



# NSCA

## COMMUNITY DIRECTORY

A guide for English-speaking people  
living on the North Shore, Côte-Nord



# North Shore Community Association (NSCA)



**A non-profit organization dedicated to instilling pride within the English-speaking community living on the North Shore.**

We are delighted to welcome you to our region and hope that our community directory will facilitate access to services and resources in English as well as ease your stay here on the North Shore.

The North Shore Community Association, established in 2000, is a non-profit organization dedicated to instilling pride within the English-speaking community living on the North Shore. The mandate of the NSCA is to represent the interests of English-speaking people from Tadoussac to Havre-St-Pierre including Fermont and Schefferville.

We hope you find the directory useful and extra copies are available by contacting the office.

***NSCA Board of Directors and Staff***

## Mission Statement

We, the North Shore Community Association, a non-profit organization, are dedicated to instilling pride within the English-speaking community living on the North Shore. We aim to empower its residents with information by working to make resources available, promoting access to services, and raising awareness amongst the greater community that we live in. Through encouraging and improving communication we believe this will result in a strong network and will provide opportunities for us to come together.

Most entries in this directory do or will make an effort to provide services in English unless otherwise indicated. Please note that inclusion in the directory does not constitute a recommendation, but information only. To the best of our knowledge, the information contained in this directory was accurate at the time of publication. We have made every effort to eliminate errors. NSCA will not be held responsible, nor liable, for any errors in the printing of this directory.

### **Cover Photos (from left to right)**

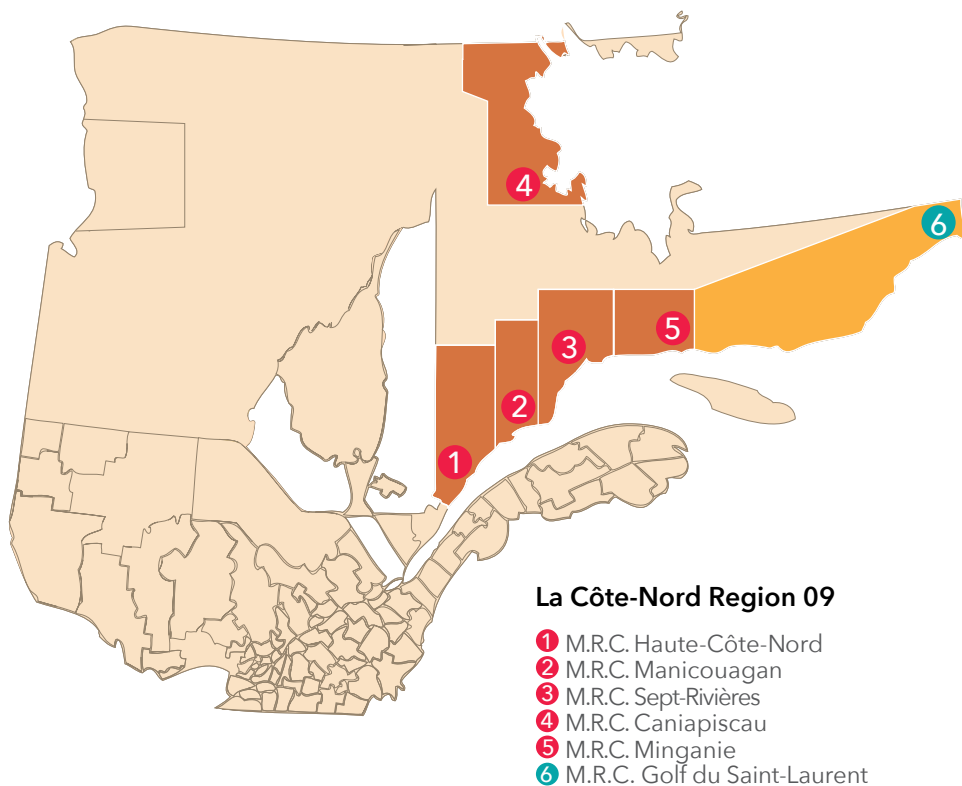
1. *Winter Wonderland, North of Baie-Comeau. Photographer: Kristen Lessard*
2. *Hike at Parc d'Aventure Maritime, Baie-Comeau area. Photographer: Michel LeClair*
3. *Tadoussac Marina, Tadoussac. Photographer: H  l  ne Bujold*
4. *At Winter's End, Pointe-St-Gilles. Photographer: Emilie Talbot*

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**Above: Map of North Shore Region 09**

The North Shore Region covers a substantial amount of territory within Cote-Nord, the 2<sup>nd</sup> largest region in Quebec. The NSCA is mandated to represent and serve the English-language minority communities in Quebec's North Shore, a constituent territory composed of five M.R.C.s (municipalités régionales de comté - regional county municipality), spanning from Tadoussac to Havre Saint-Pierre and including Fermont and Schefferville. It has a total population of approximately 87,644 which includes approximately 2,225 English-speaking residents. This includes the Naskapi population who are the first-official-language-anglophone First Nations.

## **M.R.C. CANIAPISCAU**

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The M.R.C. of Caniapiscau consists of five communities: the village of Fermont, the town of Schefferville, as well as two Innu communities - Matimekush and Lac-John, and one Naskapi community - Kawawachikamach.

- Total population = approx 3,876
- English-speaking population = 705
- English-speaking population represents 18% of total population for the M.R.C.

## **M.R.C. HAUTE-CÔTE-NORD**

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The M.R.C. Haute-Côte Nord consists of nine communities: the municipality of Colombier, the town of Forestville, the municipality of Les Bergeronnes, the municipality of Les Escoumins, the municipality of Longue-Rive, the municipality of Portneuf-sur-Mer, the municipality of Sacré-Coeur, the village of Tadoussac, and the First Nation Innu community of Essipt.

- Total population = approx 10,841
- English-speaking population = 25
- English-speaking population represents 0.2% of total population for the M.R.C.

## **M.R.C. MANICOUAGAN**

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The M.R.C. of Manicouagan consists of ten communities: the town of Baie-Comeau, the village of Baie-Trinité, the village of Chute-aux-Outardes, the municipality of Franquelin, the village of Godbout, the village of Pointe-aux-Outardes, the village of Pointe-Lebel, Ragueneau, Rivière-aux-Outardes and the First Nation Innu community of Pessamit.

- Total population = approx 31,027
- English-speaking population = 295

- English-speaking population represents 1% of total population for the M.R.C..

## **M.R.C. SEPT-RIVIÈRES**

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The M.R.C. of Sept-Rivières consists of five communities - the community of Lac-Walker, the town of Port-Cartier, the town of Sept-Îles, the First Nation community of Innu-Takuaikan Uashat ma Mani-Utenam located in Uashat, west of Sept-Îles and in Maliotenam, 16 kilometres east of Sept-Îles.

- Total population = approx 35,333
- English-speaking population = 1125
- English-speaking population represents 3% of total population

## **M.R.C. MINGANIE**

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The M.R.C. Minganie consists of ten communities - the municipality of Aguanish, the municipality of Baie-Johan Beetz, the municipality of Havre-Saint-Pierre, the municipality of L'Île-d'Anticosti, the municipality of Longue-Pointe-de-Mingan, the community of Natashquan, the municipality of Rivière-au-Tonnerre, the municipality of Rivière-Saint-Jean, the Innu community of Equanishit in Mingan and the First Nation Innu community of Nutashkuan.

- Total population = approx 6,587,
- English-speaking population = 75
- English-speaking population represents 1.4% of total population.

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## GENERAL INFORMATION

### EMERGENCY CALLS

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In case of emergency only (Fire, Police, Ambulance)	911
Quebec Provincial Police (24-hour emergency)	310-4141
Youth Protection (24 hour)	1 800-463-8547
Poison Control Centre	1 800-463-5060
Coast Guard	1 800-463-4393

### HELP LINES

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Alcoholics Anonymous	
• Baie-Comeau	1 866-376-6279
• Sept-Îles	1 866-376-6279
Drug Help and Referral Line	1 800-265-2626
Aids Help Line (Actions Sida Côte-Nord)	1 888-611-7432
Gambling Help Line	1 800-461-0140
Gay Line	1 888-505-1010
Info-Santé	811
Kids Help Line	1 800-668-6868
Parents Anonymous	1 800-361-5085
Parents Help Line	1 888-603-9100
SOS Spousal Abuse	1 800-363-9010
Suicide Prevention	1 866-277-3553

## MEDIA AND COMMUNICATIONS

### ENGLISH NEWSPAPERS

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The Gazette (Montréal)	(514) 987-2222
The Globe & Mail (National)	1 800-387-5400
The National Post (National)	(416) 383-2300

### ENGLISH RADIO

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CBC Radio (Québec City) 104.7 FM

## TRANSPORTATION

Transport Québec Road Conditions (Info routière)	1 888-355-0511
Intercar (bus) ( <a href="http://www.intercar.qc.ca/index.html">www.intercar.qc.ca/index.html</a> )	1 888-861-4592
Air Canada ( <a href="http://www.aircanada.com">www.aircanada.com</a> )	1 888-247-2262
Air Liaison ( <a href="http://www.airliaison.ca">www.airliaison.ca</a> )	1 888-589-8972
Pascan Aviation ( <a href="http://www.pascan.com">www.pascan.com</a> )	1 888-313-8777
Air Labrador ( <a href="http://www.airlabrador.com">www.airlabrador.com</a> )	1 800-563-3042
Provincial Airlines Company	1 888-482-3686

Air Inuit Ltée	1 800-361-2965
Air Satellite Inc.	1 800-463-8512
Tshiuetin Rail Transportation	1 866-960-0988
Ferry (Baie-Comeau/Matane/Godbout)	1 877-562-6560

## UTILITIES

### ELECTRICITY

• Hydro Quebec	1 888-385-7252
• Ville de Baie-Comeau (sector Marquette)	Tel: (418) 296-8133

### TELEPHONE/INTERNET/CABLE-DIGITAL TV

• TELUS	310-1212
• Cogeco Cable Inc.	1 800-665-5151
• Télébec (Fermont/Schefferville)	1 888-835-3232
• Diffusion Fermont (Cable/Internet) (French only)	Tel: (418) 287-5147
• Shaw Direct Satellite TV	1 888-554-7827

# Newcomers' Information

Many of the region's towns (Ville) have a dedicated section on their website to Newcomers often named Nouveaux Arrivants. These documents are in French but can contain useful information. Similarly, the town website is a useful base to explore specific information to you as a new citizen and events and activities taking place in your area. They are often available on Facebook if you prefer to communicate on social media.

## **Ville de Sept-Îles**

<http://www.ville.sept-iles.qc.ca/>

## **Ville de Baie-Comeau**

<https://www.ville.baie-comeau.qc.ca/accueil/>

## **Ville de Port-Cartier**

<http://www.villeport-cartier.com/site.asp>

## **Ville de Fermont**

<http://www.villedefermont.qc.ca/>

## **Ville de Schefferville**

<http://www.ville-schefferville.ca/>

## **Ville de Forestville**

<https://ville.forestville.ca/>

## **Municipalité de Harve-Saint-Pierre**

<http://www.havresaintpierre.com/>

## **Municipalité des Escoumins**

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

## **Municipalité des Bergeronnes**

<http://www.bergeronnes.net/>

## **Municipalité de Tadoussac**

<http://tadoussac.com/fr/culture-tourisme>

## LEARNING FRENCH

Throughout Quebec and on the North Shore, French is the dominant language and being able to understand and speak French will enable you to integrate more fully in society as well as find employment. No matter how long you have previously lived in Quebec or if you are a new arrivant you can always take classes to improve or develop your French language skills. The Quebec Government through the Ministère de l'Immigration, de la Diversité et de l'Inclusion offers a variety of different courses to improve or develop your French through part-time, full-time and online courses. To find out more, you can visit their website: <https://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/index.html>

There are also French courses (cours de francisation) offered locally which are usually free for new arrivals and non-new arrivals may have to pay a small fee.

## **Centre Alpha Lira**

425, Av. Arnaud  
Sept-Îles, QC G4R 3B3  
Tel: (418) 968-9843  
Website: <http://www.centrealphalira.org/>

## **Maison alpha ABC Côte-Nord**

858, rue Puyjalon, bureau 305  
Baie-Comeau, QC G5C 1N1  
Tel: (418) 294-2400  
Email: [abccotenord@gmail.com](mailto:abccotenord@gmail.com)  
Website: <http://abc.alphabetisation.ca>



## DRIVING IN QUEBEC

### NEW RESIDENTS

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Holders of a foreign licence are allowed to drive on Québec roads for 6 consecutive months. After that time, they must hold an international driver's permit, or, if they take up residence in Québec, they must obtain a Québec licence. They may apply for a Québec licence as soon as they arrive in Québec. Some countries have an agreement with Quebec which facilitates the exchange of driver's permits.

### STUDENTS/TRAINEES

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If you are here as a student or on a work exchange, you are allowed to drive using your licence for the duration of your studies/training providing it is still valid. You do not need to acquire a Quebec driving licence so long as you do not become a resident of Quebec.

If your licence is written in another language other than French or English, you are advised to obtain an international driver's permit. This permit is valid for one year.

For more details go to your nearest outlet of the Société de l'Assurance Automobile du Québec (SAAQ or Québec Automobile Insurance Corporation). Call 1 888-356-6616 to schedule an appointment or visit their web site at [www.saaq.gouv.qc.ca/](http://www.saaq.gouv.qc.ca/)

You will have to pay for the cost of a driver's license and the fees to change the license (fees vary depending on where you are coming from). If you have a regular driver's license from another province, you will receive the same thing here. If

you have a learner's permit, you will get a learner's permit. In some instances you may be required to take proficiency exams depending on the type of licence you have.

You will be told which documents you will need to bring with you, such as your current license, a birth certificate, your social insurance card, and your health insurance card. You do not have to take a driving test if you have a valid Canadian driver's license. If you come from another country, you may have to pass a driving test depending on which country you came from. Be sure to also bring along a valid passport and proof of your Canadian citizenship or residency. If these documents are not written in French or English, be sure to take a legal translation with you.

Québec driver's licenses – and health cards – are personalized with your photograph. Your picture will be taken at a SAAQ outlet and sent on to the agency that issues the health cards.

If you bring a car with you when you move here, you must make an appointment with the SAAQ to change its registration and get Quebec license plates. Your car must first pass an inspection by an authorized garage. Visit <http://www.saaq.gouv.qc.ca/> to find a garage near you.

The province of Québec insures all residents for bodily injury resulting from a car accident, regardless of fault. However, do not take "no fault" to mean that dangerous or negligent drivers will not be prosecuted under the law. You must have a minimum of \$50,000 in private coverage for liability for property damages - private insurance companies offer this and

an insurance broker can help you shop around for a suitable insurance company. In the event of an accident, you may have to pay a deductible fee charged by your insurer.

You can turn right on a red light in most cities except on the Island of Montréal, unless otherwise indicated by signs.

Seat belts are the law for the driver and everyone else in the vehicle, as are the proper seats for all children under five years of age, be they infant seats, child seats or booster seats. For more details on child seats, please call the Canadian Automobile Association (CAA) on 1 800-222-4357 or the SAAQ.

## EDUCATION

### **BILL 101**

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In 1977, Québec's National Assembly adopted the French Language Charter (Bill 101), which states that all children must be educated in French until the end of their secondary studies, whether in a public school or a subsidized private school. It should be noted that this ruling does not apply to Québec's colleges and universities or non-subsidized private institutions. The French Language Charter allows for certain cases in which children are able to pursue their studies in English at public or subsidized private schools.

Anyone who wants to send their children to an English school (elementary or secondary only) must apply for an eligibility certificate for that child. A certificate of eligibility is usually given to children:

- who have received the major part of their elementary or secondary school instruction in English in Canada;
- whose brother or sister did the major part of his or her elementary or secondary studies in English in Canada;
- whose father or mother did the major part of his or her elementary studies in English in Canada;
- whose father or mother attended school in Québec after August 26<sup>th</sup>, 1977, and could have been declared eligible for instruction in English at that time.

Special cases may also be considered. A temporary authorization may also be granted to dependent children of persons living temporarily to work or study in Quebec. Temporary authorizations may also be granted to dependent children of Canadian Armed Forces members who are posted temporarily in Quebec. For more details or an application form, contact the Eastern Shores School Board or one of its schools (see listings under Education in this guide); you can also call the provincial Ministry of Education at 1 866-747-6626 or visit their web site at <http://www.education.gouv.qc.ca/en/>. There are no private English schools in the region.

## EMPLOYMENT

### **SOCIAL INSURANCE NUMBER (SIN)**

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If you want to work in Canada, you need a social insurance number. You can get an application form at any post office or Canada Employment Centre. You are encouraged to apply in person at your nearest

Service Canada centre (use <http://www.servicecanada.gc.ca/> to find your nearest centre). If you have all necessary documents and everything is in order you are usually able to leave with your SIN during the same appointment.

## **EMPLOYMENT INSURANCE (EI)**

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If you have lost your job and have worked for a certain number of weeks, you may be able to get EI benefits. Regular benefits are paid to people who have lost their jobs and want to return to work. You must be actively looking for work and be willing and able to do so at all times. You are not eligible however, if you have quit your job or were fired for just cause. To apply for EI, visit your nearest Services Canada office. You'll need a record of employment from your last employer that says how long you worked and how much you earned. You may have more than one such record if you worked at more than one job within the last 52 weeks or since your last claim.

Special EI benefits are also paid to people who are unable to work due to illness, injury, quarantine, pregnancy or because they are caring for a baby or adopted child. For more details, call 1 800-206-7218 or visit the Services Canada web site at <http://www.servicecanada.gc.ca/>.

## **INCOME ASSISTANCE**

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If you are not eligible for EI, have been without work for more than a year or your income is very low, you may be able to get Social Assistance as a financial last resort. They can help you in your efforts to find work, and have special benefits to help low-income families and young people under 21.

To apply, you need to meet certain conditions and the amount will be dependent on your circumstances. For more information visit your nearest Centre local d'emploi (CLE). Take two pieces of ID, all papers to prove your income (pay cheque stubs, proof of termination of employment, EI benefits stubs, your lease, city tax bill or other such papers); as well as your updated bank account records.

## **FAMILY MATTERS**

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A monthly benefit (Child Assistance Payment) is paid for every child under the age of 18 by the provincial government's Régie des rentes. It is paid to the person who legally looks after the child, be it the mother, father or guardian. The amount paid depends on the ages and number of children in the family. There is also an allowance for handicapped children. For more details, call the Régie des Rentes at 1 800-667-9625, or visit their web site at [www.rrq.gouv.qc.ca](http://www.rrq.gouv.qc.ca).

## **CANADA CHILD BENEFIT**

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Budget 2016 introduced the new Canada Child Benefit replacing the previous system of child benefits. There is no need to apply if you already receive child benefits but you must submit a tax form every year in order to continue to receive it. Visit <https://www.canada.ca/en/employment-social-development/campaigns/canada-child-benefit.html> for more information and to calculate how much you could receive.

For more details or to get a form call CRA at 1 800-387-1193 or visit their website at <https://www.canada.ca/en/services/benefits/family.html>

## SUBSIDIZED CHILDCARE

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In November 2014, the Quebec Government undertook a revision of the Subsidized Childcare Program. Québec has a network of childcare centres, either in a school, daycare or home setting which are subsidized at a cost of \$7.75 per day. There is also an additional contribution to be made depending on your household income for the previous year. For example, if you are enrolling your child in a daycare in 2017, the additional contribution will be dependent on your household income for 2016. For more details, call the Ministère de la Famille et Enfance at 1 855-336-8568 or visit the website [http://www.budget.finances.gouv.qc.ca/budget/outils/garde\\_en.asp](http://www.budget.finances.gouv.qc.ca/budget/outils/garde_en.asp) to calculate online how much you need to contribute.

## QUÉBEC PARENTAL INSURANCE PLAN (QPIP)

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QPIP is an effective means for workers to reconcile work and family responsibilities better. It is designed to support new parents, encourage them in their desire to have children, and support them as they devote more time to their children in their first months.

The QPIP is set up to pay benefits to all eligible workers - salaried and/or self-employed - taking maternity leave, paternity leave, parental leave or adoption leave.

It replaces the maternity, parental, or adoption benefits previously provided to Québec parents under the federal employment insurance plan.

The QPIP is an income replacement plan: to be eligible, you must have received work income.

For more information, please visit their website at [www.rqap.gouv.qc.ca](http://www.rqap.gouv.qc.ca) and click on English. Additionally you can call 1 888-610-7727.

## GOVERNMENT INFORMATION

Most government offices and many businesses require that all women use their maiden names. The Québec civil code, adopted in 1981, states that, "In marriage, both spouses retain their respective names, and exercise their respective civil rights under those names." Therefore, only women who wed before 1981 can use their married name, so be prepared when you go to a bank, hospital, etc., to use your maiden name on all official cards and papers.

Information on all federal government services, and many provincial government services, is available in English upon request.

All government phone numbers and web sites can be found in the white pages of the phone book, which is divided into two sections: Residence and Governments (the pages with the blue edges list federal and provincial numbers).

For information on federal government services, as well as federal electoral ridings and the names of members of parliament, call 1 800-O-Canada (1 800-622-6232), or visit their website at [www.canada.gc.ca](http://www.canada.gc.ca).

For information on provincial government services as well as provincial electoral ridings and the names of members of the National Assembly, call Communications Québec at 1 888-380-8882 or visit their web site [www.mcc.gouv.qc.ca](http://www.mcc.gouv.qc.ca).

If you are unsatisfied with the service from a provincial government service, call the Québec ombudsman, the "Protecteur du citoyen", at 1 800-463-5070 or visit their web site at [www.protecteurducitoyen.qc.ca](http://www.protecteurducitoyen.qc.ca).

If you need a lawyer and are on social assistance or have a low income, you may be entitled to the services of a legal aid lawyer. To find the address of your nearest legal aid office, look in the government pages of the phone book under "Government of Québec - Aide juridique", check the Legal Issues section in this guide or check their web site [www.csj.qc.ca](http://www.csj.qc.ca).

## HEALTH CARE

Québec residents benefit from the public Quebec Health Insurance Plan that gives access to free health care. The plan is managed by the Régie de l'assurance maladie du Québec (health insurance board), also known as the "RAMQ". If you have taken up residence in Québec, you are also required to have prescription drug insurance coverage, either through a private plan or the public plan if you don't qualify for a private plan.

Health Card - Carte Soleil

Most health services are free of charge in this province when you show your health card. People call it the "carte soleil" or sun card because of the way it looks (see below).



To get your health card call the RAMQ at 1 800-561-9749 or visit <http://www.ramq.gouv.qc.ca/>. You must be a legal citizen of Canada who resides in this province for 183 days of the year.

If you are from another province, you must be here for three months before you can get your card. Until then, whenever you require medical treatment, show your provincial health card and you will be notified if your former province will pay for medical services. You may have to pay for services up front, and then get the money back from your former province. When you go for your card, take these papers with you: proof of residence (your lease, legal papers showing that you bought a house, etc.), proof from your employer that you have a job here, and your original birth certificate. If you were not born in Canada, also take proof of Canadian citizenship, proof of residency and a valid passport. If you have just moved here from another country, you can apply for a card right away (except for refugee claimants). There is a three month waiting period so it is advised to register as soon as possible.

It usually takes eight weeks before you receive your new health card. Until then, the RAMQ will give you a paper you can show to prove it is on the way. You cannot, under any circumstances, loan your health card to anyone else and you must show it every time you seek medical care or you buy prescription drugs at a pharmacy.

For more details about the Québec health plan, call the Régie de l'assurance maladie du Québec at 1 800-561-9749 or visit their web site at [www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca).

## **PRESCRIPTION DRUG PLAN**

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Everyone must be covered by prescription drug insurance. Two types of insurance plans offer this coverage: private plans (group insurance or employee benefit plans) and the public plan, administered by the Régie de l'assurance-maladie du Québec. If you have access to a private plan, you must choose that plan. Otherwise, membership in the public plan is required.

In order to receive free services covered by the Health Insurance Plan and Public Prescription Drug Insurance Plan, you must present your valid health care card. Failure to present your valid card may result in you having to pay for the services you receive. You must then apply to the RAMQ for a reimbursement. There is a special form available for this purpose.

### **8-1-1 INFO-SANTÉ**

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Info-Santé is a telephone information and advice service that has nurses responding to health and well-being concerns 24 hours a day, seven days a week. A simple three digit number 8-1-1 is used for the entire province of Québec. There is a dial option to access service in English.

### **9-1-1 - EMERGENCY SERVICES**

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9-1-1 will connect you with emergency services (police/fire/ambulance). You may have to ask for English services because there is no dial option to choose French or English.

For additional information on public and community services related to health, please refer to the "Health and Social Services" section of this guide.

## **NSCA HEALTH PASSPORT**

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The NSCA has designed and prepared a small booklet which is designed to help you on your visits to a health service or in case of a health emergency. The booklet lists the most common ailments and questions/answers likely to be asked by French medical services and their equivalent in English. You can list your medications and any health problems you currently have and use this information whenever you use health services in Quebec. If you would like to request your own copy, call the NSCA at (418) 296-1545.

## **INCOME TAX**

Québec residents must file both federal and provincial income tax forms by April 30<sup>th</sup> of every year. Forms may be done in either French or English. Your employer(s) must provide you with a receipt (i.e.: T4 or T4A from the federal government and Relevé 1 or Relevé 2 from the provincial government) stating your earnings and deductions. These receipts must be mailed to you by February 28<sup>th</sup> for the previous calendar year. You must in turn file your tax returns by April 30<sup>th</sup> of every year.

Even if you have not worked during the year of your tax return, you must still complete a form in order to continue receiving benefits that you are entitled to.

You can get federal tax forms in English at some post offices, in some banks, or directly from Canada Revenue Agency (CRA). You may call them at 1 800-959-8281 or visit their web site at [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca).

You can get provincial income tax forms in English at some post offices, in some banks, or directly from Revenue Québec. You may call them at 1 800-267-6299 or visit their web site at [www.revenu.gouv.qc.ca](http://www.revenu.gouv.qc.ca).

## RETIREMENT

For information on your provincial or federal retirement benefits, please contact the following agencies or visit their websites:

- **Canada Pension Plan & Old Age Security**

*Toll-free: 1 800-277-9914*  
*Website: <https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>*

- **Québec Pension Plan**

*(Régie des Rentes)*  
*Toll-free: 1 800-463-5185*  
*Website: [www.rrq.gouv.qc.ca](http://www.rrq.gouv.qc.ca)*

## UTILITIES

Other than the town of Baie-Comeau which supplies electricity to a small portion of Baie-Comeau, Hydro-Québec furnishes electricity to the Côte-Nord. You can reach them at their toll free number 1 888-385-7252 or visit their website at [www.hydroquebec.com](http://www.hydroquebec.com).

TELUS supplies local and long-distance telephone services, as well as internet and digital TV. You can reach them by calling their customer service at 310-1212 or visit their website at <https://www.telusquebec.com/>.

Cogeco Cable supplies local and long-distance telephone services, as well as internet and cable/digital TV. You can reach them by calling their customer service at 1 800-665-5151 or visit their website at <https://www.cogeco.ca/en/>.

Bell also offers telephone services as well as internet and digital TV packages. You can reach them by calling their customer service at 1 866-301-1942 or visit their website at <http://www.bell.ca/>.

Shaw Direct offers satellite TV services across Quebec including Fermont. You can reach them at 1 888-554-7827 or visit <https://www.shawdirect.ca/order/quebec/satellite-tv-fermont>

### **For Fermont only:**

Telebec supplies both telephone and internet. You can reach them at 1 888-835-3232 or [www.telebec.qc.ca](http://www.telebec.qc.ca). Diffusion Fermont supplies cable and internet services. You can reach them at 1 844-521-5147.

## HOLIDAYS

Statutory holidays observed in the province of Quebec are:

- New Year's Day - January 1<sup>st</sup>
- Good Friday or Easter Monday (at the discretion of the employer)
- Easter
- National Patriots' Day (Journée nationale des Patriotes) - the Monday before May 25<sup>th</sup>
- Fête Nationale (many still refer to it as "St-Jean Baptiste Day") - June 24<sup>th</sup>
- Canada Day - July 1<sup>st</sup>
- Labour Day - the first Monday in September
- Thanksgiving - the second Monday in October
- Christmas Day - December 25<sup>th</sup>

## Canada Economic Development

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CED emphasizes long term economic development, job creation and entrepreneurship development in the region by offering support services and well as financial assistance.

701, boulevard Laure, suite 202B  
Sept-Îles, QC G4R 1XB  
Tel: (418) 968-3426  
Toll-free: 1 800-463-1707  
Website: [www.dec-ced.gc.ca](http://www.dec-ced.gc.ca)

## Innovation and Development Manicouagan (ID Manicouagan)

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ID Manicouagan financially supports (loans and grants) organizations and businesses in the community. Our mission is to stimulate entrepreneurship, knowledge, innovation and job creation by supporting, animating and mobilizing all local actors in order to boost Manicouagan and promote socio-economic and community development.

## Innovation et développement Manicouagan

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1910, avenue Charles-Normand  
Baie-Comeau, QC G4Z 0A8  
Tel: (418) 295-2593  
Email: [info@idmanic.ca](mailto:info@idmanic.ca)  
Website: [www.idmanic.ca](http://www.idmanic.ca)

## MDEIE (Ministère du Développement Économique, de l'Innovation et de l'Exportation)

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The mission of the department is to support economic development, innovation and export trade, as well as research, particularly by encouraging coordinated and concerted action among the various players in the economic, scientific, social and cultural areas in order to

promote job creation, economic prosperity, scientific development and sustainable development.

*Direction régionale de la Côte-Nord  
Édifice Paul-Provencher  
625, boulevard Laflèche, suite 711  
Baie-Comeau, QC G5C 1C5  
Tel: (418) 589-4349  
Toll-free: 1 866-463-6642  
Website: [https://www.economie.gouv.qc.ca/accueil/?no\\_cache=1](https://www.economie.gouv.qc.ca/accueil/?no_cache=1)*

## Business Centre (Le Centre d'affaires regroupé de Sept-Îles)

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Tel: (419) 964-8160  
Toll-free: 1 866-463-6642

## Corpex Inc.

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CORPEX mission is to improve the presence of SME (Small and Medium Enterprises) industries on the North Shore within the international market and develop their potential in export development, as well as diversifying and increasing businesses on the North Shore.

625, boulevard Laflèche  
Baie-Comeau, QC G5C 1C5  
Tel: (418) 589-5028  
Toll-free: 1 866-589-5028  
Website: <http://www.corpex.qc.ca>

## Canada Economic Development

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Program areas include developing industry and technology capability, fostering scientific research, promoting investment and trade, promoting tourism and small business development, and setting rules and services that support the effective operation of the marketplace.



701, boulevard Laure, suite 202B  
Sept-Îles, QC G4R 1X8  
Tel: (418) 968-3426  
Toll-free: 1 800-463-1707  
Website: <http://www.dec-ced.gc.ca/eng/index.html>

**SOCIÉTÉ D'AIDE AU  
DÉVELOPPEMENT DE LA  
COLLECTIVITÉ (SADC)  
(COMMUNITY FUTURES  
DEVELOPMENT CORPORATION)**

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The SADC Côte-Nord supports and finances business development in the region. We offer a coaching service for entrepreneurs, as well as several financial assistance programs for job creation, maintenance or development through business start-up, acquisition or expansion projects.

Website: [www.sadccote-nord.org/index.php?lng=2](http://www.sadccote-nord.org/index.php?lng=2)

**SADC Haute-Côte-Nord**

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459, route 138, suite 200  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-3495  
Email: [sadchn@ciril.qc.ca](mailto:sadchn@ciril.qc.ca)

**SADC Manicouagan**

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810, rue Bosse, bureau 101  
Baie-Comeau, QC G5C 1L6  
Tel: (418) 295-7232  
Email: [solution@sadcmanic.ca](mailto:solution@sadcmanic.ca)

**SADC de la Côte-Nord Inc.**

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456, avenue Arnaud, bureau 205  
Sept-Îles, QC G4R 3B1  
Tel: (418) 962-7233  
Toll-free: 1 877-962-7233  
Email: [info@sadccote-nord.org](mailto:info@sadccote-nord.org)

# Community Organizations and Services

## **NSCA - NORTH SHORE COMMUNITY ASSOCIATION**

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The NSCA, established in 2000, is a non-profit community organization dedicated to serving the English-speaking population of the North Shore by representing the community's interests and designing and delivering programs that respond to its needs. We specialize in programs for seniors and youth groups but we also proudly organize intergenerational activities that benefit the whole community. For youth, we offer monthly Toddler Time sessions, Story-Time events and offer a Travelling Literacy Book-bag service across 3 communities. For seniors, we offer low-intensity exercise classes, health presentations, breakfast gatherings, volunteering programs, a senior check-in service, webinars, pot-luck lunches and dinners and many more activities. We have an active presence on Facebook (search for North Shore Community Association) and a website where you can find more information about our history and current projects: <http://www.quebecnorthshore.org/> There are two permanent offices for the NSCA, so feel free to drop by to meet with our staff and learn more about what we can offer and ways to keep updated with our service.

### **NSCA Head Office**

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337 Blvd. LaSalle, Local 202  
Baie-Comeau, QC G4Z 2Z1  
Tel: (418) 296-1545  
Website: [www.quebecnorthshore.org](http://www.quebecnorthshore.org)

### **NSCA Branch Office**

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598 Blvd. Laure, Local 106  
Sept-Îles, QC G4R 1X7  
Tel: (418) 968-3148

## **COMMUNITY LEARNING CENTRES (CLCs)**

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In the province of Quebec, English-speaking communities do not always have equitable access to education or health and social services. Community Learning Centres (CLC Schools) have a dual role in Quebec: supporting student success and contributing to the vitality of English-speaking communities. CLC school teams are supported by LEARNs Provincial Resource Team (PRT), providing coaching, mentoring, capacity-building, and professional development training.

### **Baie-Comeau CLC**

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39, avenue Marquette  
Baie-Comeau, QC G4Z 1K4  
Tel: (418) 296-1547  
Email: [clc.bchs@hotmail.com](mailto:clc.bchs@hotmail.com)

### **Flemming Elementary CLC**

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542, avenue Brochu  
Sept-Îles, QC G4R 2X3  
Tel: (418) 968-8412  
Email: [lisa.lavallee@essb.qc.ca](mailto:lisa.lavallee@essb.qc.ca)

## **COMMUNITY INTERNET ACCESS CENTRES (CACI)**

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These centres provide free or minimal cost internet access and various other services, such as photocopying, printing and computer training and are open to the general public. Visit <http://cap.ic.gc.ca/index.htm>.

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**Aguanish CACI**

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137, rue Jacques Cartier  
Tel: (418) 533-2212

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**Baie-Johan-Beetz Comité des Loisirs**

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20, rue Johan Beetz  
Tel: (418) 539-0125

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**Baie-Trinité CACI**

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28, route 138  
Tel: (418) 939-2236

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**Bergeronnes CACI**

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514, du Boisé  
Tel: (418) 232-1134

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**Pessamit Caci**

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39 A, rue Messek  
Tel: (418) 567-3142

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**Colombier CACI**

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570, rue Principale

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**Forestville CACI**

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10, 10<sup>ème</sup> rue  
Tel: (418) 587-4483

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**Mingan Caci (Kapetatshimut)**

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40, rue Manitou, Mingan

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**Natashquan CACI**

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50, chemin d'en Haut  
Tel: (418) 726-3736

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**Natashquan Corp. de la Radio  
Montagnaise**

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19, rue Matshiteu  
Tel: (418) 726-3327

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**Port-Cartier CACI**

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24, boulevard des Îles  
Tel: (418) 766-8045

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**Portneuf sur mer CACI**

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170, rue Principale  
Tel: (418) 238-2642

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**Sacré-Cœur CACI**

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51, rue Mayrand  
Tel: (418) 236-4315

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**Schefferville École Kanatamat**

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224, rue Lorraine  
Tel: (418) 585-2116

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**Sept-Îles Musée Shaputuan**

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290, boulevard des Montagnais  
Tel: (418) 962-4000

## LIBRARIES (BIBLIOTHÈQUES)

Some public library branches have English material available or can order it for a minimal fee and many memberships are free of cost. Some libraries also allow you to make purchase suggestions which are open to both French and English texts.

### **M.R.C. CANIAPISCAU**

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#### **Fermont**

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130, rue le Carrefour  
C.P. 10, Fermont  
Tel: (418) 287-3227

### **M.R.C. HAUTE-CÔTE NORD**

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#### **Les Bergeronnes**

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514, du rue Boisé  
Les Bergeronnes  
Tel: (418) 232-1134

#### **Forestville**

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1-10, 10<sup>e</sup> rue  
Tel: (418) 587-4483

### **M.R.C. MANICOUAGAN**

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#### **Baie-Comeau**

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Alice Lane, 6, avenue Radisson  
Tel: (418) 296-8304

#### **Point-Lebel**

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255, Granier, Point-Lebel  
Tel: (418) 589-2325

#### **Chute-aux-Outardes**

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2, rue de l'École  
Chute-aux-Outardes  
Tel: (418) 567-2525

#### **Ragueneau**

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13, rue des Loisirs  
Tel: (418) 567-2291, ext. 5302

#### **Pointe-aux-Outardes**

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Tel: (418) 567-9529

### **M.R.C. MINGANIE**

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#### **Havre-Saint-Pierre**

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1045, rue Dulcinée  
Tel: (418) 538-3301

### **M.R.C. SEPT-RIVIÈRES**

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#### **Sept-Îles**

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Louis-Ange-Santerre  
500, avenue Jolliet  
Tel: (418) 964-3355

#### **Sept-Îles**

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95, rue des Chanterelles  
Bois-Joli  
Tel: (418) 962-5810

#### **Galix (Service Point)**

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Tel: (418) 766-3162

#### **Moisie (Service Point)**

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Tel: (418) 927-2279

#### **Port-Cartier**

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Le manuscrit  
21, rue Cedres  
Tel: (418) 766-3366

## Eastern Shores School Board

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P.O. Box 500  
40, Mountsorrel  
New Carlisle, QC G0C 1Z0  
Tel: (418) 752-2247  
Website: [www.essb.qc.ca](http://www.essb.qc.ca)

## ELEMENTARY AND HIGH SCHOOLS

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### Baie Comeau High School

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(k, primary, secondary)  
39, avenue Marquette  
Baie-Comeau, QC G4Z 1K4  
Tel: (418) 296-2832  
Email: [bchsadm@cgocable.ca](mailto:bchsadm@cgocable.ca)  
Website: <https://bchsblog.wordpress.com/>

### Fermont Elementary School

---

(k, primary)  
130, rue le Carrefour  
Fermont, QC G0G 1J0  
Tel: (418) 287-5497

### Riverview School

---

(pre-k, k, primary, Sec I-III)  
67, rue Audubon  
Port-Cartier, QC G5B 1M7  
Tel: (418) 766-2665

### Flemming Elementary School

---

(k, primary)  
542, avenue Brochu  
Sept-Îles, QC G4R 2X3  
Tel: (418) 968-8412

### Queen Elizabeth High School

---

(Secondary I-V)  
95, rue Père Divet  
Sept-Îles, QC G4R 3P2  
Tel: (418) 962-4540

## FIRST NATION'S SCHOOLS

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### Montagnais

#### Institut culturel et éducatif Montagnais

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1034, avenue Brochu  
Sept-Îles, QC G4R 2Z1  
Tel: (418) 968-4424  
Toll-free: 1 800-391-4424  
Email: [reception@tshakapesh.ca](mailto:reception@tshakapesh.ca)  
Website: [https://www.tshakapesh.ca/fr/education\\_11/](https://www.tshakapesh.ca/fr/education_11/)

#### Ecole Primaire Nussim

---

(preschool, elementary)  
4, rue Pulis  
Betsiamites, QC G0H 1B0  
Tel: (418) 567-2215  
Website: <http://www.pessamit.ca/ecole-primaire>

#### Ecole Secondaire Uashkaikan

---

(secondary I-V)  
63, rue Messek  
Betsiamites, QC G0H 1B0  
Tel: (418) 567-2271  
Website: <http://www.pessamit.ca/ecole-secondaire>

#### Ecole Johnny Pilot mak Manikanetish

---

(elementary, secondary I to V)  
1, rue Ukuiaass  
P.O. Box 8000  
Sept-Îles, QC G4R 4L9  
Tel: (418) 962-5777

#### École Tshishteshinu

---

(preschool, elementary)  
P.O. Box 430  
Moisie, QC G0G 2B0  
Tel: (418) 927-2956

## École Tewaikan

---

*(preschool, elementary, secondary I-II)*  
29, rue Tshiash Innuat  
P.O.Box 159  
Mingan, QC G0G 1V0  
Tel: (418) 949-2113

## École Uauitshitun

---

*(preschool, elementary, secondary I-V)*  
Natashquan, QC G0G 2E0  
Tel: (418) 726-3368

## École de Kanatamat Tshitipetitamunu

*(preschool, elementary, secondary I-V)*  
1, rue Lorraine  
P.O. Box 1000  
Schefferville, QC G0G 2T0  
Tel: (418) 585-2116

## ■ Naskapi

### Jimmy Sandy Memorial School

---

*(preschool, elementary, secondary I to V)*  
1025 Naskapi Road  
P.O. Box 5152  
Kawawachikamach  
Schefferville, QC G0G 2Z0  
Tel: (418) 585-3811

## POST-SECONDARY INSTITUTIONS

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### Cégep de Baie-Comeau

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*(French only)*  
537, boulevard Blanche  
Baie-Comeau, QC G5C 2B2  
Tel: (418) 589-5707  
Toll-free: 1 800-463-2030  
Email: [webmestre@cegep-baie-comeau.qc.ca](mailto:webmestre@cegep-baie-comeau.qc.ca)  
Website: <http://www.cegepbc.ca/accueil>

## Cégep de Sept-Îles

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Social Science (all courses in English). Social Science/Sciences humaines (bilingual option). Science (Science in French, core courses in English). Other bilingual options, where possible, include Nursing, Industrial Maintenance, and Administration. It is possible to choose another course that is currently only offered in French and where possible they can offer the general courses in English and accept homework in English. Most tutors are bilingual.

175, rue de La Vérendrye  
Sept-Îles, QC G4R 5B7  
Tel: (418) 962-9848 (ext. 257 for Academic Advisor in English)  
Email: [communications@cegepsi.ca](mailto:communications@cegepsi.ca)  
Website: <http://www.cegep-Sept-Îles.qc.ca/>

## ESSB Adult Education

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Northern Lights Adult Education and Vocational Centre Services for the Sept-Îles and Baie-Comeau regions.  
530, avenue Brochu

Sept-Îles, QC G4R 2X3  
Tel: (418) 968-8412  
Toll-free: 1 866-968-8412  
Email: [chantal.pitt@essb.qc.ca](mailto:chantal.pitt@essb.qc.ca)

## Popco

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*(Also offering French courses)*  
4c, boulevard des Îles  
Port-Cartier, QC G5B 1V6  
Tel: (418) 766-8047  
Website: <http://www.popco.qc.ca/>

**For Youth employment, please see Youth section in this guide.**

## **Centre Émerison**

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Centre which offers career development in both professional and personal goals. Aged 18-30 special career counselling program to help find work, improve CV development, interview training etc. They also welcome newcomers/immigrants to the region with help to locate and find different community services to integrate newcomers into the region.

22, Place la Salle  
Baie-Comeau, QC G4Z 1K3  
Tel: (418) 296-6388

## **Commission des normes du travail du Québec (Québec Labour Standards Commission)**

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C.N.T. oversees the implementation of labour standards in Québec and provides services to employers and employees to ensure fair and equitable workplace practices. The Commission investigates labour complaints, institutes legal proceedings on behalf of employees; supplies mediation service to employees and employers and represents employees before the courts.

975, rue Nouvel  
Baie-Comeau, QC G5C 2C9  
Tel: (418) 295-4200  
Toll-free: 1 800-463-9931  
Fax: (418) 295-4250  
[www.cnt.gouv.qc.ca](http://www.cnt.gouv.qc.ca)

## **EMPLOI-QUÉBEC**

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Emploi-Quebec provides job placement, training, labour market information, job search help, self-employment apprenticeship and

professional qualification.

Toll-free: 1 877-767-8773  
<http://www.emploi.quebec.gouv.qc.ca/>

## **Direction régionale**

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550, boulevard Blanche  
Baie-Comeau, QC G5C 2B3  
Tel: (418) 295-4020  
Toll-free: 1 800-463-6443

## **CENTRE LOCAL D'EMPLOI (LOCAL EMPLOYMENT CENTRE)**

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The CLE offers employment assistance services, including placement services for employed and unemployed, as well as financial assistance to those facing difficulties in obtaining employment.

## **CLE des Escoumins**

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459, route 138  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-2501

## **CLE Forestville**

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134, route 138 Est  
Forestville, QC G0T 1E0  
Tel: (418) 587-6611  
Toll-free: 1 800-463-0738

## **CLE Baie-Comeau**

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625, boulevard Lafleche, bureau 1.810  
Baie-Comeau, QC G5C 1C5  
Tel: (418) 589-3719  
Toll-free: 1 800-463-8542

## **CLE Port-Cartier**

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2, rue Élie-Rochefort  
Port-Cartier, QC G5B 2N2  
Tel: (418) 766-6932

## **CLE Sept-Îles**

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456, avenue Arnaud, RC, bureau 11  
Sept-Îles, QC G4R 3B1  
Tel: (418) 962-6545  
Toll-free: 1 800-663-1934

## **CLE Havre-Saint-Pierre**

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1280, de la Digue, bureau 200  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-2288  
Toll-free: 1 800-463-0735

## **SERVICE CANADA**

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Services Canada offers programs and services related to career planning, financial benefits, jobs, labour and workplace information, training, employment insurance and social insurance number application. Service Canada is a federal institution that is part of Employment and Social Development Canada.

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## **Sept-Îles**

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701, boulevard Laure, 3<sup>e</sup> étage  
Sept-Îles, QC G4R 1X8  
Tel: (418) 962-5501  
Toll-free: 1 800-463-1757

## **Baie-Comeau**

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Laflèche Shopping Centre, office 204  
625, boulevard Laflèche West  
Baie-Comeau, QC G5C 1C5  
Tel: (418) 962-5501  
Toll-free: 1 800-463-1757

## **Forestville**

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Forestville Centre, suite 800  
25, route 138 East  
Forestville, QC  
Tel: (418) 962-5501  
Toll-free: 1 800-206-7218

## **Port-Cartier**

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(scheduled outreach site)  
4 C, Island boulevard  
Port-Cartier, QC  
Tel: 1 800-622-6232

## **Havre Saint-Pierre**

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1280, de la Digue, bureau 200  
Havre-Saint-Pierre, QC G0G 1P0  
Toll-free: 1 877-644-4545

## **■ Service d'aide à l'Emploi (Employment Aid Services)**

The SAE works hand-in-hand with the CLE to help individuals improve their employability and evaluate their work interests, aptitudes and capabilities with guidance from employment counsellors. The SAE is only available at the following CLEs on the Côte-Nord.

## **CLE Baie-Comeau**

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625, boulevard Laflèche, bureau 1.810  
Baie-Comeau, QC G5C 1C5  
Tel: (418) 589-3719  
Toll-free: 1 800-463-8542

## **CLE Sept-Îles**

---

456, avenue Arnaud, RC, bureau 11  
Sept-Îles, QC G4R 3B1  
Tel: (418) 962-6545  
Toll-free: 1 800-663-1934



## SERVICE IN ENGLISH

The right of English-speaking persons to receive health and social services in the English language was affirmed in Bill 142. Institutions in our region are required to make specified services accessible in English. Remember - you have the legal right to ask for English services and recourse if you do not receive these services. Not all places, however, can offer or are obligated to give services in English at times: this will depend on the time, staff available and type of service required. However, if you ask for service in English, you can expect an effort will be made to assist you with this request.

## TRANSLATOR SERVICES

(Sept-Îles only) Sharon Tardiff provides accompaniment and translation services to English-speaking patients at the hospital in Sept-Îles. If already present at the Hospital, please pick up the phone at the emergency door or at the 45, rue Père-Divet door entrance and wait for the translator to respond. Alternatively, call Sharon at (418) 965-7621 directly to make arrangements.

If in doubt, please call the NSCA at (418) 296-1545 and we will try to assist you with your translation needs when visiting health services.

For more information about the Ministère de la Santé et des services sociaux, visit their website at [www.msss.gouv.qc.ca/en](http://www.msss.gouv.qc.ca/en).

## INTEGRATED HEALTH AND SOCIAL SERVICES CENTRE (CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX (CISSS))

Integrated health and social services centres (CISSS) ensure accessibility, continuity and quality of services for people in their territory. They are reference points where people can go in case of health or psychosocial problems. There, they can receive appropriate services or be directed to another resource of the territorial services network.

For Côte-Nord, the CISSS is located in Baie-Comeau.

835, boulevard Jolliet  
Baie-Comeau, QC G5C 1P5  
Tel: (418) 589-9845  
Toll-free: 1 800-463-5142  
Website: <http://www.ciass-cotenord.gouv.qc.ca/>

## CENTRE D'ASSISTANCE ET D'ACCOMPAGNEMENT AUX PLAINTES (COMPLAINTS ASSISTANCE CENTRE)

CAAP Côte-Nord is an organisation that assists and supports individuals in the complaint process. It is an important stakeholder in the provision of first-line support services to users who wish to exercise their right to file a complaint or express their dissatisfaction.

It is not always necessary to file a complaint to resolve a situation therefore it is best to contact the CAAP to explore other avenues to answer your needs and make sure that you are satisfied with the level of service.

## CAAP Baie-Comeau

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859, rue Bosse, bureau 201  
Baie-Comeau, QC G5C 3P8  
Tel: (418) 295-2779  
Toll-free: 1 877-767-2227  
Email: [info@caap-cn.org](mailto:info@caap-cn.org)  
Website: <http://www.caap-cn.org/en>

## CAAP Sept-Îles

---

456, avenue Arnaud, bureau 222  
Sept-Îles, QC G4R 3B1  
Tel: (418) 968-2779  
Toll-free: 1 877-767-2227  
Email: [info@caap-cn.org](mailto:info@caap-cn.org)  
Website: <http://www.caap-cn.org/en>

## RAMQ

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The Régie de l'assurance maladie, or Quebec Health Insurance Board, controls access to health services and is responsible for issuing health insurance cards. You can also use the RAMQ to notify 6 government departments of a change of address.

Office 301, 3<sup>rd</sup> floor  
425, boulevard de Maisonneuve West  
Montréal, QC H3A 3G5  
Tel: 1 800-561-9749  
Website: [www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)

## HEALTH AND SOCIAL SERVICES CENTRES

### CISSS CÔTE-NORD

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Centre local de services communautaires (local community service centres) CLSCs are usually the first stop for any medical treatment or query. They are part of the wider CISSS network and provide health and social services at their installations but also in schools, work places and private homes.

## HAUTE-CÔTE-NORD FACILITIES

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Haute-Côte-Nord oversee all health and social services between Tadoussac and Colombier including the following medical institutions.

### Installation des Escoumins

---

4, rue de l'Hôpital  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-2931

**Installation Les Escoumins (youth protection, rehabilitation for dependences, rehabilitation for physical handicaps and Autism assistance)**

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4, rue des Pilotes  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-3143  
Toll-free: 1 877-233-2430

### Installation Forestville

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2, 7<sup>e</sup> rue  
Forestville, QC G0T 1E0  
Tel: (418) 587-2212

**Forestville (youth protection and rehabilitation for dependencies)**

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8, 10<sup>e</sup> rue  
Forestville, QC G0T 1E0  
Tel: (418) 587-2204  
Toll-free: 1 800-463-8547

### CHSLD des Bergeronnes

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450, rue de la Mer  
Bergeronnes, QC G0T 1G0  
Tel: (418) 232-6224

### CLSC Sacré-Cœur

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55, rue Lévesque  
Sacré-Cœur, QC G0T 1Y0  
Tel: (418) 236-4637

## MANICOUAGAN FACILITIES

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Manicouagan overseas all health and social services between Betsiamites and Baie-Trinité including the following medical institutions:

### Hôpital Le Royer (administration)

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635, boulevard Joliet  
Baie-Comeau, QC G5C 1P1  
Tel: (418) 589-3701

### CLSC Lionel-Charest

---

340, rue Clément-Lavoie  
Baie-Comeau, QC G4Z 3B8  
Tel: (418) 296-2572

### CLSC Marie-Leblanc-Côté

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2, rue de l'École  
Chute-aux-Outardes, QC G0H 1C0  
Tel: (418) 567-2274

### CLSC Corinne-Vallée-Therrien

---

3, rue Saint-Joseph  
Baie-Trinité, QC G0G 1A0  
Tel: (418) 939-2226

### CHSLD N.-A.-Labrie

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659, boulevard Blanche  
Baie-Comeau, QC G5C 2B2  
Tel: (418) 589-2425

### Centre d'hébergement Boisvert

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70, avenue Mance  
Baie-Comeau, QC G4Z 1M9  
Tel: (418) 296-2501

### CLSC Franquelin

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5, rue des Cèdres  
Franquelin, QC G0H 1EO  
Tel: (418) 296-1616

## CLSC Godbout

---

101, rue Levack  
Godbout, QC G0H 1G0  
Tel: 418 568-7740

## PORT-CARTIER FACILITIES

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

## SEPT-ÎLES FACILITIES

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### Hospital

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

### CHSLD - Résidence Gustavenue

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

### CLSC Sept-Îles

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Édifice du Docteur-Gérard-Beaulieu  
405, avenue Brochu  
Sept-Îles, QC G4R 2W9  
Tel: (418) 962-9761

### Centre de réadaptation pour les jeunes en difficulté d'adaptation de Sept-Îles

---

27, rue La Vérendrye  
Sept-Îles, QC G4R 5E3  
Tel: (418) 962-2262  
Toll-free: 1 800-418-5704

## MINGANIE FACILITIES

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Minganie overseas all health and social services between Rivière-au-Tonnerre and Natashquan including the following medical institutions:

## **Head Office**

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

## **CLSC Longue-Pointe-de-Mingan**

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870, chemin du Roi  
Longue-Pointe-de-Mingan,  
QC G0G 1V0  
Tel: (418) 949-2402

## **CLSC Baie-Johan-Beetz**

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- Point of service  
24, rue Johan-Beetz  
Baie-Johan-Beetz, QC G0G 1B0  
Tel: (418) 539-0169

## **CLSC Victor-Lachance**

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- Point of service  
102, rue Jacques-Cartier  
Aguanish, QC G0G 1A0  
Tel: (418) 533-2301

## **CLSC Natashquan**

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- Point of service  
47, chemin d'en Haut  
Natashquan, QC G0G 2E0  
Tel: (418) 726-3387

## **CLSC Rivière-au-Tonnerre**

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- Point of service  
430, rue Jacques-Cartier  
Rivière-au-Tonnerre, QC G0G 2L0  
Tel: (418) 465-2146

## **CLSC Rivière-Saint-Jean**

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- Point of service  
328, rue Saint-Jean  
Rivière-Saint-Jean, QC G0G 2N0  
Tel: (418) 949-2020

## **CLSC Port-Menier**

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Rue Canard  
P.O. Box 9  
Port-Menier, QC G0G 2Y0  
Tel: (418) 535-0176

## **CHSLD Havre-Saint-Pierre**

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933, rue Boréale  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-2212

## **CANIAPISCAU FACILITIES**

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Caniapiscau oversees all health and social services between Fermont, Schefferville and Kawawachikamach at the following installations:

### **Fermont Installation**

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1, rue Aquilon  
Fermont, QC G0G 1J0  
Tel: (418) 287-5461

### **Fermont (Youth Protection and Substance Abuse rehabilitation)**

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1, rue de l'Aquilon  
Fermont, QC G0G 1J0  
Tel: (418) 287-5461  
(youth : ext. 213, dispensary: ext 214)  
Toll-free: 1 800-463-8547

CLSC Schefferville  
320, A.P. Low Schefferville  
QC G0G 2T0  
Tel: (418) 585-2645

### **Youth and Child Protection Centre of Kawawachikamach**

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1008, Naskapi Road  
Kawawachikamach, QC G0G 2Z0  
Tel: (418) 585-2252  
Toll-free: 1 800-463-8547

## AUTONOMOUS INSTITUTION

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

### CLSC de Naskapi

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P.O. Box 5154  
Kawawachikamach, QC G0G 2Z0  
Tel: (418) 585-2897

## OUT-OF-REGION MEDICAL SERVICES

[www.travel4health.ca/](http://www.travel4health.ca/)

Several members of the Community Health and Social Services Network 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 + Baie-Comeau, Chicoutimi, Chandler, Blanc-Sablon), information and advice for the stay at the hospital, information and advice before returning home and the cost and refunds.

The toolkit is available to 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.

## SOCIAL SERVICES AND SUPPORT GROUPS

### Addictions

#### ALCOHOLICS ANONYMOUS

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##### Baie-Comeau Region

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Tel: (418) 589-9601

##### Sept-Îles Region

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Tel: (418) 962-5600

Website: <http://www.aa-quebec.org/region89/en/home.shtml>

#### DRUGS HELP AND REFERRAL

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Free, bilingual, 24-hour telephone service that provides help and referral to help fight substance abuse. Strictly confidential and anonymous.

Tel: 1 800-265-2626

##### Club l'Étape Manicouagan (French only: alcohol, drugs and other dependencies)

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940, rue Comtois  
Baie-Comeau, QC G5C 2A4  
Tel: (418) 589-3141

##### Unité Domrémy de Baie-Comeau Inc.

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Services offered include: help and support for detoxification and day centre.

- Help and support for detoxification
- Day centre
- Help groups
- Emergency and transitory lodging
- Social reinsertion
- Individual monitoring

170, boulevard la Salle  
Baie-Comeau, QC G4Z 1S4  
Tel: (418) 296-3486  
Email: [unitedomremybc@globetrotter.net](mailto:unitedomremybc@globetrotter.net)

#### **Centre d'intervention Le Rond-Point**

101, rue Tortellier  
Sept-Îles, QC G4R 3Z7  
Tel: (418) 962-7333  
Toll-free: 1 877-962-7333  
Email: [rpoint@cgocable.ca](mailto:rpoint@cgocable.ca)

#### **Transit Sept-Îles**

We are designated as an accommodation crisis centre and are referred by Social Services and crisis intervention. Other than accommodation and food, the services offered include; coaching, laundry, personal hygiene, needs assessment, tracking referrals, follow-up accommodation, and training.

409, rue Gamache  
Sept-Îles, QC G4R 2H8  
Tel: (418) 968-9190  
Email: [transit.sept-iles@cgocable.ca](mailto:transit.sept-iles@cgocable.ca)

#### **Centre de protection et de réadaptation de la Côte-Nord**

Head Office  
835, boulevard Joliet  
Baie-Comeau, QC G5C 1P5  
Tel: (418) 589-9927

### **ADDICTION REHABILITATION PROGRAM OFFERED BY CISSS DE LA CÔTE-NORD**

#### **M.R.C. Haute-Côte-Nord**

8, rue 10  
Forestville, QC G0T 1E0  
Tel: (418) 587-2204

4, rue des Pilotes  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-3143

#### **M.R.C. Manicouagan**

659, boulevard Blanche  
Baie-Comeau, QC G5C 2B2  
Tel: (418) 589-5704

625, rue des Épilobes  
Baie-Comeau, QC G5C 1Y9  
Tel: (418) 589-2003

#### **M.R.C. Sept-Rivières**

3, rue de Shelter-Bay  
Port-Cartier, QC G5B 2W9  
Tel: (418) 766-2572, ext. 3321

531, rue Gamache  
Sept-Îles, QC G4R 5T9  
Tel: (418) 962-9761

#### **M.R.C. Minganie**

1035, promenade des Anciens  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-2955

#### **M.R.C. Caniapiscau**

1, rue Aquilon  
Fermont, QC G0G 1J0  
Tel: (418) 287-5461

## CANCER ASSOCIATIONS

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

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ACEQ provides accommodation, volunteer services, psychosocial support, documentation centre, loan of beds and wigs to individuals and supports cancer research and prevention.

*P.O. Box 4151  
151, rue Saint-Louis  
Rimouski, QC G5L 8M2  
Tel: (418) 724-0600 ext 0  
Toll-free: 1 800-463-0806  
Email: [info@aceq.org](mailto:info@aceq.org)  
Website: [www.aceq.org](http://www.aceq.org)*

### **Canadian Cancer Society**

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The Society offers reliable information on cancer, emotional support, material and financial support, accommodation and documentation for all Canadians dealing with cancer.

*Toll-free: 1 888-939-3333  
Website: [www.cancer.ca](http://www.cancer.ca)*

### **Quebec Cancer Foundation (Fondation Quebecoise du Cancer)**

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Their objective is to improve the quality of life of those affected with cancer and their families.

*Tel: 1 800-363-0063  
Website: <http://www.fqc.qc.ca>*

## FAMILY ISSUES

### **Accueil Marie de l'Incarnation**

---

Provides services to single pregnant women, supporting them throughout their pregnancy. Also provides

activities and daycare services to single mothers and their children.

*451, rue Marguerite  
Baie-Comeau, QC G5C 1G9  
Tel: (418) 589-6418  
Email: [centredejouramli@hotmail.com](mailto:centredejouramli@hotmail.com)*

### **Parents Anonymous**

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A listening service for parents who feel the need to talk about the often overwhelming task of raising a child.

*Toll-free: 1 800-361-5085  
Website: <http://ligneparents.com/>*

### **Parents Help Line**

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Offers parents and caregivers access to information, support and referral 24 hours a day, 365 days a year.

*Toll-free: 1 888-603-9100*

### **Parent Action on Drugs (Canada-wide)**

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Offers a wide range of programs and services aimed at prevention, education and support and addresses issues of substance use among youth through outreach, prevention, education, and parent support.

*Toll-free: 1 877-265-9279  
Email: [pad@parentactionondrugs.org](mailto:pad@parentactionondrugs.org)  
Website: <http://parentactionondrugs.org/>*

### **Maison de la Famille de Port-Cartier**

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*20-B, boulevard des Îles  
case postale 152  
Port-Cartier, QC G5B 2G8  
Tel: (418) 766-8666*

## FOOD BANKS

### **Centre de dépannage des Nord-Côtiers**

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9A, rue Roussel  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-3910  
Email: [depannage.c@hotmail.com](mailto:depannage.c@hotmail.com)

### **Comptoir alimentaire l'Escale**

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295, rue de Puyjalon  
Baie-Comeau, QC G5C 1N3  
Tel: (418) 589-6869  
Email: [calescale@globetrotter.net](mailto:calescale@globetrotter.net)

### **Cuisine collective des écureuils de Baie-Comeau**

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1724, rue Papineau  
Baie-Comeau, QC G5C 2J8  
Tel: (418) 589-6095

### **Comptoir alimentaire de Sept-Îles**

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5, rue Boudreau  
Sept-Îles, QC G4R 5P4  
Tel: (418) 968-2274  
Email: [casi@globetrotter.net](mailto:casi@globetrotter.net)

## MULTIPLE DISABILITIES

Services are offered for intellectual disabilities, autism spectrum disorders and physical disabilities, ranging from rehabilitation to socio-occupational or residential integration of persons. English services are not always available in every location.

### **CENTRE DE RÉADAPTATION L'ÉMERGENT**

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The Centre de réadaptation l'Émergent is a rehabilitation centre for people with physical disabilities.

### **M.R.C. Haute-Côte-Nord**

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4, rue des Pilotes  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-2041  
Toll-free: 1 866-389-2038  
Toll-free: 1 866- 968-2470

### **M.R.C. Manicouagan**

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1250, rue Lestrat  
Baie-Comeau, QC G5C 1T8  
Tel: (418) 589-2038  
Toll-free: 1 866-389-2038  
Toll-free: 1 866-968-2470

### **M.R.C. Sept-Rivières**

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450, rue Évangéline  
Sept-Îles, QC G4R 2N5  
Tel: (418) 968-2470  
Toll-free: 1 866-389-2038  
Toll-free: 1 866-968-2470

### **Centre d'activités de la Haute-Côte Inc.**

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450, rue de la Mer, bureau 301  
P.O. Box 908  
Bergeronnes, QC G0T 1G0  
Tel: (418) 232-2232  
Email: [centrehaute-cote@belinet.ca](mailto:centrehaute-cote@belinet.ca)

### **Module d'épanouissement à la vie Sacré-Cœur**

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608, rue des Peupliers  
Tadoussac, QC G0T 2A0  
Tel: (418) 514-9127

### **Association des handicapés adultes de la Côte-Nord Inc.**

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859, rue Bosse, local 103  
Baie-Comeau, QC G5C 3P8  
Tel: (418) 589-2393  
Website: <http://www.ahacn.org/index.html>



### **Groupe Entre-Amis de Baie-Comeau**

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1130, rue Leventoux  
Baie-Comeau, QC G5C 1K4  
Tel: (418) 295-3717  
Email: [entre.amis@globetrotter.net](mailto:entre.amis@globetrotter.net)

### **Le Répit Daniel Potvin Inc.**

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898, boulevard Blanche  
Baie-Comeau, QC G5C 2B9  
Tel: (418) 589-2343

### **Les Girouettes de Chute-aux-Outardes**

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47, rue de l'Église  
Chute-aux-Outardes, QC G0H 1C0  
Tel: (418) 567-4621

### **Le Pivot des Îles Inc.**

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364 B, avenue Gamache  
Sept-Îles, QC G4R 2H7  
Tel: (418) 962-8314

### **Répit Richelieu**

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665, avenue Évangéline  
Sept-Îles, QC G4R 2N9  
Tel: (418) 962-3777

### **Transit Sept-Îles**

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They provide a meeting point, support and temporary shelter for people in difficulty. Our goal is to contribute to the prevention of crime, psychological distress, suicide, violence and social exclusion. Our team of nine are available 24/7 all year. Transit Sept-Îles wants to create a safe living environment close to services. It can currently accommodate up to 12 people.

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

### **L'Espoir de Shelna**

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1075, promenade des Anciens  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-3672

### **Module d'épanouissement à la vie de Havre-Saint-Pierre**

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1075, promenade des Anciens  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-1912

### **Association régionale pour le loisir des personnes handicapées Côte-Nord**

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Assists sports and leisure organizations in better serving physically and mentally challenged clientele by supporting local innovative projects and ongoing programming.

625, boulevard Laflèche, local 201  
Baie-Comeau, QC G5C 1C5  
Tel: (418) 589-5220  
Toll-free: 1 888-330-8757  
Email: [richard.marc@uriscn.qc.ca](mailto:richard.marc@uriscn.qc.ca)

### **Société d'habitation du Québec (SHQ)**

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The Residential Adaptation Assistance Program (RAAP) provides financial assistance to cover some of the cost of adapting and making homes accessible.

Toll-free: 1 800-463-4315  
Website: [www.habitation.gouv.qc.ca](http://www.habitation.gouv.qc.ca)

## **TRANSPORT**

### **TRANSPORT ADAPTÉ (ADAPTED TRANSPORTATION)**

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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.

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#### **CTASI**

652, avenue de Quen  
Sept-Îles, QC G4R 2R5  
Tel: (418) 962-7111

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#### **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 ([http://ville.Sept-Îles.qc.ca/fr/transport\\_75/](http://ville.Sept-Îles.qc.ca/fr/transport_75/)) at their offices, or the NSCA Sept-Îles office.

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#### **Taxibus**

652, avenue de Quen  
Sept-Îles, QC G4R 2R5  
Tel: (418) 968-2877  
Website: [http://ville.Sept-Îles.qc.ca/fr/transport\\_75/](http://ville.Sept-Îles.qc.ca/fr/transport_75/)

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#### **Adapted Transportation Ville de Baie-Comeau**

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

Tel: (418) 589-1516

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#### **Adapted Transportation Ville de Port-Cartier**

Tel: (418) 766-0060

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#### **Maison Richelieu**

The Maison Richelieu is a residence where non-hospitalized users from

the North Shore (those residing outside Sept-Îles), their parents or attendants, who are going to Sept-Îles for an exam, follow-up or treatment, can reside during their stay. The service extends to users from Baie-Comeau to Blanc-Sablon, including Schefferville and Anticosti. The house has 10 rooms with private bathrooms (6 small ones and 4 large ones with small kitchens), one small kitchen and one living room in the basement for all users. Rooms cost \$40 a day.

465, avenue Franquelin  
Sept-Îles, QC G4R 2L9  
Tel: (418) 962-2720

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#### **Association de la fibromyalgie et de la fatigue chronique de Manicouagan et de la Haute-Côte-Nord inc.**

1250, rue Lestrat, bureau R-134  
Baie-Comeau, QC G5C 1T8  
Tel: (418) 589-2229  
Toll-free: 1 877-668-2229  
Website: <http://www.fibromyalgie-sqf.org/>  
Email: [assocfibromanic@gmail.com](mailto:assocfibromanic@gmail.com)

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#### **Association Fibromyalgie de Duplessis**

690, boulevard Laure, bureau 222-E  
Sept-Îles, QC G4R 4N8  
Tel: (418) 968-1999  
Toll-free: 1 866-968-1999  
Website: <http://www.fibromyalgie-sqf.org/>  
Email: [ass.fib.dup@globetrotter.net](mailto:ass.fib.dup@globetrotter.net)

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#### **Association des personnes avec difficultés visuelles de Manicouagan**

1250, rue Lestrat  
Baie-Comeau, QC G5C 1T8  
Tel: (418) 589-8888  
Email: [apdvm@globetrotter.net](mailto:apdvm@globetrotter.net)

**Association québécoise pour  
les enfants atteints d'audimutité  
(A.Q.E.A.), Chapitre Côte-Nord**

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19, avenue Laval  
Baie-Comeau, QC G4Z 1P9  
Tel: (418) 296-8985  
Email: sylviboisclair@hotmail.com

**La Vallée des Roseaux**

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This is a palliative care home but they are also able to offer complimentary services such as respite for caregivers and support the needs of patients in their own homes.

2370, boulevard Lafèche  
Baie-Comeau, QC G5C 1E4  
Tel: (418) 589-7705  
Email: valleedesroseaux@globetrotter.net  
Website: <http://lavalleedesroseaux.org/>

**Action Autisme T.E.D. Haute-Côte-  
Nord Manicouagan**

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317-B, boulevard la Salle  
P.O. Box 6143  
Baie-Comeau, QC G5C 0B7  
Tel: (418) 296-2857  
Email: aa-ted@hotmail.com

**Collectif de Sept-Îles pour la santé  
des femmes**

---

652, avenue de Quen  
Sept-Îles, QC G4R 2R5  
Tel: (418) 968-8465  
Email: csisf@globetrotter.net  
Website: <http://cdeacf.ca/>

**Société canadienne de la sclérose en  
plaques, section Côte-Nord  
(Canadian MS society)**

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652, avenue de Quen  
Sept-Îles, QC G4R 2R5

Tel: (418) 968-6688  
Email: scleroseenplaquesn@cgable.ca  
Website: <https://scleroseenplaques.ca/section/cote-nord>

**L'Association Épilepsie Côte-Nord**

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652, avenue de Quen  
Sept-Îles, QC G4R 2R5  
Tel: (418) 968-2507  
Toll-free: 1 866-968-2507  
Email: epilepsiecn@globetrotter.net

**Association nord-côtière de l'autisme  
et des troubles envahissants du  
développement (ANCATED)**

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700, boulevard Laure  
Sept-Îles, QC G4R 1Y1  
Tel: (418) 962-2272  
Toll-free: 1 866-965-2272  
Email: ancated@globetrotter.net

**Actions Sida Côte-Nord (HIV/AIDS)**

---

700, boulevard Laure, bureau 235  
Sept-Îles, QC G4R 1Y1  
Tel: (418) 962-6211  
Toll-free: 1 888-611-7432  
Email: info@ascn.qc.ca

## LEGAL ISSUES

**Éducaloi**

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Éducaloi are a registered charity whose mission is to explain the law in easy to understand language to Quebec citizens. They are a bilingual service and a starting point for legal information.

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

## **Justice Quebec**

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A useful web site when dealing with legal issues within the province of Quebec.

Website: <https://www.justice.gouv.qc.ca/en>

## **CAVAC**

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The Crime victim's assistance centre delivers services to individuals and their families who are victims or witnesses of crime, including post traumatic intervention, technical assistance, information on rights and accompaniment to court.

Tel: (418) 294-8034 or

Tel: (418) 296-0500 Baie-Comeau

Tel: (418) 962-2822 or

1 866-962-2822 Sept-Îles

Email: [cavaccotenord@globetrotter.net](mailto:cavaccotenord@globetrotter.net)

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

## **Court House - Baie-Comeau**

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71, avenue Mance

Baie-Comeau, QC G4Z 1N2

Tel: (418) 296-5534

Toll-free: 1 866-854-4075

## **Court House - Forestville**

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(service point)

Édifice Renato

134, route 138 Est

P.O. Box 400

Forestville, QC G0T 1E0

Tel: (418) 587-4471

## **Court House - Sept-Îles**

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425, boulevard Laure

Sept-Îles, QC G4R 1X6

Tel: (418) 962-3044

Toll-free: 1 866-405-7951

## **Legal Aid**

### **(Commission des services juridiques)**

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Legal aid is granted for family matters, youth protection, the representation of young offenders, the prosecution of a criminal act, benefit claims related to income support or employment assistance, automobile insurance, unemployment insurance and workman's compensation for individuals at a certain income level.

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

## **Aide juridique de Sept-Îles**

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204-690, boulevard Laure

Sept-Îles, QC G4R 4N8

Tel: (418) 964-8110

Email: [dg@ccjn.qc.ca](mailto:dg@ccjn.qc.ca)

## **Aide juridique de Baie-Comeau**

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279, boulevard Lasalle

Baie-Comeau, QC G4Z 1T2

Tel: (418) 294-8793

Email: [ajbc@ccjn.qc.ca](mailto:ajbc@ccjn.qc.ca)

## **Legal Aid Pessamit**

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- Served by Baie-Comeau

Band Council

2, rue Kepetaken

Pessamit, QC G0H 1B0

Tel: (418) 567-2265

## **Legal Aid Forestville**

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25, route 138

Forestville, QC G0T 1E0

Tel: (418) 587-4474

## **Legal Aid Les Escoumins**

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- Served by Forestville

Centre de santé des Nord-Côtiens

4, rue de l'Hôpital

Les Escoumins, QC G0T 1K0

Tel: (418) 587-4474

## **Legal Aid Sacré-Coeur**

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(Friday afternoons)  
- Served by Forestville  
Centre de santé des Nord-Côtiers  
50, rue Mayrand  
Sacré-Cœur, QC G0T 1Y0  
Tel: (418) 587-4474

## **Sureté du Québec (Provincial police)**

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In case of emergency only  
(Fire, Police, Ambulance)  
Tel: 911

## **Quebec Provincial Police**

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(24-hour emergency)  
Tel: 310-4141  
Cell: \*4141

## **Côte-Nord District Head Office**

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20, boulevard Comeau  
Baie-Comeau, QC G4Z 3A8  
Tel: (418) 296-2324

## **DETACHMENTS**

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### **Fermont**

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299, rue Le Carrefour  
Tel: (418) 287-3555

### **Schefferville**

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76, rue Atlantic  
Tel: (418) 585-2626

### **Forestville**

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130, route 138 Est  
Tel: (418) 587-2238

### **Tadoussac**

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406, rue Bateau-Passeur  
Tel: (418) 235-4486

## **Baie-Comeau**

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1010, rue Mingan  
Tel: (418) 589-3788

## **Havre-St-Pierre**

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1174, boulevard de l'Escale  
Tel: (418) 538-2118

## **Sept-Îles**

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151, rue Père-Divet  
Tel: (418) 962-9438

## **Port-Cartier**

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63, route 138  
Tel: (418) 766-2112

## **Royal Canadian Mounted Police**

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The primary mandate is to conduct coastal patrols to prevent the importation of drugs by boat and to enforce federal laws and investigate fraud committed against the government of Canada.

## **Côte-Nord Detachment**

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637, avenue de Quen  
Sept-Îles, QC G4R 4K3  
Tel: (418) 962-2061

## **MENTAL HEALTH**

### **Droits et Recours en Santé Mentale de la Côte-Nord (DRSM) (Mental Health Rights for Côte-Nord)**

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DRSM Côte-Nord was entrusted to promote and defend the human rights of people living with or having lived with a mental health problem and work with them so they can feel empowered in their lives and in society as a whole. Through the

support that it provides to people and the mandate that it received, DRSM's mission is to promote and defend the individual and collective rights of persons living with or having lived with a mental health problem. This also includes helping empower them with information and offering different training sessions. In addition they offer support and assistance to persons or groups as they defend their rights and make sure their rights are respected.

859, rue Bossé, bureau 201  
Baie-Comeau, QC G5C 3P8  
Tel: (418) 295-2779  
Tel: 1 877-767-2227  
Email: [info@drsmcn.org](mailto:info@drsmcn.org)

456, Arnaud, Suite 222,  
Sept-Îles, QC G4R 3B1  
Tel: (418) 968-2779  
Tel: 1 877-767-2227  
Email: [info@drsmcn.org](mailto:info@drsmcn.org)  
Website: [www.drsmcn.org](http://www.drsmcn.org)

#### **Association l'Envolée de la Côte-Nord**

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838, rue de Puyjalon, bureau 304  
Baie-Comeau, QC G5C 1N1  
Tel: (418) 295-1888  
Email: [jnnb8@hotmail.com](mailto:jnnb8@hotmail.com)

#### **Association des parents et amis du malade émotionnel Baie-Comeau Inc.**

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884A, rue de Puyjalon  
P.O. Box 2071  
Baie-Comeau, QC G5C 2S8  
Tel: (418) 295-2090  
Email: [apamebc@globetrotter.net](mailto:apamebc@globetrotter.net)

#### **Association des parents PANDA Manicouagan**

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105, avenue Michel-Hémon  
Baie-Comeau, QC G4Z 2A4  
Tel: (418) 294-4410

Email: [panda\\_manicouagan@hotmail.com](mailto:panda_manicouagan@hotmail.com)  
Website: <https://www.pandamanicouagn.com>

#### **Le Crém**

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1041, boulevard Lafleche  
P.O. Box 2535  
Baie-Comeau, QC G5C 1C8  
Tel: (418) 295-3499  
Email: [lecream@globetrotter.net](mailto:lecream@globetrotter.net)

#### **Les Habitations communautaires Le Gîte Inc.**

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399, rue des Cèdres  
Baie-Comeau, QC G5C 1S5  
Tel: (418) 589-4858  
Email: [maison.transition.bc@globetrotter.net](mailto:maison.transition.bc@globetrotter.net)

#### **Maison de transition Le Gite Inc.**

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858, rue Dastous  
Baie-Comeau, QC G5C 1J9  
Tel: (418) 589-2211  
Email: [maison.transition.bc@globetrotter.net](mailto:maison.transition.bc@globetrotter.net)

#### **Nouveau regard**

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858, rue de Puyjalon  
Baie-Comeau, QC G5C 1N3  
Tel: (418) 296-4385

#### **Regroupement des organismes communautaires et alternatifs en santé mentale Côte-Nord**

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409, avenue de Quen  
Sept-Îles, QC G4R 2R1  
Tel: (418) 962-6006  
Email: [atre@cgocable.ca](mailto:atre@cgocable.ca)

**Canadian Mental Health Association  
(CMHA) (L'Association canadienne  
pour la santé mentale Côte-Nord Inc.)**

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CMHA North Shore is a non-profit organization whose primary mission is the promotion of mental health, prevention of mental illness and performing support activities for the population.

10, rue Boisvert  
P.O. Box 323  
Port-Cartier, QC G5B 2G9  
Tel: (418) 766-4476  
Toll-free: 1 800-363-4476  
Email: smqcn@globetrotter.net  
Website: <http://www.smqcn.ca/>

**Ressource de réinsertion <<Le Phare>>**

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99, boulevard du Portage-des-Mousses  
Port-Cartier, QC G5B 1C9  
Tel: (418) 766-8969  
Email: [lephare@globetrotter.net](mailto:lephare@globetrotter.net)

**Association parents et amis du malade  
émotionnel de Sept-Îles Inc.**

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652, avenue de Quen  
Sept-Îles, QC G4R 2R5  
Tel: (418) 968-0448  
Toll-free: 1 888-718-2726  
Email: [apamesi@globetrotter.net](mailto:apamesi@globetrotter.net)

**Éki-Lib Santé Côte-Nord**

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652, avenue de Quen  
P.O. Box 1758  
Sept-Îles, QC G4R 2R5  
Tel: (418) 968-3960  
Toll-free: 1 877-968-3960  
Email: [eki\\_lib@hotmail.com](mailto:eki_lib@hotmail.com)

**L'Âtre de Sept-Îles**

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409, avenue de Quen  
Sept-Îles, QC G4R 2R1  
Tel: (418) 962-6006  
Email: [atre@cgocable.ca](mailto:atre@cgocable.ca)

**ALZHEIMER'S'S SOCIETY**

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The Alzheimer's's Society provides support, information and education to people with Alzheimer's Disease and their families.

**Alzheimer's Society Provincial Office**

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200-5165, rue Sherbrooke West  
Montreal, QC H4A 1T6  
Tel: (514) 369-7891  
Toll-free: 1 888-636-6473  
Email: [info-fqsa@Alzheimer'squebec.ca](mailto:info-fqsa@Alzheimer'squebec.ca)  
Website: [www.Alzheimer'squebec.ca](http://www.Alzheimer'squebec.ca)

**Alzheimer's Society Côte-Nord**

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373, avenue Jolliet  
Sept-Îles, QC G4R 2B1  
Tel: (418) 968-4673  
Toll-free: 1 866-366-4673  
Email: [sacotenord@globetrotter.net](mailto:sacotenord@globetrotter.net)

**SUICIDE HELP LINE  
- QUEBEC NATIONAL**

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Toll-free: 1 866-277-3553

**North Shore Suicide Prevention Centre**

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P.O. Box 2591  
Baie-Comeau, QC G5C 2T3  
Tel: (418) 295-2101  
Toll-free: 1 866-277-2553  
Email: [cps09@globetrotter.net](mailto:cps09@globetrotter.net)  
Website: <http://preventionsuicidecotenord.ca/>

## VOLUNTEER CENTRES

### L'Accorderie Manicouagan

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L'accorderie aims to combat poverty and social exclusion through the exchange of services and education through cooperation. It strengthens solidarity between people of different ages, gender, culture and income.

22, Place la Salle  
Baie-Comeau, QC G4Z 1K3  
Tel: (418) 378-9526  
Email: la.manicouagan@accorderie.ca  
Website: www.accorderie.ca

### Comité de bénévoles Bergeronnes

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48, rue Principale, office 206  
Bergeronnes, QC G0T 1G0  
Tel: (418) 232-6248

### Comité de bénévoles Escoumins

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725, route 138  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-2207

### Comité de bénévoles Sacré-Cœur

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108, rue Gagné Est  
Sacré-Cœur, QC G0T 1Y0  
Tel: (418) 236-4692  
Email: chsc1991@outlook.com

### Comité de bénévoles de Tadoussac

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253 A, rue Champlain  
P.O. Box 123  
Tadoussac, QC G0T 2A0  
Tel: (418) 235-4225  
Email: madolamarche@yahoo.ca

### Centre d'action bénévole le Nordest

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9, 11<sup>e</sup> Rue  
Forestville, QC G0T 1E0  
Tel: (418) 587-4226  
Toll-free: 1 855-862-4226  
Email: cab@lenordest.org

### Centre de bénévolat Manicouagan Inc.

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52, avenue d'Iberville  
Baie-Comeau, QC G4Z 1W6  
Tel: (418) 296-2686  
Email: hamel.cab@globetrotter.net

### Centre de bénévolat de Port-Cartier Inc.

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10, rue Boisvert  
P.O. Box 54  
Port-Cartier, QC G5B 2G7  
Tel: (418) 766-3202  
Email: cbpc@cgcable.ca

### Centre d'action bénévole de Sept-Îles.

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680, boulevard Laure, local 112  
Sept-Îles, QC G4R 1K5  
Tel: (418) 962-5751  
Email: info@cab7iles.com

### Centre d'action bénévole de la Minganie

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1158, rue Boréale  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-1332  
Email: info@cabmingan.org

## WOMEN'S SERVICES

### Centre des femmes de Forestville

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13, route 138 Est  
Forestville, QC G0T 1E0  
Tel: (418) 587-4204  
Email: cf.forestville@globetrotter.net



## **L'Alliance des femmes**

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P.O. Box 538  
Sacré-Cœur, QC G0T 1Y0  
Tel: (418) 236-9132  
Email: [allianceedesfemmes@bellnet.ca](mailto:allianceedesfemmes@bellnet.ca)

## **Centre des femmes «l'Étincelle»**

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P.O. Box 2214  
Baie-Comeau, QC G5C 2S9  
Tel: (418) 589-9366  
Email: [cfee@globetrotter.net](mailto:cfee@globetrotter.net)

## **Centre Emersion**

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22, Place la Salle  
Baie-Comeau, QC G4Z 1K3  
Tel: (418) 296-6388

## **Centre femmes aux quatre vents**

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652, avenue de Quen  
Sept-Îles, QC G4R 2R5  
Tel: (418) 968-2925  
Email: [cfa4vents@globetrotter.net](mailto:cfa4vents@globetrotter.net)

## **Centre Le Volet des femmes**

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137, route Jacques-Cartier  
Aguanish, QC G0G 1A0  
Tel: (418) 533-2212  
Email: [volet@globetrotter.net](mailto:volet@globetrotter.net)

## **SEXUAL ASSAULT AND VIOLENCE**

### **CALACS Côte-Nord Centre d'aide et de lutte contre les agressions à caractère sexuel**

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CALACS is a non-profit community organization offering various services to women of 14 years and older who have experienced sexual assault. Services are free and include email and phone support, consultation, referrals, individual visits, support

groups, hospital, police and court accompaniment and documentation.

Tel: (418) 589-1714  
Toll-free: 1 800-563-0443  
Email: [lumiereboreale.calacs09@globetrotter.net](mailto:lumiereboreale.calacs09@globetrotter.net)  
Website: <http://www.lumiereboreale.qc.ca/>

### **S.O.S. conjugal violence (Spousal abuse line)**

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A free bilingual telephone service for women throughout Quebec who are facing problems of family violence.

Toll-free: 1 800-363-9010

## **SHELTERS**

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Shelters for women victims of conjugal violence, including sexual assault victims.

### **Maison des femmes de Baie-Comeau**

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Tel: (418) 296-4733  
Email: [mfbcb@globetrotter.net](mailto:mfbcb@globetrotter.net)

### **Maison Anita Lebel**

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Tel: (418) 296-4100  
Email: [maisonanitalebel@globetrotter.net](mailto:maisonanitalebel@globetrotter.net)

### **La Maison des femmes de Sept-Îles**

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P.O. Box 278  
Sept-Îles, QC G4R 4K5  
Tel: (418) 962-8141  
Email: [gestion@maisonfemmessi.com](mailto:gestion@maisonfemmessi.com)

### **Maison d'aide et d'hébergement de Fermont Inc.**

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P.O. Box 297  
Fermont, QC G0G 1J0  
Tel: (418) 287-5625  
Email: [dg.mahf@tlb.sympatico.ca](mailto:dg.mahf@tlb.sympatico.ca)

## YOUTH SERVICES

### LEGAL ISSUES

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#### Alternative justice organization

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Alternative justice organizations offer alternative methods for social reintegration for young offenders, as well as prevention and promotion programs to all youth.

#### CoNVERjaNCE Manicouagan

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766, rue Bossé  
Baie-Comeau, QC G5C 1L6  
Tel: (418) 589-6566  
Email: [mesbaie@globetrotter.net](mailto:mesbaie@globetrotter.net)  
Website: <http://www.ojaconverjancemanicouagan.org/>

#### La Croisée, un organisme de justice alternative

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652, avenue de Quen, 2<sup>nd</sup> floor  
Sept-Îles, QC G4R 2R5  
Tel: (418) 962-0173  
Email: [direction@la-croisee.ca](mailto:direction@la-croisee.ca)  
Website: <http://www.la-croisee.ca/main.php?sid=m&mid=1&lng=2>

### YOUTH PROTECTION

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#### Centre Jeunesse Côte-Nord

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The Centre Jeunesse's mandate is to protect young people under 18 years of age who are living in a situation which poses a serious risk to their physical safety or to their development. They also provide support to young mothers and young offenders, assist individuals wishing to adopt a child, and adopted individuals searching for the birth parent(s), mediate some divorce proceedings and arrange foster care.

#### Centre de protection de l'enfance et de la jeunesse de Baie-Comeau

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835, boulevard Jolliet  
Baie-Comeau, QC G5C 1P5  
Tel: (418) 589-9927  
Toll-free: 1 800-463-8547

#### Centre Jeunesse Les Escoumins

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4, rue des Pilotes  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-3143  
Toll-free: 1 800-233-2430

#### Centre Jeunesse Forestville

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8, rue 10  
Forestville, QC G0T 1E0  
Tel: (418) 587-2204  
Toll-free: 1 800-463-8547

#### Centre Jeunesse Baie-Comeau

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835, boulevard Joliet  
Baie-Comeau, QC G5C 1P5  
Tel: (418) 589-9927  
Toll-free: 1 800-463-8547

#### Centre Jeunesse Port-Cartier

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3, rue de Shelter Bay, bureau B-216  
1<sup>st</sup> floor  
Port-Cartier, QC G5B 2W9  
Tel: (418) 766-2572  
Toll-free: 1 800-463-8547

#### Centre Jeunesse Sept-Îles

---

128, rue Régnauld, bureau 205  
Sept-Îles, QC G4R 5T9  
Tel: (418) 962-2578  
Toll-free: 1 800-463-8547

#### Centre Jeunesse Havre-Saint-Pierre

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1035, boulevard des Anciens  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-2212  
Toll-free: 1 800-463-8547

### **Centre Jeunesse Fermont**

---

1, rue Aquilon, P.O. Box 550  
Fermont, QC G0G 1J0  
Tel: (418) 287-5461 (ext. 213)  
Toll-free: 1 800-463-8547

### **Centre Jeunesse Kawawachikamach**

---

1008, Naskapi Road  
Schefferville, QC G0G 2T0  
Tel: (418) 585-2252  
Toll-free: 1 800-463-8547

### **YOUTH REHABILITATION CENTRES**

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#### **Pavillon Richelieu**

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625, rue des Épilobes  
Baie-Comeau, QC G5C 1Y9  
Tel: (418) 589-2003  
Toll-free: 1 800-463-8547

#### **Réadaptation en dépendance**

---

659, boulevard Blanche  
Baie-Comeau, QC G5C 2B2  
Tel: (418) 589-5704  
Toll-free: 1 800-418-5704

#### **Centre de réadaptation de Sept-Îles**

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27, rue de La Vérendrye  
Sept-Îles, QC G4R 5E3  
Tel: (418) 962-2262  
Toll-free: 1 800-418-5704

#### **\*Protection de la jeunesse & Réadaptation en dépendance**

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128, rue Régnauld  
Sept-Îles, QC G4R 5T9  
Tel: (418) 962-2578  
Toll-free: 1 800-463-8547

### **Réadaptation en déficience physique, déficience intellectuelle et troubles du spectre de l'autisme**

---

1250, rue Lestrat  
Baie-Comeau, QC G5C 1T8  
Tel: (418) 589-2038  
Toll-free: 1 866-389-2038

### **Kid's Help Phone**

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Free counselling, support,  
information and referral services for  
youth 3 to 19 years of age.  
Toll-free: 1 800-668-6868  
Website: <https://kidshelpphone.ca/>

## RELIGIOUS ORGANIZATIONS

### ANGLICAN

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#### Church of St. Andrew & St. George

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34, rue Carleton  
Baie-Comeau, QC G4Z 1L7  
Tel: (418) 296-2833

#### All Saints Church

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47, Ungava Street  
Sept-Îles, QC G4R 4E4  
Tel: (418) 962-6985

#### St. John's Church

---

Anglican Church of Schefferville  
Naskapi Road  
Kawawachikamach, QC G0G 2Z0  
Tel: (418) 585-2557

### CATHOLIC

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#### Église Christ the King

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540, avenue Arnaud  
Sept-Îles, QC G4R 3E7  
Tel: (418) 962-6171

# SENIOR CITIZEN'S SERVICES

## HOME SUPPORT SERVICES

### **PROGRAMME D'EXONÉRATION FINANCIÈRE POUR LES SERVICES D'AIDE DOMESTIQUE (FINANCIAL ASSISTANCE PROGRAMME FOR DOMESTIC HELP SERVICES)**

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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.

#### **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  
Email: [coop7rivieres@globetrotter.net](mailto:coop7rivieres@globetrotter.net)  
Website: [www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)

#### **Coopérative de solidarité Aspire-Tout**

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896, rue de Puyjalon, bureau 205  
Baie-Comeau, QC G5C 1N1  
Contact person: Daniel Naud  
Tel: (418) 589-2753  
Email: [gpoussette@hotmail.com](mailto:gpoussette@hotmail.com)

#### **L'APPUI CÔTE-NORD**

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The mission of L'Appui Côte-Nord  
is to ensure caregivers of seniors  
have the moral support needed  
as well as access to a wide range  
of resources that will enable them  
to continue the delivery of care to  
someone with an age related loss of  
autonomy. They provide personalized  
information, training, counselling  
and respite through a single source.  
It works in tandem with various local

organizations, so that caregivers can  
easily be redirected to the necessary  
resource and acts in collaboration with  
local stakeholders to identify local  
priorities and improve the services  
offered, including the development  
of information services, training,  
psychosocial support and respite.

There is a dedicated caregiver helpline,  
available in English: 1 855-852-7785

#### **L'Appui Côte-Nord**

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810, rue Bossé, bureau 102  
Baie-Comeau, QC G5C 1L6  
Tel: (418) 589-4014  
Email: [dhamel@lappuicotenord.org](mailto:dhamel@lappuicotenord.org)  
Website: <http://www.lappui.org/cote-nord>

#### **Comité de bénévoles Bergeronnes**

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48, rue Principale, office 206  
Bergeronnes, QC G0T 1G0  
Tel: (418) 232-6248

#### **Comité de bénévoles Escoumins**

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725, route 138  
P.O. Box 53  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-2207

#### **Comité de bénévoles Sacré-Cœur**

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108, rue Gagné Est  
Sacré-Cœur, QC G0T 1Y0  
Tel: (418) 236-4692  
Email: [cbssc1991@outlook.com](mailto:cbssc1991@outlook.com)

#### **Comité de bénévoles de Tadoussac**

---

253 A, rue Champlain  
Tadoussac, QC G0T 2A0  
Tel: (418) 235-4225  
Email: [madolamarche@yahoo.ca](mailto:madolamarche@yahoo.ca)

### **Les Amis du Rayon d'or**

---

450, rue de la Mer  
P.O. Box 68  
Bergeronnes, QC G0T 1G0  
Tel: (418) 232-1159  
Email: lardor@bellnet.ca

### **Centre d'action bénévole le Nordest**

---

9, rue 11  
Forestville, QC G0T 1E0  
Tel: (418) 587-4226  
Email: direction.cab@lenordest.org

### **Centre communautaire pour les aînés de Ragueneau**

---

521, route 138, bureau 200  
Ragueneau, QC G0H 1S0  
Tel: (581) 643-1300  
Email: centre-com.aines@hotmail.com

### **L'Association des locataires de la résidence Père Méthot**

---

20, avenue Carleton  
P.O. Box 54  
Baie-Comeau, QC G4Z 2W9  
Tel: (418) 296-3828  
Email: fouguet1928@hotmail.ca

### **Vers l'âge Senior Inc.**

---

659, boulevard Blanche  
Baie-Comeau, QC G5C 2B2  
Tel: (418) 589-7423  
Email: Centre\_de\_jour@hotmail.com

### **Association des aidants naturels**

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P.O. Box 6051  
Baie-Comeau, QC G5C 2S9  
Tel: (418) 589-2229  
Email: aidants.naturelscn@hotmail.com

### **Centre de bénévolat de Port-Cartier Inc.**

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10, rue Boisvert  
P.O. Box 54  
Port-Cartier, QC G5B 2G7  
Tel: (418) 766-3202  
Email: cbpc@cgocable.ca

### **Centre d'action bénévole de la Minganie**

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1158, rue Boréale  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-1332  
Email: info@cabmingan.org

## **SENIOR SOCIAL CLUBS**

### **FADOQ**

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The FADOQ Network brings together and represents people aged 50 and over in order to preserve and improve their quality of life. The Network defends and promotes their collective rights, values their contribution to society and supports them through programs, services and activities, particularly in the areas of recreation, culture, sport and the outdoors. There are currently 26 clubs across the North Shore, with a presence in most communities. Consult your local newspaper for details of groups or contact the NSCA for more details.

### **Fadoq Region Côte-Nord**

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859, rue Bossé, local 107  
Baie-Comeau, QC G5C 3P8  
Tel: (418) 589-7870  
Toll-free: 1 800-828 3344  
Email: fadoqcn@globetrotter.net  
Website: <https://www.fadoq.ca/cote-nord>

### **Conseil régional de l'Âge d'Or de la Côte-Nord**

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1359, boulevard Blanche  
Baie-Comeau, QC G5C 3A8  
Tel: (418) 589-7870

### **Club de l'Age d'Or de Franquelin**

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27, des Érables  
Franquelin, QC G0H 1E0  
Tel: (418) 296-0343  
President: Ginette Plante

### **Club de l'Age d'Or de Rageneuve**

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521, route 138, local 100  
Rageneuve, QC G0H 1S0  
Tel: (418) 567-4858  
President: Lucette Desbiens

### **Club de l'Age d'Or de Chute-aux-Outardes**

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1, rue de l'École  
Chute-aux-Outardes, QC G0H 1C0  
Tel: (418) 567-4696  
President: Arlette Girard

### **Club de l'Age d'Or de Forestville**

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SS-1, 10<sup>e</sup> Rue  
Forestville, QC G0T 1E0  
Tel: (418) 587-2302  
President: Agathe Audette

### **Club de l'Age d'Or de Godbout**

---

102, rue Alexandre  
Godbout, QC G0H 1G0  
Tel: (418) 568-7832  
President: France Caron  
Tel: (418) 568-7739

### **Club de l'Age d'Or de Rivière Pentecôte**

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4351, route Jacques-Cartier  
Rivière Pentecôte, QC G0H 1R0  
Tel: (418) 799-2582  
President: France Gauthier

### **Club de l'Age d'Or de Gallix**

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348, rue Thériault  
Gallix, QC G0G 1L0  
Tel: (418) 766-4039  
President: Janine Collin

### **Club de l'Age d'Or de Sept-Îles**

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286, avenue Humphrey  
Sept-Îles, QC G4R 5V7  
Tel: (418) 968-3445  
President: Angeline Leblanc

### **Les Joyeux Retraités**

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286, avenue Humphrey  
Sept-Îles, QC G4R 5V7  
Tel: (418) 962-1533  
Website: <http://www.joyeuxretraites.com/>  
President: Leona Rodgers

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

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

### **Club de l'Age d'Or des Escoumins**

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9, rue Roussel  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-3750  
President: Claudette Roussel

### **Club de l'Age d'Or de Sacré-Cœur**

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80, rue Principale North  
P.O. Box 47, Sacré-Cœur, QC G0T 1Y0  
Tel: (418) 236-9213  
President: Pauline Hovington

### **Club de l'Age d'Or**

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403, rue de la Mer  
Les Bergeronnes, QC G0T 1G0  
Tel: (418) 232-6206  
President: Lucille Maltais

### **Club de l'Age d'Or Les Pionniers**

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36, rue Plante  
Port-Cartier, QC G5B 1Y2  
Tel: (418) 766-6469  
President: Pauline Duchenes

### **Club de l'Age d'Or Vive la Joie**

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P.O. Box 351, Succ Port-Cartier  
Port-Cartier, QC G5B 2G9  
Tel: (418) 766-2367  
President: Claudette Allaire-Cote

## **RESIDENTIAL CARE**

Residential centres 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.

### **M.R.C. HAUTE-CÔTE-NORD**

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#### **CHSLD des Bergeronnes**

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450, rue de la Mer  
Grandes-Bergeronnes, QC G0T 1G0  
Tel: (418) 232-6224

### **Installation des Escoumins**

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4, rue de l'Hôpital  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-2931

### **Installation de Forestville**

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2, 7<sup>e</sup> rue  
Forestville, QC G0T 1E0  
Tel: (418) 587-2212

### **■ Private Residential Care Centres Haute Côte-Nord**

#### **Résidence Le Boisé sur la Mer**

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571, route 138  
Les Escoumins, QC G0T 1K0  
Tel: (418) 233-2144

#### **Villa Forestville**

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4, 10<sup>e</sup> Rue, R.R. 1  
Forestville, QC G0T 1E0  
Tel: (418) 587-6060

#### **Pavillon Léopold Mayrand**

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55, rue Lévesque  
Sacré-Cœur, QC G0T 1Y0  
Tel: (418) 236-9227

#### **Maison du Havre**

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8, rue 7  
Forestville, QC G0T 1E0  
Tel: (418) 587-6469

### **■ M.R.C. Manicouagan**

#### **CHSLD N.-A. Labrie**

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659, boulevard Blanche  
Baie-Comeau, QC G5C 2B2  
Tel: (418) 589-2425



## **CHSLD Boisvert**

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70, rue Mance  
Baie-Comeau, QC G4Z 1M9  
Tel: (418) 296-2501

## **■ Private Residential Care-Centres**

### **Château Bellevue**

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1401, boulevard Joliet  
Baie-Comeau, QC G5C 1P9  
Tel: (418) 589-2225

### **Oasis des Pionniers**

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130, rue Pie-XII  
Baie-Comeau, QC G5C 1R9  
Tel: (418) 589-6625

## **M.R.C. SEPT-RIVIÈRES**

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### **CHSLD – Port-Cartier**

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

## **SEPT-ÎLES**

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### **CHSLD Résidence Gustavenue-Gauvreau**

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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

## **■ Private Residential Care-Centres**

## **MALIOTENAM**

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### **Foyer Tshishennua**

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297, rue Anek  
Maliotenam, QC G4R 4K2  
Tel: (418) 927-3304

## **SEPT-ÎLES**

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### **Résidence des Bâtisseurs**

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470, rue Arnaud, bureau 100  
Sept-Îles, QC G4R 4N9  
Tel: (418) 962-1934

### **Résidence Vents et Marées**

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659, rue Brochu  
Sept-Îles, QC G4R 2X7  
Tel: (418) 962-7565

## **M.R.C. MINGANIE**

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### **CHSLD – Minganie**

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(2<sup>nd</sup> and 3<sup>rd</sup> floor)  
1035, promenade des Anciens  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-2212

### **CHSLD de Havre-Saint-Pierre**

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933, rue Boréale  
Havre-Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-2212

## **ELDER ABUSE**

### **North Shore CAVAC Côte-Nord**

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The assistance centre for victims of crime, known as CAVAC, is there to help you overcome the physical, mental and social consequences of

crime. The professional services they provide are confidential and free of charge.

*652, de Quen*

*Sept-Îles, QC G4R 2R5*

*Tel: (418) 962-2822*

*Toll-free: 1 866-962-2822*

*Email: cavaccotenord@globetrotter.net*

### **CISSS de la Côte-Nord**

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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 regional coordinator is Ms. Claire Plante.

*Tel: (418) 962-9761 ext. 2427*

### **FADOQ**

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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. To get more information regarding Senior Aware.

*Tel: 1 800-544-9058*

## YOUTH EMPLOYMENT

### Centre Émersion

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A centre which offers career development in both professional and personal goals. Aged 18-30 special career counselling program to help find work, improve CV development, interview training etc. They also welcome newcomers/immigrants to the region with help to locate and find different community services to integrate newcomers into the region.

22, Place la Salle  
Baie-Comeau, QC G4Z 1K3  
Tel: (418) 296-6388

### YES Montreal

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YES Montreal is a non-profit organization that provides English-language support services to help Quebecers find employment as well as develop and finance their own businesses.

666, Sherbrooke Street  
Montreal, QC H3A 137  
Tel: (514) 878-9788  
Email: [info@yesmontreal.ca](mailto:info@yesmontreal.ca)  
Website: <https://www.yesmontreal.ca/>

### CARREFOUR JEUNESSE EMPLOI (YOUTH EMPLOYMENT CENTRE)

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Free services for youth aged 16 to 35 to encourage integration into the job market, including help and support for employment seekers.

### CJE de La Haute-Côte-Nord

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427, rue de la Mer, 2<sup>nd</sup> floor  
Les Bergeronnes, QC G0T 1G0  
Tel: (581) 324-1110

### CJE Forestville

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(Point of Service)  
31, route 138  
Forestville, QC G0T 1E0  
Tel: (418) 587-4762

### CJE de Manicouagan

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859, rue Bossé, local 205  
Baie-Comeau, QC G5C 3P8  
Tel: (418) 589-8589  
Email: [cje-manic@cjemanic.qc.ca](mailto:cje-manic@cjemanic.qc.ca)  
Website: [www.cjemanic.qc.ca](http://www.cjemanic.qc.ca)

### CJE Duplessis

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263, rue Papineau  
Sept-Îles, QC G4R 4J2  
Tel: (418) 961-2533  
Toll-free: 1 888-965-2533  
Email: [accueil@cjed.qc.ca](mailto:accueil@cjed.qc.ca)  
Website: [www.cjed.qc.ca](http://www.cjed.qc.ca)

### CJE Port-Cartier

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2, rue Élie-Rochefort, bureau 103  
Port-Cartier, QC G5B 2N2  
Tel: (418) 766-4099  
Email: [ce.portcartier@cjed.qc.ca](mailto:ce.portcartier@cjed.qc.ca)

### CJE Minganie

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1280, rue de la Digue, bureau 205  
Havre Saint-Pierre, QC G0G 1P0  
Tel: (418) 538-2533  
Toll-free: 1 877-538-2533  
Email: [cjehsp@cjed.qc.ca](mailto:cjehsp@cjed.qc.ca)

### CJE Caniapiscau

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299, rue le Carrefour  
Fermont, QC G0G 1J0  
Tel: (418) 287-5233  
Toll-free: 1 877-287-5233  
Tel: (418) 287-5215  
Email: [cje.fermont@tlb.sympatico.ca](mailto:cje.fermont@tlb.sympatico.ca)

### **Federal Student Work Experience Program**

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A program offering full-time students work experience in the federal public service. You create an account online and apply for your chosen opportunity.

Website: <https://www.canada.ca/en>

### **Services Canada Summer Work Experience**

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Provides summer employment for secondary and post-secondary students, and supports the operation of summer employment offices. Visit a Service Canada Centre for more information.

Tel: 1 800-935-555

Website: <https://www.canada.ca/en>

### **Katimavik**

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Katimavik's mission is to develop diverse youth as engaged, caring citizens and capable contributors and leaders for a better Canada. As well as offering a gap-year experience for volunteers, they also have an Indigenous Youth in Transition program, designed to support Indigenous women and men aged 18-30 to develop skills that will enable them to pursue postsecondary learning and future employment.

1001, rue Lenoir, suite A-313

Montréal, QC H4C 2Z6

Tel: (514) 868-0898

Email: [info@katimavik.org](mailto:info@katimavik.org)

Website: <https://www.katimavik.org/en/>

### **Place aux Jeunes**

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PAJ's mission is to make youth aware of the potential in the region through job opportunities, starting a business

and other resources.

Website: [www.placequxjeunes.qc.ca](http://www.placequxjeunes.qc.ca)

### **Place aux Jeunes Manicouagan**

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859, rue Bossé, local 205

Baie-Comeau, QC G5C 3P8

Tel: (418) 589-8589

Email: [pajmanic@cjemanic.qc.ca](mailto:pajmanic@cjemanic.qc.ca)

### **Place aux Jeunes la Haute-Côte-Nord**

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427, rue de la Mer, 2<sup>nd</sup> floor

Les Escoumins, QC G0T 1G0

Tel: (581) 324-1110

Email: [renaud.deschenesWcjehcn.qc.ca](mailto:renaud.deschenesWcjehcn.qc.ca)

### **Emploi étudiant au Québec**

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Available for students searching for a summer job, a permanent job or an internship (French only).

Toll-free: 1 877-767-8773

Website: <http://www.emploi Quebec.gouv.qc.ca>

### **SADC**

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The SADC offers programs and financial assistance to youth, such as personal loans for business start-up. See the Business and Economic Development section in this guide for contact details.

### **Young Canada Works**

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Gives students the chance to earn money while preparing to make the transition from school to work and to acquire job experiences. You can create an online account and directly apply for positions.

Website: <https://young-canada-works.canada.ca/>

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## Canadian Government

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The Government of Canada's Web site for youth contains information about programs and services at the community level and beyond; including jobs, health, education and art.

Website: [www.youth.gc.ca](http://www.youth.gc.ca)

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## Éducaloi (youth)

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Éducaloi offers a youth section on their main website as your starting point for legal information. They have detailed legal career sections as well as the law by topic which specifically relates to age 18 and under.

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

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## MAISON DES JEUNES

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Offer adolescents a supervised location to spend time with friends, as well as activities and services in response to the needs of youth. (French only in a lot of places)

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## Ragueneau

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519, route 138  
Tel: (418) 567-2370

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## Baie-Comeau

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836, boulevard Joliette  
Tel: (418) 589-1217

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## Port-Cartier

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34, avenue Parent  
Tel: (418) 766-3040

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## Fermont

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100 C, place Daviault  
Tel: (418) 287-5473

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## Havre-St. Pierre

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908, boulevard de l'Escale  
Tel: (418) 538-3368

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## Natashquan

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59b, rue du Pré  
Tel: (418) 726-3740

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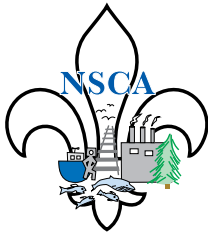
## Les Escoumins

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2, rue de la Croix  
Tel: (418) 233-3519

Please note the services listed in this directory are not exhaustive. For more information, do not hesitate to contact the NSCA.

Tel: (418) 296-1545



North Shore Community Association  
337 Blvd. LaSalle, Local 202  
Baie-Comeau, QC, G4Z 2Z1  
Telephone: (418) 296-1545  
Website: [www.quebecnorthshore.org](http://www.quebecnorthshore.org)  
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