



# Welcome to CISSS du 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.<sup>1</sup> 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**

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1. 2017 Canadian Survey on Disability (CSD)

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# Word of welcome

CISSS du 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? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

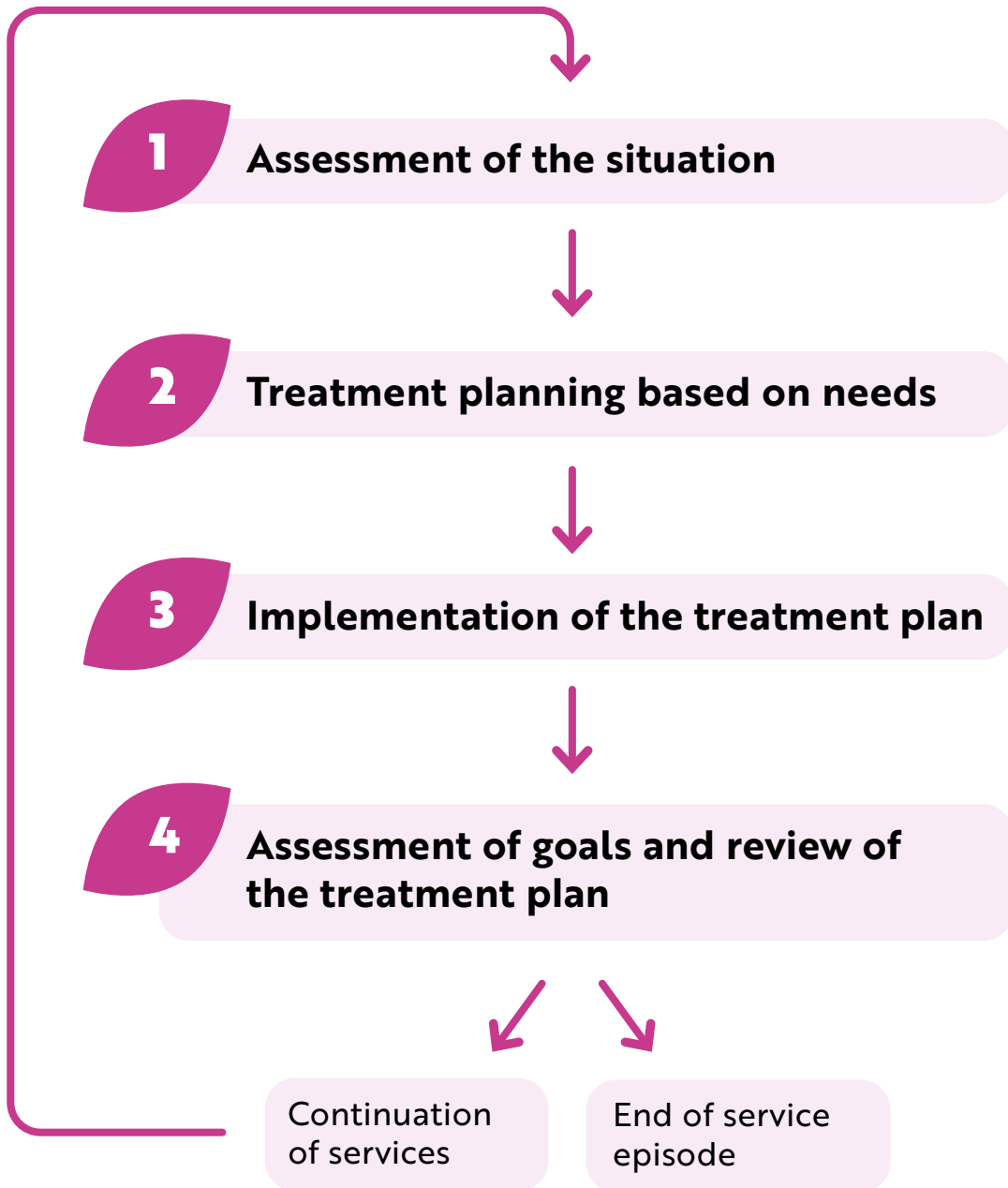
What do you expect from our services? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Your journey with us, step by step



# 1

## 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

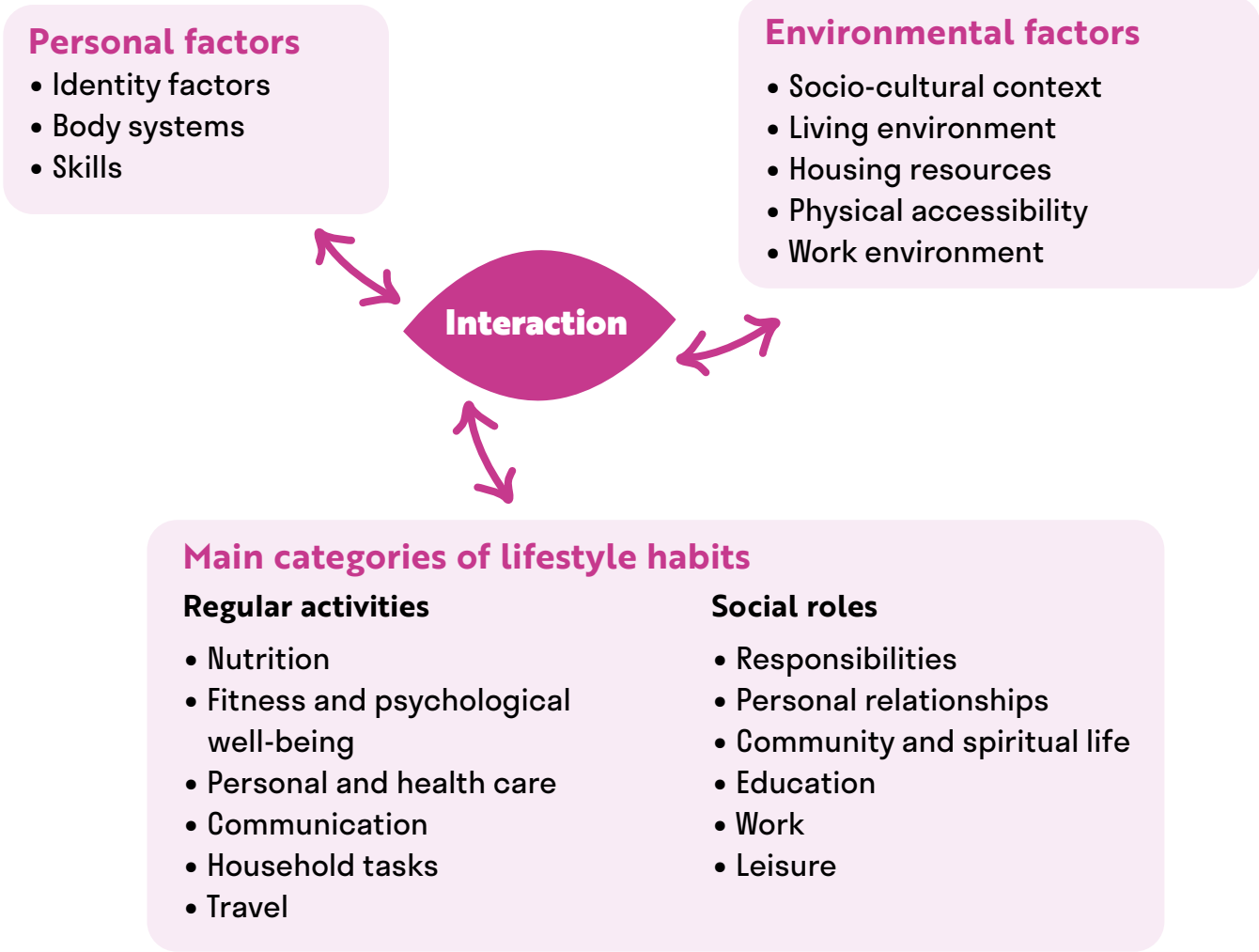
A daycare centre, a school, a community organization, an employer, a paying agency, another healthcare facility, etc.

# 2

## 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)





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?

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# 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   | 2. End of service episode   |
|---|---|
| <ul style="list-style-type: none"> <li>• You have made significant progress, with more to come.</li> <li>• Your situation has changed.</li> <li>• Your goals have changed along the way, and you need to think of new ways to achieve them.</li> <li>• You are in a transition period.</li> </ul> | <ul style="list-style-type: none"> <li>• You have plateaued, and no significant progress is expected in the short term.</li> <li>• Your situation is stable.</li> <li>• You have achieved your goals.</li> <li>• You are satisfied with your lifestyle habits.</li> <li>• You wish to end the services.</li> <li>• The commitment or terms you agreed to when signing the treatment plan have been broken.</li> </ul> |



## 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. For more information, please refer to the CISSS du Bas-Saint-Laurent Code of Ethics at [cisss-bsl.gouv.qc.ca/éthique](http://cisss-bsl.gouv.qc.ca/éthique).

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 CISSS du 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 CISSS du 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.

To find out more about caregivers and other resources that can support you as a user or caregiver, go to [Quebec.ca](http://Quebec.ca) under Famille et soutien aux personnes > [Personne proche aidante](#) (French only).

## 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 and find out more about respite services at [cisss-bsl.gouv.qc.ca/trousse](http://cisss-bsl.gouv.qc.ca/trousse) (French only).

# 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).



Brochure from Office des personnes handicapées du Québec

Also included in the pocket is a brochure from Office des personnes handicapées du Québec ([www.ophq.gouv.qc.ca](http://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 CISSS du 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.

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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 CISSS du Bas-Saint-Laurent website (French only):

[cisss-bsl.gouv.qc.ca/plaintes](http://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 CISSS du Bas-Saint-Laurent's Complaints and Service Quality Commission at **1-844-255-7568**.

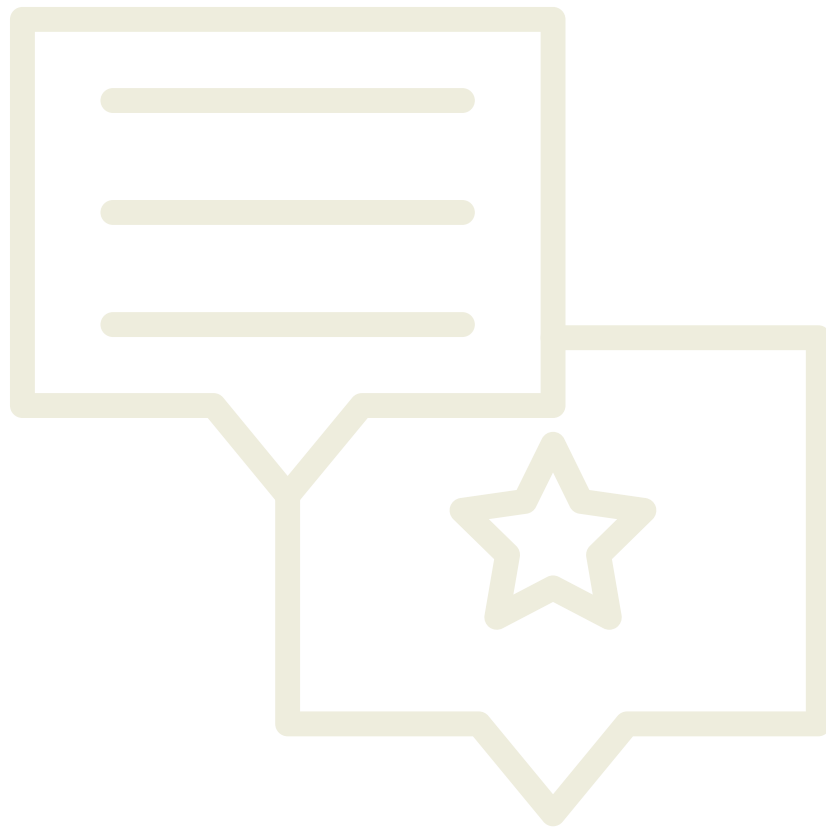
If you need help asserting your rights and expressing your dissatisfaction, the ID-ASD-PD Users' Committee and the OPHQ are available to assist you.

## Notes

# Providing feedback to help improve our services

Please use the questionnaire on the CISSS du Bas-Saint-Laurent website ([surveymonkey.com/r/PJ6WCJD](https://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

CISSS du 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.ciassbsl@ssss.gouv.qc.ca](mailto:comite.des.usagers.di.tsa.dp.ciassbsl@ssss.gouv.qc.ca).

# 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

☎ phone-alt 1-866-APPELLE (277-3553)

[centredecrisebsl.qc.ca](http://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?

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# Appendices



# Appendix 1

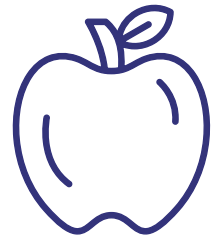
## Lifestyle Habits Eligible for Services

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

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### 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.



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## 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



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## 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



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## 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)



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## Responsibilities

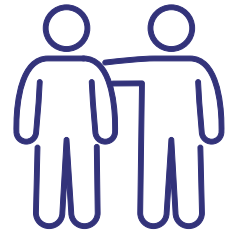
- ✓ Managing your spending money, income, bank accounts, etc.
- ✓ Making purchases, paying at the cash register, shopping, using bank cards
- ✓ Making a budget, paying bills, managing mail
- ✓ Rearing children
- ✓ Caring for and supporting a family member or loved one
- ✓ Taking care of a pet
- ✓ Voting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



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## 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



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## Community and spiritual life

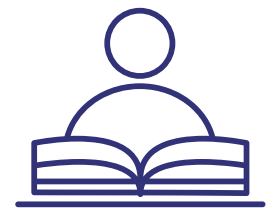
- ✓ Participating in clubs, social groups and associations
- ✓ Participating in self-help group activities
- ✓ Participating in religious or spiritual activities



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## 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



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## 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)



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## 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.

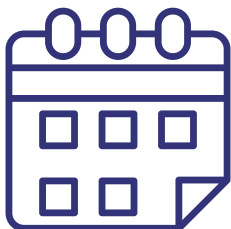
Here are some rules to bear in mind with regard to late arrivals and keeping appointments.



#### 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.

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2nd cancellation or postponement ✓ Call from service provider to understand the situation and your needs.  
✓ Revision of treatment plan when services are underway.

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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.

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## **Unjustified absences (consecutive or not)**

1st absence ✓ Call from service provider to reschedule the appointment.

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2nd absence ✓ Letter informing you that if you miss another appointment without a valid reason, your file will be closed.

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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).

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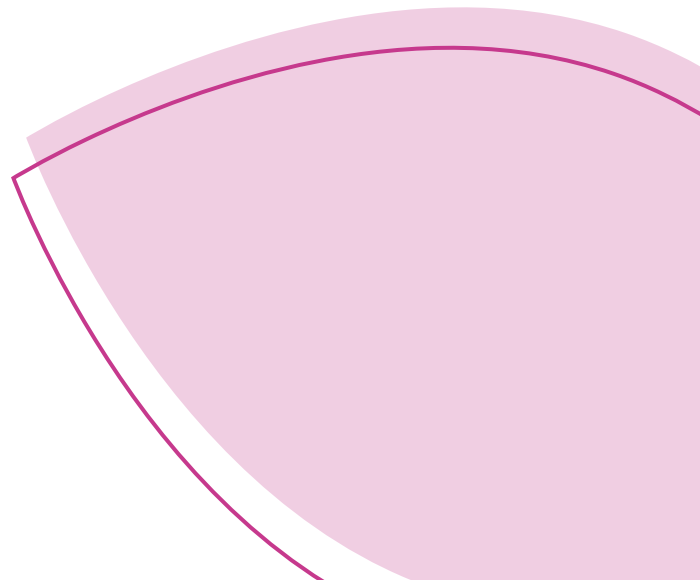
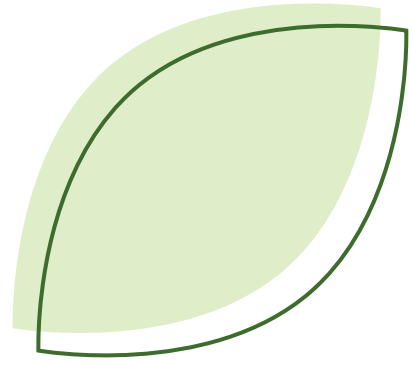
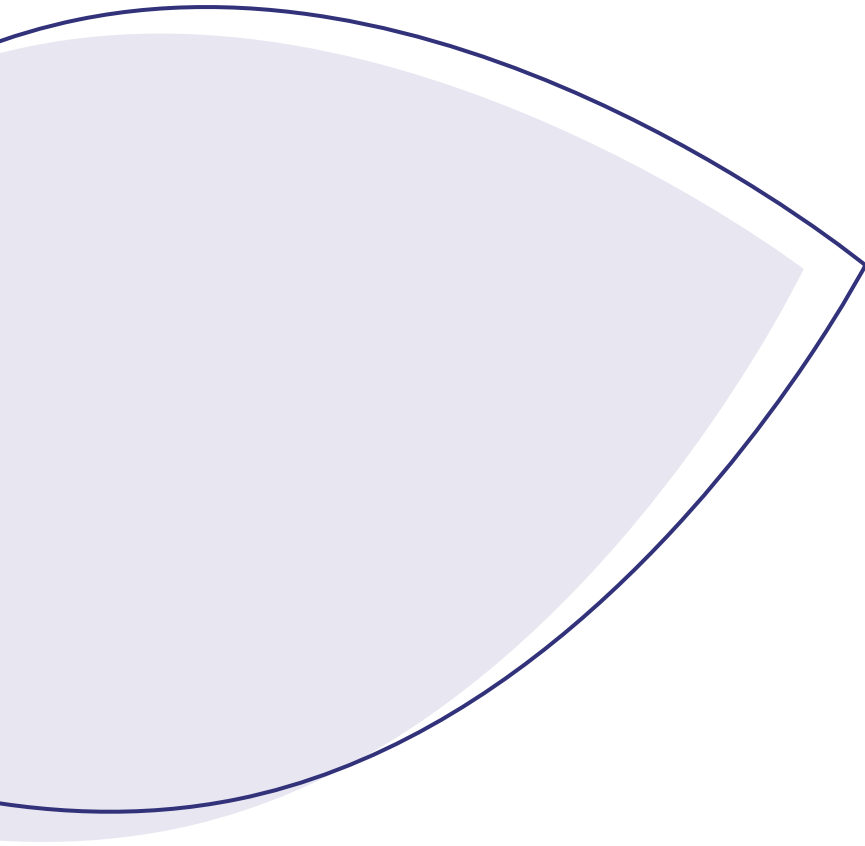
# Appendix 4

## Facility Contact Details

| Territory   | Services offered  |
|---|---|
| <b>MRC du Kamouraska</b>  |   |
| <p><b>Centre de réadaptation en déficience intellectuelle et déficience physique Thérèse Martin</b><br/>           100, chemin de La Petite Anse<br/>           Rivière-Ouelle (Québec) G0L 2C0<br/>           Telephone: 418-856-3520<br/>           Fax: 418-856-1435</p> | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Physical disability</li> <li>• Autism spectrum disorder</li> </ul>  |
| <b>MRC du Témiscouata</b>   |   |
| <p><b>Centre multiservices de Témiscouata-sur-le-Lac</b><br/>           33, rue Saint-Laurent, bureau 202<br/>           Cabano (Québec) G0L 1E0<br/>           Telephone: 418-854-2374<br/>           Fax: 418-854-1268</p>  | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>   |
| <b>MRC de Rivière-du-Loup</b>   |   |
| <p><b>Centre multiservices de Rivière-du-Loup</b><br/>           299, rue Lafontaine<br/>           Rivière-du-Loup (Québec) G5R 3A9<br/>           Telephone: 418-862-9560<br/>           Fax: 418-862-2526</p>  | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>   |
| <p><b>Centre de réadaptation en déficience physique de Rivière-du-Loup</b><br/>           48, rue de Chauffailles<br/>           Rivière-du-Loup (Québec) G5R 4E1<br/>           Telephone: 418-867-5215<br/>           Fax: 418-867-5242</p>                               | <ul style="list-style-type: none"> <li>• Motor disability – Children and adults</li> <li>• Language disability – Children</li> <li>• Hearing disability – Children and adults</li> <li>• Visual disability – Children and adults</li> <li>• Traumatology</li> </ul> |
| <p><b>Unité de réadaptation fonctionnelle intensive – Ouest</b><br/>           75, rue Saint-Henri, 6<sup>e</sup> étage<br/>           Rivière-du-Loup (Québec) G5R 2A4<br/>           Fax: 418-868-1010, ext. 62246</p>  | <ul style="list-style-type: none"> <li>• Physical disability</li> <li>• Intensive functional rehabilitation unit</li> </ul>   |
| <b>MRC des Basques</b>  |   |
| <p><b>Centre de services externes de Trois-Pistoles</b><br/>           550, rue Notre-Dame Est<br/>           Trois-Pistoles (Québec) G0L 4K0<br/>           Telephone: 418-851-4416<br/>           Fax: 418-851-4480</p>   | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>   |
| <p><b>Centre multiservices de Saint-Cyprien</b><br/>           101, rue de l'Église<br/>           Saint-Cyprien (Québec) G0L 2P0<br/>           Telephone: 418-963-2016<br/>           Fax: 418-963-2617</p>   | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>   |

| Territory  | Services offered   |
|--|--|
| <b>MRC de Rimouski-Neigette</b>  |  |
| <p><b>Centre de services externes de Rimouski</b><br/>           274, rue Potvin<br/>           Rimouski (Québec) G5L 7P5<br/>           Telephone: 418-723-4427<br/>           Fax: 418-722-6113</p>  | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>  |
| <p><b>Centre de réadaptation en déficience physique de Rimouski-Neigette</b><br/>           320, rue Saint-Germain Est, 3<sup>e</sup> étage<br/>           Rimouski (Québec) G5L 1C2<br/>           Telephone: 418-722-7777<br/>           Fax: 418-722-7780</p> | <ul style="list-style-type: none"> <li>• Motor disability – Children and adults</li> <li>• Language disability – Children</li> <li>• Traumatology</li> </ul>   |
| <b>MRC de La Mitis</b>   |  |
| <p><b>Centre de services externes de Mont-Joli</b><br/>           800, avenue du Sanatorium<br/>           Mont-Joli (Québec) G5H 3L6<br/>           Telephone: 418-775-9753<br/>           Fax: 418-775-1980</p>  | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>  |
| <p><b>Unité de réadaptation fonctionnelle intensive – Est – Centre</b><br/>           800, avenue du Sanatorium<br/>           Mont-Joli (Québec) G5H 3L6<br/>           Telephone: 418-775-7261, ext. 32150<br/>           Fax: 418-775-3962</p>                | <ul style="list-style-type: none"> <li>• Intensive functional rehabilitation unit</li> </ul>   |
| <p><b>Centre de réadaptation en déficience physique de La Mitis</b><br/>           780, avenue du Sanatorium<br/>           Mont-Joli (Québec) G5H 1V7<br/>           Telephone: 418-775-6247<br/>           Fax: 418-775-6130</p>                               | <ul style="list-style-type: none"> <li>• Motor disability – Children</li> <li>• Language disability – Children</li> <li>• Hearing disability – Children and adults</li> <li>• Visual disability – Children and adults</li> </ul> |
| <b>MRC de La Matapédia</b>   |  |
| <p><b>Centre multiservices d'Amqui</b><br/>           25, avenue du Parc<br/>           Amqui (Québec) G5J 2L4<br/>           Telephone: 418-629-4110<br/>           Fax: 418-629-1211</p>   | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>  |
| <b>MRC de La Matanie</b>   |  |
| <p><b>Centre multiservices de Matane</b><br/>           91, avenue D'Amours<br/>           Matane (Québec) G4W 2X5<br/>           Telephone: 418-562-6936<br/>           Fax: 418-562-1225</p>   | <ul style="list-style-type: none"> <li>• Intellectual disability</li> <li>• Autism spectrum disorder</li> </ul>  |





**Centre intégré  
de santé  
et de services sociaux  
du Bas-Saint-Laurent**

**Québec** 