

DIRECTORY OF SERVICES *for* **English-speaking Seniors**



2016

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Connexions Resource Centre

Mission

The Connexions Resource Centre is a not-for-profit community organization whose mission is to serve and promote the health, well-being and vitality of the English-speaking population of the Outaouais.

Contact Us

Connexions is located at 80 Daniel-Johnson, Gatineau (Hull sector). For help regarding access to health and social services information in English, please contact us at:

Telephone: 819-777-3206

Email: info@centreconnexions.org

Website: www.centreconnexions.org

Important Phone Numbers

| | |
|--|----------------|
| EMERGENCY (fire, police, or ambulance) | 9-1-1 |
| Info-Santé / Info-Social | 8-1-1 |
| City of Gatineau | 3-1-1 |
| Québec Provincial Police | 514-598-4141 |
| Poison Centre | 1-800-463-5060 |
| Crisis Centre | 1-800-353-1143 |
| SOS Spousal Abuse | 1-800-363-9010 |
| Elder Abuse Line | 1-888-489-2287 |
| APPUI Support Line for Caregivers | 1-855-852-7787 |
| Suicide Prevention Centre | 1-866-277-3553 |
| Hydro Québec | 1-800-790-2424 |
| Gazifière (Gas) | 819-771-8321 |

CLSC: Health and Social Services Centres

CLSCs (Centre locale de services communautaires) are Quebec's local health and social services centres. The CLSCs are the entry point to most of the health and social services in the Outaouais. There are centres in all areas of the Outaouais.

Gatineau

CLSC de Gatineau – de la Gappe
777 Boul. de La Gappe, Gatineau QC J8T 8R2
Telephone: 819-966-6550

CLSC de Gatineau – Avenue Gatineau
80 Avenue Gatineau, Gatineau QC J8T 4J3
Telephone: 819-966-6590

CLSC de Gatineau - Saint-Rédempteur
85 Rue Saint-Rédempteur, Gatineau QC J8X 4E6
Telephone: 819-966-6510

CLSC de Gatineau- Saint-Raymond
92 Boul. Saint-Raymond, Gatineau QC J8Y 1S7
Telephone: 819-966-6525

CLSC de Gatineau- Le Guerrier
425 Rue LaGuerrier, Gatineau QC J9H 6N8
Telephone: 819-966-6540

MRC des Collines

CLSC de Chelsea
490 Route 105 Suite 201, Chelsea QC J9B 1L2
Telephone: 819-459-1112
Toll Free: 1-877-459-1112

CLSC de Masham
9 Chemin Passe-Partout, Ste-Cécile de Masham QC J0X 2W0
Telephone: 819-459-1112
Toll Free: 1-877-459-1112

CLSC de Cantley
850 Montée de la Source, Cantley QC J8V 3H4
Telephone: 819-459-1112

Toll Free: 1-877-459-1112

CLSC Val des Monts
1884 Route du Carrefour, Val des Monts QC J8N 7N5
Telephone: 819-459-1112
Toll Free: 1-877-459-1112

Papineau Region

CLSC de la Vallée de la Lièvre (Maclaren)
578 Rue Maclaren, Gatineau QC J8L 2W1
Telephone: 819-986-3359

CLSC de la Vallée de la Lièvre (Buckingham)
617 Avenue Buckingham, Gatineau QC J8L 2H4
Telephone: 819-986-3359

CLSC de la Vallée de la Lièvre (Val-des-Bois)
601 Route 309 C.P. 126, Gatineau QC J0X 3C0
Telephone: 819-454-2355

Pontiac Region

CLSC Fort Coulonge
160 Chemin De la Chute Rd., Mansfield QC J0X 8R2
Telephone: 819-683-3000
Toll Free: 1-800-567-9625

CLSC Otter Lake
340 Martineau Ave., Otter Lake QC J0X 2P0
Telephone: 819- 453-7392

Hospitals

Outaouais Hospitals

Hôpital de Gatineau
909 La Vérendrye Boul. West
Gatineau QC J8P 7H2
Telephone: 819-561-6100

Hôpital de Hull
116 Lionel-Émond Boul.
Gatineau QC J8Y 1W7
Telephone: 819-966-6200

Hôpital de Papineau
155 Maclaren Est
Gatineau QC J8L 0C2
Telephone: 819-986-3341

Hôpital de Maniwaki
309 Desjardins Boul.
Maniwaki QC J9E 2E7
Telephone: 819-449-4690 or 819-449-2300

Memorial Hospital-Wakefield
101 Burnside Rd.,
Wakefield QC J0X 3G0
Telephone: 819- 459-1112
Toll Free: 1-877-549-1112

Pontiac Hospital-Shawville
200 Argue St.
Shawville, QC J0X 2Y0
Telephone: 819- 647-2211

City of Ottawa Hospitals

Élizabeth Bruyère Centre
Palliative care centre
43 Bruyère St., Ottawa ON
Telephone: 613-562-6262

Perley and Rideau Veterans Hospitals
1750 Russell Road, Ottawa ON
Telephone: 613-562-7170

Ottawa Hospital-Civic Campus
1053 Carling Avenue, Ottawa ON
Telephone: 613-722-7000
Hearing impaired: 613-761-4024

Regional Cancer Centre
1500 Alta Vista Drive, Ottawa ON
Telephone: 613-247-3527

Ottawa Hospital-General Campus
501 Smyth Road, Ottawa ON
Telephone: 613-722-7000
Hearing impaired: 613-761-4024

Ottawa Hospital-Riverside Campus
1967 Riverside drive, Ottawa ON
Telephone: 613-722-7000

Montfort Hospital
713 Montreal Road, Ottawa ON
Telephone: 613-746-4621

Queensway-Carleton Hospital
3045 Baseline Road, Ottawa ON
Telephone: 613-721-2000

Ottawa Royal Hospital (Psychiatric)
1145 Carling Avenue, Ottawa ON
Telephone: 613-722-6521

Abuse Support and Services

CALAS-Sexual Assault Help Centre

Centre d'aide et de lutte contre les agressions sexuelles de l'Outaouais

C.P. Succursale, Gatineau QC J8X 3Z1

Telephone: 819-771-1773

Toll Free: 1-866-757-7757

Website: www.calas.ca

Crime Victims Assistance Centre

Centre d'aide aux victimes d'actes criminels (CAVAC)

729 Saint-Joseph Boul. Suite 104, Gatineau QC J8Y 4B6

Telephone: 819-778-3555

Toll free: 1-800-331-2311

Toll free: 1-866-532-2822

E-mail: info@cavacoutaouais.ca.

Website: www.cavac.qc.ca

Donne-toi une chance (Help for violent men)

1939 St-Louis Local 4, Gatineau, QC J8T 4H5

Telephone: 819-205-1451

Email: administration@donnetoiunechance.org

Spousal Abuse: 24/7 support

SOS Violence Conjugale

Telephone: 1-800-363-9010

E-mail: cstdenis@sosviolenceconjugale.com

Telephone Crisis help-line

Tel-Aide Outaouais

Telephone: 819-775-3223

Toll free: 1-800-567-9699

E-mail: admin@tel-aide-outaouais.org

Website: www.tel-aide-outaouais.org

Women's Shelters

L'Autre Chez-Soi

Aylmer

Telephone: 819-685-0006

La Maison d'hébergement pour Elles des Deux Vallées

Buckingham

Telephone: 819-986-8286 (24/7 Help-Line)

Toll Free: 1-877-986-8286

Women's Centre-Support

Buckingham

Centre Actu-Elle

501 Des Pins St., Gatineau QC J8L 2L2

Telephone: 819-986-9713

Maison Libere-Elles

Des Collines

Help-line: 819-827-4044

Administration telephone: 819-827-4510

La Maison Unies-Vers-Femmes

Gatineau

Telephone: 819-568-4710

Centre Mechtilde

Hull

Telephone: 819-777-2952

Email: accueil@centremechtilde.ca

Rehabilitation Centres and Services

CRDO: La Centre de Readaptation en Dependance de l'Outaouais

Formerly Jellinek

25 Saint-François St., Gatineau QC J9A 1B1

Telephone: 819-776-5584

Email: crdoutaouais@ssss.gouv.qc.ca

Website: www.dependanceoutaouais.org

CRDO provides confidential services to youth and adults with alcohol, drug, medication or gambling addictions.

Centre Régional de Réadaptation La RessourSe

135, Boul. Saint-Raymond

Gatineau (QC) J8Y 6X7

Telephone: 819-777-6261

Email: CRR_Ressourse@ssss.gouv.qc.ca

Website: www.crr-la-ressourse.qc.ca/en

This centre offers rehabilitation services for individuals with a physical impairment or children with a developmental delay.

Pavillon du Parc

124 Lois St., Gatineau QC J8Y 3R7

Telephone: 819-770-1022

Website: www.pavillonduparc.qc.ca

Pavillon du Parc provides specialized adaptation and rehabilitation services to people with intellectual disability (ID) or a disorder of autism spectrum (ASD) in the Outaouais.

La Relance

270 des Allumetières blvd.

Gatineau, QC J8X 1N3

Telephone: 819-770-6444

Bell Relay: 1-800-855-0511

Website: www.larelance.ca

La Relance provides assistance for individuals re-entering the workforce, and also provides information for employers who can be subsidized if they employ a handicapped individual.

Long-Term Care Facilities

CLSCs: The government provides home care and housekeeping with health professionals. Call your local CLSC and speak to the in-take worker about your needs. See the Connexions website to find the closest CLSC: www.centreconnexions.org/health-and-social-services/clsc.

Further information can be found in your region's directory.

Services for Caregivers

L'Appui Outaouais

Helpline: 1-855-852-7787

Telephone: 819-205-7705

Website: www.lappui.org/english

Offers support for caregivers, especially of the elderly. They provide information, referrals, and respite care.

Baluchon Alzheimer

Toll-Free: 1-855-762-2930

Website: www.baluchonalzheimer.com

Baluchon Alzheimer offer respite periods of 4 to 14 days for caregivers of people with Alzheimer's disease or a related condition. A "baluchonneuse" replaces the caregiver and remains with the person being cared for the duration of the break, 24 hours a day. In order to receive subsidized services, you must be referred by a CLSC.

Centre C.A.R.M.E.N.

253 Bellehumeur St., Gatineau QC Q8Q 8Q8

Telephone: 819-243-0037

Website: www.centrecarmen.ca

Professional services supporting the ill and their families.

Centre Des Aines De Gatineau: Centre Hebergevac

140 chemin de la Montagne

Val-des-Monts, QC

Telephone: 819-457-2474

Website: www.ainesdegatineau.ca/fr/services-repis/centre-herbegevac

Respite for caregivers and persons receiving care.

Government of Canada Services

Service Canada

Information on Programs and Services

www.servicescanada.gc.ca

Telephone: 1- 800-622-6232

Hearing impaired: 1- 800-926-9105

Canadian Revenue Agency

www.cra.gc.ca

Telephone: 1-800-267-6999

Hearing Impaired: 1- 800-665-0354

Canadian Human Rights Commission

www.ccdp-chrc.ca

Telephone: 1- 888-214-1090

Hearing Impaired: 1- 888-643-3304

Canadian Pension Plan and Old Age Security

Information on services, Canadian Pension Plans, Death benefits, Old Age Security, forms and publications.

85 Bellehumeur St. Room 150, Gatineau QC K8T 8B7

920 Saint-Joseph Boul., Gatineau QC, J8Z 1S9

Telephone: 1- 800-277-9914

Hearing Impaired: 1- 800-255-4786

www.canada.ca/en/services/benefits/publicpensions

Info-Seniors Canada

Telephone: 1-800-622-6232

Hearing Impaired: 1-800-926-9105

www.seniors.gc.ca

Social Insurance Number (Office)

Telephone: 1-800 -206-7218

Passport Office

Information and passport requests

Telephone:1-800-567-6868

www.pptc.qc.ca

Veterans Affairs Canada

Information and Assistance to military veterans

Telephone: 1-866-522-2122

www.veterans.gc.ca/eng

Government of Quebec Services

www.gouv.qc.ca

Services Québec

Information on programs and services offered to seniors by the Quebec Government

Telephone: 1-877-644-4545

Hearing Impaired: 1-800-361-9596

Local office: 170 Hotel-de-Ville, Gatineau, QC J8X 4C2

Automobile licensing bureau

(Société de l'assurance automobile du Québec)

Telephone: 1-800-361-7620

Hearing Impaired: 1-800-565-7763

Website: www.saaq.gouv.qc.ca

Consumer Protection Office

(Office de la protection du consommateur)

Information on consumer protection laws, small claims court, funeral home services, etc.

Regional office-Outaouais

170 Hôtel de Ville St. Office 8300, Gatineau, QC J8X 4C2

Telephone: 819-772-3016

Website: www.opc.gouv.qc.ca

Quebec Office for the Handicapped

(Office des personnes handicapées du Québec)

Information and support for all things related to the handicapped

170 Hotel de Ville St. Room 8200

Gatineau, QC J8X 4C2

Website: www.ophq.gouv.qc.ca

Telephone: 1-800-567-1465

Hearing Impaired 1-800-567-1477

Housing

(Société d'habitation du Québec)

Information on programs and housing for seniors.

Telephone: 1-800-463-4315

Website: www.habitation.gouv.ca

Pensions

(Régie des rentes du Québec)

Information and forms related to pension supplement, spousal death benefits, etc.

Édifrice Jos Montferrand, 170 Hôtel de Ville St., Office 3450, Gatineau QC J8X 4C2

Telephone: 1 800 463-5185
Website: www.rrq.gouv.qc.ca

Québec Health Insurance Plan

(Régie de l'assurance maladie du Québec)

Information and services related to health cards, drug insurance plan, hearing aids programs, free eye exams, physical aids, prosthetics, ambulance service, etc.

Telephone: 1-800-561-9749

Hearing Impaired: 1-800-361-3939

Website: www.ramq.gouv.qc.ca

Québec Human Rights Commission

(Commission des droits de la personne et des droits de la jeunesse)

Information on human rights in Quebec

Telephone: 1-800-361-6477

Website: www.cdpdj.qc.ca

Québec Immigration

(Immigration et Communautés culturelles)

Telephone: 1-877-864-9191

Website: www.immigration-quebec.gouv.qc.ca/en/

Québec Justice Department

Ministère de la Justice -Directeur de l'état civil

Information relating to birth & death certificates, marriage certificates, etc.

Telephone: 1-866-536-5140

Website: www.justice.gouv.qc.ca

Public Curator

16 Impasse de la Gare-Talon, Room 320, Gatineau QC

Telephone: 1 819-243-8393

Toll free: 1-800-363-9020

Website: www.curateur.gouv.qc.ca

Rent Review Board

(Régie du logement)

Information on rights and obligations relating to renting and leasing, complaints and rental court related issues.

Édifice Jos Montferrand, 170 Hôtel de Ville St. Office 4100, Gatineau QC J8X 4C2

Telephone: 1-800-683-2245

Website: www.rdl.gouv.qc.ca

Revenue Québec

(Revenu Québec)

For information on income tax, taxes, contributions to the drug benefit program, tax credits for keeping the elderly at home RRSPs, RIFs.

170 Hôtel-de-Ville St., 6e étage, Gatineau QC

Telephone: 819-770-1768

Toll free: 1-800-267-6299

Hearing Impaired: 1-800-361-3795

Website: www.revenu.gouv.qc.ca

RPCU (Your Health and Social Services Rights)

Regroupement provincial des comités des usagers

Information relating to user's rights for health and social services

Telephone: 514-436-3744

Webster: www.rpcu.qc.ca

Seniors' Council (Conseil des aînés)

Organization promoting the rights and interests of seniors

Telephone: 1-800-622-6232

Website: www.conseildesaines.qc.ca

Senior's Support Organizations

Alzheimer's

Outaouais Alzheimer's Society & La Maison-Fleur-Angé

Société Alzheimer de l'Outaouais Québécois

380 Saint-Raymond Boul., Gatineau QC

Telephone: 819-777-4232

Email: saoq@saoq.org

Website: www.alzheimer.ca/en/outaouaisqc

Arthritis

Canadian Arthritis Society

Telephone: 1-800-321-1433

Website: www.arthritis.ca

Cancer

Canadian Cancer Society

15 Buteau St. Room 105, Gatineau QC J8Z 1V4

Telephone: 819-777-4428

Website: www.cancer.ca

Celiac Disease

Canadian Celiac Association

Association Canadienne de la Maladie Coéliquie

Telephone: 905-507-6208

Toll Free: 1-800-363-7296

Website: www.celiac.ca

Chronic Pain

Association of People Living With Chronic Pain

Association des personnes vivant avec la douleur chronique

115 Sacré-Cœur Boul. Room 211, Gatineau QC J8X 1C5

Telephone: 819-246-4932

Email: info@apvdc.ca

Website: www.apvdc.ca

Diabetes

Canadian Diabetes Association

Telephone: 1-800-BANTING (226-8464)

Website: www.diabetes.ca

Diabetes Quebec

Telephone: 514-259-3422

Toll Free: 1-800-361-3422

Website: www.diabete.qc.ca

Diabetic Support group

Les diabétiques de l'Outaouais

331 Cité-des-Jeunes Boul. Room 301, Gatineau QC J8Y 6T3

Telephone: 819-770-0442

Email: diabetiquesoutaouais@gmail.com

Website: www.facebook.com/DiabetiquesdelOutaouais/

*Emotional Support***La Maison Alonzo-Wright**

2425-A, rue St-Louis,

Gatineau, QC. J8V 1E7

Telephone: 819-246-7277

Website: www.maisonalonzowright.com

*End of Life and Palliative Care Services***Canadian Palliative Care Association**

Association Canadienne des Soins Palliatifs

Toll Free: 1-800-668-2785

E-mail: info@chpca.net

Website: www.acsp.net/debut.htm

Québec Palliative Care Association

Association Québécoise des Soins Palliatifs

Telephone: 1-514-826-9400

E-mail: info@aqsp.org

Website: www.aqsp.org

Palliative Care Centre & Support Services

Maison Mathieu-Froment-Savoie

170 Sherbrooke St., Gatineau QC J8Y 2L6

Telephone: 819-770-3900

E-mail: mmsf@qc.aira.com

Website: www.mmfs.org

Speak-Up: Advanced Care Planning

Website: www.advancedcareplanning.ca

Provides resources for advance care planning (the process of deciding on and sharing your wishes for future health and personal care).

Epilepsy

Epilepsy Outaouais

Epilepsy sufferers and family support
115 Sacré-Cœur Boul. Room 111, Gatineau QC J8X 1C5
Telephone: 819-595-3331
E-mail: info@epilepsieoutaouais.org
Website: www.epilepsieoutaouais.org

Financial Education and Support

Association Coopérative d'Économie Familiale de l'Outaouais

109 Wright St., Gatineau QC
Telephone: 819-770-4911
Toll-Free: 1-866-770-4911
E-mail: acefout@videotron.ca
Website: www.acefo.org

Hearing Impairments

Assistance for the Hearing Impaired

Association de l'ouïe de l'Outaouais
Support, Rights, Education and Sign Language
115 Sacré-Cœur Boul. Room 206, Gatineau QC J8X1C5
Telephone: 819-770-9653
E-mail: adoo@qc.aira.com

Hearing Impaired Support Services

Service régional d'interprétation visuelle de l'Outaouais (SRIVO)
115 Sacré-Cœur Boul. Room 212, Gatineau QC J8X 1C5
Telephone: 819-771-7273
Hearing Impaired: 819-771-6270
Email: srivo@qc.aira.com
Website: www.srivo.ca

Heart and Stroke

Heart and Stroke Foundation, Quebec

Outaouais Regional Office
109 Wright Street, Suite 007
Hull, Québec J8X 2G7
Telephone 819-771-8595
Fax 819-771-7070
Website: www.heartandstroke.qc.ca

Stroke Survivors Association of Ottawa

323 Coventry Road, Unit #72

Ottawa, Ontario, K1K 3X6
Telephone: 613-237-0650
Website: www.strokesurvivors.ca

Home Support

Remue Ménage Outaouais (RMO)
10 Noel St. Room 110, Gatineau, QC
Telephone: 819-778-2461
www.rmo.ca/newsite

Offers at-home support services, such as light house cleaning, meal preparation, grocery shopping services. Persons 65 years and over are eligible for some financial assistance, as are other persons designated by the CLSC

Intellectual and Developmental Difficulties

Community Support for Intellectually Deficient Individuals
Association pour l'intégration communautaire de l'Outaouais (APICO)
405 Maloney Boul. East, Gatineau QC J8P 6Z8
Telephone: 819-669-7967
E-mail: apico@bellnet.ca
Website: www.apico.ca

Intellectual Deficiency Support for Seniors and Families

Pavillon du Parc (must be referred by CLSC)
124 Lois St., Gatineau QC J8Y 3R7
Telephone: 819-770-1022
Website: www.pavillonduparc.qc.ca

Multiple Sclerosis

Multiple Sclerosis Society of Canada, Outaouais Chapter
10 Noël St. Room 109, Gatineau QC J8Z 3G5
Telephone: 819-778-1450
Toll Free: 1-866-778-1450
E-mail: info.outaouais@scleroseenplaques.ca
Website: www.mssociety.ca/chapter/outaouais-chapter

Muscular Dystrophy

Muscular Dystrophy Association of Canada
Association Canadienne de la Dystrophie Musculaire
Telephone: 613-232-7334
Website: www.muscle.ca

Muscular Dystrophy Association of Canada Québec Regional Office

Association Canadienne de la dystrophie musculaire
1425 René-Lévesque Blvd. West Office 506, Montréal QC H3G 1T7

Telephone: 514-393-3522

Toll Free: 1-800-567-2236

Parkinson's Disease

Parkinson Canada

Toll-free: 1-800-565-3000

Website: www.parkinson.ca

Parkinson Quebec

471-550, Sherbrooke West - West Tower

Montréal (Québec) H3A 1B9

Toll-Free: 1-800-720-1307

Email: info@parkinsonquebec.ca

Website: www.parkinsonquebec.ca/en/

Physical Handicaps

Support for the Physically Handicapped

(Amicale des handicapés physiques de l'Outaouais)

405 Notre-Dame St., Gatineau QC J8P 1L7

Telephone: 819-663-2999

E-mail: amicale.handicapes@videotron.ca

Website: www.amicale.ca

Social Activities

L'ARO Académie des retraités de l'Outaouais

Social Activities and Resources for Seniors (50+)

331, boul. Cité-des-Jeunes, Gatineau Québec J8Y 6T3

Telephone: 819-776-5052

Email: aro2@videotron.ca

Website: www.academiedesretraites.ca

Centre des aînés de Gatineau

Gatineau Seniors' Activity Centre

196, rue Notre-Dame

Gatineau (Québec) J8P 0E6

Telephone: 819-663-3305

Email: cag@videotron.ca

Website: www.ainesdegatineau.ca

Visual Impairments and Handicaps

Canadian National Institute for the Blind

Telephone: 1-800-563-2642

Website: www.cnib.ca

Association for the Visually-Handicapped

Association des personnes handicapées visuelles de l'Outaouais (APHVO)

109 Wright St. Office 203, Gatineau QC J8X 2G7

Telephone: 819-771-5417

E-mail: info@aphvo.ca

Website: www.aphvo.org/english

Mental Health Support and Services

Ami-Quebec

Free and bilingual services including one-on-one counselling for caregivers, tele-workshops, and interactive sessions by videoconference.

Telephone: 877-303-0264

Website: www.amiquebec.ca

Centre d'Aide 24/7

Bilingual psychosocial and suicide crisis intervention, referral services, and short term stays.

Telephone: 819-595-9999

Maison le Ricochet

A community organization supporting those with serious mental health issues in their social rehabilitation and work integration.

9 Chemin De La Beurrerie c.p 121

Ste-Cécile de Masham QC J0X 2W0

Telephone: 819-456-4230

Email: maisonlericochet@qc.aira.com

Website: www.maisonlericochet.com/nous-joindre

Mental Health Support

Centre Inter-Section H.A.G.

1232 Saint-René Boul., Gatineau QC J8T 6H3

Telephone: 819-568-4555

E-mail: info@inter-section.ca

Outaouais Mental Health-Rights and Support Services

Droits-Accès de l'Outaouais

145 Eddy St., Gatineau QC J8X 2W7

Telephone: 819-777- 4746

Toll free: 1-800-667- 4746

Email: dao@droitaccés.com

Website: www.droitaccés.com

Addictions Support and Services

CRDO: La Centre de Readaptation en Dependance de l'Outaouais

Formerly Jellinek

25 Saint-François St., Gatineau QC J9A 1B1

Telephone: 819-776-5584
Email: crdoutaouais@ssss.gouv.qc.ca
Website: www.dependanceoutaouais.org

Addiction Support and Prevention Centre

Centre d'intervention et de prévention en toxicomanie de l'Outaouais (CIPTO)
92 St-Jaques St., Gatineau QC J8X 2Z2
Telephone: 819-770-7249
Toll Free: 1-866-778-4372
Email: toxico@ciptto.qc.ca
Website: www.ciptto.qc.ca

Alcoholics Anonymous

Telephone: 819-663-2676

Gambling Addiction 24/7 help-line

Telephone: 1-800-461-0140

Legal Assistance and Individual Rights

Legal assistance services are offered across the region for seniors with low income. Further information can be found in your region's directory.

Centre de Justice: Outaouais Community Justice Centre

Free legal information, support and referral services.

5, Laval Street, Suite 201

Gatineau (Quebec) J8X 3G6

Telephone: 819-600-4600

Toll-Free: 1-844-606-4600

Website: www.justicedeproximite.qc.ca/en/centres/outaouais/

Chambre des notaires, info juridique

Clinique juridique de Hull

155 Saint-Etienne St., Gatineau QC J8X 1K7

Telephone: 819-778-1147

Toll Free: 1-800-668-2473

Email: droitsocial@cliniquejuridique.org

Website: www.cliniquejuridique.org

Educaloi

Éducaloi's mission is to inform Quebecers about their legal rights and responsibilities in language that makes the law easy to understand.

Website: www.educaloi.qc.ca/en

Familis: Rights of Grand-Parents

Rights pertaining to access to grandchildren.

Website: www.riopfq.com

Federation of Seniors: Support and Rights for Seniors

Fédération des Clubs d'âge d'or du Québec (FADOQ) Outaouais

5-B St-Arthur St., Gatineau QC

Telephone: 819-777- 5774

Toll Free: 1-800-828-3344

Email: admin@fadoqoutaouais.qc.ca

Website: www.fadoqoutaouais.qc.ca

Quebec Association for the rights of retired persons

Association québécoise pour la défense des droits des personnes retraitées et préretraitées

Telephone: 1-514 526-3845

Email: info@aqdr.org

Website: www.aqdr.org

Council for the protection of the III

Conseil pour la protection des malades (CPM)

For individuals using the health and social services in Quebec

Toll free: 1 877 276-2433

E-mail: info@cpm.qc.ca

Website: www.cpm.qc.ca

Housing Assistance

Co-op Housing

Fédération des coopératives d'habitation de l'Outaouais
178 Gréber Boul., Gatineau QC J8T 6Z6
Telephone: 819 243-3717
Email: fechohpot@fecho.qc.ca
Website: www.cooperativehabitation.coop

Quebec Housing Corp.

La Société d'Habitation du Québec
Home support and housing subsidies
Telephone: 1- 800-463-4315
Website: www.habitation.gouv.qc.ca/english.html

Social Housing & Community Support

Les œuvres Isidore Ostiguy
95 Lois St., Gatineau QC J8Y 3R5
Telephone: 819-778-1325

Transportation

Outaouais Specialized Medical Transport (Private)

Telephone: 819-778-1602

STO: Outaouais Bus Services

Société de transport de l'Outaouais
(STO) Schedule
Telephone: 819-770-7900
Information: 819-770-3242
Website: www.sto.ca

Special Transport for handicapped (STO)

Registration required.
Telephone: 819-770-7900 ext. 6950
Reservations: 819-773-2222
Website: www.sto.ca

Via Rail Canada

Telephone: 1-888-842-7245
Hearing Impaired: 1-800-268-9503
Website: www.viarail.ca

Voyageur /Greyhound bus services

Hull Terminal:

238 St-Joseph Boul.

Telephone: 819-771-2442

Service Quality and Complaints

All users of the health and social services system are entitled to access quality services. If you are not satisfied with a service provided, or you believe that your rights have been violated, you can lodge a complaint. It is important to remember that communicating your dissatisfaction will help improve service quality.

Before beginning this process, it is recommended that you first address your issue directly with the staff or professionals attending to you. Often, this simple step will lead to an acceptable solution.

If you are still not satisfied, you can contact the **Service Quality and Complaints Commissioner:**

Louis-Philippe Mayrand, Commissioner

105, boulevard Sacré-Coeur, room 457

Gatineau (Québec) J8X 1C5

Telephone: 819-771-4179

Toll free: 844-771-4179

Fax: 819-771-7611

Email: louis-philippemayrand@ssss.gouv.qc.ca

For more information, please visit:

www.santeoutaouais.qc.ca/en/check-out-the-network/complaint-form/

Your Responsibilities

Rights do not exist in isolation. In the institution's code of ethics and values, users have responsibilities too:

- To communicate clearly and openly;
- To respect all those around and follow the rules of the institution;
- To use services judiciously;
- To provide all the necessary information and collaborate in their treatment;
- To express their needs and their degree of satisfaction;
- To make personnel aware of any dissatisfaction they may have.

If you need help with your complaint

CAAP (Complaint Assistance for Health and Social Services) Outaouais is a regional community organization mandated by the Minister of the Ministère de la Santé et des Services Sociaux. Their role is to assist you in any steps you take concerning a complaint before an institution of the health and social services network, the Health and Social Services Ombudsman, or the Council of Physicians, Dentists and Pharmacists.

CAAP Outaouais

Centre d'assistance et d'accompagnement aux plaintes Outaouais

92 Saint-Raymond Boul. Office 203, Gatineau QC J8Y 1S7

Telephone: 819-770-3637

Toll free: 1- 877-767-2227

E-mail: caap-out@videotron.ca