L8

Tel.: (514) 327-6667 ext.200

Email: cdhanna@bellnet.ca, cdh@bellnet.ca

Website: <http://www.eastfoundation.ca/?center>

Services: Overnight respite, summer camp, therapeutic and recreational activities for children and young adults with special needs.

East Foundation Summer Camp

8370 boul. Lacordaire
Montréal, QC, H1R 3Y6

Tel.: (514) 323-9950

Website: <http://www.eastfoundation.ca/>

Office hours: Monday-Friday: 9:00-4:00

Services: Integrated summer camp for children aged 5 to 16. Running from late June to end of August.

EmergoRespite Services

1862, rue Jolicoeur
Montréal, QC, H4E 1X2

Tel. : (514) 931-2882

Email : info@repitemergo.com

Website: <http://servicesderepitemergo.com/en/>

Services: Offers respite services in English.

Check out the Montreal Families website!

Consult their directory for a wide range of local products and services or attend their camp fair in February where you can meet with representatives from day, residential and special needs camps. Admission is free and kids are welcome!

The logo for Montreal Families features the word "Montreal" in a small, pink, sans-serif font above the word "families" in a large, bold, pink, serif font. The entire logo is set against a white rectangular background.

<http://www.montrealfamilies.ca/>

KIDDO ACTIVE Montreal

845 Querbes, Locale205

Montreal, QC, H2V 3X1

Tel.: 514-428-0123

Website: <http://www.kiddoactive.com/>

Services: Occupational therapy, physiotherapy, speech therapy, and nutritional services.

Marie Enfant Rehabilitation Centre

5200, Bélanger East

Montréal, QC, H1T 1C9

Tel.: 514 374-1710

Fax: 514 374-7944

Website: <https://readaptation.chusj.org/en/Home>

Services: Provides newborns, children and teenagers who have motor or speech disabilities with highly specialized services in the areas of rehabilitation-accommodation, integration and social participation.

Miriam Home and Services

8160, Royden

Town of Mount Royal, QC, H4P 2T2

Tel.: (514) 345-0210

Fax: (514) 345-8965

Email: mircea.bruj.miriam@ssss.gouv.qc.ca

Website: <http://www.centremiriam.ca/>

Services: Rehabilitation services, educational services, various therapies, residential, community, and work integration services, respite.

Morneau Shepell

6068 Rue SherbrookeEst,

Montréal, QC, H1N 1C1

Tel. : 1.866.653.2397

Email: childrensupportolutions@morneaushepell.com

Fax: 1.866.241.5267

Services: Psychological assessments and evaluations for cognitive processing, academic skills, neurological and developmental disorders in children and adolescents, various therapies.

Multisensory Reading Clinic Dyslexia Therapeutic Tutoring

Contact: Ruth Tougas

Tel.: (450) 624-9948

Email: multisensoryreadingclinic@gmail.com

Website: www.multisensoryreadingclinic.com

Services: Literacy Intervention and Remediation for non-readers and struggling readers with dyslexia, ADHD, autism and other disabilities and disorders and for English language learners, who are reading and spelling below their expected level.

Quebec Society for Disabled Children

2300, boul. René-Lévesque Ouest

Montréal, QC, H3H 2R5

Tel.: (514) 937-6171 or 1 877-937-6171

Email: sehq@enfantshandicapes.com

Website: <http://www.enfantshandicapes.com/en/>

Services: Day camps, vacation camps, respite, education and integration services, information and documentation.

Special Olympics Quebec

1274, rue Jean-Talon Est, Suite 200

Montreal, QC, H2R 1W3

Tel.: 514 843-8778

Toll-Free : 1 877 743-8778

Fax : 514 843-8223

Website: <http://www.olympiquesspeciauxquebec.ca/en/>

Services: Training in a variety of summer and winter sports for children with special needs.

Specialized Dental Services

- **CHU Sainte-Justine**

3175 Chemin de la Côte Ste-Catherine

Montréal, QC, H3T 1C5

Tel.: (514) 345-4931

Website: www.chusj.org

Services: Specialized dentists.

- **Marie Enfant Rehabilitation Centre–CHU Sainte-Justine**

5200 rue Bélanger Est

Montréal, QC, H1T 1C9

Tel. (514) 374-1710

Fax: (514) 374-7944

Email: crme-web.hsj@ssss.gouv.qc.ca

Website: www.readaptation.chusj.org

Services: Provides dental services to children with special needs.

- **Montreal Children's Hospital–Dentistry Department**

1040 rue Atwater, suite W-3

Tel. (514) 412-4479

Fax: (514) 412-4369

Office hours: Monday-Friday 9:00-17:00

Services: Provides specialized dental services to children with special needs.

The Autism Spectrum Disorders Program

Montreal Children's Hospital

Tel.: (514) 412-4400 ext. 23099

Services: Diagnostic services for children with suspected autism spectrum disorders.

THE ABE GOLD LEARNING AND RESEARCH CENTRE

8160 Royden Road

Mont-Royal, QC, H4P 2T2

Tel. (514) 345 8330 extension 319

Fax (514) 345 1619

Email: info@goldlearningcentre.com

Website: www.goldlearningcentre.com

Services: Intervention, Workshops, conferences and symposiums for children and adults with special needs.

VIOMAX

2275, Laurier avenue East

Montréal, QC, H2H 2N8

Tel.: (514) 527-4527 extension 2329

Fax: (514) 527-0979

informations@viomax.org

<http://viomax.ca/>

Services: Activities for persons with special needs including adapted yoga, a swimming club, a day camp, wheelchair volleyball and ultimate Frisbee, and a fitness centre.

West Montréal Réadaptation Centre

8000, Notre-Dame

Lachine, QC, H8R 1H2

Tel.: (514) 363-3025

Fax: (514) 364-0608

Website: <http://crom.ca/en/>

Services: Residential, work, and community integration, support for families and loved ones, Access, assessment, and orientation.

Yoga with Jackie

Contact: Jackie Herman

Tel.: (514) 295-7742

Email: jackiegonshor@yahoo.ca

Website: <https://www.facebook.com/YogaWithJackieHerman>

Services: Certified Yoga Instructor and Support Worker who is certified to work with children and teens with ADHD and Autism. Private or group home sessions, daycares, schools, and camp.

Did you know...?

The practice of yoga can have many positive effects on children and adolescents diagnosed with Autism Spectrum Disorder. Read more here:

<https://www.autismparentingmagazine.com/creating-inner-peace-the-benefits-of-yoga-for-children-with-autism-spectrum-disorder/>

Education and Tutoring Services

Brilliant Beginnings Preschool

760 Boulevard Décarie #200

Saint-Laurent, QC H4L 3L5

Tel.: (514) 708-5437

Website: <http://brilliant-beginnings.org/>

Email: info@brilliant-beginnings.com

Services: Integrated classes, programs for parents, caregivers, and professionals wanting to learn more about ABA programing.

Giant Steps School

5460 Connaught

Montreal, QC, H4V 1X7

Tel.: (514) 935-1911

Website: <https://www.giantstepsmontreal.com/>

Email: reception@giantstepsmontreal.com

Services: Autism specific school with academic and social inclusion programs.

Griffin Payne

Tel.: 514- 586-9096

Email: griffin.payne@gmail.com

Services: Tutoring for children with special needs.

Peter Hall School

1455, rue Rochon

St-Laurent, QC, H4L 1W1

Tel: 514-748-1050

Fax: 514-748-7544

Website: <http://www.peterhall.qc.ca/>

Email: ouimet@peterhall.qc.ca

Services: Education in French and English for children aged 4- 21 years with special needs.

Summit School

1750 rue Deguire

Saint Laurent, QC, H4L 1M7

Tel.: (514) 744-2867

Fax: (514) 744-6410

Website: <http://www.summit-school.com/>

Email: admin@summit-school.com

Services: Various educational programs and therapies for children with special needs aged 4 to 21.

April 2nd is World Autism Awareness Day!

Go to

<https://www.autismspeaks.org/liub>

to learn more



Transportation

Accompanying Card - Bus Carriers Federation

5700 boulevard des Galeries, Suite 250

Québec, QC, G2K 0H5

Tel. (418) 746-8181

Contact: Nathalie Fournier extension 208

Email: nfournier@federationautobus.com

Website: www.federationautobus.com/en/accompanying-card

Services: Grants free passage to anyone accompanying a person with a disability, anywhere in the Quebec intercity coach transport network, without extra fees or complicated procedures.

Aidbus 2000

27 avenue Milton

Lachine, QC, H8R 1K6

Tel. (514)955-5500

Services: Transportation assistance for individuals with special needs; 24-hour advanced booking recommended; fees may apply.

Centre de transport adapté de la Société de transport de Montréal (STM) - STM Paratransit Program

3111 rue Jarry Est

Montréal, QC, H1Z 2C2

Tel. (514) 280-8211

Email: transport.adapte@stm.info

Website: www.stm.info/en/para

Services: Door-to-door public transit service by reservation only for handicapped persons who are liable to encounter barriers in performing everyday activities and/or individuals who have mobility limitations that justify the use of paratransit.

Disabled Parking Permit - Société de l'assurance automobile du Québec (SAAQ)

Tel. (514) 873-7620

Website: www.saaq.gouv.qc.ca/en/miscellany/parking_permit/

Services: Parking permit issued for use by either a vehicle driver or passenger who is disabled.

Le Bon Pilote

445 rue Jean-Talon Ouest, suite 511

Montréal, QC, H3N 1R1

Tel. (514) 593-5454

Fax: (514) 419-6954

Email: info@lebonpilote.org

Website: www.lebonpilote.org

Services: Personal attendant service to people with a visual impairment or loss of autonomy through assistance in daily activities, such as errands (grocery store, bank, drug store), reading, mail, and so on.

Le Regroupement des Usagers du Transport Adapté et accessible de l'Île de Montréal (RUTA)

3800 Radisson, Suite 111

Montréal, QC, H1M 1X6

Tel. (514) 255-0765

Fax: (514) 255-5747

Email: info@rutamtl.com

Website: www.rutamtl.com

Services: Represents and defends the rights of individuals with functional limitations to promote and ensure universal accessibility in public and adapted transport.

Société de transport de Montréal (STM) Companion Card - Accessibility for the visually or intellectually disabled

Tel. (514) 280-8211

Website: www.stm.info/en/access/accessibility-visually-or-intellectually-disabled

Services: Provides free travel for the person who accompanies individuals with a visual or intellectual disability while they use the STM's bus and métro transit system.

Applications available at these participating rehabilitation centres:

- **Centre de réadaptation de l'Ouest de Montréal**
Tel. (514) 363-3025
- **Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement de Montréal (CRDITED)**
Tel. (514) 387-1234 ext. 297
- **Centre Miriam**
Tel. (514) 345-0210
- **Institut Nazareth et Louis-Braille**
Tel. (450) 463-1710
- **Centre de réadaptation MAB-Mackay**
Tel. (514) 488-5552

Taxi Para-Adapté

4660 rue Sainte-Catherine Est

Montréal, QC, H1V 1Y9

Tel. (514) 277-3344

Email: info@taxiparaadapte.ca

Website: www.taxiparaadapte.ca

Services: Available 24 hours/day, 7 days/week in and around the island of Montreal. Clients can track the taxi vehicle fleet in real time.

Vehicle Adaptation Program (VAP) for PersonswithDésabilités- Société de l'assurance automobile du Québec (SAAQ)

Tel. (514) 873-7620

Services: Financial assistance for the adaptation of a vehicle to enable a person with a disability to drive it or have access to it. Contact the SAAQ to submit a request to receive a form to apply to the VAP.

What is *paratransit*?

Door-to-door public transit service for handicapped persons, that is "a person with a deficiency causing a significant and persistent disability (impairment), who is liable to encounter barriers in performing every activities or who has mobility limitations that justify the use of this form of transit.



Paratransit public transit service **contributes to the inclusion of persons living with disabilities** having a significant impact on their mobility.

Family and caregiver Support/ Homecare

AgenceOmetz

5151 rue Côte Ste-Catherine
Montréal, QC, H3W 1M6

Tel. (514) 342-0000

Fax: (514) 342-2371

Email: info@ometz.ca

Website: <http://www.ometz.ca/>

Services: Directs you to the resources and support services that will help you and your family make plans and structure your life.

Autism Montreal

4450 rue St-Hubert, Room 320
Montréal, QC, H2J 2W9

Tel. (514) 524-6114

Fax: 514-524-6420

Email: accueil@autisme-montreal.com

Website: <http://autisme-montreal.com/>

Services: Family support, respite, camp, shadowing and babysitting, swimming lessons, as well as conferences and workshops.

Corporation L'Espoir

55 rue Dupras, Suite 511
LaSalle, QC, H8R 4A8

Tel. (514) 367-3757

Fax: (514) 367-0444

Email: info@corporationespoir.org

Website: <http://www.corporationespoir.org/>

Services: Support groups and human rights promotion to families with special needs.

Centre de Rêves et Espoirs / Center of Dreams & Hopes

12550 boul. Lacordaire,
Montréal Nord (Québec)
H1G 4L8

Tel.: (514) 323-9950

Email: kids@eastfoundation.ca

Website: <http://www.eastfoundation.ca/>

Services: Provides support to parents and caregivers of children with special needs.

Regroupement de parents de personnes ayant une déficience intellectuelle (RPPADIM)

911 rue Jean-Talon Est, Room 227
Montréal, QC, H2R 1V5

Tel. (514) 255-3064

Fax: (514) 255-3635

Email: marcelfaulkner@rppadim.com

Webster: <http://www.rppadim.com/>

Services: Offers information, referrals and support services to parents of children, adolescents and adults with special needs.

Regroupement pour la Trisomie 21

3250 boulevard Saint-Joseph Est
Montréal, QC, H1Y 3G2

Tel. (514) 850-0666

Email: info@trisomie.qc.ca

Website: <http://trisomie.qc.ca/>

Services: Offers support, information, activities and workshops to individuals with Down syndrome, as well as to their families and caregivers.

Who cares for the caregiver(s)?

Did you know that in Canada, an estimated 3 in 10 people are considered caregivers, which can be a full-time job for some and lead to caregiver burnout?

Here are a few tips to prevent and tackle caregiver burnout:

- Take time and care for yourself
- Accept and share your feelings
- Focus on things you can control
- Don't be afraid to ask for help

Source: Statistics Canada, 2012

HOME CARE

Bien Chez Soi

32 rue St-Charles Ouest #345

Longueuil, QC, J4H 1C6

Tel: 24 hour services, toll-free 866-636-2439

Website: <http://www.bienchezsoi.ca/en/childcare/special-needs>

Services: Care for children with special needs. Available 24 hours a day, 7 days a week.

Care

Website: www.care.com/en-ca/

Services: Online service for finding care givers for those with special needs

Adapted Clothing and Toys/ Food and Clothing Banks

Easy Access Clothing

PO Box 6521

San Rafael, Calif. 94903

USA

Tel.: 1-800-775-5536

Fax: 1-800-775-5536

Website: <http://www.easyaccessclothing.com/>

Services: Online clothing store selling customized articles that meet the needs of handicapped children and adults.

FDMT Store

2199, de la Métropole

Longueuil, QC, Canada

J4G 1S5

Tel.: 1 866.465.0559

Email: service@fdmt.ca

Website: <http://www.fdmtd.ca/en>

Services: Online store that sells therapeutic products and toys for children with special needs.

Les Boutiques Chic Chez Vous

4220 de Rouen #400

Montreal, QC, H1V 3T2

Tel.: (450) 923- 5933

Website: <https://www.chicchezvous.com/>

Services: Offer a series of adapted clothing that meet the needs of people suffering from a loss of independence.

TFH Special Needs Toys Canada Inc.

16- 1750 Plummer Street

Pickering, ON, LIW 3L7

Tel.: 877-509-7524

Fax: 905-492-9211

Email: info@specialneedstoys.com

Website: <http://www.specialneedstoys.com/can/>

Services: Online store that provides a wide range of special needs toys.

FOOD AND CLOTHING BANKS

MADA Community Center

6875 Boulevard Décarie

Montreal, QC, H3W 3E4

Phone: (514) 342-4969

Fax: (438) 792-0048

Email: mada@madacenter.com

Website: <https://www.madacenter.com/>

Services: Food bank, cafeteria, clothing bank, furniture, counseling and/or referrals, social programs.

Sun Youth

4251 St. Urbain Street

Montreal, QC, H2W 1V6

Tel.: 514-842-6822

Email: info@sunyouthorg.com

Website: <http://sunyouthorg.com/en>

Services: Provides clothing to low income households.

Welcome Hall Mission

606 De Courcelle Street

Montreal, QC H4C 3L5

Tel.: (514) 523-5288

Email: info@missionba.com

Website: <https://welcomehallmission.com/>

Services: Food bank, clothing boutique, Academic support to children. Distribution of school supplies, Christmas toy give-away, free income tax preparation, dental services, medical services.

Table Ronde de Saint-Léonard

8180 rue Collerette, bureau 1234 (Pavillon Wilfrid-Bastien)

Saint-Léonard, QC, H1P 2V5

Tel.: (514) 955-6464

Email: trsl@bellnet.ca

Services: Alternative food service to residents of St-Léonard who are experiencing difficult living situations due to insufficient income, isolation or health problems. Offers healthy meals for under 5.00\$ to adults and children, food baskets, frozen meals, buffets, and group activities.

Advocacy and Complaints

Centre d'assistance et d'accompagnement aux plaintes-Île-de-Montréal (CAAP-Île-de-Montréal)

7333 rue St-Denis

Montréal, QC, H2R 2E5

Toll free number: 1 (877) 767-2227

Tel. (514) 861- 5998

Fax: (514) 861-5999

Email: info@caapidm.ca

Services: Assist you if you want to file a complaint with one of the institutions of the health and social services network and/or the Ombudsman.

Collectif Action Autonome

3958 rue Dandurand, 3rd Floor

Montréal, QC, H1X 1P7

Tel. (514) 525-5060

Fax: (514) 525-5580

Email: lecollectif@actionautonomie.qc.ca

Services: Helps you with the formalities involved in defending your rights.

Le Protecteur du citoyen–Québec's Ombudsman

1080 côte du Beaver Hall, 10th floor, room 1000
Montréal, QC, H2Z 1S8

Toll-free across Québec: 1 (800) 463-5070

Fax: 1 (866) 902-7130

Email: protecteur@protecteurducitoyen.qc.ca

Website: <https://protecteurducitoyen.qc.ca/>

Office hours: Monday-Friday: 8:30-12:00 and 13:30-16:30

Services: Interventions to prevent or correct infringement of rights, abuse, negligence, inaction or errors that affect citizens in their dealings with a department or an agency of the Government of Québec and/or an institutions within the health and social services network.

Office de la protection du consommateur

5199 rue Sherbrooke Est suite 3671

Montréal, QC, H1T 3X2

Tel. (514) 253-6556

Website: <http://www.opc.gouv.qc.ca/>

Services offered: Interacts with merchants to make sure that they respect their obligations towards consumers.

The Provincial Regrouping of Users' Committees (RPCU)

C.P. 60563, succursale Sainte-Catherine Est

Montréal, QC, H1V 3T8

Tel. (514) 436-3744

Fax: (514) 439-1658

Email: info@rpcu.qc.ca

Website: <http://www.rpcu.qc.ca/en/index.aspx>

Services: Spokesperson representing Users and In-patients' Committees.

Urgences-santé Regional Commissioner of Complaints and Quality of Services

6700 rue Jarry Est

Montréal, QC, H1P 0A4

Tel. (514) 723-5600 extension 5606

Email: Commissaire@urgences-sante.qc.ca

Website: <https://www.urgences-sante.qc.ca/nous-joindre/commentaires-et-plaintes/>

Services: Complaints can be submitted by telephone or email.

Users' Committee of the CIUSSS du Nord-de-l'Île-de-Montreal

Tel. (514) 353- 1227

Services: Inform users of their rights and obligations, promote improvement in quality of services of users, assure an evaluation of user satisfaction, defend rights and interests of users (either collectively or individually) and accompany and assist users

Users' Committees of the CIUSSS de l'Est-de-l'Île-de-Montreal

- **Users' Committee of the CSSS Saint-Léonard and Saint-Michel**

3130 rue Jarry Est

Montréal, QC, H1Z 4N8

Note: File a complaint addressed to 'Comité des usagers' at the above address

OR

Local Commissioner of Complaints and Quality of Services

Email: commisairelocal.santacabrini@ssss.gouv.qc.ca

Services: Inform users of their rights and obligations, promote improvement in quality of services of users, assure an evaluation of user satisfaction, defend rights and interests of users (either collectively or individually) and accompany and assist users

- **Users' Committee of the CSSS Lucille-Teasdale**
Tel.: (514) 523-1173 extension 35298
Email: comiteusagercsss@bellnet.ca
- **Users' Committee of the CSSS de la Pointe-de-l'Île**
Tel.: 514 353-1227 extension 75018

Knowing your rights and filing a formal complaint...

According to the Santé Montréal Portal, *Québec's Health and Social Services Act* states that all users who are dissatisfied with the health or social services they have received, or should have received, are entitled to file a complaint.



Check out the following link to understand your rights and the steps to take in filing a formal complaint:

www.santemontreal.qc.ca/en/complaints-satisfaction

Legal Services

Barreau du Québec - "For the public"

Website: www.barreau.qc.ca

Services: "For the public" section of website offers information to citizens regarding how to find a lawyer, notifications to the public, public protection, and access to justice and client/lawyer relations.

Centre d'accès à l'information juridique (CAIJ)

Website: www.caij.qc.ca

Services: Website offers resources that citizens can refer to including papers, legal doctrine and a dictionary of legal terms.

Chambre des notaires du Québec (CNQ)

1801 avenue McGill College

Montréal, QC, H3A 0A7

Toll free number: 1 (800) 263-1793

Tel. (514) 879-1793

Fax: (514) 879-1923

Website: www.cnq.org

Services: A bilingual and free notary information line that informs Quebecers of their legal rights.

Commission des droits de la personne et des droits de la jeunesse du Québec

360 rue Saint-Jacques, 2nd Floor

Montréal, QC, H2Y 1P5

Toll free number: 1 (800) 361-6477

Tel. (514) 873-5146 or 1 (800) 361-6477

Fax: (514) 873-6032

Email: accueil@cdpdj.qc.ca

Website: www.cnq.org

Services: Offers information regarding discrimination, harassment, exploitation, and human rights violations.

Conseil pour la protection des malades

1000 rue Saint-Antoine Ouest, suite 403

Montréal, QC, H3C 3R7

Toll free number: 1 (877) 276-2433

Tel. (514) 861-5922

Fax: (514) 861-5189

Email: info@cpm.qc.ca

Website: www.cpm.qc.ca

Services: Offers advisory services, legal advice, class actions, paratransit advice.

Curateur public du Québec

600 boulevard René-Lévesque Ouest

Montréal, QC, H3B 4W9

Toll free number: 1 (800) 363-9020

Tel. (514) 873-4074

Website: www.curateur.gouv.qc.ca

Services: Protects incapacitated individuals by educating the public about the protection needs associated with incapacity, and supports families and close friends who are representing incapacitated individuals in administering the property of an incapacitated person or a minor, or serving as members of a tutorship council.

Éducaloi

11 rue Notre-Dame Ouest
Montréal, QC, H2Y 4A7

Website: www.educaloi.qc.ca

Services: Informs Quebecers of their rights and responsibilities by focusing on creating legal information and educational tools, raising awareness about how the law is part of everyday life and helping people learn how to exercise their rights.

Quick tip for navigating the legal system...

Visit Éducaloi's interactive Glossary to familiarize yourself with legal terms:

www.educaloi.qc.ca/en/glossary



Greater Montreal Community Justice Center

407 boulevard Saint-Laurent
Montréal, QC, H2Y 2Y5

Tel. (514) 227-3782

Website: www.justicedeproximite.qc.ca

Services: A free legal clinic with no appointment required that provides legal information.

LegalAid - Bureau d'aide juridique Maisonneuve-Mercier

5100 rue Sherbrooke Est, suite 850

Montréal, QC, H1V 3R9

Tel.: (514) 864-6644

Fax: (514) 864-6866

Email: baj.maisonneuvementmercier@ccjm.qc.ca

Website: www.csj.qc.ca

Services: Civil and family legal aid to eligible persons, either by a permanent or private lawyer or notary, who accepts mandates under legal aid tariffs.

LegalAid - Bureau d'aide juridique Montréal-Nord

5879 boulevard Henri-Bourassa Est, suite 200

Montréal, QC, H1G 2V1

Tel. (514) 864-8933

Fax: (514) 864-8922

Email: baj.montrealnord@ccjm.qc.ca

Website: www.csj.qc.ca

Services: Civil and family legal aid to eligible persons, either by a permanent or private lawyer or notary, who accepts mandates under legal aid tariffs.

Municipal Court

775 rue Gosford

Montréal, QC, H2Y 3B9

Tel. (514) 872-2964

Website: www.ville.montreal.qc.ca

Services: Provides efficient and humane community justice.

For More Information

Association Québécoise de Musicothérapie

Tel.: 514-264-6335

Website: <http://www.musicotherapieaqm.org/>

Service: Provincial database of music therapists that connects parents, professionals and organizations.

East Island Network for English Language Services (REISA)

8370 boulevard Lacordaire, suite 312

Montréal, QC, H1R 3Y6

Tel. (514) 955-8370 ext. 2217

Fax: (514) 274-1325

Email: info@reisa.ca

Website: www.reisa.ca

Services: Community organization supporting access to English-language service that provides referrals, information and resources for youth, adults, seniors, mental health and special needs.

East Foundation

12550 boul. Lacordaire,

Montréal Nord, QC, H1G 4L8

Tel.: (514) 323-9950

Email: kids@eastfoundation.ca

Website: www.eastfoundation.ca

Services: Provides assistance and support in terms of facilitating the integration of children with special needs into mainstream educational, social and leisure activities. Provides support to parents and caregivers of children with intellectual and/or physical disabilities.

Italian-Canadian Community Services of Québec (SCCIQ)

8370 boulevard Lacordaire, suite 303

Montréal, QC, H1R 3Y6

Tel. (514) 274-9461

Fax: (514) 274-1325

Email: info@scciq.com

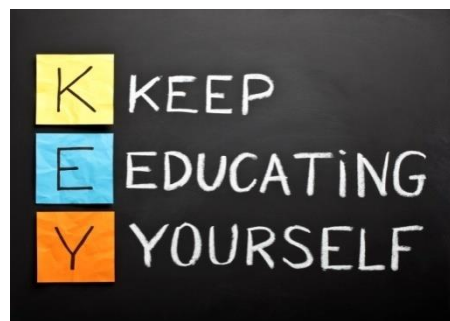
Website: www.scciq.com

Services: Offers referrals, primarily to the Italian-speaking population, concerning consumer problems, physical and mental health services, taxes, housing problems, home nursing services, legal aid and defense of rights and self-support groups.

List of Acronyms

AD/HD	Attention Deficit Disorder with or without Hyperactivity
ASD	Autism Spectrum Disorder
BD	Behavioural Disorder
CHSSN	Community Health and Social Services Network
CIUSSS	French acronym for integrated university centre for health and social services
CLSC	French acronym for local community service centre
CRDI-TED	French acronym for rehabilitation centre for intellectual disabilities and pervasive developmental disorders
CRDP	French acronym for rehabilitation centre for physical disabilities
CSSS	French acronym for health and social services centre
DPJ	French acronym for youth protection services
EHDDA	French acronym for students with handicaps and/or social maladjustment and/or learning difficulties
HI	Hearing impairment
IA	Integration Aid
IEP	Individualized education plan
IPL	Individualized path for learning
ISPMT	French acronym for social insertion and job-market preparation program
ISSP	Individualized sectorial service plan
LD	Learning Disability

MELS	French acronym for ministry of education, recreation and sports
MI	Mild Intellectual Delays
MII	Mild Intellectual Impairment
MSII	Mild to Severe Intellectual Impairment
MSSS	French acronym for ministry of health and social services
OI	Organic Impairment
OT	Occupational Therapy
PDD	Pervasive Developmental Disorder
PEH	French acronym for an attendant for handicapped students
PII	Profound Intellectual Impairment
PT	Physical Therapy
QFPC	French acronym for Quebec Federation of Parents' Committees
SB	School Board
SBD	Severe Behavioural Disorder
SET	Special Education Technician
SLA	Speech-language Assistant
SLD	Severe Learning Disability
SMI	Severe Motor Impairment
SN	Special Needs
SNAC	Special Needs Advisory Committee
ST	Speech Therapy
VI	Visual Impairment



-Thank you to our partners-



English-speaking population Per CIUSSS in the East End of Montreal

● CIUSSS de l'Est-de-l'Île-de-Montréal

FOLS English 74,500

Total population 491,780

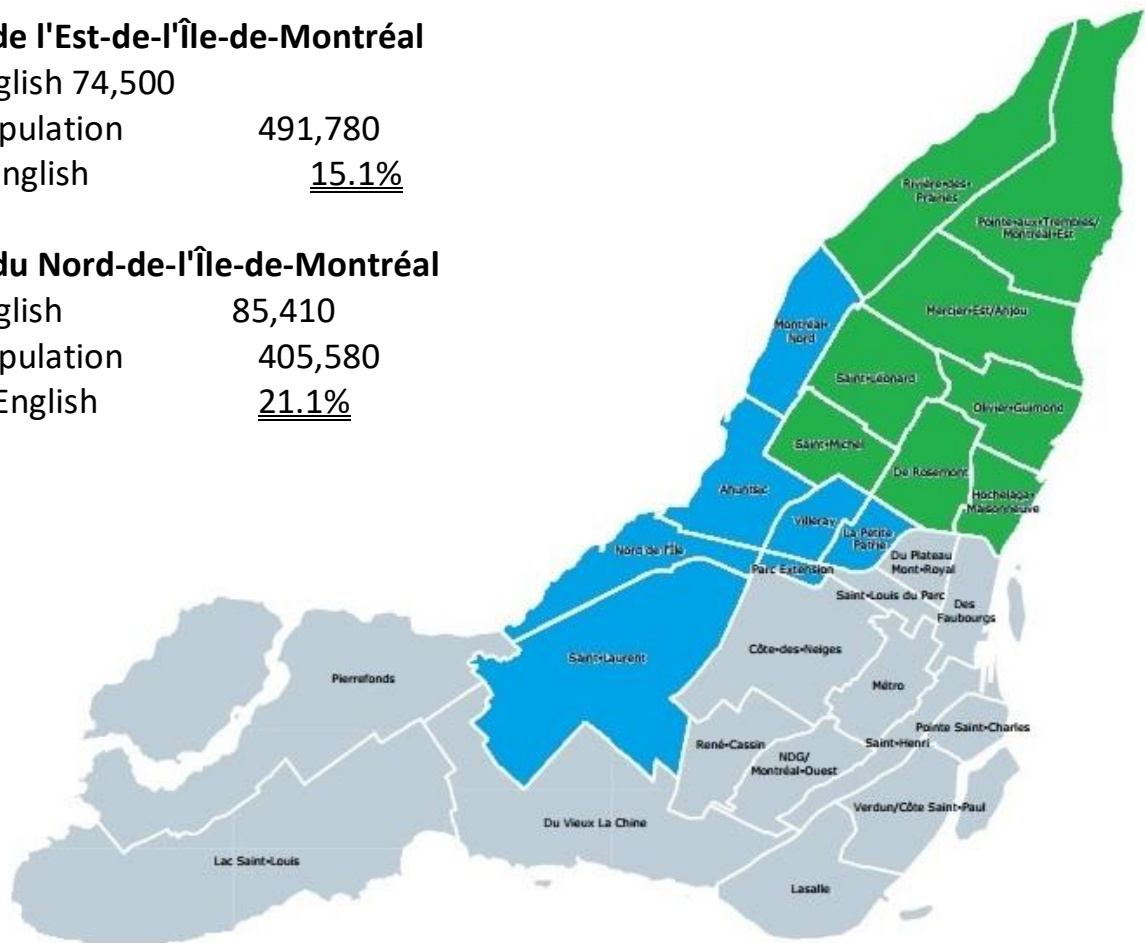
%FOLS English 15.1%

● CIUSSS du Nord-de-l'Île-de-Montréal

FOLS English 85,410

Total population 405,580

% FOLS English 21.1%



Legend

FOLS English: population belonging to the CIUSSS whose first official language spoken is English

Total population: Total population of the CIUSSS Territory

% FOLS English: Percentage of population living in the CIUSSS whose first official language spoken is English

Source

CHSSN (2016) Profile of English Speakers in RTS de l'Est-de-l'Île-de-Montréal, and (2016) Profile of English Speakers in RTS du Nord-de-l'Île-de-Montréal. Based on data from the 2011 Census of Canada, Statistics Canada.

Map: Agence de la santé et des services sociaux de Montréal

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