



Community Health Guide Resources for Seniors

Côte-Nord Region 09



EMERGENCY NUMBERS

FIRE – POLICE – AMBULANCE	911
POISON CONTROL CENTRE	1 800-463-5060
INFO CRIME	1 800-711-1800
SUICIDE PREVENTION CENTRE	1 866-277-3553
CRISIS CENTRE	1 800-353-1143
SOS Conjugal Violence	1 800-363-9010

Elder Abuse Line

1 (888) 489-ABUS (2287)

The Elder Abuse line is a confidential, bilingual telephone service which offers aid to seniors who are facing physical, financial or psychological abuse. Help ranges from a listening ear to information and referrals.

Info Santé

811

For social or health information, you can call the *Info-Santé* health hotline at 8-1-1. A nurse will answer your call, 24 hours a day, 7 days a week. This may help you avoid emergency visits or appointments with a doctor. If you desire service in English, your request will be transferred automatically to a region where bilingual services are available.

Introduction/ Word from NSCA

Dear friends,

It is with great pride that the North Shore Community Association presents an access guide for health and social services for seniors.

This resource guide has been developed to promote health and social services that exist in your area, as well as the means to access them. It should be noted that in a primarily French-speaking region as such, not all services can be offered in English.

If language is a barrier to receiving services, do not hesitate to contact the NSCA office at (418) 296-1545 or email nsca@quebecnorthshore.org and we will do what we can to help with the available resources.

You can also drop into our offices in Baie-Comeau or Sept-Îles.

Baie-Comeau (Head Office)

337 Blvd. LaSalle, Local 202

P.O. Box 6102

Baie-Comeau, QC G4Z 2G9

Tel: (418) 296-1545

Sept-Îles (Branch Office)

598 Blvd. Laure, Local 106

Sept-Îles, QC G4R 1X9

Tel: (418) 968-3148

Visit our website: www.quebecnorthshore.org

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HAUTE-CÔTE-NORD CISSS FACILITIES

Website: <http://www.ciasss-cotenord.gouv.qc.ca/en/>

The Haute-Côte-Nord CISSS facilities oversee all health and social services between Tadoussac and Colombier.

HOSPITAL SERVICES (CH)

Hospital services include:

- Emergency room services
- Palliative care
- Physiotherapy
- Radiology
- Pharmacy

HOME SUPPORT SERVICES (CLSC)

Home-support services (referred to as *Maintien à Domicile* or *Soins à Domicile*) offered through the CLSC exist to promote the autonomy and well-being of the aging population who still wish to reside at home. Services that can be requested include:

- Nursing and medical services at home
- Palliative care in the home
- Occupational therapy, respiratory therapy
- Funds for home maintenance services
- Support for the residents of Villa Forestville and Pavillon Mayrand in Sacré-Coeur

RESIDENTIAL SERVICES (CHSLD)

Residential centres (*centres d'hébergement*) provide room, board and care for elderly people who are no longer autonomous. In addition to this, there are residences with supervised rooms and apartments for more autonomous people. Homecare services

are available through local CLSCs which evaluate individual needs and refer them to the most adequate service available in the community.

Available services include:

- 28 permanent beds in Bergeronnes, 24 in Escoumins, 20 in Forestville
- Occupational therapy
- Day-centre

To receive or to inquire about any of these services, do not hesitate to visit or contact the facility located closest to you:

CLSC de Tadoussac

162, rue des Jesuites
Tadoussac, QC GOT 2A0
Tel: (418) 233-2931, ext. 382000

Centre de protection et de readaptation des Escoumins

4, rue Des Pilotes
Les Escoumins, QC GOT 1K0
Tel: (418) 233-3143
Toll Free: 1-877-233-2430

**Centre de protection et de readaptation en
dependance de Forestville**

8, 10^e rue
Forestville, QC GOT 1E0
Tel: (418) 587-2204
Toll Free: 1-800-463-8547

Installation des Escoumins

4, rue de l'Hôpital
Les Escoumins, QC GOT 1K0
Tel: (418) 233-2931

Installation Forestville

2, 7^e Rue

Forestville, QC GOT 1EO

Tel: (418) 587-2212

CHSLD des Bergeronnes

450, rue de la Mer, Grande

Bergeronnes, QC GOT 1GO

Tel: (418) 232-6224

CLSC de Sacre-Coeur

55, rue Levesque

Sacré-Coeur, QC GOT 1YO

Tel: (418) 236-4637

Other private Residential Care institutions exist in this area:

Carmen Richer

571, route 138

Les Escoumins, QC GOT 1KO

Tel: (418) 233-2144

Maison du Havre

8, 7^{ième} Rue

Forestville, QC GOT 1EO

Tel: (418) 587-6469

- 10 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc.)
- Domestic care (cleaning, clothing maintenance, etc.)

Pavillon Léopold Mayrand

55, rue Lévesque

Sacré-Coeur, QC GOT 1YO

Tel: (418) 236-9227

- 13 beds for permanent residential care

Villa Forestville

4, 10^e rue, R.R. 1

Forestville, QC GOT 1EO

Tel: (418) 587-6060

- 3 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc.)
- Domestic care (cleaning, clothing maintenance, etc.)

MEDICAL CLINICS IN THIS AREA

Clinic – Dr. Côté

63, rue Gagné Est

Sacré-Coeur, QC GOT 1YO

Tel: (418) 236-9999

Clinic – Dr. Viens

190, route 138, C.P. 159

Les Bergeronnes, QC GOT 1GO

Tel: (418) 232-1118

Clinique médicale Tremblay

5, 2nd avenue, C.P. 128

Forestville, QC GOT 1EO

Tel: (418) 587-2229

MANICOUAGAN CISSS FACILITIES

Website: <http://www.ciass-cotenord.gouv.qc.ca/en/>

All health and social services between Pessamit and Baie-Trinité.

HOSPITAL SERVICES (CH)

Hospital services include:

- Outpatient services
- Blood tests
- Pharmacy
- Imaging tests and scans (X-rays, CAT scans, MRI, etc.)
- Emergency room services
- Interpreters: certain hospital employees can communicate in languages other than French. As such, do not hesitate to request an English interpreter upon your arrival.

To obtain any of these services, please contact or visit:

Hôpital Le Royer, CISSS Manicouagan

635, boulevard Joliet

Baie-Comeau, QC G5C 1P1

Tel: (418) 589-3701

HOME SUPPORT SERVICES (CLSC)

Home-support services (referred to as «*Maintien à Domicile*» or «*Soins à Domicile*» in French) offered through the CLSC exist to promote the autonomy and well-being of the aging population who still wish to reside at home. Services that can be requested include:

- Nursing and medical services at home
- Cleaning services and help with other daily activities
- Psycho-social services in the home (for the individual, family and other)
- Home rehabilitation services
- Respiratory therapy in the home

To obtain any of these services, please contact the institution located closest to you:

CLSC Corinne-Vallée-Therrien, open from 8am – 4pm

3, rue Saint-Joseph

Baie-Trinité, QC G0H 1A0

Tel: (418) 939-2226

**Please note that there are also offices in Pointe-aux-Outardes and Ragueneau*

CLSC Lionel-Charest, open from 8am – 4pm

340, rue Clément-Lavoie

Baie-Comeau, QC G4Z 1B8

Tel: (418) 296-2572

CLSC Marie-Leblanc-Coté, open from 8am – 4pm

2, rue de l'École

Chutes-aux-Outardes, QC G0H 1C0

Tel: (418) 567-2274

**Please note that this CLSC serves the Chute-aux-Outardes, Les Buissons, Pointe-aux-Outardes, and Ragueneau areas.*

RESIDENTIAL CARE (CHSLD)

Residential centres (*centres d'hébergement*) provide room, board and care for elderly people who are no longer autonomous. In addition to this, there are residences with supervised rooms and apartments for more autonomous people. Homecare services are available through local CLSCs which evaluate individual needs and refer them to the most adequate service available in the community. Offered services include:

- 24-hour nurse assistance
- Visits from patient's family doctor
- Pharmaceutical service from *l'Hôpital Le Royer* (the establishment covers costs of prescribed medication, as well as a fraction of the cost of orthotics and prosthetics)
- Visits from a physiotherapist and/or occupational therapist, as well as a denturist and audiologist on demand
- Group activities organized by specialized educators
- Palliative care

To obtain any of these services, contact the closest facility.

Centre de convalescence Pie XII

516, rue Pie XII

Baie-Comeau, QC G5C 1S3

Tel: (418) 589-2912

Centre d'hébergement Boisvert (55 beds)

70, avenue Mance

Baie-Comeau, QC G4Z 1M9

Tel: (418) 296-2501

Centre d'hébergement N.-A.-Labrie (58 beds)

659, boulevard Blanche

Baie-Comeau, QC G5C 2B2

Tel: (418) 589-2425

Résidence Joliet

892, boulevard Joliet
Baie-Comeau, QC G5C 1P4
Tel: (418) 295-2164

- 29 beds for permanent residential care

Other private Residential Care institutions exist in this area:

Oasis des Pionniers Enr.

130, rue Pie-XII
Baie-Comeau, QC G5C 1R9
Tel: (418) 589-6625
Email: oasis@satcomcolibri.com

- 86 beds for permanent residential care
- Meal service
- Personal assistance
- Nurse care

Vallée des Roseaux

2370, Blvd. LaFleche
Baie-Comeau, QC G5C 1E4
Tel: (418) 589-7705
Email: valleedesroseaux@globetrotter.net

- Free palliative care
- 7 beds for permanent residential care
- Meal service
- Personal assistance
- Nurse care

Le Chateau

1401, boulevard Joliet
Baie-Comeau, QC G5C 1P9
Tel: (418) 589-2225
Toll Free: 1-877-233-2430

MEDICAL CLINICS IN THIS AREA

GMF de la Polyclinique Boréale

668, rue de Parfondeval
Baie-Comeau, QC G5C 3R3
Tel: (418) 589-2222

Centre de médecine familiale

189, avenue Damase-Potvin
Baie-Comeau, QC G4Z 2Y9
Tel: (418) 296-9119

Groupe de médecine de famille universitaire (GMF-U)

340, rue Clément-Lavoie
Baie-Comeau, QC G4Z 3B8
Tel: (418) 296-2421

Centre de santé de Pessamit

2, rue Ashini
Pessamit, QC G0H 1B0
Tel: (418) 567-2241

Clinique Os'céans

34, place LaSalle
Baie-Comeau, QC G4Z 1K3
Tel: (418) 296-8881

Centre médical à Franquelin

5, rue des Cèdres
Franquelin, QC G0H 1E0
Tel: (418) 296-1406
To make an appointment: (418) 568-7581

Centre médical à Godbout

144, rue Pascal-Comeau
Godbout, QC G0H 1G0
Tel: (418) 568-7718
To make an appointment: (418) 568-7581

PORT-CARTIER CISSS FACILITIES

RESIDENTIAL SERVICES (CHSLD)

Residential centres (*«centres d'hébergement»*) provide room, board and care for elderly people who are no longer autonomous. In addition to this, there are residences with supervised rooms and apartments for more autonomous people. Homecare services are available through local CLSCs which evaluate individual needs and refer them to the most adequate service available in the community. Offered services include:

- 23 beds for permanent residential Care
- 3 beds for temporary lodging

HOSPITAL SERVICES (CH)

Hospital services include:

- Emergency services
- Outpatient services

To obtain any of these services, contact the closest facility.

Port-Cartier Facility

3, rue De Shelter Bay
Port-Cartier, QC G5B 2W9
Tel: (418) 766-2572

Résidence d'Accueil

29, rue des Pins
Port-Cartier, QC G5B 2A6
Tel: (418) 766-4906

Résidence d'Accueil

34, rue des Pins
Port-Cartier, QC G5B 2A9
Tel: (418) 766-2513

Villa Port-Cartier

2, rue Lemoine

Port-Cartier, QC G5B 1C1

Tel: (418) 766-2033

MEDICAL CLINICS IN THIS AREA

GMF Horizon Santé (*Family medicine group*)

8, boulevard des Îles

Port-Cartier, QC G5B 2J4

Tel: (418) 766-4643

Port-Cartier Installation

3, rue De Shelter Bay

Port-Cartier, QC G5B 2W9

Tel: (418) 766-7000 (main)

Tel: (418) 766-2572 (secondary)

SEPT-ÎLES CISSS FACILITIES

RESIDENTIAL SERVICES (CHSLD)

Residential centres (*centres d'hébergement*) provide room, board and care for elderly people who are no longer autonomous. In addition to this, there are residences with supervised rooms and apartments for more autonomous people. Homecare services are available through local CLSCs which evaluate individual needs and refer them to the most adequate service available in the community. Offered services include:

- 99 beds for permanent residential Care
- 1 beds for temporary lodging
- Day-centre

To obtain any of these services, contact the closest facility.

CHSLD Résidence Gustave-Gauvreau

45, rue Père-Divet
Sept-Îles, QC G4R 3N7
Tel: (418) 962-9761

CHSLD Résidence Urgel-Pelletier

45, rue Père-Divet
Sept-Îles, QC G4R 3N7
Tel: (418) 962-9761

Other private Residential Care institutions exist in this area:

Résidence des Bâtisseurs

470, rue Arnaud, bureau 100
Sept-Îles, QC G4R 4N9
Tel: (418) 962-1934
Email: resbâtisseurs@cgocable.ca

- 117 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc.)
- Nurse care
- Domestic care (cleaning, clothing maintenance, etc.)

Résidence Vents et Marées

659, rue Brochu
Sept-Îles, QC G4R 2X7
Tel: (418) 962-7565
Email: omhsi.orchard@cgocable.ca

- 40 beds for permanent residential care
- Meal service

Foyer Tshishennuat

297, rue Anek

Maliotenam, QC G4R 4K2

Tel: (418) 927-3117

- 8 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc.)
- Nurse care
- Domestic care (cleaning, clothing maintenance, etc.)

Maison d'Accueil Richelieu

465, rue Franquelin

Sept-Îles, QC G4R 2L9

Tel: (418) 962-2720

- Temporary home/Transition home

Répit Richelieu

720, Arnaud

Sept-Îles, QC G4R 3C2

Tel: (418) 968-6696

HOSPITAL SERVICES (CH)

Hospital services include:

- 96 beds for physical health care
- 21 beds for mental health care
- Emergency room services
- Outpatient services
- Day-centre, mental health

Hospital

45, rue Père-Divet

Sept-Îles, QC G4R 3N7

Tel: (418) 962-9761

MEDICAL CLINICS IN THIS AREA

Clinic – Dr. Laplante

707, avenue Arnaud
Sept-Îles, QC G4R 3B6
Tel: (418) 968-8274

GMF Vents et marées (*Family medicine group*)

391, avenue Brochu, local 201
Sept-Îles, QC G4R 4S7
Tel: (418) 968-1234

Polyclinique de l'Anse

78, rue Lemaire
Sept-Îles, QC G4S 1A3
Tel: (418) 962-1212

LA MINGANIE CISSS FACILITIES

Website: <http://www.cisss-cotenord.gouv.qc.ca/en/>

All health and social services between Rivière-au-Tonnèrre and Natashquan.

HOME SUPPORT SERVICES (CLSC)

Home-support services (*Maintien à Domicile or Soins à Domicile*) offered through the CLSC exist to promote the autonomy and well-being of the aging population who still wish to reside at home. Services that can be requested include:

- Palliative care
- Nursing and medical services at home
- Psycho-social services in the home
- Cleaning services and help with other daily activities
- Ergotherapy
- Nutrition consultation
- Renting of necessary equipment
- Therapy for loved ones

RESIDENTIAL SERVICES (CHSLD)

Residential centres (*centres d'hébergement*) provide room, board and care for elderly people who are no longer autonomous. In addition to this, there are residences with supervised rooms and apartments for more autonomous people. Homecare services are available through local CLSCs which evaluate individual needs and refer them to the most adequate service available in the community.

The residential care unit in this region offers a total of 52 beds, boasting an atmosphere in which seniors can feel comfortable and autonomous.

To obtain any of these services, contact the closest facility.

CHSLD de Harve Saint Pierre (19 beds)

933, rue Boréale

Havre-Saint-Pierre, QC GOG 1P0

Tel: (418) 538-2212

Installations de la Minganie

1035, promenades des Anciens

Havre-Saint-Pierre, QC GOG 1P0

Tel: (418) 538-2212

Other private Residential Care institutions exist in this area:

La Corporation des Aînés de la Minganie

933, rue Boréale

Havre-Saint-Pierre, QC GOG 1P0

Tel: (418) 538-2088

- 21 beds for permanent residential care
- Meal service

TEMPORARY RESIDENTIAL CARE

An additional three beds exist (ask for hébergement temporaire) in the Foyer de Havre-Saint-Pierre. These three beds are reserved to cater to seniors who are facing one of the following three situations:

- the need for respite care. This, planned in advance, gives live-in caregivers the opportunity to rest up. The period can last from several days to several weeks.
- crisis situations. This provides a temporary home for a senior that is undergoing a personal crisis or breakdown.
- the need for convalescence. This allows a senior to recover gradually after having experienced an illness, trauma, or surgery.

MEDICAL CLINICS IN THIS AREA

GMF de la Minganie (*Family medicine group*)

1035, promenade des Anciens
Havre-Saint-Pierre, QC G0G 1P0
Tel: (418) 538-2212

CANIAPISCAU CISSS FACILITIES

HOSPITAL SERVICES (CH)

Hospital services include:

- 6 beds for Physical Health
- Emergency services
- Ambulatory services

To obtain any of these services, contact the closest facility.

CLSC Schefferville

320, A.-P.-Low
Schefferville, QC GOG 2T0
Tel: (418) 585-2645

Fermont Installation

1, rue Aquilon
Fermont, QC GOG 1J0
Tel: (418) 287-5461

AUTONOMOUS INSTALLATION

This facility, located on the North Shore, reports directly to the Ministry of Health and Social Services.

CLSC de Naskapi

P.O. Box 5154
Kawawachikamach, QC GOG 2Z0
Tel: (418) 585-2897

LOCAL VOLUNTEER ASSOCIATIONS

It is to be noted that many of these organizations do not guarantee services in English. However, we recognize the benefits of such organizations and therefore wish to list them, in the event that bilingual members are available to mediate/offer service.

Comité de bénévoles de Tadoussac

14B - des Forgeons Nord,
Tadoussac, QC GOT 2A0
Tel: (418) 235-4225

Comité de bénévoles Sacré-Cœur

108, rue Gagné Est
Sacré-Coeur, QC GOT 1Y0
Tel: (418) 236-4692

Comité de bénévoles Bergeronnes

48, rue Principale, app. 102
Bergeronnes, QC GOT 1G0
Tel: (418) 232-6504

Les Amis du Rayon d'or

450, rue de la Mer
Les Bergeronnes, QC GOT 1G0
Tel: (418) 232-1159

Comité de bénévoles Escoumins, aide à domicile

725, route 138
Les Escoumins, QC GOT 1K0
Tel: (418) 233-2207

Cercle des Fermières – secteur Mingan

2269, rue Alice, Pavillion St. Sacrement
Baie-Comeau, QC G5C 0A8
Tel: (418) 297-5659
Toll Free: 1-866-442-3983

VOLUNTEER SERVICES

- Visiting services to patients
- Service of meals preparation for families grieving
- Can also bring in resource persons to give information on various subjects to meet their needs

Cercle des Fermières – secteur Marquette

41, avenue Mance

Baie-Comeau, QC G4Z 1M6

Tel: (418) 296-8302

VOLUNTEER SERVICES

- Visiting services to patients
- Service of meals preparation for families grieving
- Can also bring in resource persons to give information on various subjects to meet their needs

Centre d'action bénévole le Nordest

9, 11^e Rue

Forestville, QC G0T 1E0

Tel: (418) 587-4226

Email: direction.cab@lenordest.org

Port-Cartier Volunteer Centre

Centre de bénévolat de Port-Cartier inc.

10, rue Boisvert

Port-Cartier, QC G5B 2G7

Tel: (418) 766-3202

Email: cbpc@cgocable.ca

Centre d'action bénévole de la Minganie

1158, rue Boréale

Havre-Saint-Pierre, QC G0G 1P0

Tel: (418) 538-1332

Email: info@cabmingan.org

MENTAL HEALTH SERVICES

Mental Health Association

Santé Mentale Québec
Côte-Nord,
10, rue Boisvert, C.P 323
Port-Cartier, QC G5B 2G9
Tel: (418) 766-4476
Toll-free: 1 800 363-4476

Suicide Prevention for the North Shore

Post Office Box 6184
Baie-Comeau, QC G5C 0B7
Tel: (418) 295-2101
Toll Free: 24/7
1-833-456-4566

Le Transit

409, rue Gamache
Sept-Îles, QC G4R 2H8
Tel: (418) 968-9190

- Offers short term emergency housing for women or men

Association des troubles anxieux de la Cote Nord (Association of Anxiety Disorders)

858, rue de Puyjalon
Baie-Comeau, QC G5C 1N1
Tel: (418) 295-1888

Droits et recours en sante mentale de la Cote North (Mental Health Rights and Remedies of the North Shore)

1800, Blvd. LaFleche
Baie Comeau, QC G5C 1C9
Tel: (418) 295-2779

SOCIAL CLUBS

FADOQ - Region Cote-Nord

1539, boulevard Blanche
Baie-Comeau, QC G5C 3A8
Tel: (418) 589-7870

Club de l'Age d'Or de Sacré-Cœur

80 A, rue Principale N, PO Box 47
Sacré-Cœur, QC GOT 1Y0
Tel: (418) 236-9213

Club de l'Age d'Or

403, de la Mer
Les Bergeronnes, QC GOT 1G0
Tel: (418) 232-6206

Club de l'Age d'Or des Escoumins

9, rue Roussel, RR-1
Les Escoumins, QC GOT 1K0
Tel: (418) 233-3750

Club de l'Age d'Or de Forestville

SS-1, 10^e Rue
Forestville, QC GOT 1E0
Tel: (418) 587-2732

Club de l'Age d'Or de Ragueneau

523, route 138
Ragueneau, QC GOH 1S0
Tel: (418) 567-4858

Chute-aux-Outardes Golden Age Club

1, rue de l'École
Chute-aux-Outardes, QC GOH 1C0
Tel: (418) 567-4696

Vers l'âge Senior Inc. (Day Centre)

659, boulevard Blanche

Baie-Comeau, QC G5C 2B2

Tel: (418) 589-7423

Email: centre_de_jour@hotmail.com

Franquelin Golden Age Club

27, rue des Erables

Franquelin, QC GOH 1E0

Tel: (418) 296-0343

Club de l'Age d'Or de Godbout

102, rue Alexandre

Godbout, QC GOH 1G0

Tel: (418) 568-7832

Club de l'Age d'Or de Rivière Pentecôte

4351, rue Jacques-Cartier

Rivière Pentecôte, QC GOH 1R0

Tel: (418) 799-2582

Day Centre Port-Cartier

Centre de Jour Port-Cartier

10, rue Boisvert

Port-Cartier, QC G5B 2G7

Tel: (418) 766-4241

Club de l'Age d'Or Les Pionniers

36, rue Plante

Port Cartier, QC G5B 1Y2

Tel: (418) 766-6469

Club de l'Age d'Or Vive la Joie

Po. Box 351, Succ. Port-Cartier

Port-Cartier, QC G5B 2G9

Tel: (418) 766-2367

Gallix Golden Age Club

Club de l'Age d'Or de Gallix
2, rue Theriault
Port Cartier, QC G5B 1V2
Tel: (418) 766-4039

Club de L'Age d'Or de Sept-Îles

286, rue Humphery
Sept-Îles, QC G4R 5V7
Tel: (418) 968-3445

Les Joyeux Retraités

286, avenue Humphrey
Sept-Îles, QC G4R 5V7
Tel: (418) 962-1533

Club de l'Age d'Or de Havre-Saint-Pierre

2, 1028 avenue des Fondateurs
Havre-Saint-Pierre, QC G0G 1P0
Tel: (418) 538-2028

Chevaliers de Colomb, Council 5229

19 rue Rouleau
Baie-Comeau, QC G5C 1T3
Tel: (418) 589-5229

Chevaliers de Colombe, Council 3094

10, avenue Roméo-Vézina
Baie-Comeau, QC G4Z 2W2
Tel: (418) 296-3094

Chevaliers de Colomb 4335

7, boulevard des Îles
Port-Cartier, QC G5B 1V5
Tel: (418) 766-4355

Chevaliers de Colombe

1430, boulevard Laure West
Sept-Îles, QC G4R 4K1
Tel: (418) 962-3638

Chevaliers de Colombe

1168, rue de l'Escale
Havre-St-Pierre, QC GOG 1P0
Tel: (418) 538-2101

Lions Club Sept-Îles

C.P. 962
Sept-Îles, QC G4R 4K3
Tel: (418) 965-3418

**Association des Pionniers et des Pionnières
de la Cie Reynolds**

55, avenue Maisonneuve
Baie-Comeau, QC G4Z 1C6
Tel: (418) 296-0676

- Recreational organization

FADOQ

The FADOQ (*Mouvement des aînés du Québec*) of Côte-Nord Region 09 is a non-profit organization that aims to, among other initiatives, promote recreational activities that allow seniors to maintain their autonomy for as long as possible. Becoming a member has the following benefits:

- free subscription to French-language Virage Magazine – a news and review magazine, published four times a year
- exclusive benefits and discounts for auto and home insurance
- travel insurance deals and many other benefits that can be found on the website

For information concerning any of these clubs, please call or visit FADOQ Côte-Nord at:

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

Toll-free: 1 800-828-3344

Tel: (418) 589-7870

TRANSPORTATION

RESIDENTIAL TRANSPORT ADAPTÉ (ADAPTED TRANSPORTATION)

If you have a handicap and/or have limited mobility, you may be admissible for adapted transportation.

Adapted transportation is available through the *Corporation de transport adapté de Sept-Îles, (CTASI)*. Their service is not limited to healthcare visits and extends to social and leisure activities.

CTASI

652, rue de Quen

Sept-Îles, QC G4R 2R5

Tel: (418) 962-7111

Email: taxibus@globetrotter.net

Taxi-bus (Sept-Îles only)

Taxi-Bus is designed to be faster than a bus and less expensive than a taxi and is open to all residents of Sept-Îles. There is a map available online (https://ville.Sept-Îles.qc.ca/fr/transport_75/) at their offices, or the NSCA Sept-Îles branch office.

Taxibus

652, rue de Quen

Sept-Îles, QC G4R 2R5

Tel: (418) 968-2877

Website: https://ville.Sept-Îles.qc.ca/fr/transport_75/

Adapted Transportation Ville de Baie-Comeau

Serves Baie-Comeau, Pointe-Lebel, Chute-aux-Outardes, Pointe-aux-Outardes and Rageneau.

Tel: (418) 589-1516

Adapted Transportation Ville de Port-Cartier

Tel: (418) 766-0060

SUPPORT SERVICES

NORTHERN LIGHT CALACS Baie-Comeau

C.P 6177

Baie-Comeau, QC G5C 0B9

Tel: (418) 589-1714

Toll-free: 1 800- 563-0443

Email: calacs@lumiereboreale.qc.ca

Website: www.lumiereboreale.qc.ca

La Pointe du Jour CALACS SEPT-ÎLES

C.P. 340

Sept-Îles, QC G4R 4K6

Tel: (418) 968-2116

Toll-free: 1 866-584-1714

Email: calacs7iles@globetrotter.net

CALACS offers services to women 14 years and over who have experienced sexual assault. Services include phone support, consultation, referrals, individual visits, support groups, hospital, police and court accompaniment and documentation.

L'Alliance des femmes de Sacré-Cœur

Tel: (418) 236-9132

Email: alliancedesfemmes@hotmail.com

Centre des femmes de Forestville

Tel: (418) 587-4204

Email: cf.forestville@centredesfemmesdeforestville.com

Centre de Femmes l'Étincelle (Baie-Comeau)

Tel: (418) 589-9366

Email: cfee@globetrotter.net

Centre femmes aux quatre vents (Sept-Îles)

Tel: (418) 968-2925

Email: info@centrefemmesaux4vents.org

Centre Le Volet des femmes (Minganie)

Tel: (418) 533-2212

Email: volet@globetrotter.net

- Individual help
- Listen and support (various issues)
- Support and referral (medical, legal, social, and community)
- Support groups

Maison l'Amie d'Elle inc. (Forestville)

Tel: (418) 587-2533

Email: amielle@globetrotter.net

Maison des femmes de Baie-Comeau

Tel: (418) 296-4733

Email: mfbcb@globetrotter.net

La Maison des femmes de Sept-Îles inc.

Tel: (418) 962-8141

Email: gestion@maisonfemmessi.com

Shelters offer a safe place for women who are victims of violence

- Listening, telephone or face to face intervention
- Medical, legal, social information and accompaniment in these procedures

Asociation des aidants naturels de la côte nord (Caregiver's Association)

652, avenue de Quen 625, Blvd. LaFleche, Local 300

Baie-Comeau, QC G5C 1C5

Tel: (418) 293-1727

Association Épilepsie Côte-Nord

652, avenue de Quen

Sept-Îles, QC G4R 2R5

Tel: (418) 968-2507

Association Fibromyalgie Manicouagan Haute-Cote-Nord

1250, rue Lestrat, bureau R-134

Baie-Comeau, QC G5C 1T8

Tel: (418) 589-2229

Toll-free: 1 877-668-2229

Association Fibromyalgie de Duplessis

690, boulevard Laure, local 222-B

Sept-Îles, QC G4R 4N8

Tel: (418) 968-1999

Toll-free: 1 866-968-1999

Société Alzheimer de la Côte-Nord

34 rue Smith

Sept-Îles, QC G4R 3W2

Tel: (418) 968-4673

Toll-free: 1 866-366-4673

Email: salzheimercn@globetrotter.net

Elder Abuse Hotline

Toll-free: 1 888-489-2287

Alzheimer Society of Canada

Toll-free: 1 800-616-8816

Website: www.alzheimer.ca

Alcoholics Anonymous

Toll-free: 1 866-376-6279

Website: www.aa-quebec.org

Arthritis Society

Toll-free: 1 800-321-1433

Website: www.arthrite.ca/quebec

Lung Association of Québec

(Association pulmonaire du Québec)

Toll-free: 1 888-768-6669

Website: www.pq.lung.ca

Association du cancer de l'Est du Québec

Toll-free: 1 800-463-0806 (Rimouski)

Website: www.aceq.org

Canadian Cancer Society, Côte-Nord Regional Office

Toll-free: 1 888-939-3333 (Chicoutimi)

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

Les Diabétiques de Sept-Îles

652, avenue de Quen

Sept-Îles, QC G4R 2R5

Tel: (418) 965-0364

Diabetes Québec

Toll-free: 1 800-361-3504

Website: www.diabete.qc.ca

Drug Help and Referral Line

Toll-free: 1 800-265-2626

Eki-Lib Santé Côte-Nord

Toll-free: 1 877-968-3960

Fondation canadienne des maladies du Coeur

Rimouski, QC

Tel: (418) 223-7270

Heart and Stroke Foundation of Quebec

Toll-free: 1 888-473-4636

Website: www.heartandstroke.ca

Info-Cancer Helpline, Monday to Friday

Toll-free: 1 800-363-0063

Narcotics Anonymous

Toll-free: 1 855-544-6362

Website: www.naquebec.org

Québec Cancer Federation

Toll-free: 1 800-363-0063

Website: www.fqc.qc.ca

Schizophrenic Association of Québec

Toll-free: 1 866-888-2323

Website: www.schizophrenie.qc.ca

Suicide Prevention Québec

Toll-free: 1 866-277-3553

Website: www.preventionsuicidecotenord.ca

OTHER SERVICES

Comptoir Alimentaire l'Escale

295, rue de Puyjalon
Baie-Comeau, QC G5C 1M4
Tel: (418) 589-6869

Collective Kitchen-Baie Comeau

1724, rue Papineau
Baie-Comeau, QC G5C 1N1
Tel: (418) 589-6095
Email: pitreremi2@hotmail.com

Répit Richelieu

655, Évangeline
Sept-Îles, QC G4R 2N9
Tel: (418) 962-3777

Le Repit Daniel Potvin Inc.

898, Blvd. Blanche
Baie-Comeau, QC G5C 2B9
Tel: (418) 589-2343
Email: repitdanielpotvin@globetrotter.net

Comptoir Alimentaire de Sept-Îles

5, rue Boudreau
Sept-Îles, QC G4R 5P4
Tel: (418) 968-2274

- Offers emergency or respite care services for families who care for a person with a physical or intellectual disability

Coopérative Funéraire Haute-Côte-Nord-Manicouagan

123, route 138
Les Escoumins, QC GOT 1K0
Tel: (418) 233-2661
Toll-free: 1 888-238-2161

Coopérative Funéraire Haute-Côte-Nord-Manicouagan

537, Mge Bouchard

Portneuf-sur-Mer, QC G0T 1P0

Toll-free: 1 888-238-2161

Coopérative Funéraire Haute-Côte-Nord-Manicouagan

180, route 138

Forestville, QC G0T 1E0

Tel: (418) 587-2050

Coopérative Funéraire Haute-Côte-Nord-Manicouagan

41, route 138

Ragueneau, QC G0H 1S0

Tel: (418) 567-2570

Coopérative Funéraire Haute-Côte-Nord-Manicouagan

788, boulevard Blanche

Baie-Comeau, QC G5B 2B5

Tel: (418) 589-2570

Website: www.maisonfunerairesjulien.ca

Coopérative Funéraire Haute-Côte-Nord-Manicouagan

192, Damase-Potvin

Baie-Comeau, QC G4Z 2R8

Tel: (418) 296-9490

Société Funéraire Baie-Comeau

15, rue Roméo-Vézina

Baie-Comeau, QC G4Z 2Y8

Tel: (418) 296-4741

Maison Mallet & Fils

57, route 138

Port-Cartier, QC G5B 2J2

Tel: (418) 766-6241

Maison Mallet & Fils

1429 rue due Canot
Havre St. Pierre, QC G0G 1P0
Tel: (418) 538-3076

Maison Funéraire AGM Enr.

39, avenue Parent
Port-Cartier, QC G5B 2G3
Tel: (418) 766-8011

Maison Funéraire Mallet & Fils

585, boulevard Laure
Sept-Îles, QC G4R 1X6
Tel: (418) 962-2641
Toll-free: 1 800- 962-2641

Maison Funéraire AGM Enr.

851, boulevard Laure
Sept-Îles, QC G4R 1Y6
Tel: (418) 962-1011

Entreprises funéraires affiliées C.T.Q.

Maison funéraire Porlier Enr.
515, rue French, C.P. 1119
Schefferville, QC G0G 2T0
Tel: (418) 585-3453

**Association québécoise de défense des droits des
personnes retraitées et préretraitées – Haute-Côte-Nord**

480, rue Principale
Colombier, QC G0H 1P0
Tel: (418) 565-3503, Toll-free: 1 877-935-1551
Website: <http://www.aqdr.org>

*The association québécoise de défense des personnes
retraitées et préretraitées (AQDR) defends the rights of
retirees (and future retirees). Deal with issues such as
improving lodging, transportation, and income.*

TAX CREDITS

Tax Credit for Home Support Services

If you are 70 or older, the tax system provides for financial assistance in the form of a refundable tax credit for expenses relating to home-support services.

How much is the tax credit worth?

- The tax credit for home-support services for seniors is equal to 34% of your eligible expenses.
- The type of dwelling in which you live affects how the tax credit is calculated.
- If you are a couple (and both are aged 70 or over) only one of you can apply for this tax credit.

Many, but not all, services are eligible for the tax credit. The following are examples of services that qualify:

- Services related to daily activities such as dressing and personal hygiene
- Meal preparation services (including Meals on Wheels/*Service de repas à domicile*).
- Services related to routine household tasks (cleaning, sweeping) as well as maintenance of appliances (cleaning of oven, refrigerator/*Aide ménagère*).
- Services related to errands such as accompaniment to the pharmacy and grocery store, and grocery store delivery.
- Outdoor maintenance work such as lawn care or snow removal.
- Assistance in filing out forms, applications and other paperwork.
- Services related to care of clothing, linens, and bedding.

In order to benefit from the tax credit, an income tax return must be filed or an application made for advance payments. Either option requires that all invoices and contracts respecting eligible services be kept. The amount of tax credit to which you are entitled is the same either way.

For more information, brochures and forms are available in all *Revenu Québec* offices. For the North Shore, your nearest Revenu Québec office may be found in Sept-Îles:

Revenu Québec

391, avenue Brochu, bureau 1.04
Sept-Îles, QC G4R 4S7

You may also reach *Revenu Québec* online or via telephone:

Tel: (418) 968-0203 or 1 800 267-6299

Website: www.revenu.gouv.qc.ca

EMPLOYMENT INSURANCE FAMILY CAREGIVING BENEFIT

The Family Caregiver benefit for adults is to help families care for a critically ill adult. This benefit will allow eligible caregivers to take up to 15 weeks off work to care for or support an adult family member who is critically ill or injured. Eligible caregivers are family members or individuals that the critically ill or injured adult considers to be like family.

To access the new Family Caregiver benefit for adults, a family member must submit a medical certificate signed by a medical doctor or nurse practitioner saying that:

- there has been a significant change in the patient's baseline state of health;
- the patient's life is at risk as a result of an illness or injury; and
- the patient requires the care or psychological or emotional support of one or more family members.

This new 15-week Family Caregiver benefit may be shared by eligible family members over a one-year period. If the health of the family member deteriorates, it could be combined with the existing Compassionate Care Benefit.

For more information contact your nearest Service Canada centre or visit the website:

Website: <https://www.canada.ca/en/employment-social-development/campaigns/ei-improvements/adult-care.html>

HOUSING

RESIDENTIAL ADAPTED ASSISTANCE PROGRAM

The Residential Adaptation Assistance Program ensures that people with a disability are able to enter and exit their home, perform their daily routines, and therefore continue to reside in their own home.

The program applies to people with a permanent disability.

You are eligible for the program if:

- You find it difficult to complete daily tasks;
- you can provide a statement from your doctor/occupational therapist proving that your disabilities are significant and persistent and require modifications to your residence;
- you are not eligible for financial aid for home adaptation provided by the SAAQ or CNESTT.

You should obtain a copy of the Program registration form from your local community services centre (CLSC) or from the *Société d'habitation du Québec (SHQ)*. Once completed, the form should be sent to the SHQ, along with the necessary supporting documents.

For more information, or to obtain a request form, please contact your local M.R.C. (municipalité régionale de comité) or the *Société d'habitation du Québec* at the following numbers:

Toll-free: 1 800-463-4315

Tel: (418) 643-7676

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

RESIDENTIAL SHELTER ALLOWANCE PROGRAM

The Shelter Allowance Program provides supplementary financial assistance of up to \$80 per month for low-income households that must spend too much of their income on housing.

You may be eligible if:

- You are 50 or older and live alone.
- You are a member of a couple and you or your spouse is 50 or older.
- You are a member of a low-income family with at least one dependent child.

The shelter allowance program applies to: homeowners, tenants, rooming house occupants and any individual who shares a dwelling with one or more other occupants.

The shelter allowance program takes into account the number of persons in your household, the type of household you live in, your income and your monthly rent.

The *Société d'habitation du Québec* has entrusted Revenu Québec with responsibility for managing the Program. Please contact Revenu Québec to see whether or not you qualify for the Program, and to obtain a copy of the Shelter Allowance Application Form.

Toll-free: 1 855-291-6467

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

LOW-RENTAL HOUSING

If you are an independent senior with a low income, you could be eligible for subsidized housing under the low rental housing program (*habitation à loyer modique*). Available housing is attributed according to certain conditions (seniors, family) and according to the number of people to be lodged. It allows tenants to pay rent equal to 25% of their income.

The *Société d'habitation du Québec* provides partial funding for the Program, in cooperation with its partners. If you would like to take advantage of the Program, you can apply to a housing bureau, cooperative or non-profit organization in your region.

FREE AMBULANCE FOR SENIORS 65 AND OVER

Seniors 65 and over can receive free transportation via ambulance and/or gurney, courtesy of the *Ministère de la santé et des services sociaux*. It should be noted that upon arriving to the nearest health and social services institution, you must get a certification to approve that your condition required ambulance transportation. For more information, please visit your nearest *Services Québec* or call 1 877-644-4545.

HOME-HELP SERVICE

Financial Assistance Programme for Domestic Help Services (*Programme d'exonération financière pour les services d'aide domestique*)

Home care Service in Sept-Îles by *Coopérative d'aide à domicile de la M.R.C. des Sept-Rivières*

The *Coopérative d'aide à domicile de la M.R.C. des Sept-Rivières* offers various services to members of the population who need help taking care of their homes because of their decreased capacity. Someone who has had an operation and needs help at home may also benefit from the services of the *Coopérative*.

There are 2 types of financial assistance available:

- basic financial assistance of \$4 for each hour of service rendered is granted to any eligible person, regardless of family income.
- Financial aid (2021)

Please note that the majority of the services below are eligible for financial assistance ranging from \$ 4 / hr for all up to

\$ 18.24 / hr depending on your age and income.

* EÉ SAD rates may be subject to change.

Housekeeping: \$ 23.4 / h

Heavy housekeeping: \$ 26.4 / h

Preparation of meals without diet: 23.4 \$ / h

Supply and other races: 23.4 \$ / h

Respite and supervision: \$ 30.55 / h

Personal assistance service: \$ 30.55 / h

For more information:

Coopérative d'aide à domicile de la M.R.C. des Sept-Rivières
404, rue Arnaud

Sept-Îles QC G4R 3A9

Tel: (418) 960-0620

Website: coop7rivieres@globetrotter.net or visit www.ramq.gouv.qc.ca

Aspire-Tout

896 rue de Puyjalon Bureau 205

Baie-Comeau, G5C 1N1

Tel: (418) 589-2753

Email: gpoussete@hotmail.com

<http://coopaspiretout.ca>

Please note that the majority of the services below are eligible for financial assistance ranging from \$ 4 / hr for everyone up to \$ 18.24 / hr depending on your age and your income.

* EÉ SAD rates may be subject to change.

Housekeeping: \$ 21.00 / h

Heavy housekeeping: \$ 23.00 / h

Preparation of meals without diet: \$ 21.00 / h

Supply and other races: \$ 21.00 / h

Respite and supervision: \$ 23.00 / h

Personal assistance service: \$ 23.00 / h

Others: \$ 23.50 / h

LEGAL ISSUES/LOSS OF AUTONOMY

For legal and judicial arrangements you are encouraged to speak with your notary or to consult the website of the Chamber of Notaries of Quebec: <http://www.cnq.org/> or the Quebec Law Network website: <http://www.avocat.qc.ca/english/index.htm>

As well, a PDF version of the guide 'What to Do in the Event of Death' 2021 version is available in the 'Citizens' section of the Quebec government portal: <http://www.gouv.qc.ca/EN/Pages/Accueil.aspx>

In addition, the website of *Éducaloi* has a guide for seniors: <https://www.educaloi.qc.ca/en/seniors-short-guide>

Among the arrangements and documents you may need to help your loved one with are: a last will and testament, a living will, a power of attorney, a mandate in case of incapacity and a pre-arranged funeral.

The NSCA has compiled a list of lawyers and notaries who are able to provide service in English across the North Shore. If language is a barrier, please get in touch and we will try to assist you as best we can.

DISABLED PARKING PERMIT

The permit, which is moveable from one vehicle to another, allows a disabled person, whether he or she is a vehicle driver or passenger, to use a handicapped parking space. The permit is issued by the *Société de l'assurance automobile du Québec (SAAQ)*. In order to obtain a permit, you must fill out an application form which is available on their website: <https://saaq.gouv.qc.ca/en/persons-mobility-impairment/obtaining-disabled-parking-permit/>

LIFELINE

Offered all over the province of Quebec, this is a very similar to <<Télésurveillance>>. At the press of a button attached to a bracelet or pendent, a call will be placed to a person who will answer your call. If help is needed the appropriate measure will be taken.

Sales: 1 866-589-3812

Customer Support: 1 800-387-1215

Website: www.lifeline.ca

L'APPUI CÔTE-NORD

L'Appui pour les proches aidants d'âinés was created in 2009 to help improve the quality of life of those providing care to older adults by facilitating their daily tasks and ensuring that they take full advantage of available resources.

They have 17 regional offices in Quebec supporting local organizations promoting caregivers' well-being and providing services adapted to their needs.

They have a Caregiver Support Telephone Line which is a free and confidential phone consultation, information and referral service for the caregivers of older adults, as well as friends and family, practitioners and health care professionals. For more information, call 1 855-852-7784 (toll-free).

SENIOR ABUSE

A senior citizen becomes a victim of abuse when someone from his/her social circle threatens, blackmails, neglects, demeans, hurts, or harasses the individual. In addition to this, seniors are considered to be victims of abuse when they are restricted by rules that they feel infringe upon their freedom, personal space or freedom of expression.

In situations as such, it is important to overcome feelings of fear and guilt and speak to someone who can help. There are several confidential services available to offer this help, as well as consultation and information on how to approach instances of senior abuse:

The provincial Elder Abuse Help Line at **1 888-489-ABUS (2287)** is a service that helps and informs seniors, their families and professionals. The line refers people to their CISSS to obtain support through the different services according to their needs.

The FADOQ have designed their 'Senior-Aware program' to educate the general public and professionals about abuse and fraud against seniors. Through information sessions, police officers, professionals and senior volunteers, a complete portrait of the kinds of abuse and fraud that affect seniors in particular has been provided, as well as advice to help prevent them.

For more information, call 1 800 554-9058 (toll-free).

CRIME VICTIMS ASSISTANCE CENTRE (CAVAC)

The assistance centres for victims of crime, known as CAVAC, are there to help you overcome the physical, mental and social consequences of crime. The professional services they provide are confidential and free of charge. There are 2 points of service; one in Baie-Comeau and one in Sept-Îles.

Sept-Îles Courthouse

425 boulevard Laure, bureau 2.07

Sept-Îles, QC G4R 1X6

Toll-free: 1 866-962-2822

Baie-Comeau Courthouse

71 avenue Mance, bureau RC12

Baie-Comeau, QC G4Z 1N2

Tel: (418) 296-5534

Toll-free: 1 866 854-4075

COMPLAINTS (HEALTH AND SOCIAL SERVICES)

Any individual who is unsatisfied with their experience in dealing with health and social service institutions can file a complaint. If you are not satisfied with services, you can discuss this matter with the concerned health staff or professionals. This action can often lead to an acceptable solution. However, if there is no solution you can fill out a complaint form (electronic version available) or contact the Service Quality and Complaints Department.

Service Quality and Complaints Department

CISSS de la Côte-Nord

45, rue du Père-Divet

Sept-Îles, QC G4R 3N7

Tel: (418) 962-9761 (ext. 452408)

Toll-free: 1 877-962-9761 (ext. 452408)

Email: plaintes.09cisss@ssss.gouv.qc.ca

CENTRE D'ASSISTANCE ET D'ACCOMPAGNEMENT AUX PLANTES CÔTE-NORD (CAAP)

They are a community organization that assists individuals who are dissatisfied with health and social services or are experiencing difficulties with these services.

Centre d'assistance et d'accompagnement aux plaintes Côte-Nord can be found in Baie-Comeau and Sept-Îles.

1800, boulevard Laflèche
Baie-Comeau, QC G5C 1C9
Tel: (418) 295-2779
Toll-free: 1 877-767-2227
Email: info@caap-cn.org

Sept-Îles-Point de service
94, rue Mgr-Blanche local E-010, QC G4R 3G5
Tel: (418) 968-2779

OUT OF REGION MEDICAL SERVICES

www.travel4health.ca/

Several members of the Community Health and Social Services Network (CHSSN) have developed a website (<https://www.travel4health.ca/>) to provide information and support to English-speaking patients who have to travel away from home for medical services.

Côte-Nord is one such region where patients may have to travel to receive specialized medical services. In order to better prepare patients and their loved ones for visiting other medical centres outside the region, a toolkit has been developed specifically for this purpose. The information is organized in the following categories: preparing for your trip, local services and support (by region of departure Lower North Shore, North Shore, Lower Saint-Lawrence, Magdalen Islands, Gaspé Coast), information for each destination (by hospital and city Quebec City, Rimouski, Sept-Îles and Baie-Comeau, Chicoutimi, Chandler, Blanc-Sablon),

Other Useful Information

information and advice for the stay at the hospital, information and advice before returning home as well as the cost and refunds.

The toolkit is available to pick-up from the NSCA or download from the website <http://www.travel4health.ca/>. Simply click on 'Downloads' from the top right hand corner and select North Shore. If you would like more information contact Jody Lessard at (418) 296-1545.

FREQUENTLY USED VOCABULARY

ACCIDENTS

I fell down – Je suis tombé

I was bitten by a .. – J'ai été mordu (or piqué, if by an insect) par..

I swallowed – J'ai avalé

It hurts here – Ça fait mal ici

I cut myself – Je me suis coupé

I burned myself – Je me suis brûlé

SYMPTOMS

I have an allergy to – Je fais une allergie à

Back pain – Mal de dos

Bedsore – Une plaie de lit

Bladder infection – Infection de la vessie

Blister – Une ampoule

Bloating – Ballonnements

Boil – Un clou

Breast lump – Une bosse au sein

Bruise – Un Blue

Bunion – Un oignon

Burning sensation – Sensation de brûlement

Chest pains – Points au coeur

Chills – Frissons

I have a cold – J'ai la grippe

Cold sore – Herpès Labial/Feu sauvage

Constipation – Constipation
Contagious – Contagieux
Cough – Toux
Coughing up blood – crachements de sang
Cramp – Crampe
Cut – Laceration
Defecation (bowel movement) – défécation
Diabetes – Je suis diabétique
Diarrhea – Diarrhée
Difficulty breathing – Difficulté à respirer
Dizziness – Étourdissement
Ear ache – Mal à l'oreille
Ear infection – Otite
Erectile dysfunction – dysfonction érectile
Exhausted – Épuisé
Faint – Prise d'une défaillance
Fainting – Évanouissement
Fatigue – Fatigue
Gas pains – Ballonnements
Gallstones – Calculs biliaires
Hangnail – Un tour d'ongle
Hearing loss – Perte de l'audition
Heart attack – Crise cardiaque
Heart trouble – Problèmes cardiaques
Heartburn – Brûlements d'estomac
High blood pressure – Hypertension artérielle
High cholesterol – Taux de cholestérole élevé
Ingrown toenail – Un ongle incarné
Kidney stones – Des calculs rénaux
Lesions – Des lésions
Loss of appetite – Perte de l'appétit
Low blood sugar – Hypoglycémie
Mucus – Mucus
Nausea – Mal au coeur
Nervous – Nerveux
Nosebleed – saignement du nez
Numbness – engourdissement
Rash – Une éruption cutanée
Scar – Une cicatrice

Other Useful Information

Sore throat – Mal à la gorge
Shortness of breath – le souffle court
Sprain – Une entorse
Stinging sensation – sensation de piquûre
Stroke – Accident cérébral
Stomach ache – Mal de ventre
Vomitting – Vomissement
Weak (I feel..) – Je me sens faible
Varicose veins – Les varices

WARNING STICKERS

You must take this medication.. – Vous devez prendre ces médicaments..

.. before/after meals – ..avant/après les repas
.. regularly everyday – ..chaque jour régulièrement
.. until they are finished – ..jusqu'à ce qu'il n'y en ait plus
.. with food – ..en mangeant
.. on an empty stomach – ..lorsque vous êtes à jeun
.. exactly as directed – exactement selon les directives

While taking this medication you must.. – Pendant que vous prenez ces médicaments vous devez..

.. avoid dairy products – .. éviter les produits laitiers
..avoid fatty/spicy foods – .. éviter les aliments gras/épicés
..drink plenty of water – .. boire beaucoup d'eau

You must.. – Vous devez..

..reduce your salt intake – .. réduire votre consommation de sel
..lose weight – ..maigrir
..stop smoking – ..cesser de fumer
..stop drinking – ..ne plus boire d'alcool
..consult a dietician – ..consulter un diététicien
..lower your cholesterol – ..abaisser votre taux de cholestérol
..lower your sugar level – ..réduire votre taux de glycémie
..consult a doctor – ..consulter un médecin

The pain is...

Sharp – Aiguë

Constant – Continue

Getting better – Diminue

Dull – Sourde

Getting worse – Augmente

You need... – Vous avez besoin...

Home care – De soins a domicile

Household help – D'aide ménagère

Emotional support – De soutien affectif

Meals on wheels – Service de repas a domicile

SHORT PHRASES AND VOCABULARY

Do you speak English – Parlez-vous anglais?

I don't understand – Je ne comprends pas

I'm doing my best – Je fais mon possible

Where is the washroom? – Où est la toilette?

In a few minutes – Dans quelques minutes

Wait a minute – Un instant

Say it again please – Répétez s'il vous plaît

Excuse me – Excusez!

Who? – Qui (kee)

When? – Quand (kanh)

Why? – Pourquoi?

How much? – Combien?

Name – Nom

Last name – Nom de famille

What? – Quoi? (kwa)

Where? – Où? (oo)

How? – Comment?

Enough – Assez

First name – Prénom

COMMON VERBS

Aller – To go

Je vais – I go

Tu vas – you go

Il (elle) va – he (she) goes

Nous allons – we go

Vous allez – you go (pl)

Ils (elles) vont – they go

Avoir – To have

J'ai – I have

Tu as – you have

Il (elle) a – he (she) has

Nous avons – we

Vous avez – you have

Ils (elles) ont – they have

Personal Information

Birth name: _____

Married name: _____

Home address: _____

Telephone number: () ()

Date of birth: / / /

Place of birth: _____

Health insurance number: _____

Expiration date: / / /

Social insurance number: _____

Language of communication: _____

Spouse's name: _____

MEDICAL INFORMATION

Primary doctor: _____

Telephone number: ()

Other doctor: _____

Telephone number: ()

Blood type: _____

Health conditions: _____

EMERGENCY INFORMATION

Emergency contact: _____

Relationship: _____

Telephone home: () _____

Telephone work: () _____

Emergency contact: _____

Relationship: _____

Telephone home: () _____

Telephone work: () _____

Emergency contact: _____

Relationship: _____

Telephone home: () _____

Telephone work: () _____

Personal Information

MEDICAL CHART

Pharmacy name: _____

Telephone: _____

Name of Medication	Dosage and Frequency	Reason(s) for taking	Doctor who prescribed

Please copy this page if additional measurements are required.

My target ("healthy") HOME blood pressure is <___/___ mm Hg
I measure my blood pressure in my **Right/ Left** arm (circle one)

Date	AM			PM			Medication Taken? Yes/No	Notes**
	1st BP Reading	2nd BP Reading	Average BP	1st BP Reading	2nd BP Reading	Average BP		
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*If my blood pressure reading says 158/88, 158 is my systolic blood pressure and 88 is my diastolic blood pressure.

**If my heart rate/ pulse is less than 60 or greater than 100 beats per minute, this can be recorded in the comment section above.

Measure blood pressure in the morning before medications and eating, and in the evening before going to bed, bathing or taking medications.

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NSCA

Bringing Communities Together

The North Shore Community Association is a non-profit regional Organization dedicated to serving, representing, and instilling pride in the English-speaking community of Quebec's North Shore.

The organization's aim is to empower residents and to strengthen the community across the region by working to make information and resources available, by facilitating community initiatives, by encouraging and improving communication, by promoting access to services, by developing partnerships and by increasing the visibility of the English-speaking community. Together, we are building a vital, informed and strong community.

P.O. Box 6102
Baie-Comeau, QC GRZ 2G9
Telephone: (418) 296-1545
www.quebecnorthshore.org

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