A WORD FROM NSCA

Dear friends,

It is with great pride that the North Shore Community Association has the opportunity to bring you this access guide for health and social services for seniors. We hope this will be a useful tool that you will be able to use often.

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

*If language is a barrier to receiving services, do not hesitate to contact the NSCA office at 418-296-1545. Although translation services have not yet been instated, we are dedicated to helping the English-speaking community to the best of our ability. As such, we will do what we can to help with the available resources.*
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**IMPORTANT**

**SERVICES KEY/ FLUENCY IN ENGLISH**

In order to better serve the needs of our readers, we have devised a letter grade evaluation key to inform readers of the level of English they can expect when contacting a service within this booklet. In other words, beside the contact information of each listed service, you will find a letter grade corresponding to the following...

**A** English spoken and understood. All services and documents are available in English

**B** English sometimes understood/translation available but most services and documents are only available in French.

**C** Little to no English service available. French only.

Where there is no grade, the level of English has not been verified.

Please note that due to turnover of human resources, these levels can change.
The Haute-Côte-Nord Health and Social Services Centre oversees all health and social services between Tadoussac and Colombier.

**Hospital Services (CH)**

Hospital services include:
- Emergency room services
- Palliative care
- Physiotherapy
- Radiology
- Pharmacy

**Home-Support Services (CLSC)**

Home-support services (referred to as «Maintien à Domicile» or «Soins à Domicile» in French) offered through the CLSC exist to promote the autonomy and well being of the aging population who still wish to reside at home. Services that can be requested include:
- Nursing and medical services at home
- Palliative care in the home
- Occupational therapy, respiratory therapy
- Funds for home maintenance services
- Support for the residents of Villa Forestville and Pavillon Mayrand in Sacré-Coeur*

**Residential Care (CHSLD)**

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

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

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

**CSSS Escoumins (administrative centre)**
4, rue de l’Hôpital,
Les Escoumins, QC G0T 1K0
📞 (418) 233-2931

**CSSS Forestville**
2, 7e rue,
Forestville, QC G0T 1E0
📞 (418) 587-2212

**Pavillon Bergeronnes**
450, rue de la Mer,
Les Bergeronnes, QC G0T 1G0
📞 (418) 232-6224

**Service Point (Point de service) Sacré-Coeur**
50, rue Mayrand,
Sacré-Cœur, QC G0T 1Y0
📞 (418) 236-4637

Other private Residential Care institutions exist in this area

**Carmen Richer**
571, route 138
Les Escoumins, QC G0T 1K0
📞 (418) 233-2144
Maison du Havre
8, 7ième rue
Forestville, QC  G0T 1E0
☎️ (418) 587-6469
- 6 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc)
- Domestic care (cleaning, clothing maintenance, etc)

*Pavillon Léopold Mayrand
55, rue Lévesque
Sacré-Coeur, QC  G0T 1Y0
☎️ (418) 236-9227

*Villa Forestville
4, 10e Rue, R.R. 1
Forestville, QC  G0T 1E0
☎️ (418) 587-6060
- 3 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc)
- Domestic care (cleaning, clothing maintenance, etc)

Medical Clinics in this area

Clinique du Dre Viens
190, route 138, C.P. 159
Les Bergeronnes, QC  G0T 1G0
☎️ (418) 232-1118

Clinique médicale du Dr Côté
63, rue Gagné Est
Sacré-Coeur, QC  G0T 1K0
☎️ (418) 236-9999
The Manicouagan Health and Social Services Centre oversees all health and social services between Betsiamites and Baie-Trinité.

**Hospital Services (CH)**

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

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

**Hôpital Le Royer, CSSS Manicouagan**

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

**Home-Support Services (CLSC)**

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

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

Process to acquire services:
• Call the CLSC – they will set up an appointment right away;
• At the first meeting the needs will be assessed and the services to be implemented will be decided;
• The services will come from the CLSC or the community;
• If the situation looks like it will need to be reassessed, a social worker will be assigned.

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

**CLSC Corinne-Vallée-Therrien***
3, rue Saint-Joseph,
Baie-Trinité, QC G0H 1A0
☎ (418) 939-2226
Open from 8am – 4pm
*Please note that there are also offices in Pointe-aux Outardes and Ragueneau

**CLSC Lionel-Charest**
340, rue Clément-Lavoie,
Baie-Comeau, QC G4Z 1B8
☎ (418) 296-2572
Open from 8am – 4pm

**CLSC Marie-Leblanc-Côté***
2, rue de l’École
Chute-aux-Outardes, QC G0H 1C0
☎ (418) 567-2005
Open from 8am-4pm
*Please note that this CLSC serves the Chute-aux-Outardes, Les Buisons, Pointe-aux-Outardes, and Ragueneau regions
Residential Care (CHSLD)

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

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

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

**Centre de convalescence Pie XII**
516, rue Pie XII
Baie-Comeau, QC G5C 1S3
📞 (418) 589-2912

**Centre d’hébergement Boisvert (55 beds)**
70, avenue Mance,
Baie-Comeau, QC G4Z 1M9
📞 (418) 296-2501

**Centre d’hébergement N.-A.-Labrie (58 beds)**
659, boulevard Blanche,
Baie-Comeau, QC G5C 2B2
📞 (418) 589-2425

**Résidence Joliet**
892, boulevard Joliet
Baie-Comeau, QC G5C 1P4
📞 (418) 295-2164
Other private Residential Care institutions exist in this area

**Oasis des Pionniers Enr.**
130, rue Pie-XII
Baie-Comeau, QC G5C 1R9
☎ (418) 589-6625
OASIS@satcomcolibri.com
- 86 beds for permanent residential care
- Meal service
- Personal assistance
- Nurse care

**Vallée des Roseaux**
390, boul. Pie XII
Baie-Comeau, QC G5C 1S2
☎ (418) 589-7705
valleedesroseaux@globetrotter.net
- Free palliative care
- 7 beds for permanent residential care
- Meal service
- Personal assistance
- Nurse care

Medical Clinics in this area

**Centre de médecine familiale**
189, avenue Damase-Potvin
Baie-Comeau, QC G4Z 2Y9
☎ (418) 296-9119
*Walk-in clinic: every Monday and Thursday morning*

**GMF de la Polyclinique Boréale**
668, rue de Parfondeval
Baie-Comeau, QC G5C 3R3
☎ (418) 589-2222
*Walk-in clinic: Please call on Tuesday afternoon to know the availability of the doctors*
Centre médical
250, boulevard LaSalle
Baie-Comeau, QC G4Z 1S8
☎ (418) 296-9681

UMF de Manicouagan
340, rue Clément-Lavoie
Baie-Comeau, QC G4Z 3B8
☎ (418) 296-2421
Walk-in clinic (Clinique de dépannage) from Monday to Friday in the morning: This service is offered to clients who have a file at the clinic. Registration: by phone the day before or the same day.

Centre de santé Betsiamites
2, rue Ashini
Pessamit, QC G0H 1B0
☎ (418) 567-2242

CSSS DE PORT-CARTIER
http://www.csssportcartier.ca

Hospital Services (CH)
Hospital services include:
• Emergency services
• Outpatient services

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

Centre for Health and Social Services of Port-Cartier
CSSS de Port-Cartier
3, rue De Shelter Bay
Port-Cartier, QC G5B 2W9
☎ (418) 766-2572

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

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

**Résidence d’Accueil**
29, rue des Pins
Port-Cartier, QC G5B 2A6
☎ (418) 766-4906

**Résidence d’Accueil**
34, rue des Pins
Port-Cartier, QC G5B 2A9
☎ (418) 766-2513

**Résidence d’Accueil**
31, rue des Sorbiers
Port-Cartier, QC G5B 1S8
☎ (418) 766-4579

**Résidence des Rochelois**
95, rue Rochelois
Port-Cartier, QC G5B 1K5
☎ (418) 766-2725

**Villa Port-Cartier**
2, rue Lemoine
Port-Cartier, QC G5B 1C1
☎ (418) 766-2033

**Medical Clinics in this area**

**GMF Horizon Santé**
8, boulevard des Îles
Port-Cartier, QC G5B 2J4
☎ (418) 766-4643
Hospital Services (CH)

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

Hospital Centre
45, rue Père-Divet
Sept-Îles, QC G4R 3N7
📞 (418) 962-9761

Home-Support Services (CLSC)

Home-support services (referred to as «Maintien à Domicile» or «Soins à Domicile» in French) offered through the CLSC exist to promote the autonomy and well being of the aging population who still wish to reside at home. Services that can be requested include:
- Nursing and medical services at home
- Cleaning services and help with other daily activities
- Psycho-social services in the home (for the individual, family and other)
- Home rehabilitation services
- Respiratory therapy in the home

Process to acquire services:
- Call the CLSC – they will call back within 24 hours;
- They do a questionnaire over the telephone and then make the evaluation of services;
- They use community services such as: Centre Bénévolat and Transport adapté

To obtain any of these services, please contact the institution:

CLSC
405, avenue Brochu
Sept-Îles, QC G4R 2W9
📞 (418) 962-1858
Residential Care (CHSLD)

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

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

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

**CHSLD Résidence Gustave-Gauvreau**

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

**CHSLD Résidence Urgel-Pelletier**

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

Other private Residential Care institutions exist in this area

**Residence J.R. Lafontaine**

225, rue La Fontaine  
Sept-Îles, QC  
G4R 4C8  
☎ (418) 962-4505  
7 jaduguay@globetrotter.net

- 27 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc)
- Domestic care (cleaning, clothing maintenance, etc)
L’Intermède
82, rue Tortellier
Sept-Îles, QC G4R 3Z6
📞 (418) 968-2052
- 3 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc)
- Domestic care (cleaning, clothing maintenance, etc)

Claire Paradis
12, rue de la Réserve
Sept-Îles, QC G4R 3Y7
📞 (418) 962-2897
- 2 beds for permanent residential care
- Meal service

Résidence des Bâtisseurs
470, rue Arnaud, bureau 100
Sept-Îles, QC G4R 4N9
📞 (418) 962-1934
resbatisseurs@cgocable.ca
- 117 beds for permanent residential care
- Meal service
- Personal assistance services (hygienic care, mobilization services, etc)
- Nurse care
- Domestic care (cleaning, clothing maintenance, etc)

Résidence Vents et Marées
659, rue Brochu
Sept-Îles, QC G4R 2X7
📞 (418) 962-7565
omhsi.orichard@cgocable.ca
- 40 beds for permanent residential care
  Meal service

Foyer Tshishennuat
297, rue Anek
Maliotenam, QC G4R 4K2
📞 (418) 927-3117
• 8 beds for permanent residential care
• Meal service
• Personal assistance services (hygienic care, mobilization services, etc)
• Nurse care
• Domestic care (cleaning, clothing maintenance, etc)

Maison d’Accueil Richelieu
465, rue Franquelin
Sept-Îles, QC G4R 2L9
☎ (418) 962-2720

Temporary home/Transition home

Répit Richelieu
720, Arnaud
Sept-Îles, QC G4R 3C2
☎ (418) 968-6696

Medical Clinics in this area

Clinique du Dr Laplante
707, avenue Arnaud
Sept-Îles, QC G4R 3B6
☎ (418) 968-8274

Polyclinique de l’Anse
78, rue Lemaire
Sept-Îles, QC G4S 1A3
☎ (418) 962-1212

GMF Vents et Marées
391, avenue Brochu, local 201
Sept-Îles, QC G4R 4S7
☎ (418) 968-1234

Walk-in clinic (Clinique de dépannage) from Monday to Friday: This service is offered to clients who have a file at the clinic. Registration by phone: the same day, beginning at 8am.
The Health and Social Services Centre of la Minganie oversees all health and social services between Rivière-au-Tonnerre and Natashquan.

### Home-Support Services (CLSC)

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

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

### Residential Care (CHSLD)

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

The residential care unit in this region offers a total of 52 beds, boasting an atmosphere in which seniors can feel comfortable and autonomous. For more information, contact the institution closest to you:

**Foyer de Havre-Saint-Pierre (19 beds)**

933, rue Boréale  
Havre-Saint-Pierre, QC  
G0G 1P0  
☎ (418) 538-2212
Centre de Santé et des services sociaux de la Minganie (15 beds) & Residence Irène-Bélanger (26 beds)
1035 Promenades des Anciens
Havre-Saint-Pierre, QC  G0G 1P0
☎ (418) 538-2212

Other private Residential Care institutions exist in this area

La Corporation des Aînés de la Minganie
933, rue Boréale
Havre-Saint-Pierre, QC  G0G 1P0
☎ (418) 538-2088
- 21 beds for permanent residential care
- Meal service

Temporary Residential Care
An additional three beds exist (ask for «hébergement temporaire» in French) in the health center listed above (Centre de Santé et des services sociaux de la Minganie). These three beds are reserved to cater to seniors who are facing one of the following three situations:

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

Medical Clinics in this area

GMF de la Minganie
CSSS de la Minganie
1035 Promenades des Anciens
Havre-Saint-Pierre, QC  G0G 1P0
☎ (418) 538-2212
Hospital Services (CH)

Hospital services include:
- 6 beds for Physical Health
- Emergency services
- Ambulatory services

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

**Dispensaire de Schefferville**
326, rue A.P. Low
Schefferville, QC G0G 2T0
☎ (418) 585-2645

**CLSC de Naskapi**
9, Naskapi Road
Kawawachikamach, QC G0G 1J0
☎ (418) 585-2897

**CSSS de l’Hématite, Centre Le Canal**
1, rue Aquilon
Fermont, QC G0G 1J0
☎ (418) 287-5461
COMMUNITY ORGANIZATIONS

LOCAL VOLUNTEER ASSOCIATIONS

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

Comité de bénévoles de Tadoussac
277, rue de la Falaise
P.O. Box 123
Tadoussac, QC G0T 2A0
☎ (418) 235-4511

Comité de bénévoles Sacré-Cœur
108, rue Gagné Est
Sacré-Cœur, QC G0T 1Y0
☎ (418) 236-4692

Comité de bénévoles Bergeronnes
48, rue Principale, app. 102
Les Bergeronnes, QC G0T 1G0
☎ (418) 232-6336

Les Amis du Rayon d’or
450, rue de la Mer
P.O. Box 68
Les Bergeronnes, QC G0T 1G0
☎ (418) 232-1159

Comité de bénévoles Escoumins
429, route 138
P.O. Box 53
Les Escoumins, QC G0T 1K0
☎ (418) 233-2110

Centre d’action bénévole le Nordest
9, 11e Rue
Forestville, QC G0T 1E0
☎ (418) 587-4226
cab.lenordest@globetrotter.net
Centre de bénévolat Manicouagan inc.
217A, boulevard Lasalle
Baie-Comeau, QC G4Z 1S7
☎ (418) 296-2686
benevolat@cbmanicougan.com
Volunteer services:
• Friendly visits
• Medical transportation services
• Out-of-region medical transportation services
• Meals on Wheels

Cercle des Fermières – secteur Mingan
343, rue Rouleau
Baie-Comeau, QC G5C 1T3
☎ (418) 589-3527
Volunteer services:
• Visiting services to patients
• Service of meals preparation for families grieving
• Can also bring in resource persons to give information on various subjects to meet their needs

Cercle des Fermières – secteur Marquette
144, boul. LaSalle
Baie-Comeau, QC G4Z 1S2
☎ (418) 296-2432
Volunteer services:
• Visiting services to patients
• Service of meals preparation for families grieving
• Can also bring in resource persons to give information on various subjects to meet their needs

Centre d’action bénévole de Sept-Îles Inc.
466, rue Perreault
Sept-Îles, QC G4R 1K5
☎ (418) 962-5751
cab7illes@globetrotter.net

Port Cartier Volunteer Centre
Centre de bénévolat de Port-Cartier Inc.
10, rue Boisvert
Port-Cartier, QC G5B 2G7
☎ (418) 766-3202
cbpc@cgocable.ca
Centre d’action bénévole de la Minganie
1158, rue Boréale
Havre-Saint-Pierre, QC G0G 1P0
☎ (418) 538-1332
cab.minganie@globetrotter.net

MENTAL HEALTH SERVICES

Canadian Mental Association Côte-Nord Inc.
17 de la Baie
C.P 323
Port-Cartier QC G5B 2G9
☎ (418) 766-4476
☎ 1-800-363-3376

SOCIAL CLUBS

Club de l’Age d’Or
424, de la Mer, Local 120
Les Bergeronnes, QC G0T 1G0
☎ (418) 232-6450

Club de l’Age d’Or de Sacré-Cœur
80 Principale North
Sacré-Cœur, QC G0T 1Y0
☎ (418) 236-9213

Club de l’Age d’Or des Escoumins
12 Boily Street
Les Escoumins, QC G0T 1K0
☎ (418) 233-3750

Club de l’Age d’Or de Forestville
SS-1 10e Rue
Forestville, QC G0T 1E0
☎ (418) 587-4915
Community Centre for the Elderly
Centre communautaire pour les aînées
523, Rte 183
Ragueneau, QC G0H 1S0
📞 (418) 567-4696

Chute-aux-Outardes Golden Age Club
1, rue de l’École
Chute-aux-Outardes, QC G0H 1C0
📞 (418) 567-8241

Chevaliers de Colomb, Council 5229
SS-1151, boul. Blanche
Baie-Comeau, QC G5C 2C6
📞 (418) 589-5229

Chevaliers de Colomb, Council 3094
10, ave Roméo-Vézina
Baie-Comeau, QC G4Z 2W2
📞 (418) 296-3093

FADOQ Golden Age Club, Côte-Nord Region
FADOQ Région Côte-Nord
859, Bossé, bureau 218
Baie-Comeau, QC G5C 3P8
📞 (418) 589-7871

FADOQ Golden Age Club, Côte-Nord Region
FADOQ Région Côte-Nord
34, ave Chapleau
Baie-Comeau, QC G4Z 2M3
📞 (418) 296-4350

North Shore Community Association – 50 Plus Club
Church of St. Andrews & St. George (Basement)
34, rue Carleton
Baie-Comeau, QC G4Z 1L7
📞 (418) 296-1545
<table>
<thead>
<tr>
<th>Club Name</th>
<th>Address</th>
<th>City, Province</th>
<th>Zip Code</th>
<th>PhoneNumber</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regional Golden Age Club Centre</strong></td>
<td>Conseil régional de l’Âge d’Or de la Côte-Nord</td>
<td>Baie-Comeau, QC</td>
<td>G5C 3A8</td>
<td>(418) 589-7870</td>
</tr>
<tr>
<td><strong>Vers l’âge Senior Inc. (Day Centre)</strong></td>
<td>659, boulevard Blanche</td>
<td>Baie-Comeau, QC</td>
<td>G5C 2B2</td>
<td>(418) 589-7423</td>
</tr>
<tr>
<td><strong>Franquelin Golden Age Club</strong></td>
<td>27, rue des Érables</td>
<td>Franquelin, QC</td>
<td>G0H 1E0</td>
<td>(418) 296-2522</td>
</tr>
<tr>
<td><strong>Club de l’Age d’Or de Godbout</strong></td>
<td>102, rue Alexandre</td>
<td>Godbout, QC</td>
<td>G0H 1G0</td>
<td>(418) 568-7743</td>
</tr>
<tr>
<td><strong>Club de l’Age d’Or de Rivière Pentecôte</strong></td>
<td>4351, rue Jacques-Cartier</td>
<td>Rivière Pentecôte, QC</td>
<td>G0H 1R0</td>
<td>(418) 799-2582</td>
</tr>
<tr>
<td><strong>(Day Centre) Port Cartier</strong></td>
<td>Club Age d’Or Centre de Jour</td>
<td>Port-Cartier, QC</td>
<td>G5B 2G7</td>
<td>(418) 766-4241</td>
</tr>
<tr>
<td><strong>FADOQ Golden Age Club,</strong></td>
<td>Club FADOQ Port Cartier «Les Pionniers»</td>
<td>Port Cartier, QC</td>
<td>G5B 1M9</td>
<td>(418) 766-6469</td>
</tr>
</tbody>
</table>
FADOQ Golden Age Club
Club FADOQ Port Cartier «Les Vives la Joie»
23, rue Garnier
Port Cartier, QC G5B 1W1
☎ (418) 766-5829

Knights of Columbus
Chevaliers du Colomb 4335
7, des îles Boulevard
Port-Cartier, QC G5B 1V5
☎ (418) 766-4355

Lions Club Port Cartier
Club de Lions Port Cartier
Meetings held at 101, boulevard Portage des Mousses
Box 2
Port Cartier, QC G5B 2G7
*note: no telephone number available

FADOQ Golden Age Club
Club FADOQ Sept-Îles «Les Joyeux Retraites»
286, rue Humphrey
Sept-Îles QC G4R 5V7
☎ (418) 968-3445

Lions Club Sept-Îles
461, ave. Brochu
Sept-Îles, QC G4R 2X1
☎ (418) 962-5466

North Shore Community Association – 50 Plus Club
All Saint Anglican Church (basement)
47, rue Ungava
Sept-Îles, QC G4R 4E4
☎ (418) 296-1545

Gallix Golden Age Club
Club de l’Age d’Or de Gallix
348, rue Thériault
Gallix, QC G0G 1L0
☎ (418) 766-4039
Local Golden Age Clubs

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

FADOQ¹

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

- free subscription to French-language Virage Magazine (a news and review magazine, published four times a year)
- exclusive benefits and discounts for auto and home insurance
- travel insurance deals
- discounts on Greiche & Scaff glasses, as well as on-the-spot eye examination
- many other benefits that can be found on the website

¹ Site web: FADOQ, http://www.fadoq.com
For information concerning any of these clubs, please inquire by telephone or email at:

(Provincial)
☎ 1-800-828-3344
http://www.fadoq.com

(Regional)
☎ 1-888-667-7870
fadoqcn@globetrotter.net

TRANSPORTATION

Transport Adapte pour Handicapés
Corporation Omni-Services B.-C. inc.
332, rue De Puyjalon
Baie-Comeau, QC G5C 1M5
☎ (418) 589-8397
- Para transport service (from Ragueneau to Baie-Comeau)

Centre de Bénévolat Manicouagan
217-A boul. LaSalle
Baie-Comeau, QC G4Z 1S7
☎ (418) 296-2686
www.cbmanicouagan.com

Centre de Bénévolat de Port-Cartier Inc.
10, rue Boisvert, C.P. 54
Port-Cartier, QC G5B 2G7
☎ (418) 766-3202
cbpc@cgocable.ca

Corporation de Transport Adapte de Sept-Îles Inc.
652, rue de Quen
Sept-Îles, QC G4R 2R5
☎ (418) 962-7111
taxibus@globetrotter.net
SUPPORT GROUPS

CALACS*
C.P. 2216
Baie-Comeau, QC G5C 2S9
☎ (418) 589-1714
☎ 1-800-563-0443
calacs09@globetrotter.net

Centre de Femmes l’Étincelle
772, boul. Blanche, C.P. 2214
Baie-Comeau, QC G5C 2S9
☎ (418) 589-9366
cfee@globetrotter.net
- Individual help
- Listen and support (various issues)
- Support and referral (medical, legal, social, and community)
- Support groups

La Pointe du Jour CALACS* Sept-Îles
C.P. 340
Sept-Îles, QC G4R 2K6
☎ (418) 968-2116
☎ 1-866-584-1714
www.lumiereboreale.qc.ca

Association Épilepsie Côte-Nord
652, avenue de Quen
Sept-Îles, QC G4R 2R5
☎ (418) 968-2507

Association Fibromyalgie de Duplessis
960, boul. Laure, local 222-B
Sept-Îles, QC G4R 4N8
☎ (418) 968-1999

*CALACS assists women who have been, or are currently subjected to, sexual aggression. Services include phone support, consultation, referrals, individual visits, support groups, hospital, police and court accompaniment and documentation.
Société Alzheimer de la Côte-Nord
373 avenue Jolliet
Sept-Îles, QC G4R 2B1
☎ (418) 968-4673/ (418) 968-4625
☎ 1-866-366-4673
sacôtenord@globetrotter.net

Abuse Hotline (Info-Abus)
☎ 1-888-489-2287

Alzheimer Society of Canada
☎ 1-800-616-8816
www.alzheimer.ca

Alcooliques Anonymes
☎ 1-866--376-6279
www.aa-quebec.org

Arthritis Society
☎ 1-800-321-1433
www.arthrite.ca/quebec

Association pulmonaire du Québec
(Lung Association of Québec)
☎ 1-800-295-8111
www.pq.lung.ca

Canadian Cancer Society, Côte-Nord Regional Office
☎ (418) 543-2222
☎ 1-800-463-0417 (Chicoutimi)
http://www.cancer.ca/

Les Diabétique de Sept-Îles
652, avenue De Quen
Sept-Îles, QC G4R 2R5
☎ (418) 961-2424

Diabetes Québec
☎ 1-800-361-3504
www.diabete.qc.ca

Drug Help and Referral Line
☎ 1-800-265-2626
Eki-Lib Santé Côte-Nord  
☎ 1-877-968-3960

Fondation Canadian des Maladies du Cœur  
Baie-Comeau, QC  
☎ (418) 296-3777

Heart and Stroke Foundation  
☎ 1-800-567-8563  
www.fmcoeur.qc.ca

Info-Cancer Helpline, Monday to Friday  
☎ 1-800-363-0063

Narcotics Anonymous  
☎ 1-800-879-0333  
www.naquebec.org

Québec Cancer Federation  
☎ 1-877-336-4443  
www.fqc.qc.ca

Schizophrenic Association of Québec  
www.schizophrenie.qc.ca

Suicide Prevention Québec  
☎ 1-866-277-3553

OTHER SERVICES

Association des Pionniers et des Pionnières de la Cie Reynolds  
55, avenue Maisonneuve  
Baie-Comeau, QC G4Z 1C6  
☎ (418) 296-0676  
Recreational organization

Comptoir Alimentaire l’Escale  
295, rue de Puyjalon  
Baie-Comeau, QC G5C 1M4  
☎ (418) 589-6869
Comptoir Alimentaire de Sept-Îles
5, rue Boudreau
Sept-Îles, QC G4R 5P4
☎ (418) 968-2274

Centre d’Aide aux Victimes d’Actes
652, avenue De Quen
Sept-Îles, QC G4R 2R5
☎ (418) 962-2822
Offers services and information to victims of criminal acts

Le Coin des femmes
Sept-Îles, QC
☎ (418) 962-8141
Offers a safe place for women who are victims of violence

Le Transit
409, Gamache
Sept-Îles, QC G4R 2H8
☎ (418) 968-9190
• Offers short term emergency housing for women or men who are in difficult situations

Popote Roulante de Sept-Îles
466, rue Perreault
Sept-Îles, QC G4R 1K5
☎ (418) 962-5751
cab7iles@globetrotter.net

Répit Richelieu
655, Évangeline
Sept-Îles, QC G4R 2N9
☎ (418) 962-3777
Offers emergency or respite care services for families who care for a person with a physical or intellectual disability

Coopérative Funéraire de la Haut-Cote-Nord
30, rte Forestière
Les Escoumins, QC G0T 1K0
☎ (418) 233-2661
☎ 1-888-238-2161
Coopérative Funéraire de la Haut-Cote-Nord
180, rte 138
Forestville, QC G0T 1E0
☎ (418) 587-2050
☎ 1-888-238-2161

Coopérative Funéraire de la Haut-Cote-Nord
537, Mge Bouchard
Portneuf-sur-Mer, QC G0T 1P0
☎ (418) 587-2050
☎ 1-888-238-2161

La Maison Funéraire Serge Julien
123, route 138
Les Escoumins, QC G0T 1K0

La Maison Funéraire Serge Julien
276, route 138 Est
Forestville, QC G0T 1E0
☎ (418) 233-2709

La Maison Funéraire Serge Julien
41, route 138
Ragueneau, QC G0H 1S0
☎ (418) 567-2570

La Maison Funéraire Serge Julien
788, boul. Blanche
Baie-Comeau, QC G5B 2B5
☎ (418) 589-2570
www.maisonfunerairesjulien.ca

La Maison Funéraire Serge Julien
192, Damase-Potvin
Baie-Comeau, QC G4Z 2R8
☎ (418) 296-9490

Société Funéraire Baie-Comeau
15 Roméo-Vézina
Baie-Comeau, QC G4Z 2Y8
☎ (418) 296-4741
Maison Mallet & Fils
57, Rte 138
Port-Cartier, QC G5B 2J2
☎ (418) 766-6241

Maison Funéraire AGM Enr.
39, avenue Parent
Port-Cartier, QC G5B 2G3
☎ (418) 766-8011

Maison Funéraire Mallet & Fils
585, boul. Laure
Sept-Îles, QC G4R 1X6
☎ (418) 962-2641
☎ 1-800- 962-2641

Maison Funéraire AGM Enr.
34, rue Smith
Sept-Îles, QC G4R 3W2
☎ (418) 962-1011

Entreprises funéraires affiliées C.T.Q.
Maison funéraire Porlier Enr.
515 rue French, C.P. 1119
Schefferville, QC
Canada G0G 2T0
☎ (418) 585-3453

Association québécoise de défense des droits des personnes retraitées et préretraitées – Haute-Côte-Nord
6, 6e Avenue C.P 531
Forestville, QC G0T 1E0
☎ (418) 587-2754
http://www.aqdr.org

The association québécoise de défense des personnes retraitées et préretraitées (AQDR) defends the rights of retirees (and future retirees). Aiming to improve living conditions for clientele, they deal with issues ranging from lodging and transportation to income.
GOVERNMENT SERVICES

TAX CREDITS

Tax Credit for Home-Support Services for Seniors
As of January 2000, the government of Québec introduced a tax credit for home support services to individuals aged 70 or older. This was done in order to help pay expenses brought on when obtaining home care services. As of January 2007, changes have been made to the tax credit, including a 2% increase.

How much is the tax credit worth?
- The tax credit corresponds to 25% of eligible expenses incurred to obtain home-support services.
- The maximum tax credit that can be claimed is 3 750$ in any year (25% or 15 000$).
- Finally, the tax credit is available ONLY to the recipient of the home-support services.

Many, but not all, services are eligible for the tax credit. The following are examples of services that qualify:
- Services related to daily activities such as dressing and personal hygiene
- Meal preparation services (incl. Meals on Wheels) (Service de repas à domicile)
- Services related to routine household tasks (cleaning, sweeping) as well as maintenance of appliances (cleaning of oven, refrigerator) (Aide ménagère)
- Services related to errands such as accompaniment to the pharmacy and grocery store, and grocery store delivery
- Outdoor maintenance work such as lawn care or snow removal
- Assistance in filing out forms, applications and other paper work
- Services related to care of clothing, linens, and bedding

2 Livret: Launadière region Seniors pamphlet / Site web: Révenu Québec, http://revenu.gouv.QC.ca
In order to benefit from the tax credit, an income tax return must be filed or an application made for advance payments. Either option requires that all invoices and contracts respecting eligible services be kept.

For more information, brochures and forms are available in all Revenu Québec offices. You may also reach Revenu Québec online or via telephone:

☎ 1-800-267-6299
www.revenu.gouv.qc.ca

**HOUSING**

Programme de logements adaptés pour aînés autonomes (LAAA)³

This program aims to help senior citizens make necessary housing adaptations for more comfortable living. Specifically for residents of 65 years and older with low sources of income, financial help grants of up to $2500 are offered to make minor adjustments to the home in order to facilitate daily activities and promote autonomy. Examples of renovations that can be carried out include but are not limited to:

- installation of support bars near baths and sink;
- installation of railing along a hallway or staircase.

You are eligible for the program if:

- you are 65 and up;
- your physical capacities have decreased with age and you have difficulty completing certain daily tasks on your own;
- your net income does not exceed the maximum income stated in the program (maximum income varies according to the number of people in your residence as well as the region in which you live—call for more information);
- you own or rent out a residence that is not currently subject to government aid. If your residence is rented, your landlord must give written authorization for the execution of the work;
- you have been living in said residence for at least six months.

It is important to note that if your residence is owned by a governmental organization, a co-op residence or a non-profit organization that is receiving governmental grants, your residence is not eligible for the program. Additionally, a room or residence located in a residential care unit for senior citizens is not eligible.

To learn more about the program, the Société d’habitation du Québec (Québec Residence Society) can be reached at:

📞 1-800-463-4315
📞 (418) 643-7676
infoshq@shq.gouv.qc.ca

Programme d’adaptation de domicile à l’intention des personnes handicapées (PAD) 4

Funded by the government of Québec, the PAD program aims to help cover the costs of adapting homes to one’s disability in an effort to promote autonomy. Examples of renovations include but are not limited to:

- enlarging of doorways for wheelchairs;
- installing wheelchair ramps;
- reinstalling and adding supports to bathrooms.

You are eligible for the program if:

- you find it difficult to complete daily tasks;
- you can provide an ergo-therapeutic statement from your doctor proving that your disabilities are significant and persistent and require modifications to your residence;
- you are not eligible for financial aid for home adaptation provided by the SAAQ or CSST.

For more information, or to obtain a request form, please contact your local MRC (municipalité régionale de comité) or the Société d’habitation du Québec at the following numbers:

📞 1 (800) 463-4315
📞 (418) 643-7676
infoshq@shq.gouv.qc.ca

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Allocation-Logement Program

This program offers financial aid to low income seniors and couples who struggle to meet the rent each month. Aid varies according to the number of people in the household, type of household, your income and monthly rent. Financial help can attain up to $80 per month.

For more information or to find out if you are eligible, please contact the Société d’habitation du Québec:

☎️ 1-800-463-4315
☎️ (418) 643-7676
infoshq@shq.gouv.qc.ca

To obtain a request form, please call the Revenu du Québec offices and request a “Demande d’allocation-logement” form:

☎️ 1-888-511-2558
☎️ (418) 968-0203

FREE AMBULANCE FOR SENIORS 65 AND OVER

Seniors 65 and over can receive free transportation via ambulance and/or gurney, courtesy of the Ministère de la Santé et des Services sociaux. It should be noted that upon arriving to the nearest health and social services institution, you must get a certification to approve that your state required ambulance transportation. For more information, please visit http://www4.gouv.qc.ca/EN/portail/citoyens/evenements/aines/pages/accueil.aspx.

OTHER USEFUL INFORMATION

DISABLED PARKING PERMIT

This permit allows access to parking spaces that are reserved for individuals who have a limited walking ability or are unable to walk independently without risk to their health and/or safety. This means that when a person (driver OR passenger) has a disabled parking permit s/he is allowed to use handicapped parking spaces. Any member of the following professions is qualified to fill out an assessment in order to receive a permit:

- occupational therapist
- physiotherapist
- family doctor
- psychologist
- optometrist
- nurse

You may choose the professional who is the most knowledgeable about your health condition.

PAIRS SYSTEM

Baie-Comeau

A free telephone safety system that consists of daily telephone calls at a predetermined time. If the person answers it signifies that everything is fine. If there is no answer, a designated individual will check if the subscriber is in need of help. This program is available in partnership with your municipal police.

For more information please contact: (418) 295-1928

LIFELINE

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

Contact person for the North Shore is Sylvie Gagnon
extension 7758
☎ 1-800-543-3546
www.lifeline.ca

WEB RESOURCES

www.55ans.info.gouv.qc.ca
www.conseil-des-aînés.qc.ca
www.55net.com

SENIOR ABUSE

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

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

For seniors in residential care or hospitals

<table>
<thead>
<tr>
<th>Service</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Info-Abuse hotline:</td>
<td>☎ 1-888-489 2287</td>
</tr>
<tr>
<td>Complaint assistance:</td>
<td>☎ 1-800-463-2979</td>
</tr>
<tr>
<td>Regional complaint service:</td>
<td>☎ (418) 589-9845</td>
</tr>
</tbody>
</table>

7 Dépliant: Les mauvais traitements envers les personnes âgées, Régie régionale de la santé et des services sociaux de la Côte-Nord.
Board of Protection of the sick: (514) 861-5922
Public curator (curateur public): 1-800-463-4652
POLICE:
Sûreté du Québec: 310-4141
Municipal Sûreté: 911

For seniors living at home

Info-Abuse hotline: 1-888-489 2287
Info-Santé hotline: 310-2572
SOS Conjugal Violence: 1-800-363-9010
Commission of personal rights: 1-800-463-5621
Consumer protection office: 1-888 672-2556

*Note: in instances as such, do not hesitate to contact your local CLSC.

COMPLAINTS

Health and Social Services

Any individual who is unsatisfied with their experience in dealing with health and social service institutions can file a complaint. The Regional Service Quality and Complaints Commissioner for the North Shore Health and Social Services Agency can be reached at (418) 589-9845 extension 2281. Your concerns should be dealt with within 45 days. If you are not happy with your response, contact the Protecteur des usagers at the Ministère de la Santé et des Services sociaux at 1-877-658-2625.

Assistance and Accompaniment Centre for Complaints, Côte-Nord – B (Resource person available for translation)

Centre d’assistance et d’accompagnement aux plaintes Côte-Nord
859 rue Bossé, bureau 201
Baie-Comeau, QC G5C 3P8
(418) 295-2779
(Toll free): 1-877-767-2227
cAAP-CN@globetrotter.net
OUT OF REGION MEDICAL SERVICES

Québec City

Coming to Québec for medical treatment? Let us know…we are here to help. Members of the Pastoral Care Team of the Anglican Diocese of Québec can:

• pick you up at the airport
• help you and/or family members find accommodations
• visit you and pray for you
• translate
• run small errands

Simply let us know your needs:

☎️ (418) 688-3475
☎️ (418) 527-3141
pastoralcare@quebec.anglican.ca

CHUL (CENTRE HOSPITALIER UNIVERSITÉ LAVAL)
2705, boul. Laurier
Sainte Foy, QC G1V 4G2
☎️ (418) 525-4444

Lodging

Maison Ronald McDonald
2747, boul. Laurier
Québec, Ste Foy, QC
☎️ (418) 651-1771
one minute walk from CHUL

Au Gîte Denise Boulianne
1243, rue Jean de Quen
Québec, Ste Foy, QC G1W 3H3
☎️ (418) 653-9094
one minute walk from CHUL

Madame Francine Labrie
950, rue Courchesne
Québec, Ste Foy, QC G1V 3G3
☎️ (418) 656-9641
English cliental, 8 minutes walk from CHUL
M. Richard Laforge
1865, boul. Henri Bourassa
Québec, QC G1J 3W9
☎ (418) 524-6763
☎ (418) 262-9897

a bit of English spoken, will pick up at airport, rooms available, Service offered to all hospitals

HÔPITAL L’HÔTEL-DIEU DE QUÉBEC
11, côte du Palais
Québec, QC G1R 2J6
☎ (418) 525-4444

Lodging

Maison Mère Mallet (Sœurs de la charité)
945, rue des Sœurs de la Charité, Québec, QC G1R 1H8
☎ (418) 692-1762

five minute walk from HDQ

Maison Béthanie (Sœur du Bon Pasteur)
14, rue Couillard,
Québec, QC G1R 3S9
☎ (418) 694-0243

in proximity of HDQ

Maison St-Olivier
761, rue St-Olivier,
Québec, QC G1R 1H4
☎ (418) 648-9379

five minute walk from HDQ

Sœurs Augustins (dans l’Hôpital Hôtel Dieu)
☎ (418) 692-2492

Hôtellerie Pavillon Carlton Auger
1, rue de l’Hôtel Dieu,
Québec, QC G1R 4J1
☎ (418) 691-5242

for patients who come for radiation treatment at HDQ
L'HÔPITAL ST-FRANÇOIS D'ASSISE
10, rue de l'Espinay
Québec, QC  G1L 3L5
☎ (418) 525-4444

Lodging

Madame Thérèse Doyon
301-88, la Pointe aux Lièvres,
Québec, QC  G1K 9B5
☎ (418) 692-2933 or (418) 525-5357

Accueil Béthanie Sœur Hélène Doyon,
Sœur Aline Cloutier
128, 22ième rue
Québec, QC  G1L 1X1
☎ (418) 522-6136 or (418) 525-5357
☎ (pager) (418) 654-7929
five minute from HSFD, transportation available

M. Richard Laforge
1865, boul. Henri Bourassa
Québec, QC  G1J 3W9
☎ (418) 524-6763
☎ (418) 262-9897
a bit of English spoken, will pick up at airport, rooms available, Service offered to all hospitals

HÔPITAL LAVAL
2725 chemin Ste-Foy
Québec, QC  G1V 4G5
☎ (418) 656-8711

Lodging

Hôtellerie Pavillon Marguerite D’Youville
2725, Chemin Ste-Foy
Québec, QC  G1V 4G5
☎ (418) 656-8711 ex.2747
parking at the back of hospital door 127
M. Richard Laforge
1865, boul. Henri Bourassa
Québec, QC G1J 3W9
☎️ (418) 524-6763
☎️ (418) 262-9897

*a bit of English spoken, will pick up at airport, rooms available, Service offered to all hospitals*

HÔPITAL ENFANT-JÉSUS
1401, 18ème Rue
Québec, QC G1J 1Z4
☎️ (418) 649-0252

Lodging

M. Richard Laforge
1865, boul. Henri Bourassa
Québec, QC G1J 3W9
☎️ (418) 524-6763
☎️ (418) 262-9897

*a bit of English spoken, will pick up at airport, rooms available, Service offered to all hospitals*

Les Sœurs Dominicaines
1995, de la Ronde
Québec, QC G1J 4E3
☎️ (418) 523-3043

Monsieur Roger Ferland
2210, rue de Vitré
Québec, QC G1J 4A4
☎️ (418) 649-0504

Hôtel Dieu De Lévis
143, rue Wolfe
Lévis, QC G6V 3Z1
☎️ (418) 835-7121

M. Richard Laforge
1865, boul. Henri Bourassa
Québec, QC G1J 3W9
☎️ (418) 524-6763
☎️ (418) 262-9897

*a bit of English spoken, will pick up at airport, rooms available, Service offered to all hospitals*
La Résidence Pie X
106, rue Jean XVIII
Lévis, QC
📞 (418) 837-3056
facing hospital – red brick

Madame Joan Gibbs
📞 (418) 688-9847
assistance for Anglophones going for medical services

ST. SACRAMENT HOSPITAL
1050, chemin Ste-Foy
Québec, QC G1S 4L8
📞 (418) 682-7511

Lodging

Carmaline Clouthier
174, rue Aberdeen
Ste-Foy, QC
📞 (418) 524-5154

M. Richard Laforge
1865, boul. Henri Bourassa
Québec, QC G1J 3W9
📞 (418) 524-6763
📞 (418) 262-9897 (cell)

Chicoutimi

HÔPITAL DE CHICOUTIMI
305, rue Saint-Vallier
Chicoutimi, QC G7H 5H6
📞 (418) 541-1000
Fax: (418) 541-1144

Lodging

Hôtellerie de l’Hôpital de Chicoutimi
305, avenue St. Vallier
Chicoutimi, QC G7H 5H6
📞 (418) 541-1234, ex.2501
Rimouski

CENTRE HOSPITALIER RÉGIONAL DE RIMOUSKI
150, avenue Rouleau
Rimouski, QC G5L 5T1
☎ (418) 723-7851
Fax: (418) 724-8632
www.courrierweb.crssr@ssss.gouv.ca
www.chrr.QC.ca

Lodging

Hôtellerie Omer Brazeau (cancer patients)
P.O. Box 1234
151 St. Louis
Rimouski, QC G5L 8M2
☎ (418) 724-2120
☎ (Toll free) 1-800-463-0806
mpgendreau@aceq.org

Gîte Victoria
77, rue Saint-Pierre
Rimouski, QC G5L 1T4
☎ (418) 723-4483

Gîte La Maison Bérubé
1216, boul. St-Germain Ouest
Rimouski, QC G5L 8Y9
☎ (418) 723-1578
Fax: (418) 723-1578

Domaine La Marguerite (for non-autonomous seniors)
214, St-Edmond
Rimouski, QC G5L 3J9
☎ (418) 724-2696
Fax: (418) 724-9882

Sept-Îles

HOSPITAL CENTER
45, rue Père-Divet
Sept-Îles, QC G4R 3N7
☎ (418) 962-9761
Fax: (418) 962-2701
Lodging

Maison d’Accueil Richelieu
465, Fanquelin
Sept-Îles, QC G4R 2L9
☎ (418) 962-2720

Food is available at most places or from the hospital cafeteria. Prices are from $10 - $40 per night.

FREQUENTLY USED VOCABULARY

ACCIDENTS
I fell down ................. Je suis tombé
I was bitten by a ... J’ai été mordu (or piqué, if by an insect) par...
I swallowed ... J’ai avalé
It hurts here Çà fait mal ici
I cut myself Je me suis coupé
I burned myself Je me suis brûlé

SYMPTOMS
I have an allergy to Je fais une allergie à
Back pain Mal de dos
Bedsore Une plaie de lit
Bladder infection Infection de la vessie
Blister Une ampoule
Bloating Ballonnements
Boil Un clou
Breast lump Une bosse au sein
Bruise Un Blue
Bunion Un oignon
Burning sensation Sensation de brûlement
Chest pains Points au cœur
Chills Frissons
I have a cold J’ai un rhume
Cold sore Herpès Labial/Feu sauvage
<table>
<thead>
<tr>
<th>English</th>
<th>French</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constipation</td>
<td>Constipation</td>
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<tr>
<td>Contagious</td>
<td>Contagieux</td>
</tr>
<tr>
<td>Cough</td>
<td>Toux</td>
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<tr>
<td>Coughing up blood</td>
<td>crachements de sang</td>
</tr>
<tr>
<td>Cramp</td>
<td>Crampe</td>
</tr>
<tr>
<td>Cut</td>
<td>Lacération</td>
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<tr>
<td>Defecation (bowel movement)</td>
<td>défécation</td>
</tr>
<tr>
<td>Diabetes</td>
<td>Je suis diabétique</td>
</tr>
<tr>
<td>Diarrhea</td>
<td>Diarrhée</td>
</tr>
<tr>
<td>Difficulty breathing</td>
<td>Difficulté à respirer</td>
</tr>
<tr>
<td>Dizziness</td>
<td>Étourdissement</td>
</tr>
<tr>
<td>Ear ache</td>
<td>Mal à l'oreille</td>
</tr>
<tr>
<td>Ear infection</td>
<td>Otite</td>
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<tr>
<td>Erectile dysfunction</td>
<td>dysfonction érectile</td>
</tr>
<tr>
<td>Exhausted</td>
<td>Épuisé</td>
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<tr>
<td>Faint</td>
<td>Prise d'une défaillance</td>
</tr>
<tr>
<td>Fainting</td>
<td>Évanouissement</td>
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<tr>
<td>Fatigue</td>
<td>Fatigue</td>
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<tr>
<td>Gas pains</td>
<td>Ballonnements</td>
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<tr>
<td>Gallstones</td>
<td>Calculls biliaires</td>
</tr>
<tr>
<td>Hangnail</td>
<td>Un tour d'ongle</td>
</tr>
<tr>
<td>Hearing loss</td>
<td>Perte de l'audition</td>
</tr>
<tr>
<td>Heart attack</td>
<td>Crise cardiaque</td>
</tr>
<tr>
<td>Heart trouble</td>
<td>Problèmes cardiaques</td>
</tr>
<tr>
<td>Heartburn</td>
<td>Brûlements d'estomac</td>
</tr>
<tr>
<td>High blood pressure</td>
<td>Hypertension artérielle</td>
</tr>
<tr>
<td>High cholesterol</td>
<td>Taux de cholestérol élevé</td>
</tr>
<tr>
<td>Ingrown toenail</td>
<td>Un ongle incarné</td>
</tr>
<tr>
<td>Kidney stone</td>
<td>Calculs rénal</td>
</tr>
<tr>
<td>Lesions</td>
<td>Des lésions</td>
</tr>
<tr>
<td>Loss of appetite</td>
<td>Perte de l'appétit</td>
</tr>
<tr>
<td>Low blood sugar</td>
<td>Hypoglycaemia</td>
</tr>
<tr>
<td>Mucus</td>
<td>Mucus</td>
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<tr>
<td>Nausea</td>
<td>Nausée</td>
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<tr>
<td>Nervous</td>
<td>Nerveux</td>
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<tr>
<td>Nosebleed</td>
<td>saignement du nez</td>
</tr>
<tr>
<td>Numbness</td>
<td>engourdissement</td>
</tr>
<tr>
<td>Rash</td>
<td>Éruption cutanée</td>
</tr>
</tbody>
</table>
Scar . . . . . . . . . . . . . . . . . . . . . . . . . Une cicatrice
Sore throat . . . . . . . . . . . . . . . . . . . Mal à la gorge
Shortness of breath . . . . . . . . . Essoufflement
Sprain . . . . . . . . . . . . . . . . . . . . . . . Une entorse
Stinging sensation . . . . . . . . . . . sensation de piqûre
Stroke . . . . . . . . . . . . . . . . . . . . . . . Accident cérébral
Stomach ache . . . . . . . . . . . . . . . . . . Mal de ventre
Vomiting . . . . . . . . . . . . . . . . . . . . . . . Vomissement
Weak (I feel...) . . . . . . . . . . . . . . . . . . Je me sens faible
Varicose veins . . . . . . . . . . . . . . . . . . Les varices

WARNING STICKERS
You must take this medication... – Vous devez prendre ces médicaments...
... before/after meals ........... ... avant/après les repas
... regularly everyday ........... ...chaque jour régulièrement
... until they are finished ........ ...jusqu’à ce qu’il n’y en ait plus
... with food ....................... ...en mangeant
... on an empty stomach ........ ...lorsque vous êtes à jeun
... exactly as directed ............ exactement selon les directives

While taking this medication you must... – Pendant que vous prenez ces médicaments vous devez...
... avoid dairy products ........... ... éviter les produits laitiers
... avoid fatty/spicy foods ........... ... éviter les aliments gras/épicés
... drink plenty of water ........... ... boire beaucoup d’eau

You must... – Vous devez...
... reduce your salt intake ........... ... réduire votre consommation de sel
... lose weight ....................... ...maigrir
... stop smoking ....................... ...cesser de fumer
... stop drinking ....................... ...ne plus boire d’alcool
... consult a dietician ............... ...consulter un diététiste
... lower your cholesterol ........... ...abaissé votre taux de cholestérol
... lower your sugar level ........... ...réduire votre taux de glycémie
... consult a doctor ................... ...consulter un médecin
The pain is...
Sharp ........................................ Aiguë
Dull ........................................... Sourde
Constant ....................................... Continue
Getting worse ................................ Augmente
Getting better .................................. Diminue

You need… – Vous avez besoin…
Home care ...................................... De soins a domicile
Household help .................................. D’aide ménagère
Emotional support ............................. De soutien affectif
Meals on wheels ............................... Service de repas a domicile

Short phrases and Vocabulary
Do you speak English ...................... Parlez vous anglais?
I don’t understand .......................... Je ne comprends pas
I’m doing my best ............................ Je fais mon possible
Where is the washroom? .................. Ou est la toilette?
In a few minutes .............................. Dans quelques minutes
Wait a minute .................................. Un instant
Say it again ..................................... Répétez
Excuse me ...................................... Excusez!
Who? ........................................... Qui (kee)
What? .......................................... Quoi? (kwa)
When? .......................................... Quand (kanh)
Where? ........................................ Ou? (oo)
Why? ............................................ Pourquoi?
How? ........................................... Comment?
How much? ................................... Combien?
Enough .......................................... Assez
Name ........................................... Nom
Last name ...................................... Nom de famille
First name ..................................... Prénom

Common Verbs
Aller ............................................ To go
Je vais .......................................... I go
Tu vas .......................................... you go
Il (elle) va .......................... he (she) goes
Nous allons .......................... we go
Vous allez .............................. you go (pl)
Ils (elles) vont .......................... they go

**Avoir** ................................. **To have**
J'ai ................................. I have
Tu as ................................. you have
Il (elle) a .............................. he (she) has
Nous avons .............................. we have
Vous avez .............................. you have (pl)
Ils (elles) ont .............................. they have

**Être** ................................. **To be**
Je suis ................................. I am
Tu es ................................. you are
Il (elle) est .............................. he (she) is
Nous sommes .............................. we are
Vous êtes .............................. you are (pl)
Ils (elles) sont .............................. they are
PERSONAL INFORMATION

Birth name: ____________________________________________________________
Married name: _________________________________________________________
Home address: _________________________________________________________

Telephone number: ( )
( )
Date of birth: ________ / ________ / ________
Place of birth: ________________________________________________________
Health insurance number: ______________________________________________
   Expiration date: ________ / ________ / ________
Social insurance number: ______________________________________________
Language of communication: ____________________________________________
Spouse's name: _________________________________________________________

MEDICAL INFORMATION

Primary doctor: _________________________________________________________
   Telephone number: ( )
Other doctor: _________________________________________________________
   Telephone number: ( )
Blood type: _________________________________________________________
Health conditions: _____________________________________________________
<table>
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<tr>
<th>Emergency contact:</th>
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<tbody>
<tr>
<td>Relationship:</td>
<td></td>
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<tr>
<td>Telephone number(s):</td>
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<td>Home: ( )</td>
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<td>Work: ( )</td>
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</table>
MEDICATION CHART

Pharmacy name: 
Telephone: 

<table>
<thead>
<tr>
<th>Name of medication</th>
<th>Dosage &amp; Frequency</th>
<th>Reason(s) for taking</th>
<th>Doctor who prescribed</th>
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</table>
# MY BLOOD PRESSURE LOG*

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

<table>
<thead>
<tr>
<th>Date</th>
<th>AM</th>
<th>PM</th>
<th>Notes**</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1st BP Reading</td>
<td>2nd BP Reading</td>
<td>Average BP</td>
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</tbody>
</table>

* If my blood pressure reading says 158/88, 158 is my systolic blood pressure and 88 is my diastolic blood pressure.

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

Measure blood pressure in the morning before medications and eating, and in the evening before going to bed, bathing or taking medications.
The North Shore Community Association is a non-profit regional organization dedicated to serving, representing, and instilling pride in the English-speaking community of Quebec’s North Shore.

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

P.O. Box 163, Baie-Comeau, QC  G4Z 2G9
Telephone: (418) 296-1545 • www.quebecnorthshore.org

This project has been carried out thanks to funding from Health Canada, CHSSN, and New Horizons for Seniors Program.