

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

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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 REISA will not be held responsible for any content that may be out of date.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 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

Montréal, 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 Montréal, 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. I'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

CIUSSS du Nord-de-l'Île-de-Montréal

www.ciusss-nordmtl.gouv.qc.ca

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/supportservices/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: info@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 ahandicap.

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 III 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

Montréal, 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, Suite 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, Suite 200 Montréal, QC, H2V 3X1

Tel.: (514) 974-5258

Email: info@blockstherapy.com

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, Suite 200

Saint-Laurent, QC, H4L 3L5

Tel.: (514) 708-5437

Email: info@brilliant-beginnings.com

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

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: https://www.campcosmos.org/ 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: cdh@bellnet.ca

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

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.

Emergo Respite 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!



http://www.montrealfamilies.ca/

KIDDO ACTIVE Montreal

845 Querbes, Suite 205 Montréal, 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 Sherbrooke Est, Montréal, QC, H1N 1C1

Tel.: 1 (866) 653-2397

Email: childrensupportsolutions@morneaushepell.com

Website: https://www.morneaushepell.com/ca-en

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

Website: https://www.fondationpapillon.ca/

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

Special Olympics Québec

1274, rue Jean-Talon Est, Suite 200

Montréal, QC, H2R 1W3

Tel.: (514) 843-8778

Toll-Free: 1 (877) 743-8778

Email: info@olympiquesspeciaux.qc.ca

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

FUX. (514) 3/4-/944

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

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

Services: Provides dental services to children with special needs.

• Montréal 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

Montréal 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

5331 Ferrier Montréal, QC, H4P 1M1 Tel. (514) 345 8330 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/creatin g-inner-peace-the-benefits-of-yoga-for-childrenwith-autism-spectrum-disorder/

Education and Tutoring Services

Brilliant Beginnings Preschool

760 Boulevard Décarie #200 Saint-Laurent, QC H4L 3L5

Tel.: (514) 708-5437

Email: info@brilliant-beginnings.com Website: http://brilliant-beginnings.org/

Services: Integrated classes, programs for parents, caregivers, and

professionals wanting to learn more about ABA programing.

Giant Steps School

5460 Connaught Montréal, QC, H4V 1X7

Tel.: (514) 935-1911

Email: reception@giantstepsmontreal.com

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

Services: Autism specific school with academic and social inclusion

programs.

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

Email:admin@summit-school.com

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

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



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.

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: https://saaq.gouv.qc.ca/en/persons-mobility-

impairment/obtaining-disabled-parking-permit/

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

Le Bon Pilote

5112 rue de Bellechasse Montréal, QC, H1T 2A4

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)

6363 Chemin Hudson, Suite 152

Montréal, QC, H3S 1M9

Tel.: (514) 255-0765 Fax: (514) 255-5747

Email: info@rutamtl.com Website: <u>www.rutamtl.com</u>

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: <u>www.stm.info/en/access/accessibility-visually-or-</u>

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.

Taxi Para-Adapté

4660 rue Sainte-Catherine Est Montréal, QC, H1V 1Y9

Tel.: (514) 277-3344

Email: info@taxiparaadapte.ca Website:<u>www.taxiparaadapte.ca</u>

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

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

Tel.: (514) 873-762

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

Agence Ometz

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, Suite 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, QC, H1G 4L8

Tel.: (514) 323-9950

Email: cdh@bellnet.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, Suite 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.gc.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 1 (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

FDMT Store

2199, de la Métropole Longueuil, QC, Canada J4G 1S5

Tel.: 1 (866) 465-0559 Email: service@fdmt.ca

Website: http://www.fdmt.ca/en

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

Les Boutiques Chic Chez Vous

4220 de Rouen, Suite 400 Montréal, 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.: 1 (877) 509-7524 Fax: 1 (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 Montréal, QC, H3W 3E4

Tel.: (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 Montréal, 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 Montréal, 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

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

Tel.: (514) 861-5998 or 1 (877) 767-2227

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

Website: http://www.actionautonomie.gc.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 Tel.: 1 (800) 463-5070

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)

1255 boul. Robert-Bourassa, Suite 800

Montréal, QC, H3B 3W3

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

Website: https://www.urgences-sante.gc.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, defend rights and interests of users and accompany and assist users

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

• Users' Committee of the CSSS Lucille-Teasdale

2909 rue Rachel Est Montréal, QC, H1W 0A9

Tel.: (514) 523-1173 extension 35298

• Users' Committee of Maisonneuve- Rosemont Hospital

Tel.: (514) 252-3925

Email: cusagers.hmr@ssss.gouv.qc.ca

Users' Committee of Santa Cabrini Hospital

5655 St- Zotique Est

Montréal, QC, H1T 1P7

Tel.: (514) 252-6000 extension: 7198

Email: comitedesusagers.santc@ssss.gouv.ac.ca

• Users' Committee of l'Institut universitaire de santé mentale

Lahaise Pavilion, room LA-107-45

7401 rue Hochelaga

Tel.: (514) 251-4000 extension: 3100

Fax: (514) 251-4061

Email: comiteusagers.hlhl@ssss.gouv.qc.ca

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"

Tel.: (514) 954-3411 or 1 (844) 954-3411 Email: infobarreau@barreau.ac.ca

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)

Tel.: (514) 844-2245

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)

2045 Stanley, suite 101 Montréal, QC, H3A 2V4

Tel.: (514) 879-1793 or 1 (800) 263-1793

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

Access for disabled persons: 361 Notre Dame West

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

Fax: (514) 873-6032

Email: information@cdpdj.qc.ca

Website: http://www.cdpdj.gc.ca/en/Pages/default.aspx

Services: Offers information regarding discrimination, harassment,

exploitation, and human rights violations.

Conseil pour la protection des malades

3565 Berri, suite 230

Montréal, QC, H2L 4G3

Tel.: (514) 861-5922 or 1 (877) 276-2433

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

Tel.: (514) 873-4074 or 1 (800) 363-9020

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: <u>www.educaloi.qc.ca</u>

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, Suite 410

Montréal, QC, H2Y 2Y5

Tel.: (514) 227-3782

Website: www.justicedeproximite.gc.ca

Services: A free legal clinic with no appointment required that

provides legal information.

Commission des Services Juridiques

2 Complexe Desigrains, East Tower, Suite 1404

Montréal, QC, H5B 1B3

Tel.: 1 (800) 842-2213 Email: info@csj.qc.ca Website: www.csj.qc.ca

Services: Ensures that legal aid is provided, either free of charge or with a contribution from the beneficiary, to financially eligible persons who apply for it and that certain other legal services are provided.

LegalAid - Bureau d'aide juridique Crémazie

201, boul. Crémazie Est, Suite 3.50

Montréal QC, H2M 1L2

Tel.: (514) 864-4828 Fax: (514) 864-4858

Email: baj.cremazie@ccjm.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 Maisonneuve-Mercier

5100, rue Sherbrooke Est, Suite 850

Montréal, QC, H1V 3R9

Tel.: (514) 864-6644 Fax: (514) 864-6866

Email: baj.maisonneuvemercier@ccjm.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

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.musicotherapieagm.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 Englishlanguage 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

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

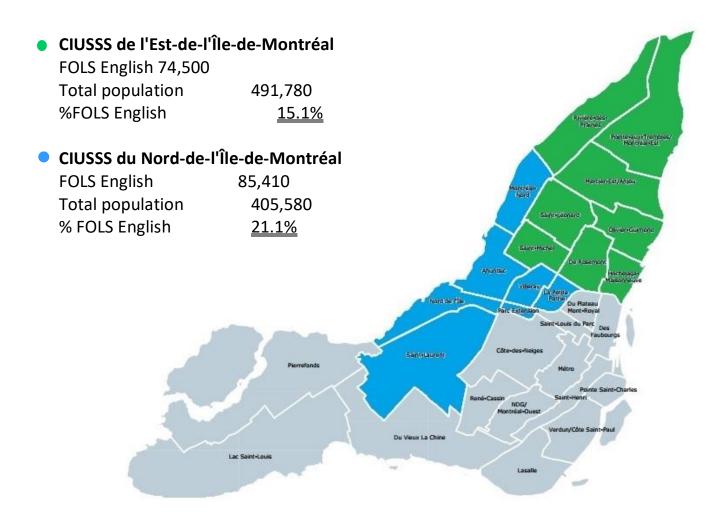
ST Speech Therapy
VI Visual Impairment



-Thank you to our partners-



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



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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Santé Canada Health Canada

