

TRAVELLING FOR HEALTH? TOOLKIT



USEFUL INFORMATION
FOR PEOPLE WHO HAVE
TO TRAVEL **OUT-OF-REGION**
TO ACCESS **HEALTH SERVICES**

The goal for this TOOLKIT is to provide English-speakers, from the Gaspé Coast and the Magdalen Islands, helpful information when they must travel out-of-region for health services. A Steering Committee, which included CASA, CAMI, VPGN and the CISSS de la Gaspésie, oversaw the development of this project with support from Jeffrey Hale Community Partners (JHCP).

The information provided focuses on services available locally, as well as services in Rimouski and Quebec City. The Project's Steering Committee judged that this information might be helpful to anyone needing to travel out-of-region and decided to offer the TOOLKIT in both English and French.

We hope you find this TOOLKIT useful!

MARCH 2016

The views expressed herein do not necessarily represent the views of Health Canada.



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WHEN YOU OR SOMEONE CLOSE TO YOU needs to travel outside your region for health services, it can be very stressful. In addition to possible language barriers (you may not speak French well enough to feel confident discussing medical information), dealing with medical tests or treatments can be a challenge in itself; you may also be going to a city or taking a plane for the first time, you may have out-of-pocket expenses that you had not planned for etc. We hope that the information included in this TOOLKIT will help you to overcome some of these challenges!

The information contained in this TOOLKIT was updated in March of 2016.

If you notice information that needs to be changed, please contact CASA at 1-877-752-5995.

Thank You!



Founded in 2004, **VGPN** (Vision Gaspé-Percé Now) – is a non-profit organization that works with, and on behalf of, the approximately 2,600 English-speakers in the MRC of Côte-de-la-Gaspé and half of the MRC of Rocher-Percé. VGPN's actions are focused mainly on:

- health and social services within a community development approach
- strengthening volunteering
- encouraging the social involvement of seniors

VGPN is a resource and voice for the community.

For more info:

1-418-368-3212
28 Rue St. Patrick P.O. box #67
Duglstown

EMAIL info@vgpn.ca

VISIT visiongaspereperce.ca

FACEBOOK Vision Gaspé-Percé Now



CASA, established in 1975, is a non-profit community organization dedicated to serving the English-speaking population of the Gaspé Coast by representing the community's interests and designing and delivering programs that respond to its needs.

Amongst CASA's objectives are:

- To protect and promote the interests of the English-speaking population of the Gaspé.
- To encourage the development of a sense of responsibility to the community at both local and regional levels among all citizens, and to encourage the full use of human resources.
- To assure that the English population receives adequate services and communications of all kinds throughout the Gaspé.

For more info:

1-877-752-5995
208 B blvd Gérard D. Levesque
New Carlisle (Qc) G0C 1Z0

EMAIL casa75@globetrotter.net

VISIT www.casa-gaspe.com

FACEBOOK CASA – Committee for Anglophone Social Action

LEAVING FROM: THE MRC OF CÔTE-DE-GASPÉ OR ROCHER-PERCÉ



TRANSPORTATION SUPPORT

OFFERS answers to your questions / will tell you where to get your travel claim form ("Regional Financial Assistance Program") / where to drop off your completed travel form

CONTACT ...

Gaspé Hospital

WHERE » 215 blvd de York Ouest, Gaspé (Qc)
CALL » (418) 368-3301 EXT 3276

Chandler Hospital

WHERE » 451 rue Mgr Ross Est, Chandler (Qc)
CALL » (418) 689-2261 EXT 2157

A FEW FACTS about the "Regional Financial Assistance Program"

- You have to submit your claim within 90 days following travel
- If you choose to go to a different hospital (other than the one nearest you which provides the service) no costs will be refunded
- \$0.13 per km between your home and the hospital you travel to, minus the first 200 km (for a round trip made by car)
- You can visit this website to find out the distance (in km) between your home and the hospital you need to travel to: www.quebec511.info/en (CLICK the "Road Distances" tab on the left)
- If you travel by public transportation (bus, train etc.) you will be refunded the cost of the cheapest roundtrip ticket (* **keep your original receipts** *)

- \$ 75 per night for a maximum of 1 night (for travel to Rimouski) or 2 nights (for travel to Québec / Montréal) to help with meals / accommodation
- Other special conditions may apply for people receiving cancer treatments or waiting for a transplant (check with your local health provider to see if you are eligible for additional financial support for lodging)

ARE YOU ELIGIBLE for a paid escort / family companion?

- Your doctor will decide if you qualify (if yes, it will be noted on your travel form)
- If you do qualify, the following will be paid for your escort / family companion:
 - The cost of their roundtrip ticket (if applicable, **keep receipts!**)
 - An additional \$20 per night for meals (max 1-2 nights)



FINANCIAL SUPPORT OFFERED LOCALLY

Gaspé Cancer Foundation

- WHERE »** Gaspé Hospital (Room 143)
- WHEN »** Fridays from 1-3 pm
- CALL »** for more info ...
- **Beatrice Coffin** (418) 368-1566
 - **Tony Patterson** (418) 368-3276
- TERRITORY »** L'Anse-à-Valleau to Corner-of-the-Beach (& Murdochville)
- OFFERS »** financial support for cancer patients travelling outside the region ...
- **NOTE** form to be filled out by doctor at appointments (form provided by the Foundation)
- COST »** \$12 per year (membership fee)
- CRITERIA »** new members must wait 30 days before receiving assistance

Michel Lancup Foundation

WHERE » in Chandler Hospital

WHEN » Wednesdays from 1-3 pm

CALL » for more info:

- **Chandler Hospital** (418) 689-2261 EXT 2019

TERRITORY » Port-Daniel to Town of Percé

OFFERS » financial support for cancer patients travelling outside the region:

- **Medications** (up to \$200 first 2 months / afterwards max \$50 per month)

NOTE original receipts from pharmacy required

- **Transportation** (\$90 per trip / up to 2 trips per month, for first 2 months / afterwards max \$90 monthly)

NOTE receipt from hospital required for each trip

COST » \$12 per year (membership fee)

CRITERIA » no waiting period for new members





LOCAL SERVICES AND SUPPORT

CAB (Centre d'Action Bénévole) Le Hauban

WHERE » 189 rue Jacques-Cartier, Gaspé (Qc) (Door #2)

CALL » (418) 368-6634

TERRITORY » L'Anse-à-Valleau to Corner-of-the-Beach

OFFERS »

- **Accompaniment to appointments** as far as Chandler / Maria / Rimouski / Québec in certain situations / pay volunteer \$0.20 per km
- **NOTE** preferable notice = 2 days for local appointment / 1 week for out-of-region appointment / must open a file at CAB and be approved
- **Help filling out forms** (CIA program)
- **Meals on Wheels** (hot meal delivered once a week / \$6 per meal)

CRITERIA » ages 65+ or recovering from a sickness etc. / requiring physical or emotional support / isolated

CAB (Centre d'Action Bénévole) Gascons-Percé

WHERE » 390 blvd René-Lévesque Ouest, Chandler (Qc)

CALL » (418) 689-6023

TERRITORY » Gascons to Percé

OFFERS »

- **Accompaniment to appointments** as far as Maria or Gaspé / paying volunteer between \$3 and \$45 depending on distance (\$0.20 per km)
- **Help filling out forms** (CIA program / house visits possible too)
- **Meals on Wheels** (hot meal delivered twice a week / for \$4 per meal)

CRITERIA » ages 65+ or recovering from a sickness etc. (loss of autonomy)

Vision Gaspé-Percé Now (VGPN)

WHERE » 28 rue St. Patrick, Douglastown (Qc)

CALL » (418) 368-3212

TERRITORY » from Manche-d'Épée to Corner-of-the-Beach including Murdochville

FROZEN FOODS » for people aged 65+ as well as people recovering from a health issue etc. / starting at \$4 per meal / call VGPN for more details

CAB (Centre d'Action Bénévole) St-Siméon Port-Daniel

WHERE » 176 blvd Gérard-D-Levesque Ouest, Paspébiac (Qc)

CALL » (418) 752-5577

TERRITORY » St-Siméon to Port-Daniel

OFFERS »

- **Accompaniment to appointments** paying volunteer \$0.20 per km if aged 65+ (as far as Rimouski / Québec in certain situations)
- **Help filling out forms** (CIA program)
- **Meals on Wheels** (hot meal delivered 1-2 times / week for \$5 per meal)
- **Frozen Foods** (individually packaged, max. of 5 per week, \$3.75 per meal)

CRITERIA » aged 65+ or recovering from a sickness etc. (loss of autonomy)

Transport des Anses Inc.

WHERE » 129 blvd René-Lévesque Ouest, Chandler (Qc)

WHAT? » transportation for seniors / physical handicap / loss of autonomy (doesn't have to be travel for medical reason)

CALL » (418) 689-4144

TERRITORY » Port-Daniel to Percé (will go further for groups)

COST » \$3 each way

OFFERS » trips to individuals or groups / run Monday to Friday / call to plan trip details and/or pick-up address

Senior Association MRC Rocher-Percé (Association des aînés de la MRC Rocher-Percé)

WHERE » 120 blvd René-Lévesque Est, Chandler (Qc)

TERRITORY » Port-Daniel to Percé

CALL » (418) 689-5722

OFFERS » small errands / light cleaning / meal preparation / light outdoor chores / lawn mowing / shovelling / respite / personal hygiene care

CRITERIA » anyone aged 18+ with a RAMQ (health) card

COST » price will vary according to income / if aged over 65 or referred by CLSC, will vary between \$4.85 and \$13.85 per hour

Multi-Services (Help Around The Home)

WHERE » 86A Saint-François-Xavier Est, Grande-Vallée (Qc)

TERRITORY » Côte-de-Gaspé MRC

CALL » (toll free) 1-888-393-2610

OFFERS » small errands / grocery shopping / light cleaning / spring cleaning / meal preparation / light outdoor chores / laundry & ironing / daytime respite / overnight respite

CRITERIA » anyone aged 18+ with a RAMQ (health) card

COST » price will vary according to income (max \$16.10 per hour) / if aged over 65 or referred by CLSC, will vary between \$4.75 and \$13.75 per hour

Cancer Liaison Nurse (Infirmière pivot en oncologie)

OFFERS » information & support / can help organize the services you receive & refer you to useful services / your doctor will not automatically refer you to this nurse, but any cancer patient can contact them using the following number:

CALL »

- If you live in the **MRC of Rocher-Percé** (418) 689-2261 EXT 2030
- If you live in the **MRC of Côte-de-Gaspé** (418) 368-3301 EXT 3053

CLSC Services

WHAT? »

Professional emotional support / household cleaning and meal preparation / oncology team / home care / in-home nursing services / loan of equipment (walkers, wheelchairs etc.)

Gascons CLSC

WHERE » 63 rte 132, Gascons (Qc)

CALL » (418) 396-2572

Percé CLSC

WHERE » 98 rte 132, Percé (Qc)

CALL » (418) 782-2572

Gaspé CLSC

WHERE » 205 blvd de York Ouest, Gaspé (Qc) (2nd floor)

CALL » (418) 368-2572

Barchois CLSC

WHERE » 1070 rte 132, Barchois (Qc)

CALL » (418) 645-2572

SERVICES » Tuesdays & Wednesdays



RATES FOR LODGING OPTIONS

\$ = \$10-25 range

\$\$ = \$30-50 range

\$\$\$ = \$60+

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1-877-752-5995.

Thank You!



PREPARING FOR YOUR TRAVEL

PACKING LIST

HOSPITAL ITEMS	PERSONAL ITEMS	OTHER ITEMS
<ul style="list-style-type: none"><input type="checkbox"/> Health Card (RAMQ)<input type="checkbox"/> Hospital Card<input type="checkbox"/> Prescription Medication<input type="checkbox"/> Transfer request form (from your doctor)<input type="checkbox"/> Copy of your medical file<input type="checkbox"/> Copy of your scans (radiography) (if applicable)<input type="checkbox"/> Personal Insurance Certificate (example: BlueCross) (if applicable)<input type="checkbox"/> A list of all the medications you take (or the pills in their original bottles)<input type="checkbox"/> Travel form to have signed by doctor	<ul style="list-style-type: none"><input type="checkbox"/> Toothbrush and Toothpaste<input type="checkbox"/> Soap<input type="checkbox"/> Deodorant<input type="checkbox"/> Shampoo / Hair Brush / Comb / Hair Dryer<input type="checkbox"/> Shaver / Shaving Cream<input type="checkbox"/> Non-Slip Slippers<input type="checkbox"/> Pajamas / Bathrobe<input type="checkbox"/> Undergarments<input type="checkbox"/> Glasses and case (if needed)<input type="checkbox"/> Hearing Aids and case (if needed)<input type="checkbox"/> Change of clothes<input type="checkbox"/> Sunscreen	<ul style="list-style-type: none"><input type="checkbox"/> Book / Knitting / Puzzles<input type="checkbox"/> Debit Card / Credit Card / Cash / Cheques<input type="checkbox"/> Paper / Envelopes / Address Book / Stamps<input type="checkbox"/> Laptop / Tablet / Chargers

CHECKLIST

Important Things to Remember ...

- Ask your pharmacist for a print-out of your prescriptions
- Travel form signed by doctor (with date and time **for each appointment**)
- Keep all boarding passes / original receipts
- Plan your return trip (transportation) as early as possible

Important Questions to Ask ...

- Are written home-care instructions / pamphlets etc. available in English?
- Are volunteer services available to help with translating?
- What time is checkout (**to know what to expect for your discharge**)?
- What is the best exit to use (**if you use a wheelchair or have limited mobility**)?



USEFUL WEBSITES

Public Transportation:

Rimouski

www.ville.rimouski.qc.ca/en/citoyens/nav/circulation/Rimouskibus.html

Québec

www.rtcquebec.ca/

Find Deals on Motels / Hotels / B&Bs etc.:

www.tripadvisor.ca

www.booking.com

If you have to take time off work, find out if you are entitled to benefits:

Service Canada

www.esdc.gc.ca

Information for Caregivers:

www.seniors.gc.ca

RIMOUSKI HOSPITAL

RATES FOR LODGING OPTIONS

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\$\$\$ = \$60+

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1-877-752-5995.

Thank You!

RIMOUSKI HOSPITAL

150 avenue Rouleau (Rimouski, Qc)
1-418-724-3000 EXT 11
Website: www.chrr.qc.ca



PLACES TO STAY

Hôtellerie Omer-Brazeau *(see page 8 for more info)*

WHERE » 151 rue Saint-Louis, Rimouski (Qc)



» 2 min walk (via corridor)

CALL » (Toll Free) 1-800-463-0806

VISIT » www.aceq.org

CRITERIA » cancer patients and medical escorts (support people prescribed by doctor) are given priority, but all patients and support people are welcome depending on available beds

NOTE » must pay a one-time \$5 membership fee to the ACEQ (Association du Cancer de l'Est du Quebec) upon arrival / staff available for emergencies 24h/7

RATE » \$ to \$\$

Gîte Victoria

WHERE » 77 rue Saint-Pierre, Rimouski (Qc)




» 10-15 min walk from hospital (approx. 1 km)

CALL » 1-418-723-4483


NOTE » sometimes less availability during winter months (owner away) / breakfast included / shared bathroom

RATE » \$\$


Domaine La Marguerite

- WHERE »** 214 rue Saint-Edmond, Rimouski (Qc)
-  **»** 10-12 min walk from hospital (approx. 1 km)
- CRITERIA »** for patients in treatment for extended periods of time (cancer treatments, such as radiation/chemotherapy, or dialysis etc)
- CALL »** 1-418-724-2696 (reserve ASAP)
- INCLUDES »** transportation to appointments / meals / cleaning
- RATE »** \$\$

Rimouski CEGEP Residences

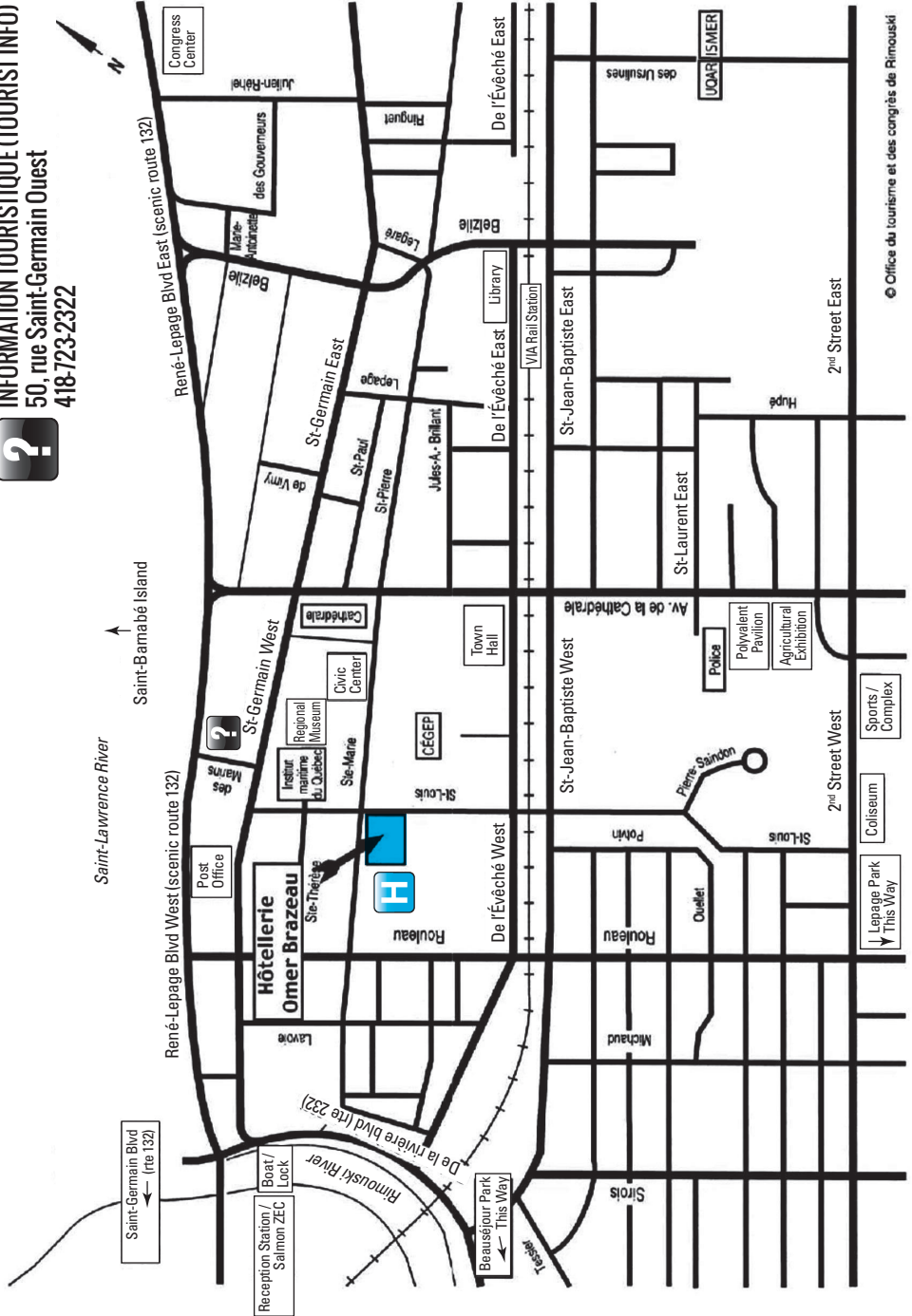
- WHERE »** 320 rue Saint Louis, Rimouski (Qc)
-  **»** 10 min walk from hospital (650 m)
- SEASONAL »** available from early June to late July
- CALL »** (Toll Free) 1-800-463-0617
- RATE »** \$\$

UQAR Residences

- WHERE »** 329A Allée des Ursulines, Rimouski (Qc)
-  **»** 6 min drive from hospital (2.5 km)
- SEASONAL »** available from early May to mid-August
- CALL »** 1-418-723-4311
- INCLUDES »** parking and internet
- RATE »** \$\$

MAP OF RIMOUSKI

INFORMATION TOURISTIQUE (TOURIST INFO)
 50, rue Saint-Germain Ouest
 418-723-2322



© Office du tourisme et des congrès de Rimouski

**RIMOUSKI
 HOSPITAL**



USEFUL INFO ABOUT THE HÔTELLERIE OMER-BRAZEAU

Connected to the hospital via a corridor, the Hôtellerie is a support service provided by the ACEQ (*Association du cancer de l'Est du Québec*).

Check In:

- Between 8:15 am and 9:00 pm daily
- You will be given a room card and a magnetic key card which will unlock the corridor door between the Hôtellerie and the hospital
- Volunteer services (for helping you get to your appointments etc.) are available Monday to Friday from 9:00 am to 5:00 pm
- Ask about **the Hôtellerie's group welcoming activity** which will help you get familiar with the Hôtellerie and get info about the available services

Parking:

- **HOSPITAL »**
 - paid parking
 - **CALL 1-418-724-3000 EXT 8112** for current rate
- **RUE SAINT-GERMAIN »**
 - free parking lot facing *l'Institut Maritime du Québec* and the *Musée régional de Rimouski*
- **TOURISME RIMOUSKI »**
 - offers free 3-day parking permit (allowing you to park at any meter for free) to anyone who lives further than 200 km from Rimouski
 - **CALL 1-418-723-2322** for details
 - their office located at 50 rue Saint-Germain Ouest

USEFUL INFO ABOUT THE HÔTELLERIE OMER-BRAZEAU...

Meal / Cafeteria Services:

- The Hôtellerie does **NOT** have a cafeteria, but you can use the cafeteria and snack bar ("casse-croute") services at the hospital
- However, the hôtellerie **DOES HAVE** a fully equipped kitchen that you can use (all you need to do is bring your own ingredients / fridges and freezers also available)
- Meal tickets are distributed once a week (included for cancer patients), you must present yourself at the reception desk on Saturday mornings to get yours
- A continental breakfast is included every day

Staying in touch:

- While at the Hôtellerie, people can call you at 1-418-724-2120 between 9am and 9pm (7 days a week)
- To purchase a calling card for long distance calls, contact your service provider:
 - 1-418-310-1212 (if your service provider is TELUS)
 - 1-418-310-2355 (if your service provider is BELL)
- You can receive mail at this address:

Hôtellerie Omer-Brazeau
C/O (*your name and your room number*)
151 rue Saint-Louis, P.O. box 4151
Rimouski (Québec) G5L 0A4
- **Visiting Hours** » permitted in the lobby between 9:00 am and 9:00 pm.

Internet Access:

- Each room has an Ethernet cable for hooking laptops up to the internet
- However, WIFI is only available in the common areas (if you use a tablet, you won't be able to connect from your room unless you have special adapters)

Other services offered through the Hôtellerie / ACEQ:

- Centre de mieux-être Cendrine et Philippe (Support Center)

- Located on the 1st and 2nd floor of the Hôtellerie
- Offers activities, exercises and support for cancer patients

- Service Perce-Neige (volunteer services)

- Volunteers offering free assistance and support
- Contact them by dialing 2304 from your room phone at the Hôtellerie
- Ask about getting a copy of their free information guide for people dealing with cancer called "*Guide d'information et d'orientation pour les personnes touchées par le cancer*"

- Emotional Support from a Health Professional

- Emotional support
- Information and help accessing available services
- Contact Nancy Fournier by dialing 2031 from your room
OR dial 1-800-463-0806 EXT 2031

- Loan and Donation Services: Hair Prosthesis and Hats / Scarves

- Loan of hair prosthesis (wigs)
- Donation of hats and scarves
- For info contact Denise Proulx by dialing 2218 from your room
OR dial 1-800-463-0806 EXT 2218

- Fitting / Sale of Breast Prosthesis and Adapted Bras

- Boutique Chez Martine located on the 2nd floor of the Hôtellerie
- Breast prosthesis, adapted bras, swimming prosthesis and post-op camisoles available
- To book an appointment contact Denise Proulx by dialing 2218 from your room OR dial 1-800-463-0806 EXT 2218

USEFUL INFO ABOUT THE HÔTELLERIE OMER-BRAZEAU...

- **Oncology Massage Therapy**

- **INCLUDES** » certified massage therapists specializing in oncology / 15 minute massage adapted to cancer patient and focusing on hands, legs, neck and head / offered 1 day per week
- **CALL** » (418) 724-0600 EXT 2021

Useful Numbers:

- **Taxi 800 Inc**


CALL » (418) 723-3344 for more info

- **Taxibus (Rimouski's public transportation service)**

CALL » (418) 723-5555 for more info

Check Out:

- **IF YOUR STAY LASTS A FEW DAYS ...** you will need to settle the bill the night before you leave
- **IF YOUR STAY LASTS SEVERAL WEEKS ...** you will need to pay the weekly cost every Thursday
- Cash, credit and cheques are all accepted
- Check out time is 11:00 am
- If you will need help or services once you return home, contact your local CLSC – they will be able to give you information about the services available in your area



If you have any
other questions,
contact the
Hôtellerie at
1-800-463-0806
(TOLL FREE)

LAVAL HOSPITAL (IUCPQ)

RATES FOR LODGING OPTIONS

\$ = \$10-25 range

\$\$ = \$30-50 range

\$\$\$ = \$60+

LAVAL HOSPITAL
(IUCPQ)

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contained in this
TOOLKIT was updated
in March of 2016.

If you notice information
that needs to be changed,
please contact CASA at
1-877-752-5995.

Thank You!

LAVAL HOSPITAL (IUCPQ)

2725 Ch. Ste-Foy, Québec (Qc)

Website: www.iucpq.qc.ca



PLACES TO STAY

Hôtellerie Marguerite d'Youville Pavilion

WHERE » 2725 Ch. Ste-Foy, Quebec (Qc) (5th floor of Marguerite d'Youville Pavilion)



» Connected to hospital via tunnel

CALL » 1-418-656-8711 EXT 2747 (press "1" for English)

VISIT » <http://www.fondation-iucpq.org/hotellerie>

CRITERIA » available to anyone travelling to Quebec for health services for themselves or as a support person (no medical services provided at the Hôtellerie)

INCLUDES » fridge (but no meal service, use hospital's services)

RATE » \$\$

Laval University Residence Services

WHERE » 2255 rue de l'Université, Québec (Qc) (Room #1604)



» 10 min drive from Laval Hospital (3 km)

CALL » 1-418-656-7777 EXT 12761

NOTE » rooms available year-round

RATE » \$ to \$\$ (depending on length of stay i.e. longer stays are cheaper per day)

WHEELCHAIR ACCESSIBLE rooms are available

Ms. Francine Labrie

WHERE » 950 rue Courchesne, Québec (Qc)



» 15 min walk from Laval Hospital (approx. 1 km)

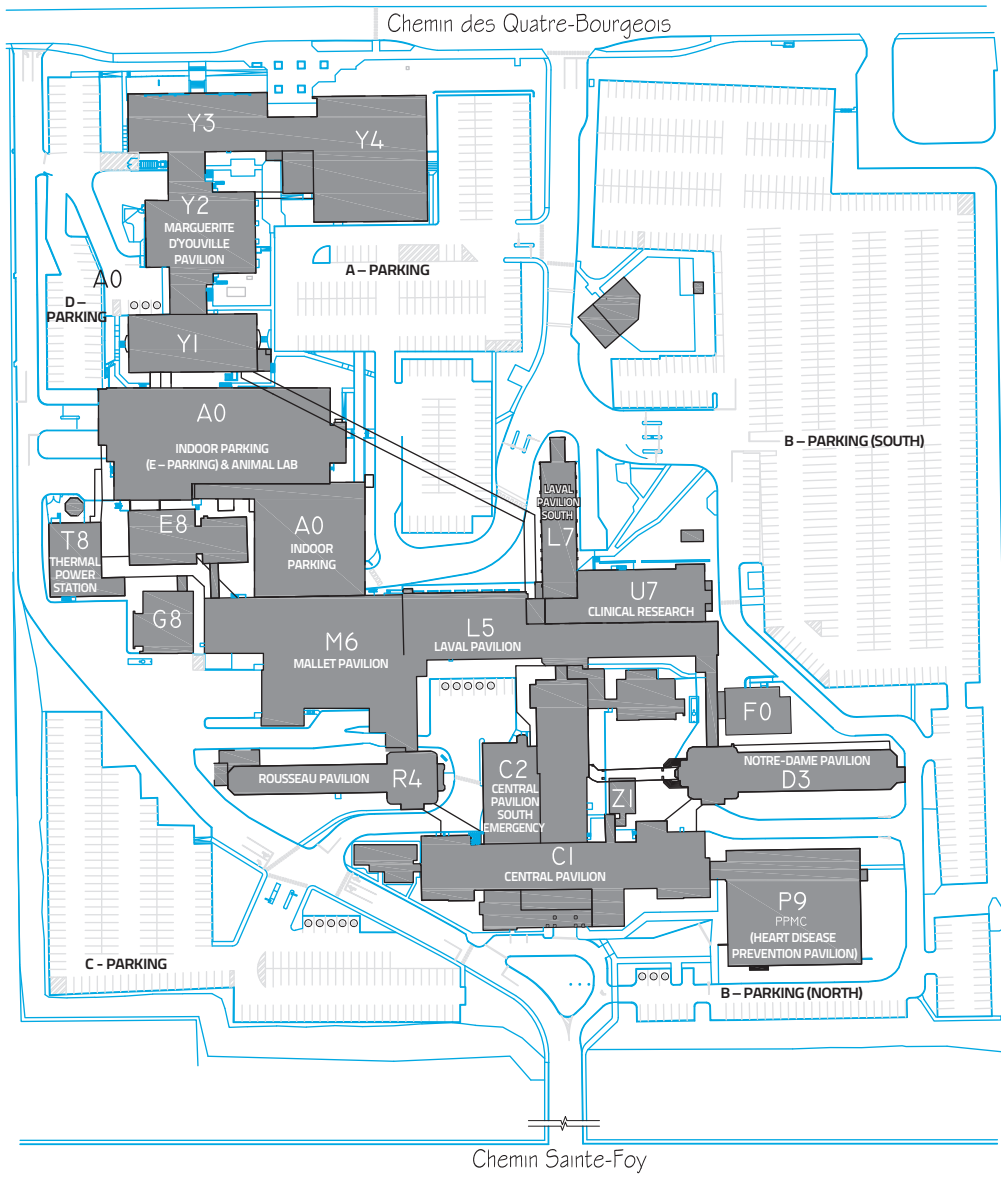
CALL » 1-418-656-9641

RATE » \$\$



LAVAL HOSPITAL (IUCPQ) MAPS

View from above

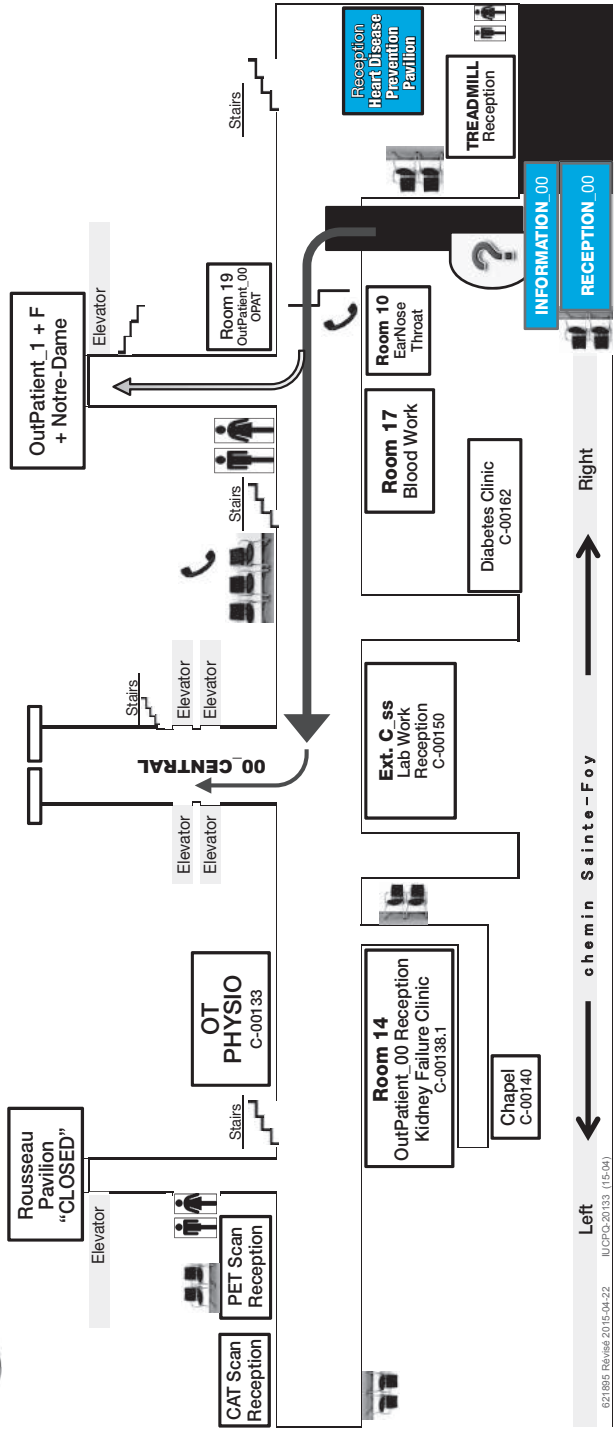


LAVAL HOSPITAL (IUCPQ)

Laval Hospital (IUCPQ) Maps Floor 00

Floor 00

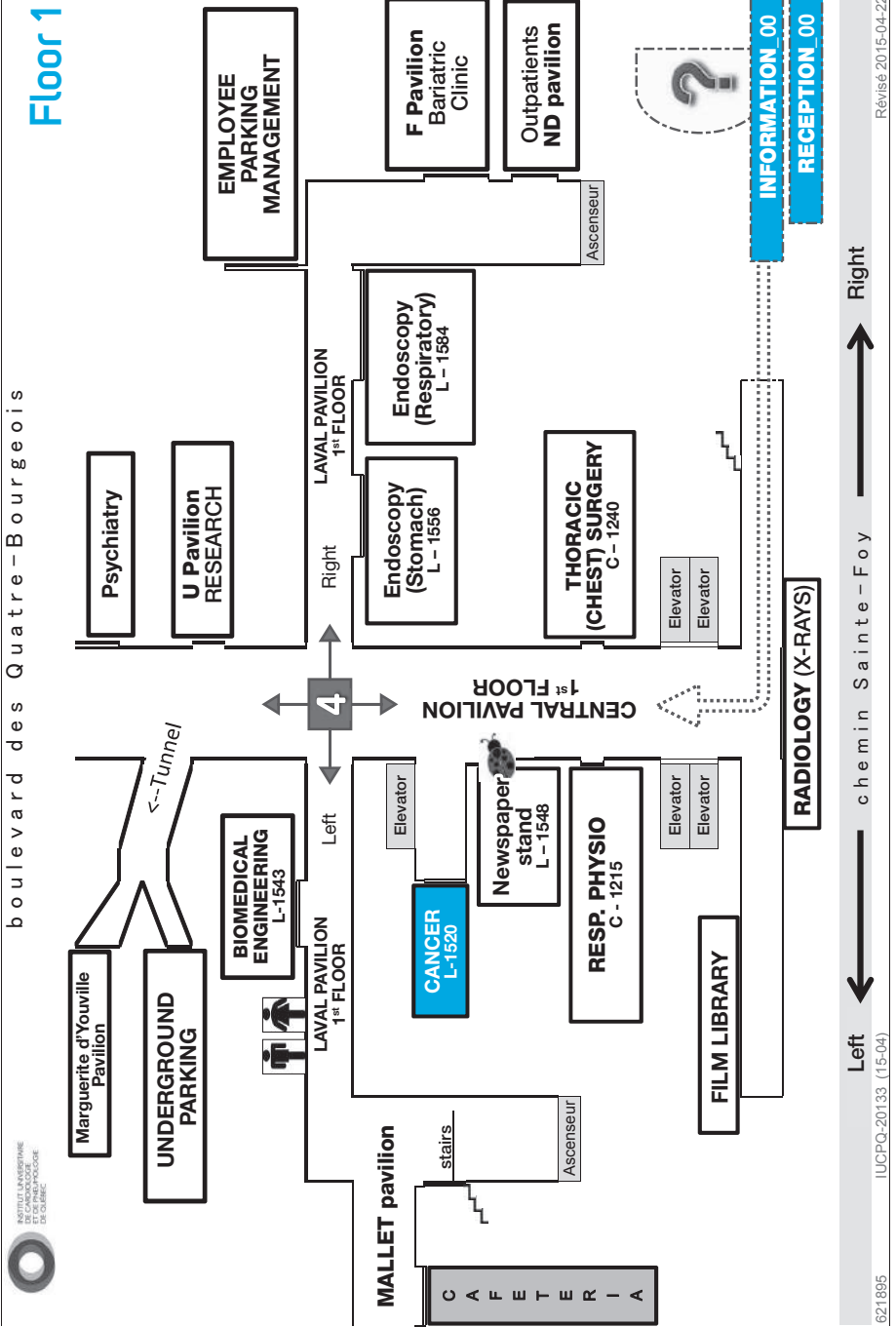
boulevard des Quatre-Bourgeois



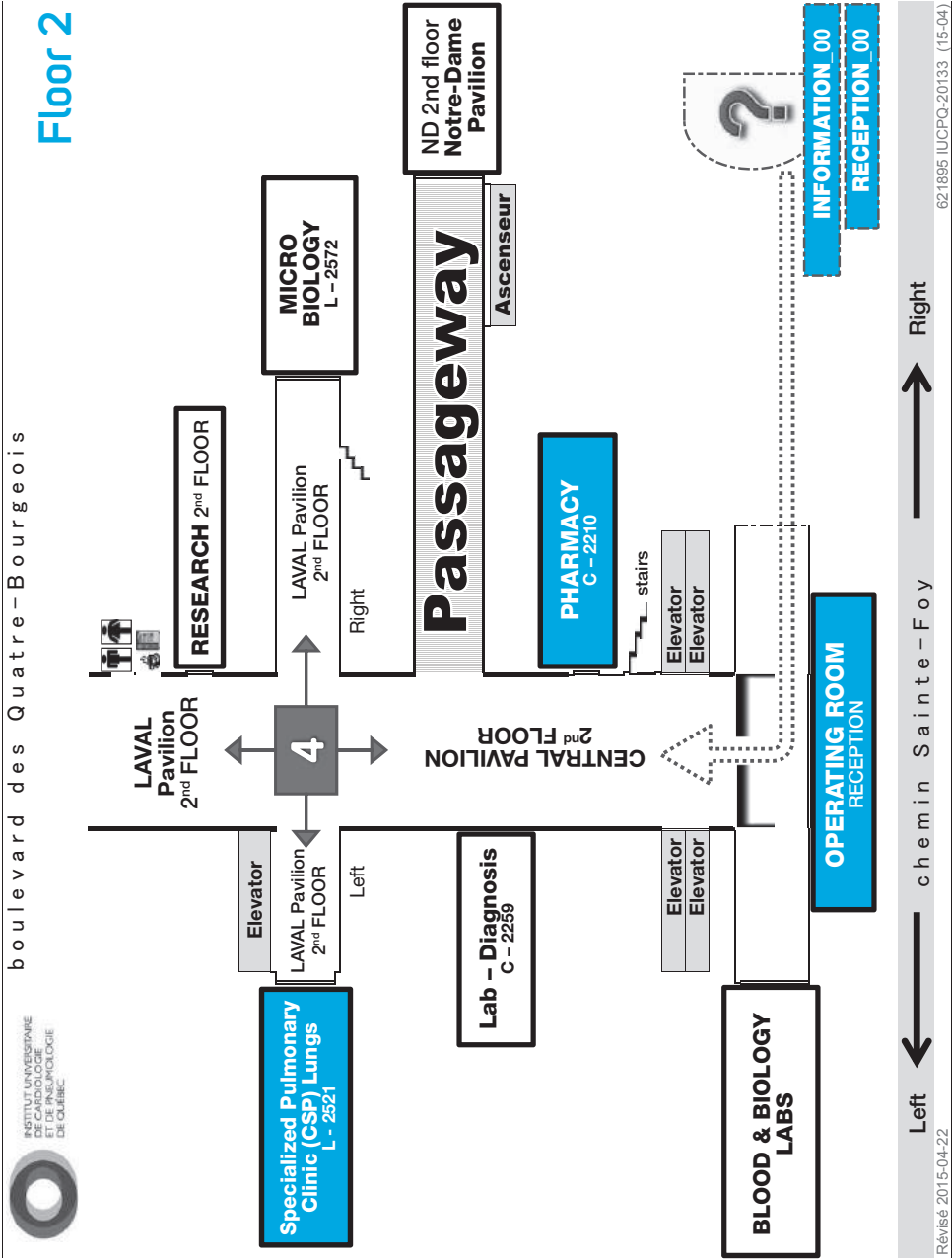
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Laval Hospital (IUCPQ) Maps Floor 1

LAVAL HOSPITAL
(IUCPQ)



Laval Hospital (IUCPQ) Maps Floor 2



boulevard des Quatre-Bourgeois

Floor 2

621895 IUCPQ-20133 (15-04)

Révisé 2015-04-22

LAVAL HOSPITAL (IUCPQ)



USEFUL INFO ABOUT LAVAL HOSPITAL (IUCPQ)

Booking Your Appointment

- Have your hospital card and medical (RAMQ) card nearby
- **CALL »** 1-418-656-4827
- **OPEN »** between 8am-12pm and 1pm-4pm

For scans (radiography/MRIs etc.) CALL 1-418-656-4512

Parking fees

- Maximum per day: \$14
- 3 Days (in a row): \$33
- 1 Week (7 days): \$52.50
- 1 Month: \$100

Cellphones

- Must be turned off at all times (to avoid interference with medical equipment)

Cafeteria

- 1st floor of Mallet Pavilion
- **OPEN »** 6:45 am – 7:30 pm everyday
- Daily Menu (Weekdays) available from 11am-1:45pm and 5pm-7:30pm
- Daily Menu (Weekend) available from 11am-1:30pm and 5pm-7pm

Post Office

- Can be found at the main entrance of the Central Pavilion (Floor 00)
- **OPEN »** weekdays from 8:30am-12:30pm and 1:30pm-3:45pm
- **CALL »** (418) 656-8711 EXT 4799

Chapel

- Located in the Central Pavilion (Floor 00)
- **OPEN »** at all times

Dépanneur “La Coccinelle” (LadyBug / Boutique)

- Located at the Laval Pavilion Carrefour
- Various items for sale
- **OPEN »** weekdays from 7:30am – 4pm

Phone Calls

- Cell phones NOT permitted
- To make a local call, dial “9” before the number you wish to call
- To make a long distance call, dial “0” before the number you wish to call
- If someone wants to reach you at the hospital, get them to dial 1-418-656- 8711 followed by your room number

Other Services (At Your Expense)

- Hairdresser / Barber
- Foot Care

Cancer Liaison Nurse

- **ASK FOR »** the cancer liaison nurse (*infirmière pivot en oncologie*)
- **OFFERS »** information and support / can help organize the services you receive and refer you to useful services / coordination
- **CALL »** 1-418-656-8711 (hold the line to speak to receptionist)

To Make A Complaint

- **WHERE** » 2725 chemin Sainte-Foy, Office Y8145, Québec (Qc) G1V 4G5
- **CALL** » 1-418-656-4945
- **EMAIL** » iucpq.gestion.plaintes@ssss.gouv.qc.ca

Internet Access

- Internet is available at the library of the Marguerite-d'Youville Pavilion
- Ask your doctor before planning a visit to the library

OTHER HOSPITALS

RATES FOR LODGING OPTIONS

\$ = \$10-25 range
\$\$ = \$30-50 range
\$\$\$ = \$60+

The information
contained in this
TOOLKIT was updated
in March of 2016.

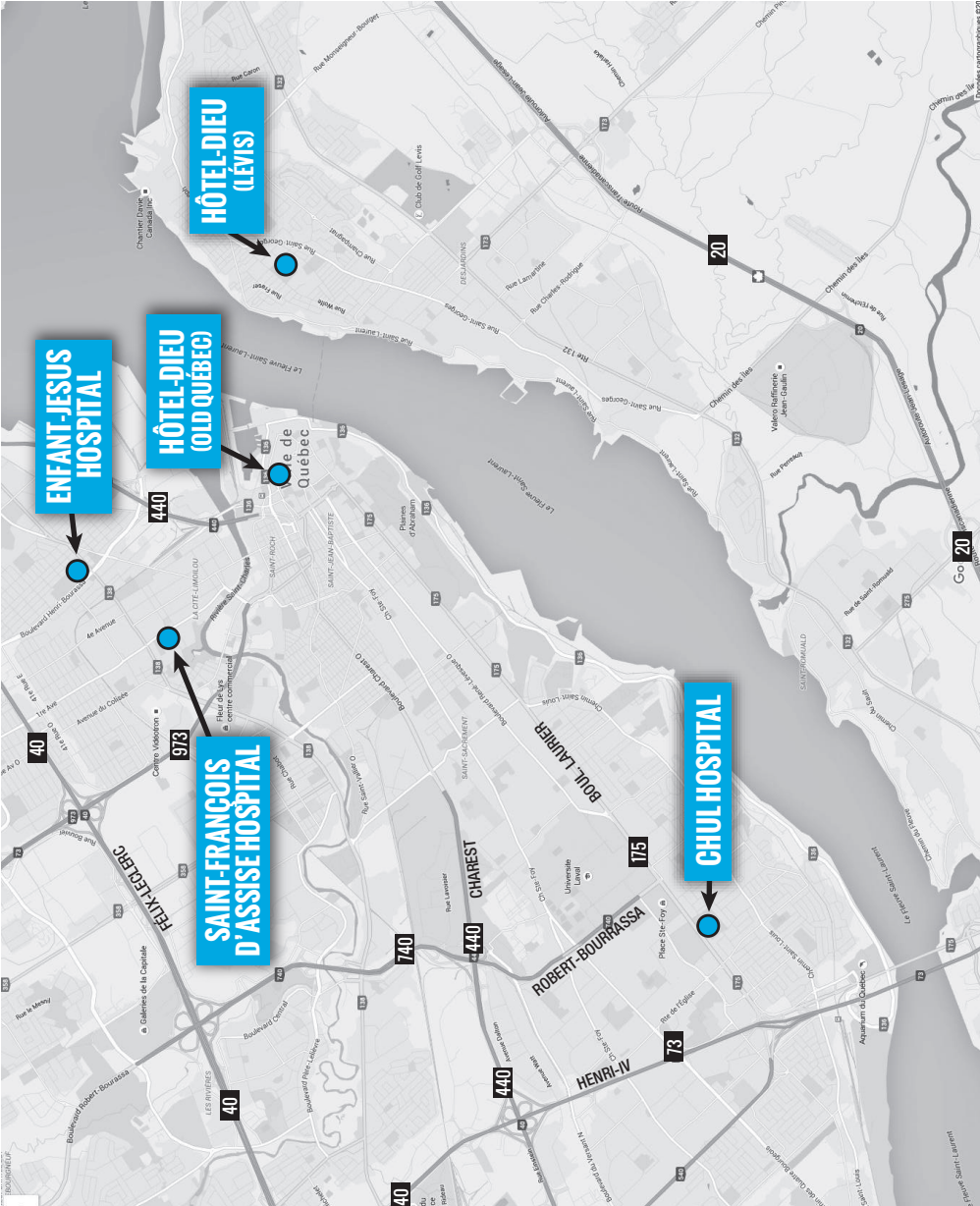
If you notice information
that needs to be changed,
please contact CASA at
1-877-752-5995.

Thank You!

OTHER HOSPITALS

MAP OF QUÉBEC CITY AND AREAS

SOURCE: GOOGLE MAP



OTHER HOSPITALS



CHUL HOSPITAL (Centre hospitalier de l'Université Laval)

2705 Blvd Laurier, Québec (Qc)

1-418-525-4444

Website: www.chuq.qc.ca

Ronald McDonald House

WHERE » 2747 blvd Laurier, Québec (Qc)



» 2 min walk from CHUL (200 m)

CALL » 1-418-651-1771

CRITERIA » family of child (18 years or younger) needing medical services in Quebec City

NOTE » reservations **no earlier than 24h before arrival** /
OPEN daily 9:00 am – 6 :00 pm

RATE » \$

OTHER
HOSPITALS

Au Gîte Denise Boulianne

WHERE » 1243 av. Jean-de-Quen, Québec (Qc)



» 2 min walk from CHUL (200 m)

CALL » 1 – 418 - 653 – 9094

RATE » \$\$ (flexible according to number of people / length of stay)



SAINT-FRANÇOIS D'ASSISE HOSPITAL (HSFA)

10 rue de l'Espinay (Québec, Qc)

1-418-525-4444

Website: www.chuq.qc.ca

Béthanie House (Sisters Hélène Doyon and Aline Cloutier)

WHERE » 2564 avenue Langlois, Québec (Qc)



» 10 min drive from hospital (7 km)

CALL » 1-418-525-5357

INCLUDES » breakfast

RATE » \$

Ms. Ginette Sirois

WHERE » 20 rue des Chênes Est, Québec (Qc)



» 15 min walk from hospital (1.5 km)

CALL » 1-418-628-1018

INCLUDES » tv / fridge / internet / breakfast / transportation / lunch and supper offered for \$7 per meal

RATE » \$\$



HENFANT - JESUS HOSPITAL

1401, 18^e rue (Quebec, Qc)

1-418-649-0252

Website: www.cha.quebec.qc.ca

Dominican Sisters (Les Sœurs Dominicaines)

WHERE » 1995 avenue de la Ronde, Québec (Qc)



» 5 min walk from hospital (1/2 km)

CALL » 1-418-523-3043

RATE » \$

Mrs Émilienne Ferland

WHERE » 2210 avenue de Vitré, Québec (Qc)



» 5 min walk from hospital (1/2 km)

CALL » 1-418-649-0504

RATE » \$\$

Mr. Richard Laforge

WHERE » 1865 blvd Henri-Bourassa, Québec (Qc)
(located on 2nd story, **14 stairs to climb**)



» 2 min walk from hospital (less than a 1/2 km)

CALL » 1-418-524-6763 **OR** 1-418-262-9897

INCLUDES » airport pick-up / transportation to appointments / errands (if willing to pay gas)

RATE » \$\$



HÔTEL-DIEU (OLD QUÉBEC)

11 Côte du Palais (Québec, Qc)

1-418-525-4444

Website: www.chuq.qc.ca

Hôtellerie Carlton-Auger Pavilion

WHERE » 1 rue de l'Hôtel-Dieu, Québec (Qc)



» 2 min walk (less than ½ km)

CALL » 1-418-691-5242

INCLUDES » 3 meals per day / 2 people per room

CRITERIA » priority given to patients with cancer treatment or dialysis

RATE » \$

Mère-Mallet House (Sœurs de la charité)

WHERE » 945 rue des Sœurs-de-la-Charité, Québec (Qc)



» 6 min walk from Hôtel-Dieu (approx. 1/2 km)

CALL » 1-418-692-1762

NOTE » lunch and supper available for \$5 per meal / no available parking

RATE » \$

Saint-Olivier House (Maison Saint-Olivier)

WHERE » 771 rue Saint-Olivier, Québec (Qc) (**9 stairs to climb**)



» 10-15 min walk from Hôtel-Dieu (approx. 1 km)

CALL » 1-418-648-9379

INCLUDES » kitchenette for cooking your own meals / 1 double bed

NOTE » no parking available

RATE » \$\$

The Augustinian Monastery (Monastère des Augustines)

WHERE » 77 rue des Remparts, Québec (Qc) (**1st floor of Hôtel-Dieu**)



» 2 min walk (less than ½ km)

CALL » (toll free) 1-844-694-1639

NOTE » provides low-cost accommodation for people accompanying relatives or friends who have medical treatments that require being hospitalized in Québec City / maximum 14 night stay

RATE » \$\$



HÔTEL-DIEU (LÉVIS)

143 rue Wolfe (Lévis, Qc)

1-418-835-7121

Website: www.hdl.qc.ca

Pie-X Residence

WHERE » 106 rue Jean-XXIII, Québec (Qc)



» 5 min walk from Hôtel-Dieu (less than ½ km)

CALL » 1-418-837-3056

INCLUDES » sheets / parking / large shared kitchen

RATE » \$





OTHER SUPPORT

Coordinator / Anglican Reverend

- CRITERIA »** available to all (regardless of denomination)
- OFFERS »** assistance for Anglophones travelling to Quebec City for medical services
- CALL »** 1-418-692-1934 (with as much notice as possible)
- INCLUDES »** airport pick-up / drive to destination / hospital visits / some translation depending on volunteers available
- RATE »** free services (funded by Anglican and United Churches, available to all)

Pastoral Services for English-Speaking People

- CRITERIA »** available to all (regardless of denomination) travelling to Quebec City
- INCLUDES »** visiting with patients / airport pick-up / transportation to appointments and small errands / translation / help find a place to stay
- CALL »** 1-581-308-8393 (advance notice preferable, but not necessary)
- EMAIL »** pastoralcare@quebec.anglican.ca

Québec Cancer Foundation (Fondation québécoise du cancer)

- CALL »** 1-800-363-0063
- VISIT »** cancerquebec.com
- OFFERS »** cancer information helpline / a qualified nurse available to answer cancer-related concerns for patients or their family members, friends etc.

“LOOK GOOD FEEL BETTER”

(The Canadian Cosmetic, Toiletry and Fragrance Association Foundation)

VISIT » their website www.lgfb.ca to learn more (info in English)

CALL » to sign up for an upcoming workshop near you:

- **MRC of Rocher-Percé** = 1-418-689-2261 EXT 2030
- **Magdalen Islands** = 1-418-986-2572

INCLUDES » a 2-hour workshop provided by volunteers from the Cosmetic, Toiletry and Fragrance Association / each participant receives free product kit and make-up and skin advice / tips on how to style a wig or head scarf

OGPAC (*Organisme gaspésien pour personnes atteintes de cancer*)

CALL » (toll free) 1-888-924-5050

TERRITORY » the Gaspé Coast

INCLUDES » emotional support for people diagnosed with cancer and their families / loan of hair prosthesis (wigs) / donation of breast prosthesis / help filling out forms.

CAAP-GIM (*Help and Assistance for Filing Complaints for the Gaspésie-Magdalen-Islands region*)

CALL » (toll free) 1-877-767-2227

VISIT » www.caapgim.qc.ca (info available in English)

OFFERS » helps patients who wish to file a complaint about their experience when receiving health or social services / provides information about the process of filing a complaint / helps you find and fill out necessary documents

Cancer Gaspésie

- OFFERS »** website which uses short videos to describe local services available to people facing cancer
- VISIT »** www.cancergaspesie.ca
- NOTE »** content currently in French, but translation of information is a goal for the next year / content currently covers the BAIE-DES-CHALEURS area, but will be expanded to cover the whole Gaspé Coast

ACEQ (Association du cancer de l'Est du Québec)

- CALL »** (toll free) 1-800-463-0806
- TERRITORY »** covers whole Gaspésie-Magdalen-Islands region
- OFFERS »** various services including accompaniment and accommodation (Hôtellerie Omer-Brazeau in Rimouski)
- CALL »** (toll free) 1-800-463-0806
- ORDER ONLINE FOR FREE »**
"Information and Orientation Guide for People Dealing with Cancer"
- Go to their website www.aceq.org
 - Under list of services « *Des services axés sur votre mieux-être* » (blue text) click the tab « *Guides d'information gratuits* »
 - Below the picture of the first guide on this page, click the link « *veuillez compléter ce formulaire* » where you will then be able to fill out a quick online form and the guide will be sent to you free of charge
 - If you are dealing with cancer, under the form's « *statut* » section, choose « *personne atteinte* »
 - Under the « *publication* » box, choose « *guide d'information et d'orientation pour les personnes touchées par le cancer* »
 - Under the « *commentaire* » box, write "**English Copy of Guide**"
 - **Your English copy of the guide should arrive in about a week!**



FINANCIAL SUPPORT

LEUCAN

CALL » 1-877-606-2136

OFFERS » financial assistance for families with children (under the age of 18) dealing with cancer / can assist you in finding a place to stay when the Ronald McDonald House is full

Annette Cimon Lebel Foundation

CALL » 1-418-867-1695 EXT 102

OFFERS » financial support for people affected by cancer and their support person / covers up to 50% of meals and accommodation costs (up to a maximum of \$800)

CRITERIA » Eligible expenses **must not be covered** by another foundation / organization / government refund (such as the "Regional Financial Assistance Program") etc.

Yearly household income must be less than \$22 000 (for a single person) / \$27 600 (for a family of 2) / \$34 000 (for a family of 3) etc.

CALL to find out if your support person is eligible to receive support from this foundation!

PROOF REQUIRED » (when filling out a request for financial support **at the end of treatment or after 6 months of treatments**):

- Proof of household income
- Copy of last income tax
- Medical proof of diagnosis / treatments
- Proof of each appointment / treatment
- Receipts (accommodation / meals / transportation)

Canadian Cancer Society

- CALL »** 1-888-939-3333 (National Office) (**Press "2" for English**)
- CALL »** 1-514-255-5151 ext#6004 (Quebec Division)
- WHAT? »** free dressings / bandages (medical materials)
- CRITERIA »** patient must be living at home
- VISIT »** www.cancer.ca (info in English)
- **CLICK** "support and services" (purple tab)
 - **SELECT** "Material Assistance" (from drop-down list)
 - **CLICK** "To Order Material Assistance (blue box)
 - **CLICK** "Medical Material and Other Material" (in paragraph)
 - **PRINT** the 2-page document (PDF) in English which opens up
 - **FILL OUT** this application with your doctor to apply for dressings / bandages

