

Caregivers' Guide

Local and Regional Resources for Caregivers in the Centre-du-Québec



Introduction & Acknowledgements

Welcome to the concise caregivers' guide to local and regional resources for caregivers in the Centre-du-Québec. This guide was produced by the Centre for Access to Services in English (CASE) for caregivers residing in the Centre-du-Québec region.

At CASE, we are conscious of the lack of resources available to caregivers in English. The aim of this document is meant to be a first step in guiding you to the help you are seeking. It will provide you with information in English to begin navigating your caregiving pathway. Not all services listed in the guide are provided in English in the Centre-du-Québec region. If at any time you are lost in the navigation process or at your wits' end, please call the L'APPUI caregivers support line, or the CASE-MCQ Liaison Agent for your region.

We would like to thank L'APPUI Centre-du-Québec and the CIUSSS MCQ for their financial assistance in producing this guide.

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Centre for Access to Services in English, Mauricie and Centre-du-Québec



CENTRE FOR ACCESS TO
SERVICES IN ENGLISH
CENTRE D'ACCÈS POUR
SERVICES EN ANGLAIS

<https://www.casemcq.com>

CASE-MCQ is a not-for-profit community organization dedicated to supporting the English-speaking community of the Mauricie and Centre-du-Québec region. Along with community programs and activities, we provide referrals, liaison services and occasional translation help. We offer assistance in navigating the healthcare system, with the aim of making health and social services more accessible to English speakers. Visit our website to access national resources for caregivers as well as other information and tools regarding health and social services, such as helplines and a list of walk-in clinics in the region.

Tel: 1 833-850-5560
819-850-5560

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Caregivers In Québec

The *Institut de la Statistique du Québec* states that as of 2015 as many as a quarter of the population of Québec were caregivers, the majority being female, for people with long-term health complications. The recipient of the care is most often a family member. The reason for needing care varies between chronic illness, disability, and difficulties related to aging. Of those providing care to family members, greater than one third act as a caregiver to more than one person.

Am I A Caregiver?

The title of 'caregiver' is inclusive of any person who provides either regular or occasional care to a person needing assistance with health, social or other needs, whether it be a family member or a friend. Hours dedicated to caregiving can range dramatically, varying from a few hours per week, to hours equivalent to full-time work or even more. Due to the nature of the role, caregivers are often providing care at all hours of the day and commonly within their home environment. This means that caregivers do not easily get the opportunity to "switch off" from work. For this reason, caregiving can be an extremely strenuous and consuming role.

Issues For Caregivers

Caregivers are exposed to a multitude of difficulties, whether it is juggling work and care responsibilities, the need for respite care or financial or legal assistance. They may also be experiencing fatigue and even suffering from guilt. Such difficulties can be exacerbated for English-speaking caregivers living in a predominately French-speaking region. There are extensive resources in Québec to offer assistance to caregivers, but it can be difficult to find a specific resource best suited to you or your loved one, and available in your language.

So, Where Can I Go For Help?

This booklet is a referral guide to help English speaking caregivers in the Centre-du-Québec region to find local resources. For convenience, it has been broken down into the following categories: online, telephone, and in-person services.

Online services

L'APPUI

www.lappui.org/en

L'APPUI is an organization that supports caregivers with regional offices across Québec. On the website homepage under “Practical Tips” you’ll find numerous caregiver guides in English. L'APPUI also offers a wide-ranging referral system specific to this region. While there is an English-language support line, an English speaker may not always be available in the regional offices of the Maurice and the Centre-du-Québec. The “Resource Directory, located under the “Find Resources” tab on the homepage, includes information regarding:

- respite services
- information and documentation advice
- training activities
- support
- legal and tax assistance
- home care
- transportation
- accommodation facilities

L'APPUI POUR LES
PROCHES AIDANTS
D'ÂÎNES
CENTRE-DU-QUÉBEC

***Vous** êtes là pour **eux**,
nous sommes là pour **vous**.*

Educaloi



<https://www.educaloi.qc.ca/en>

Éducaloi specialises in providing detailed information on a range of legal topics relevant to caregivers. From their homepage, select “Web Guides,” followed by “Caregivers: Practical Legal Tools” to find guides covering:

- caregiver rights when balancing work and caregiving
- legal health care issues related to consent and medical records
- navigating the health and social services network, including complaints about accessing services in English within Québec
- advice regarding wills, power of attorney, insurance, organ donation, funeral arrangements, legal protection for vulnerable people, and housing issues.

Éducaloi also offers printable versions of their guides and pamphlets for many of the above-mentioned legal issues concerning caregivers. Hard copies are available at the CASE office.

Integrated University Health and Social Services Centre CIUSSS MCQ

Centre intégré
universitaire de santé
et de services sociaux
de la Mauricie-et-
du-Centre-du-Québec

Québec 

ciusssmcq.ca/nous-joindre/english

In Québec, an integrated university health and social services centre (a *Centre intégré universitaire de santé et de services sociaux* (CIUSSS)), along with its area network partners (réseau territorial de services (RTS)), is responsible for improving and maintaining the health of the population it serves. The CIUSSS MCQ is currently creating a homepage in English on its website which will include translation of some, but not all, of the website information. There is a useful tool on the homepage under the “Contact Us” section where you’ll find

Online Services

each medical clinic, CLSC, hospital, and health-related centre in the Mauricie and Centre-du-Québec region listed, alongside a locating function to find nearby facilities.

Société Alzheimer Centre-du-Québec

For English visit the national website:
Alzheimers.ca

Société
Alzheimer

CENTRE - D U - Q U É B E C

The local Alzheimer's Society exists to provide support to those living with Alzheimer's disease and other related disorders, as well as their caregivers and family members. The Alzheimer's Society of Centre-du-Québec is located in Drummondville. Visit the "Our Services" section of their website to view information about permanent accommodation, structured activities provided at the Day Center in Drummondville, support for patients and caregivers, ways to keep a caregiving home environment safe, educational training about Alzheimer's and related diseases, and various other resources for patients and caregivers. Support services are not offered in English. However, if you need help with translation, don't hesitate to contact CASE.

Telephone Services

L'APPUI

L'APPUI operates a free and confidential caregiver support telephone line for caregivers of older adults, as well as friends and

family, practitioners and health care professionals. Caregivers are encouraged to call the support line for phone consultations, general information, and referral services specific to their region. However, an English speaker may not always be available in the regional offices of the Maurice and the Centre-du-Québec.

Tel: (855) 852 7784

Email: info-aidant@lappui.org

Operating Hours: Monday – Sunday, 8 a.m. – 8 p.m.

For assistance outside of office hours, call Info-Santé by dialling 811. Choose option 1 for speaking with a qualified nurse, or option 2 for speaking with a social worker

CAREGIVER SUPPORT
LISTENING-INFORMATION-REFERRALS

1 855 852-7784

info-aidant@lappui.org

LAPPUI.ORG

Société Alzheimer Centre-du-Québec

Société **Alzheimer**

CENTRE - DU - QUÉBEC

While this is a valuable resource in the region, it is important to note that the Société Alzheimer Centre-du-Québec is tailored specifically towards assisting people living with Alzheimer's and related diseases, and their caregivers. Caregivers can contact the Alzheimer's Society for information regarding local support groups and programs. To speak with a caregiver counsellor, call the following numbers:

Drummondville – (819) 474-3666

Victoriaville – (819) 604-7711

The Alzheimer's Society in Drummondville also houses a Day Centre where people with Alzheimer's or related diseases are invited to partake in free structured activities, with the option to pay for lunch and transportation. Participation is by appointment only through the respite coordinator at (819) 474 1160. The same point of contact may also be used to organize free respite services for at-home caregivers, for between 3-12 hours per week.

Société Alzheimer Centre-du-Québec

880 rue Côté, Drummondville J2C 4Z7

Tel: (819) 474-3666

Email: administration@alzheimercq.ca

Website: alzheimer.ca/fr/centreduquebec

Operating Hours: Monday – Friday, 8 a.m. – 4 p.m.

Note: Services are not necessarily available in English

In-person services

Centre D'Action Bénévole Drummondville

Centre D'Action Bénévole (CAB) Drummondville is a volunteer centre offering services within the Drummondville regional county municipality. For caregivers of elderly people, they offer transport and support for medical appointments, caregiver respite, meals on wheels, and friendly phone calls and visits.



CAB Drummondville

436 rue St-Pierre, Drummondville J2C 3W1

Tel: (819) 472-6101

Email: cabdrummon@cgocable

Website: www.cabdrummond.ca/

Operating Hours:

Monday – Friday, 8:30 a.m. – 12 p.m.; 1 p.m. – 4:30 p.m.

Carrefour D'Entraide Bénévole des Bois-Francis



The Carrefour D'Entraide Bénévole des Bois-Francis in Victoriaville offers a variety of practical services which could be useful to caregivers and their patients. They offer transportation support, meals on wheels, community workers for seniors, and the possibility to set up friendly phone calls and/or visits with senior citizens.

Carrefour D'Entraide Bénévole des Bois-Francis

40, rue Alice, Victoriaville (Québec) G6P 3H4

Tel: (819) 758-4188

Email: carrefour@cebboisfrancis.org

Website: www.cebboisfrancis.org

Operating Hours: Monday – Friday, 8 a.m.– 12 p.m.; 1 p.m. – 4 p.m.

LogiSoutien



LogiSoutien is a non-profit social enterprise seeking to meet the growing need for home care and housekeeping services. The services offered include housekeeping, meal preparation, shopping, washing, general cleaning, personal grooming, help with going to bed and getting up, home maintenance, and respite services for caregivers. An hourly rate is established and billed according to the type of service offered. Additionally, these services are normally admissible for the PEFSAD (Financial Assistance Program for Domestic Help Services program), which gives qualifying individuals the right to a reduction of the hourly rate.

LogiSoutien

1250 rue Proulx, Drummondville J2C 5A2

Tel: (819) 475-2200

Email: info@logisoutien.ca

Website: logisoutien.ca/

Operating Hours: Monday – Friday, 8:30 a.m. – 12 p.m.; 1 p.m. – 4:30 p.m.

BRIA

BRIA is a cooperative accredited by the Régie de l'assurance-maladie du Québec to provide home support services in the Arthabaska MRC. Their mission is to provide quality home services that are stable, personalized and professional. Their services include light and heavy house keeping, running errands, shopping for food, personal care, respite care. An hourly rate is established and billed according to the type of service offered. Additionally, these services are normally admissible for the PEFSAD which gives qualifying individuals the right to a reduction of the hourly rate.



BRIA

702, Boulevard des Bois-Franc Sud, Bureau 100,
Victoriaville (Québec) G6P 5W6

Tel : (819) 260-1750

Email : info@coopbria.ca

Website: www.coopbria.ca

Operating Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

Association des Proches Aidants Arthabaska-Érable



The role of the association is to provide caregivers with the tools they need to prevent burn-out and maintain a quality of life regardless of the age, illness or disability of the person they care for. While they do not offer services in English, APPAD – Arthabaska-Érable is a valuable resource to note, should a caregiver wish to attend a training session, conference, or partake in a gathering activity, or a stress management program in French.

Association des Proches Aidants Arthabaska-Érable
40, rue Alice, Victoriaville (Québec)
G6P 3H4
Tel: (819) 795-3577
Website: www.prochesaidantsae.com

Operating Hours: Monday – Friday, 8:30 a.m. – 12 p.m.; 1 p.m. – 4:30 p.m.

L'Association des Personnes Proches Aidantes Drummond



L'Association des Personnes Proches Aidantes Drummond is a community association designed to improve the well-being and health of caregivers in the greater Drummondville area. While they do not offer services in English, APPAD is a valuable resource to note should a caregiver wish to attend a training session, conference, or partake in a gathering activity, or a stress management program in French.

APPAD
255 rue Brock, Drummondville J2C 1M5
Tel: (819) 850-1968
Email: info@appad.ca
Website: www.appad.ca/

Operating Hours: Monday – Friday, 8:30 a.m. – 12 p.m.; 1 p.m. – 4:30 p.m.

Community Local Services Centres

Centre intégré
universitaire de santé
et de services sociaux
de la Mauricie-et-
du-Centre-du-Québec

Québec 

Community Local Services Centres (CLSC) in Québec

are free, government-run community health centres. They offer general health and social services, facilitate rehabilitation and reintegration, and organize public health activities. To access any service call your local CLSC and a health professional will guide you through the process. The entry point - Le guichet unique- is the way into the system for all new requests for services. The CLSC worker will evaluate your situation and follow-up. The CLSC worker is the key to accessing other services offered by the CLSC. If your service needs pertain to your role as a caregiver, a social worker will contact you.

Services offered:

- day centre
- nursing home care
- equipment loan
- home help
- psychosocial services
- permanent and temporary accommodation for respite care or palliative care
- physical rehabilitation (long term)
- home respiratory therapy
- occupational therapy at home
- home nutrition

To obtain medical or psychosocial services, contact the representatives of your local CLSC one-stop shop.

In-Person Services

Below are the CLSCs in the region. Links to their websites can be found at: <https://ciusssmcq.ca>

Location	Name	Contact information
Bécancour	Centre Multiservices de Santé et Services Sociaux Bécancour	2-3689 Boulevard, 2nd level Tel.: 819-298-2144
Drummondville	Centre Multiservices de Santé et Services Sociaux Saint-Jean	350 Rue Saint-Jean Tel.: 819-474-2572
Fortierville	Centre Multiservices de Santé et Services Sociaux Fortierville	216 Rue Principale Tel.: 819-287-4442
Ham-Nord	CLSC Ham-Nord	285 1 ^{re} Avenue Tel.: 819-357-2030, ext. 2971
Nicolet	Centre Multiservices de Santé et Services Sociaux Christ-Roi	675, rue Saint-Jean-Baptiste Tel.: 819-293-2071
Notre-Dame-du-Bon-Conseil	Centre d'hébergement et CLSC de Notre-Dame-du-Bon-Conseil	91, rue Saint-Thomas, Tel.: 819-477-7237
Pierreville	Centre d'hébergement and CLSC Lucien-Shooner	50, rue du Lieutenant-Gouverneur-Paul-Comtois Tel.: 450-568-2712
Plessisville	CLSC De L'Érable	1331, rue Saint-Calixte Tel.: 819-362-6301
Plessisville	CLSC and Centre de services externes pour les aînés de Plessisville	1450, avenue Trudelle Tel.: 819-362-1330
Saint-Guillaume	CLSC de Saint-Guillaume	207, rue Principale Tel.: 819-474-2572
Saint-Leonard-d'Aston	CLSC de Saint-Leonard-d'Aston	346, rue Beliveau Tel.: 819-399-3666
Victoriaville	CLSC D'Arthabaska	932, boul. des Bois-Francis Sud Tel.: 819-357-6062
Victoriaville	CLSC Des Bois-Francis	339, boul. des Bois-Francis Nord Tel.: 819-758-7281
Victoriaville	CLSC Suzor-Cote	100, rue de l'Ermitage Tel.: 819-758-7281
Wickham	CLSC de Wickham	893, rue Moreau Tel.: 819-474-2572

There are two hospitals located in the Centre-du-Québec

Location	Name	Contact information
Drummondville Centre-du-Québec	Hôpital Sainte- Croix	570, rue Heriot Drummondville J2B 1C1 Tel. : 819-478-6464 https://ciusssmcq.ca/carte/fiche/190/hopital-sainte-croix
Victoriaville, Centre-du- Québec	Hôtel-Dieu d'Arthabaska (HDA) Hôpital	5, rue des Hospitalières Victoriaville G6P 6N2 Tel.: 819-357-2030 https://ciusssmcq.ca/carte/fiche/157/hotel-dieu-d-arthabaska-hda-hopital/

Disclaimer

The information in this booklet is intended only as a referral guide for English-speaking caregivers in Centre-du-Québec. It is in summary form and is not exhaustive of all services in the area. Furthermore, this information is subject to change, and some of the contents of this booklet may be time-sensitive. CASE-MCQ and L'APPUI assume no responsibility as to how this material is used by the public.



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Québec 

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