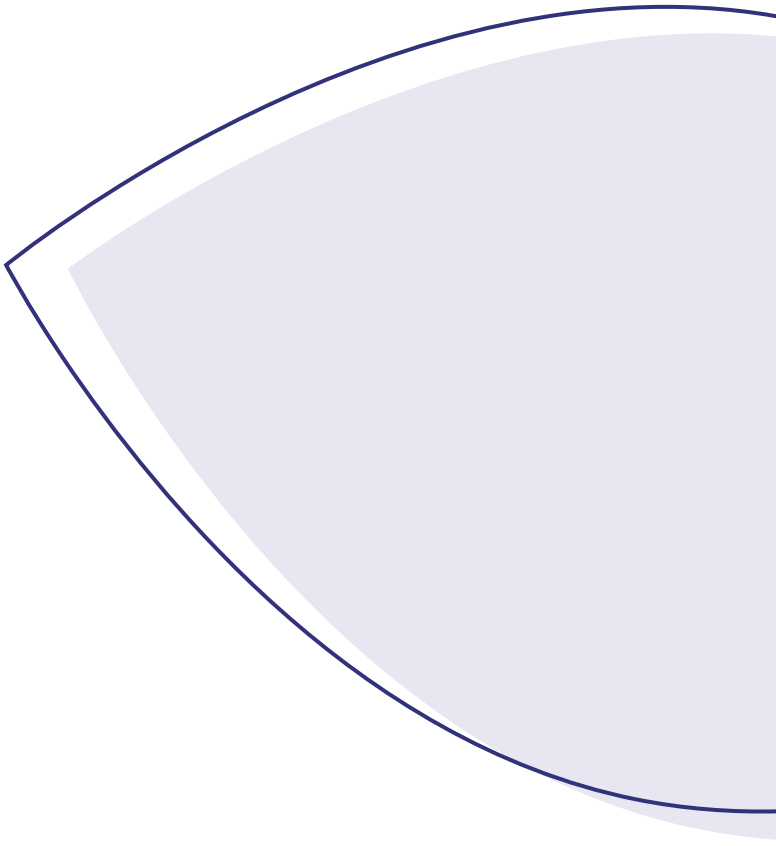
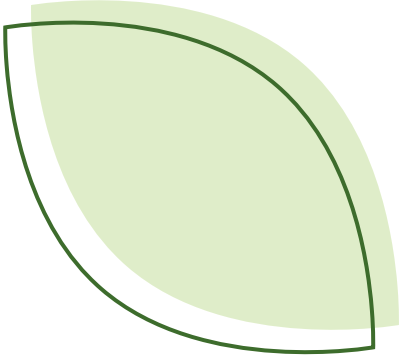




Welcome

to Santé Québec Bas-Saint-Laurent

Intellectual Disability, Autism Spectrum Disorder and
Physical Disability Programs Directorate
(ID-ASD-PD PD)

More than a million people in Québec have significant, long-term disabilities that affect their daily lives.¹ However, experiencing difficulties at any point in your life does not mean that you cannot continue to develop. We believe that you can make progress!

Note to reader

Note that this document is addressed directly to users and their legal representatives, loved ones or parents.

Legend



Appendix



Definition



**Document
in pocket**

1. 2017 Canadian Survey on Disability (CSD)

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Word of welcome

Santé Québec Bas-Saint-Laurent's Intellectual Disability, Autism Spectrum Disorder and **Physical Disability** Programs Directorate (ID-ASD-PD PD) welcomes you.

Our mission is to provide you with ongoing, quality services that meet your needs and promote your well-being. We will support you in reaching your full potential with a view to helping you achieve full **social participation**.

This welcome brochure provides an overview of our services. We want to consider your needs and give you some guidance before we start working with you. Feel free to ask any questions you may have to the person assisting you.

The main purpose of this welcome meeting is to get to know each other so we can move forward together. You will also learn about our services and what to expect, receive relevant information and fill in some forms.

A **patient navigator** or clinical coordinator has been or will be designated to support you and meet your needs. This person will be there for you throughout your journey.



Physical disability

Types of physical disability: motor, visual, hearing and language.

Social participation

A person is in a situation of social participation when they can carry out their daily routine without difficulty, despite their disability.

Patient navigator

A patient navigator is a key person appointed by the institution, who ensures that the services deployed are consistent with your needs. They are your go-to person for questions, needs and more.



Contact details of your navigator

Name: _____

Telephone: _____

E-mail: _____

General objectives of ID-ASD-PD programs

- Meet your needs based on your personal goals and **life project**.
- Provide tailored support for you, your family and your loved ones through an individualized treatment plan.
- Foster a partnership approach between you, your family, your loved ones and our staff by combining your experience and our expertise.
- Help you achieve optimal levels of autonomy and social participation.
- Give special attention to important transitions in your life.
- Act early, especially for children.



Life project

Examples of life projects: getting a job, moving into an apartment, making new friends.

You were referred to our services by: _____

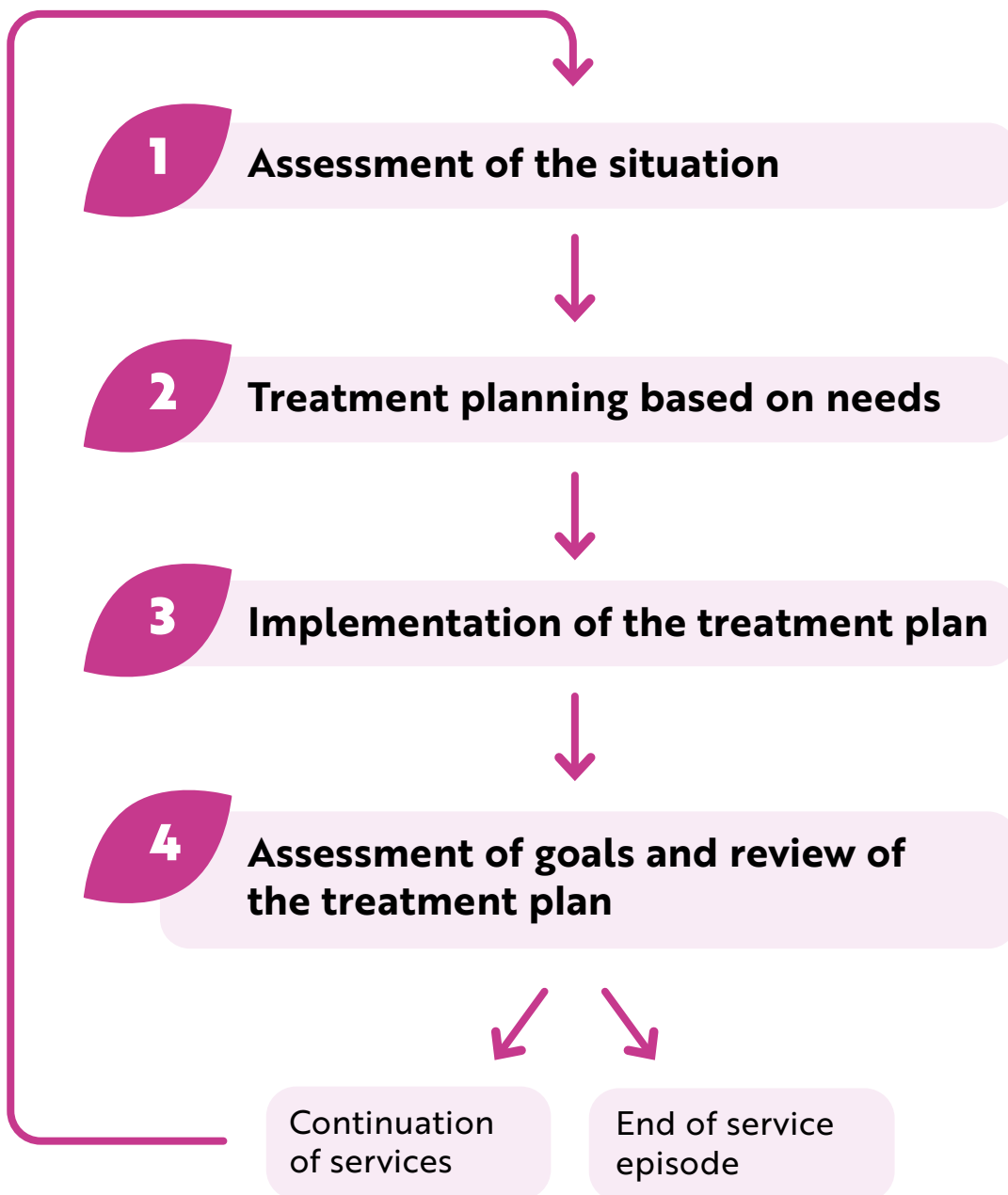
Date: _____

Reason: _____

What are your expectations for this first meeting? _____

What do you expect from our services? _____

Your journey with us, step by step





Assessment of the situation

The first step is to assess your situation. We will need to know your **personal factors** and your **environmental factors** (social and physical). Tests, questionnaires, observations, interviews and reports already on record may be used to assess your situation.

Depending on your needs and your environment, you may have to work with a team of experts with complementary skills, i.e., an **interdisciplinary team**. These professionals combine their skills in order to help you. To ensure that they have access to all the information they need to properly monitor your condition, our staff will all share a single file in your name.

Note that **external partners** may be contacted to help us better understand your situation and your needs. All communications with external partners, whether verbal or written, require your authorization or that of your representative. To this end, we will be asking you to complete and sign the following form(s):



Authorization to Disclose
Information on File

et/ou



Authorization to Disclose
Personal Information – TP-ISP



Personal factors

Personal characteristics.

Examples: age, type of disability

Environmental factors

The social or physical aspects of society.

Examples: stairs, social network, job market

Interdisciplinary team

Interdisciplinary teams bring together various professionals whose skills overlap and complement each other with a view to implementing an individual's treatment plan while considering every facet of the individual and their environment.

Examples of external partners

A daycare centre, a school, a community organization, an employer, a paying agency, another healthcare facility, etc.

Treatment planning based on needs

At this stage, we will use the collected information to form a shared, comprehensive view of your situation and to suggest ways to improve your social participation, to reduce the impact of your disability or promote your well-being. The reference model used to guide our thinking is the Human Development Model - Disability Production Process (HDM-DPP). This model provides a comprehensive view of the person in their environment and helps us better understand their lifestyle habits.

Disability Production Process (DPP)

Personal factors

- Identity factors
- Body systems
- Skills

Environmental factors

- Socio-cultural context
- Living environment
- Housing resources
- Physical accessibility
- Work environment

Interaction

Main categories of lifestyle habits

Regular activities

- Nutrition
- Fitness and psychological well-being
- Personal and health care
- Communication
- Household tasks
- Travel

Social roles

- Responsibilities
- Personal relationships
- Community and spiritual life
- Education
- Work
- Leisure

We will develop your **treatment plan** with you and, if you want, with your loved ones as well. Your treatment plan will include:

- The goals you want to work on. These are based on your needs and describe the lifestyle habits (**Appendix 1**) you wish to improve.
- The means to achieve your goals, i.e., the services we will provide, their frequency and intensity.
- The projected timeframe (three months to a year) for achieving your goals and the review date for your treatment plan.



Hard work and dedication are the keys to success! By signing the treatment plan, you agree to cooperate and actively engage with your service providers to achieve your goals. The treatment plan will be kept in your file, and you will receive a copy of it.



Treatment plan

Treatment plans are governed by law.

Section 42 of the *Organization and Management of Institutions Regulation* stipulates that “a treatment plan shall be drawn up for every beneficiary admitted to or registered in a rehabilitation centre.”

Your personal goals

What do you want to do, accomplish, achieve? What is your life project?

3

Implementation of the treatment plan

At this stage, we will work in partnership with you, your family and your loved ones to achieve your goals. Depending on the assessment of your situation, various services may be put in place. In general, the full range of services (**Appendix 2**) includes:



- Lifestyle support and guidance services
- Lifestyle development and rehabilitation services
- Partner and community support services

4

Assessment of goals and review of the treatment plan

Depending on how your situation develops and how your service providers reassess your probable level of autonomy and your potential for progress, we will consider continuing your treatment when reviewing your treatment plan.

After this review, you will have the following two options:

1. Continuation of services

- You have made significant progress, with more to come.
- Your situation has changed.
- Your goals have changed along the way, and you need to think of new ways to achieve them.
- You are in a transition period.

2. End of service episode

- You have plateaued, and no significant progress is expected in the short term.
- Your situation is stable.
- You have achieved your goals.
- You are satisfied with your lifestyle habits.
- You wish to end the services.
- The commitment or terms you agreed to when signing the treatment plan have been broken.



Service episode

Period of variable length during which you receive services from ID-ASD-PD programs with a beginning and an end.

When your **service episode** ends and your file is closed, if you have any new needs, you can submit a new application to the AAOR (intake, analysis, orientation and referral service) by calling 1-833-422-2276.

Notes

Our commitment and your cooperation go hand in hand

We are partners in your treatment! Which is why we listen to you and want to hear what you (and your loved ones, with your permission) have to say. We will always respect your decisions as long as they do not compromise your safety. We acknowledge that you have the right to make decisions about your life and your environment.

Both parties are expected to be courteous and respectful, and to refrain from any form of violence. To this end, please consult Santé Québec's code of ethics at the following link: <https://sante.quebec/ethique-conformite>.

Our facilities offer a service-friendly environment built on mutual trust, and we are committed to maintaining it. When service is provided in your home, you and the service provider will jointly determine the amount of space required. The environment must be safe and conducive to the activity for both you and the staff involved.



Lastly, to ensure efficient, quality service, please remember to keep your appointments and be on time. The rules governing late arrivals and absences are set out in **Appendix 3**.

General consent to services

Now that we have given you an overview of our services, we would like to obtain your consent, i.e., to know whether you agree to receive services from ID-ASD-PD programs. Your consent will be valid throughout this service episode and will be noted in your file by the service provider.

However, you may change your mind and withdraw your consent at any time. To do so, please notify us verbally or in writing.

Have you received all the information
you need to give your consent? _____

Why are you interested in receiving services?

Do you agree to receive services from
ID-ASD-PD program staff? _____

Communicating with your service providers

Preferred communication methods



In-person meetings

At work, at home or in your living environment



E-mail



Telephone and voice mail



Virtual meetings

This option is also available via the Teams app.
The service provider will give you all the details in due course.

Unsafe communication methods (do not use)



Social networks and instant messaging

Facebook, Messenger, etc. should not be used, as they can compromise the confidentiality of your information.



Telephone directory of service providers

We take care of your family and loved ones!

At Santé Québec Bas-Saint-Laurent, the health of caregivers is a top priority. Our support services for family members and loved ones are aimed at maintaining their involvement and preventing them from burning out to ensure that the person with an intellectual disability, a physical disability or an autism spectrum disorder has an adequate support network. Depending on the assessment of the family's support needs, services can be provided by Santé Québec Bas-Saint-Laurent, community organizations, social economy enterprises and all public and private entities that can meet the needs of individuals, their families and their caregivers.

For more information on **L'approche aide** and to find out about other resources that could support you as a user or caregiver, visit the site [cisss-bsl.gouv.qc.ca/ms/proche-aidance/accueil-proche-aidance](https://www.cisss-bsl.gouv.qc.ca/ms/proche-aidance/accueil-proche-aidance).

(French only).

Info-Social 811 (option 2) also offers free and confidential psychosocial consultations 24/7 for caregivers.

Caregiver toolkit and respite services

This toolkit is for anyone who wants to know more about the services available to caregivers. It is in line with the National Policy for Caregivers.

You can consult the kit at <https://www.cisss-bsl.gouv.qc.ca/ms/proche-aidance/a-propos/nos-outils> (in French).

Programs, measures and services for you and your loved ones

The Québec government has put all its services and programs for disabled people on its website. Check them out at [Quebec.ca/en/people-with-disabilities](https://quebec.ca/en/people-with-disabilities).

In addition, various financial assistance and tax measures are available to support people with disabilities and their families:



Brochure from
Office des
personnes
handicapées du
Québec

Federal government

[Disability Tax Credit \(DCT\)](#)

Provincial government

[Supplement for Handicapped Children](#)

[Supplement for Handicapped Children Requiring Exceptional Care](#)

[Social Solidarity](#)

Also included in the pocket is a brochure from Office des personnes handicapées du Québec (www.ophq.gouv.qc.ca [French only]).

The aim of this organization is to reduce the barriers faced by people with disabilities, their families and loved ones. Information and support services are also offered by this organization, so that everyone living with a disability can participate fully in society.

Lastly, if you wish, you can request access to Santé Québec Bas-Saint-Laurent documents in an accessible format (e.g., Braille), depending on your disability. Interpreting and communication services are also available for the deaf, deaf-blind and hard-of-hearing. Ask your service provider for more information.

Your rights as a healthcare user

The *Act respecting health services and social services* (R.S.Q., chapter S-4.2) gives you the following rights:

- The right to be informed of the services available to you, where and how to obtain them, the state of your health and well-being, possible solutions and the risks and consequences generally associated with these solutions.
- The right to receive humane, scientifically and socially sound services provided in a continuous, safe and personalized manner.
- The right to receive services from the professional or institution of your choice.
- The right to accept or refuse treatment.
- The right to receive emergency care.
- The right to participate in decisions concerning your health and well-being.
- For Anglophones, the right to receive services in English, in accordance with the region's access program.
- The right to be accompanied and assisted when you need services or information.
- The right to recourse when a fault has been committed against you.

Our ID-ASD-PD team recognizes the importance of respecting these rights and has put in place a procedure enabling you to assert your rights and express your dissatisfaction.

1

Are you dissatisfied with the services you have received?

Please discuss the situation with your service provider. State your dissatisfaction so you can find solutions together.

2

Are you uncomfortable talking to your service provider or are you still dissatisfied after talking to them?

Contact the service manager and state your dissatisfaction so you can work together to find solutions.

For contact details, see **Appendix 4**.



3

Are you still dissatisfied after the previous steps?

Under the law, anyone dissatisfied with the health and social services they have received or should have received can express their dissatisfaction or file a complaint. Complaints can also be made by a user's representative or by the heirs or legal representatives of a deceased person.

To file a complaint, please consult the *Plaintes et droits des usagers* section of the Santé Québec Bas-Saint-Laurent website (French only): cisss-bsl.gouv.qc.ca/plaintes.

On this page you will find:

- The complaint form
- Who to contact to file a complaint
- Need help filing a complaint?
- Information videos
- The Complaint Examination System information brochure

No Internet access?

You can reach Santé Québec Bas-Saint-Laurent's Complaints and Service Quality Commission at **1-844-255-7568**.

If you need help asserting your rights and expressing your dissatisfaction, the ID-ASD-PD Users' Committee and the OPHQ are available to assist you.

Notes

Providing feedback to help improve our services

Please use the questionnaire on the Santé Québec Bas-Saint-Laurent website (surveymonkey.com/r/PJ6WCJD) to provide feedback on the care and services you receive.

Thank you for helping us improve!



ID-ASD-PD Users' Committee

Santé Québec Bas-Saint-Laurent's ID-ASD-PD Users' Committee is there for you. Its mission is to inform users of their rights and obligations, support them in their dealings with the institution, defend their individual or collective interests, and so on. For more information, please refer to the brochure in the pocket.



ID-ASD-PD Users' Committee brochure



The committee needs people to speak on behalf of users and their families so we can fully understand their situation.

Are you interested? Contact the committee at comite.des.usagers.di.tsa.dp.cisssbsl@ssss.gouv.qc.ca.

Mistreatment: How to recognize and prevent it

Each and every person's security, well-being and respect is one of our top priorities. Mistreatment takes various forms: physical, psychological, sexual, material or financial, organizational, through ageism or by violating rights. It is defined as any act, behaviour or lack of action that infringes on a person's well-being, dignity or rights. It is important to know how to recognize at-risk situations and to be familiar with available resources when a situation of concern arises.

To learn more, visit the section on how to counter mistreatment on our website: cisss-bsl.gouv.qc.ca/notre-cisss/lutte-contre-la-maltraitance

In addition, **the Mistreatment Helpline** offers a free and confidential listening, support and referral service, available 7 days a week, from 8 a.m. to 8 p.m., across Québec.

 **1 888 489-2287**

Are you or a loved one in distress?

Difficult times can affect your mental health. We are here to help. If you are having suicidal thoughts or are worried about someone close to you, do not hesitate to discuss your concerns with your service providers. They will guide you to the right services. Here are some useful resources for psychosocial help and referrals to other services.

Info-Social

☎ **phone-alt 811, option 2**

Confidential telephone consultation

Service available 24/7

Centre de prévention du suicide et d'intervention de crise du Bas-Saint-Laurent (suicide prevention centre)

☎ **phone-alt 1-866-APPELLE (277-3553)**

centredecrisebsl.qc.ca

Service available 24/7

Closing remarks

This brochure provides information that will be useful to you during this service episode. Keep it in a safe place for future reference!

We are always looking for ways to improve and would like to hear your thoughts, feedback and suggestions on how we can improve the content of this document.

Our priority is to support you and meet your needs!

Did the first meeting meet your expectations and answer your questions?

Appendices

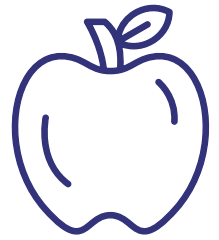
Appendix 1

Lifestyle Habits Eligible for Services

Here is a list of the most common lifestyle habits we can help with.

Nutrition

- ✓ Choosing foods that suit your tastes and needs
- ✓ Making a grocery list and grocery shopping
- ✓ Preparing and serving meals
- ✓ Eating and drinking
- ✓ Practising proper table manners
- ✓ Going to a restaurant: ordering, eating, paying, etc.



Fitness and psychological well-being

- ✓ Going to bed, sleeping, waking up
- ✓ Engaging in physical activity: walking, exercising, training
- ✓ Enjoying relaxing activities (e.g., listening to music, doing yoga)
- ✓ Doing activities that promote attention and concentration (reading a book, playing games, etc.)



Personal care

- ✓ Helping someone wash (e.g., a young child) or taking a bath or shower
- ✓ Brushing your teeth, styling your hair, shaving and applying makeup
- ✓ Picking your clothes and getting dressed (including buttons, zippers, laces, jewelry)
- ✓ Performing excretory hygiene at home or elsewhere (e.g., in a public place, at a friend's house)
- ✓ Taking medication
- ✓ Using health services: medical clinics, rehabilitation centres, etc.



Communication

- ✓ Communicating needs, expressing ideas, holding a conversation with someone you know (e.g., a parent or family member), someone you do not know or a group of people
- ✓ Writing and reading (e.g., diary, book, letters)
- ✓ Using the Internet to communicate (e-mail, webcam, etc.)
- ✓ Using a home phone or cell phone
- ✓ Using a television, computer or tablet



Household tasks

- ✓ Tidying up and other simple tasks
- ✓ Doing household chores (cleaning, laundry) and home maintenance tasks (yard maintenance)
- ✓ Taking out the trash
- ✓ Doing a big clean-up
- ✓ Using furniture: desks, storage, etc.
- ✓ Following home safety rules



Travel

- ✓ Entering and leaving your home
- ✓ Getting around on foot or in a wheelchair, indoors and outdoors
- ✓ Driving a vehicle (car) or riding a bicycle
- ✓ Using another means of transportation (e.g., paratransit)



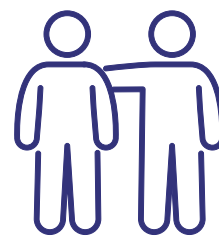
Responsibilities

- ✓ Managing your spending money, income, bank accounts, etc.
- ✓ Making purchases, paying at the cash register, shopping, using bank cards
- ✓ Making a budget, paying bills, managing mail
- ✓ Rearing children
- ✓ Caring for and supporting a family member or loved one
- ✓ Taking care of a pet
- ✓ Voting
- ✓ Following the basic principles of life, rules and regulations, and safety guidelines, as well as respecting your property and that of others



Personal relationships

- ✓ Maintaining close relationships with family and friends
- ✓ Creating and maintaining social ties with friends, neighbours and colleagues
- ✓ Managing conflicts
- ✓ Engaging in activities related to sexual arousal and having sexual relations



Community and spiritual life

- ✓ Participating in clubs, social groups and associations
- ✓ Participating in self-help group activities
- ✓ Participating in religious or spiritual activities



Education

- ✓ Learning at school
- ✓ Learning a trade or profession
- ✓ Working as part of a team
- ✓ Using school services: cafeteria, gym, etc.
- ✓ Participating in school activities



Work

- ✓ Holding a job, performing tasks at work
- ✓ Choosing a career
- ✓ Looking for a job
- ✓ Attending a day centre or doing an internship
- ✓ Performing unpaid work (volunteer work)



Leisure

- ✓ Playing individual or team games, indoors or outdoors
- ✓ Participating in sports and social activities
- ✓ Having hobbies
- ✓ Attending events (sports, shows, etc.)
- ✓ Using local leisure services (e.g., library, recreation centre)
- ✓ Travelling, taking part in outdoor activities and sightseeing



Appendix 2

Range of Services for People with PDs, IDs or ASD

Following co-construction work with users, professionals and managers, Ministère de la Santé et des Services sociaux developed a range of services.

These services are designed to meet all the needs of our users, whether through our staff, partners in the healthcare network, or agreements with community, municipal and other partners.

Services are divided into **three main categories**.

1 Lifestyle support and guidance services

Lifestyle support and guidance services are local services usually provided in the person's living environment (home, school, work, etc.). These services are unique in that they are aimed at stability, allowing people to maintain balance in their lives and carry out their daily activities.

Depending on your situation, we can offer you the following services.

Home help services

- ✓ Personal assistance (e.g., hygiene care, help with eating, transfers)
- ✓ Help with household tasks (e.g., meal preparation, cleaning)
- ✓ Civic support (e.g., filling in forms, budgeting)
- ✓ Learning assistance (e.g., training and stimulation activities for rehabilitation activities)
- ✓ Family support (e.g., parenting assistance)
- ✓ Meals-on-wheels, companionship, friendship visits
- ✓ And more

Residential services

- ✓ Assistance in finding a living environment
- ✓ Intermediate resources (IRs) and family-type resources (FTRs)
- ✓ Continuous assistance residences (CARs)
- ✓ Social housing with services
- ✓ CHSLDs, seniors' homes and alternatives

Support services for meaningful, rewarding activities

- ✓ Daytime activities: at facility or in partnership with community organizations
- ✓ Contributory activities: workshop, work program, internship

Support services for families and loved ones

- ✓ Babysitting or presence monitoring
- ✓ Respite care, occasional assistance
- ✓ Support with daily tasks (e.g., homework)
- ✓ Psychosocial services

2

Lifestyle development and rehabilitation services

These services are aimed at improving lifestyle habits, acquiring or regaining skills, developing abilities and reducing barriers with a view to overcoming or mitigating disability. They are provided to facilitate a change or transition related to a person's stage of development (e.g., language, walking), a loss of balance (e.g., an accident) or a new life project (e.g., starting school, moving into an apartment).

We offer a range of services:

- ✓ Assessment of needs and situations where disability may be an issue based on the life project
- ✓ Development of abilities (e.g., fine motor skills, social skills) or reduction of limitations (e.g., use of technical aids) through direct intervention with the user, their family and their loved ones
- ✓ Development of adaptive strategies for the person's disorder or situation
- ✓ Task adaptation
- ✓ Environmental adaptation
- ✓ Provision of technical aids
- ✓ Integration into living environments (home, school, work, etc.)



Partner and community support services

Consulting support or awareness-raising/information

Services offered to target audiences to increase their knowledge of physical and intellectual disabilities and autism spectrum disorders.

Ad hoc consulting and expertise transfer services

Services offered to organizations (e.g., childcare centres) and practitioners (e.g., mental health professionals).

Formal partnerships with community organizations

Referrals to community organizations, municipal services, etc.

Accessibility activities

Make public areas and communication platforms (e.g., websites) more accessible to all.

Appendix 3

Punctuality and Attendance

General rules

Our appointments with you are carefully prepared. To be efficient and serve as many users as possible, we need you to be on time for your appointments. Of course, unforeseen circumstances can arise at any time. We promise to do all we can not to cancel or reschedule

your appointments and to notify you promptly if this happens. And if you are having trouble keeping your appointments, we are open to discussing solutions tailored to your needs.

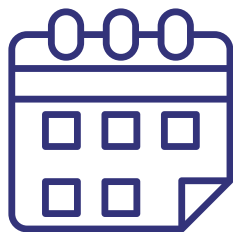
Here are some rules to bear in mind with regard to late arrivals and keeping appointments.



Rules for late arrivals

Please notify us as soon as possible if you are going to be late for a scheduled appointment (at least 15 minutes **before** the start time). If you notify us, it will not count as a late arrival. The time allotted for your appointment will not be extended.

After four (4) late arrivals of 15 minutes or more (consecutive or not), service will be terminated. You will receive official notification by letter.



Rules for no-shows and rescheduling appointments

Please inform your service provider as soon as possible if you are unable to keep your appointment (at least 24 hours in advance). If you are ill, to prevent the spread of infectious diseases, please notify us by phone beforehand so we can determine whether to postpone the appointment.

Cancellation or postponement of an appointment (consecutive or not)

1st cancellation or postponement	✓ Call from service provider to reschedule the appointment.
2nd cancellation or postponement	✓ Call from service provider to understand the situation and your needs. ✓ Revision of treatment plan when services are underway.
3rd cancellation or postponement	✓ End of services (end of treatment plan) or removal from waiting list. You will receive a letter notifying you that your file has been closed.

Unjustified absences (consecutive or not)

1st absence	✓ Call from service provider to reschedule the appointment.
2nd absence	✓ Letter informing you that if you miss another appointment without a valid reason, your file will be closed.
3rd absence (with valid reason, e.g., hospitalization)	✓ New appointment scheduled to review your needs. If you fail to show up, your file will be closed and you will receive a letter to this effect (a certified copy will be sent to the referrer).

Appendix 4

Facility Contact Details

CLSCs are an integral part of our facilities. Consult the following link for the contact information for each one: <https://www.cisss-bsl.gouv.qc.ca/clsc>

Territory	Services offered
MRC du Kamouraska Centre de réadaptation en déficience intellectuelle et déficience physique Thérèse Martin 100, chemin de La Petite Anse Rivière-Ouelle (Québec) G0L 2C0 Telephone: 418-856-3520 Fax: 418-856-1435	• Intellectual disability • Physical disability • Autism spectrum disorder
MRC du Témiscouata Centre multiservices de Témiscouata-sur-le-Lac 33, rue Saint-Laurent, bureau 202 Cabano (Québec) G0L 1E0 Telephone: 418-854-2374 Fax: 418-854-1268	• Intellectual disability • Autism spectrum disorder
MRC de Rivière-du-Loup Centre multiservices de Rivière-du-Loup 299, rue Lafontaine Rivière-du-Loup (Québec) G5R 3A9 Telephone: 418-862-9560 Fax: 418-862-2526 Centre de réadaptation en déficience physique de Rivière-du-Loup 48, rue de Chauffailles Rivière-du-Loup (Québec) G5R 4E1 Telephone: 418-867-5215 Fax: 418-867-5242 Unité de réadaptation fonctionnelle intensive – Ouest 75, rue Saint-Henri, 6 ^e étage Rivière-du-Loup (Québec) G5R 2A4 Fax: 418-868-1010, ext. 62246	• Intellectual disability • Autism spectrum disorder • Motor disability – Children and adults • Language disability – Children • Hearing disability – Children and adults • Visual disability – Children and adults • Traumatology • Physical disability • Intensive functional rehabilitation unit
MRC des Basques Centre de services externes de Trois-Pistoles 550, rue Notre-Dame Est Trois-Pistoles (Québec) G0L 4K0 Telephone: 418-851-4416 Fax: 418-851-4480 Centre multiservices de Saint-Cyprien 101, rue de l'Église Saint-Cyprien (Québec) G0L 2P0 Telephone: 418-963-2016 Fax: 418-963-2617	• Intellectual disability • Autism spectrum disorder • Intellectual disability • Autism spectrum disorder

Territory	Services offered
MRC de Rimouski-Neigette	
Centre de services externes de Rimouski 274, rue Potvin Rimouski (Québec) G5L 7P5 Telephone: 418-723-4427 Fax: 418-722-6113	• Intellectual disability • Autism spectrum disorder
Centre de réadaptation en déficience physique de Rimouski-Neigette 320, rue Saint-Germain Est, 3 ^e étage Rimouski (Québec) G5L 1C2 Telephone: 418-722-7777 Fax: 418-722-7780	• Motor disability – Children and adults • Language disability – Children • Traumatology
MRC de La Mitis	
Centre de services externes de Mont-Joli 800, avenue du Sanatorium Mont-Joli (Québec) G5H 3L6 Telephone: 418-775-9753 Fax: 418-775-1980	• Intellectual disability • Autism spectrum disorder
Unité de réadaptation fonctionnelle intensive – Est – Centre 800, avenue du Sanatorium Mont-Joli (Québec) G5H 3L6 Telephone: 418-775-7261, ext. 32150 Fax: 418-775-3962	• Intensive functional rehabilitation unit
Centre de réadaptation en déficience physique de La Mitis 780, avenue du Sanatorium Mont-Joli (Québec) G5H 1V7 Telephone: 418-775-6247 Fax: 418-775-6130	• Motor disability – Children • Language disability – Children • Hearing disability – Children and adults • Visual disability – Children and adults
MRC de La Matapédia	
Centre multiservices d'Amqui 25, avenue du Parc Amqui (Québec) G5J 2L4 Telephone: 418-629-4110 Fax: 418-629-1211	• Intellectual disability • Autism spectrum disorder
MRC de La Matanie	
Centre multiservices de Matane 91, avenue D'Amours Matane (Québec) G4W 2X5 Telephone: 418-562-6936 Fax: 418-562-1225	• Intellectual disability • Autism spectrum disorder

