

# Resources

## Home Support MRC of Matawinie

Many organizations in the MRC of Matawinie and the Lanaudière region offer services to: **caregivers, seniors, people with disabilities, people who are ill, people with reduced autonomy or people at end of life.**

### Emergencies

<b>Ambulance – Police – Fire Department</b>	<b>911</b>
<b>Sûreté du Québec</b>	<b>310-4141</b>

Thank you to our sponsors



**ECOL**  
English Community  
Organization of Lanaudière  
**OCAL**  
Organisation de la Communauté  
Anglophone de Lanaudière



Jean-François Lafrance  
Saint-Michel-des-Saints  
450-833-5202

Jean-François Lafrance  
Sainte-Émélie-de-l'Énergie  
450-886-9771

Evelyne Caron et Hélène Bolduc  
Saint-Côme  
450-883-3883



Comtois, Landry et Ouellet  
Saint-Jean-de-Matha  
450-886-3879

Josianne Coutu  
Saint-Alphonse-Rodriguez  
450-883-8113

D. Mathieu et L. Paquette  
Saint-Donat  
819-424-0001

## Accessing health services

### **Info-Santé** **811 option 1**

To contact a nurse for a non-urgent health problem: assessment and recommendations based on the health condition, answers to questions, and referrals to appropriate resources. 24/7.

### **Info-Social** **811 option 2**

To contact a psychosocial professional and referrals to appropriate resources. 24/7.

### **CLSCs in Matawinie**

Chertsey : **450-882-2488**  
**or 1-877-882-2442**

Saint-Donat: **819-424-1511**

Saint-Jean-de-Matha: **450-886-3861**

Saint-Michel-des-Saints: **450-833-6334**

### **Rural nursing care**

Information, appointments and schedule : **450-886-3861**

Health advice, injection of medication, ear cleaning, blood pressure monitoring, blood and urine samples, etc. For people aged 55 and over residing in :

⇒ Saint-Côme

⇒ Saint-Alphonse-Rodriguez

⇒ Sainte-Émélie-de-l'Énergie

⇒ Saint-Zénon,

⇒ Saint-Damien

⇒ Sainte-Marcelline-de-Kildare

⇒ Sainte-Béatrix

## To find out about available services

### **Centre d'Action Bénévole Communautaire Matawinie** **450-882-1089 or 1-888-882-1086**

Reception, referrals and information on different community services.

### **English Community Organization of Lanaudière (ECOL)** **450-834-2268**

Information, referrals and accompaniment.

Assistance in obtaining public services in English.

Community activities and outreach work.

## Services for specific illnesses

These organizations offer a variety of services, such as listening, information, referrals, equipment loans, support groups, etc. Please contact them to find out what they offer.

**Association des personnes handicapées physiques et sensorielles secteur Joliette (APHPSSJ)** 450-759-3322  
or 1-888-756-3322

- Support group for people with a traumatic brain injury
- Support group for people with aphasia
- Support group for people with Parkinson's

**Association régionale de fibromyalgie de Lanaudière (fibromyalgia)** 450-755-1184

**Association sclérose en plaques de Lanaudière (multiple sclerosis)** 450-753-5545

**Association Un cœur pour tous Lanaudière (heart disease)** 450-760-3039  
or 1-855-844-3039

**Cancer-Aide Lanaudière** 450-756-0868

**Dysphasie Lanaudière** 1-877-753-9003

**Diabétiques de Lanaudière inc.** 450-759-8222, ext. 2231

**Société Alzheimer de Lanaudière** 450-759-3057  
or 1-877-759-3077

**Canadian Cancer Society – Laval/Lanaudière** 450-752-0905

**Multiple Sclerosis Society of Canada – Lanaudière** 450-417-3562

**Le Réseau communautaire d'aide aux alcooliques et autres toxicomanes (alcoholism and drug addiction)** 450-759-4545

Awareness, prevention, information and referrals for clients of all ages. Social reintegration and relapse prevention for people aged 18 and over who have taken significant steps in relation to their use.

## **Services for intellectual and physical disabilities and autism spectrum disorder**

**Association de parents d'enfant  
trisomique-21 de Lanaudière** **450-477-4116**

For children with Down syndrome and their parents:  
stimulation workshops, mutual aid, information and a  
toy library

**Association des personnes handicapées  
Matawinie** **450-834-5434**  
**or 1-877-834-5434**

For people with disabilities: advocacy, referrals,  
assistance in obtaining services, coffee club,  
recreation, social integration and volunteer  
transportation-accompaniment service for medical  
and legal appointments (certain conditions apply).

**Association des personnes handicapées  
visuelles de Lanaudière** **450-474-8268**  
**or 1-888-477-8174**

For people with visual disabilities: information,  
referrals, assistance with integration, rights  
advocacy.

**Association des Sourds de Lanaudière**  
**450-752-1426**

For deaf people: information and referrals, leisure  
activities, Quebec sign language (LSQ) courses.

**Centre de jour Jardin d'Étoiles** **450-834-3070,**  
**ext. 1027**

For adults with severe disabilities: recreational  
activities, multi-sensory room, animal-assisted  
therapy and music therapy.

**CISSS de Lanaudière – Centralized point of  
access** **1-877-322-2898**

Intellectual or physical disabilities and autism  
spectrum disorder.

**SIVET** **514-285-2229**

Visual and tactile interpretation service in Quebec  
sign language (LSQ) for the deaf, hard of hearing  
and deaf-blind.

**Société de l'autisme région Lanaudière**  
**450-759-9788**

For people with autism spectrum disorder:  
information, support and counselling services,  
referrals, seminars, coffee clubs, assistance with  
integration, rights advocacy.

**Cyber-cible** **450-834-4440**

Organization specialized in socio-professional  
integration across Lanaudière. Includes social  
economy components. Work stations and copy  
centre.

## Services for mental health issues

**La lueur du phare de Lanaudière** 450-752-4544  
or 1-800-465-4544

Support, information and respite for those assisting people with mental health problems. For ages 16 and over.

**La Rescousse Amicale** 450-834-3151

Help and support for people with or having had mental health issues or emotional distress. Located in Rawdon.

## Respite and housing

**Baluchon Alzheimer** 514-762-2667

Long-term home respite for caregivers of people with Alzheimer's, from 4 to 14 days. CLSC referral required.

**Carrefour Pour souffler à tête reposée**  
450-836-2020  
or 1-877-374-8783

An information centre on respite resources in the region and a bank of trained caregivers. For families living with a person with physical or cognitive disabilities, regardless of age.

**Défis-logis** 450-394-4497

Safe and adapted community housing for adults with intellectual disabilities or autism spectrum disorder.

**La lueur du phare de Lanaudière** 1-800-465-4544

Respite services for the loved ones of people living with a mental health problem. Financial allocation, respite activities, information and support.

**La Maison Clémentine** 450-755-2591

Respite services, help and drop-in care centre for people under the age of 65 living with intellectual disabilities, a sensorimotor deficit or autism spectrum disorder.

**La Maison Mémoire du Cœur** 450-760-3345

Living environment for people with Alzheimer's or other cognitive problems.

**Les Maisons d'à côté de Lanaudière**  
1-833-863-9323

Permanent housing for people with physical disabilities. Home care services for adults with physical limitations.

## Respite and housing (cont'd)

- Les répits de Gaby** 1-866-753-3914  
Respite for families living with a person aged 5 or over with autism spectrum disorder. Membership in the organization is required.
- Les Services de crise de Lanaudière** 1-800-436-0966  
Emergency housing, crisis hotline.
- Maison l'intersection** 1-877-752-6570  
Housing or rooms for people with dual mental health and addiction issues, low income and/or at risk of homelessness.
- Office d'habitation Matawinie** 450-834-3317  
Quality subsidized housing for seniors living alone or in a couple, with low or moderate incomes. In 10 municipalities of Matawinie. Eligibility criteria.
- Propulsion Lanaudière** 450-752-6570  
or 1-877-752-6570  
Socio-residential services for people with mental health issues: supervised apartments with an intervention service and apartments with residential support, housing search assistance.
- Société Alzheimer de Lanaudière** 450-759-3057  
or 1-877-759-3077  
Stimulation service for people with Alzheimer's.  
Respite services for caregivers.
- Community residences for seniors in Matawinie (housing NPOs):**
- Société de logements populaires Lanaudière** 450-759-1088  
Cherstey, Saint-Alphonse-Rodriguez and Rawdon
- Résidence Dr Lucien-Ferland** 450-886-2034  
Sainte-Émélie- de-l'Énergie
- Résidence Georges-L'Allier** 450-882-1415  
Cherstey
- Manoir de la rivière Dufresne** 819-424-4240  
Notre-Dame de la Merci
- Les résidences du Parc naturel habité**  
Saint-Donat 819-419-0295

## Rights advocacy

**ACEF Lanaudière** 450-756-1333

or 1-866-414-1333

Budget assistance, debt solutions, consumer protection.

**Action-Logement Lanaudière** 450-394-1778

or 1-855-394-1778

Tenants' rights advocacy, training.

**Association québécoise de défense des personnes retraitées, préretraitées (AQDR)**

Section Brandon (comité Sainte-Émélie-de-l'Énergie)

450-835-4705, ext. 3499

Section Ouareau (Rawdon) 450-898-2241

Collective action for the defence of rights of retirees and semi-retirees. Information and training activities.

**Association des Personnes Handicapées**

**Matawinie** 450-834-5434

or 1-877-834-5434

**Association des travailleurs et travailleuses accidentés**

Joli-mont (ATTAJ) 450-834-1220

Matawin (ATTAM) 450-833-1507

Reception, listening, referrals and support for injured workers. Assistance with CNESST claims.

**Centre d'assistance et d'accompagnement aux plaintes de Lanaudière (CAAP – Lanaudière)**

450-759-7700

or 1-800-882-5622

Assistance and support for people dissatisfied with services offered by an establishment of the Lanaudière health and social services network.

**CAAP sur le bail:** Information and support for questions or disputes regarding the leases of people living in private seniors' residences.

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

450-755-6127

or 1-866-532-2822

Information on rights and legal recourse. Technical assistance, support and psychological/social/legal interventions.

**Pleins droits de Lanaudière** 450-394-0779

or 1-855-394-0779

Mental health rights advocacy information and support.

## Rights advocacy (cont'd)

**Service Quality and Complaints Commissioner  
(CISSS de Lanaudière) 450-759-5333, ext. 2133  
or 1 800 229-1152**

Assessment and processing of complaints filed by users of the health and social services network (CISSS, community organizations, seniors' residences, etc.)

**Regroupement des usagers du transport adapté de Lanaudière (RUTAL) 450-755-2221  
or 1-866-910-2221**

Processing of complaints, support and information on the rights of people with disabilities to safe and adequate transportation.

## Bereavement support

**Aux couleurs de la vie 450-752-4436**  
Support and comfort for people in situations of illness, loss, death, grief, and for caregivers.

**Centre de prévention du suicide 1-866-277-3553**  
Suicide bereavement support group.

## Safety checks

**Centre d'action bénévole communautaire  
Matawinie 450-882-1089 or 1-888-882-1086**  
**SécuriCAB** (formerly the PAIR program) Automated daily telephone health-checks for seniors. Free of charge.

## Food assistance

Organizations offering food assistance or other food support services (collective kitchens, coupons) per municipality:

Chertsey – Les Montagnards **450-882-1863**

Entrelacs – Groupe populaire d'Entrelacs  
**450-228-4100**

Notre-Dame-de-la-Merci – La Petite mission  
**819-424-7855**

Rawdon – Provision compassion **450-834-4958**

Rawdon – Solidarité sociale Rawdon  
**450-834-4911**

Rawdon – Société St-Vincent-de-Paul  
**450-755-7753**

Saint-Alphonse-Rodriguez – Entraide et amitié  
**450-883-6427**



## Food assistance (cont'd)

Sainte-Béatrix – Denrées Matha et ses voisins	450-886-0222
Saint-Côme – Les Amis de Marie	450-883-2600
Saint-Damien – La Ruche	450-835-9228
Saint-Donat – L'Arche du Nord	819-424-4471
Sainte-Émélie-de-l'Énergie – Les Amis d'Émélie	450-889-9009
Saint-Félix-de-Valois – Comptoir vestimentaire	450-889-2667
Saint-Jean-de-Matha – Denrées Matha et ses voisins	450-886-0220
Sainte-Marcelline-de-Kildare – Comptoir vestimentaire	450-883-6454
Saint-Michel-des-Saints – Comptoir alimentaire de la Haute-Matawinie	450-833-2174
Saint-Zénon – Centre d'entraide et dépannage	450-884-0000
<b>Cuisines collectives de Matha</b>	<b>450-886-1944</b>

Community kitchens, preparation of affordable meals to bring home.

**Centre d'action bénévole communautaire Matawinie** 450-882-1089 or 1-888-882-1086  
**Popote d'hier et d'aujourd'hui:** Variety of affordable frozen meals prepared with premium quality ingredients. Several points of sale. Home delivery under certain conditions.

## Transportation

**Centre d'action bénévole communautaire Matawinie** 450-882-1089 or 1-888-882-1086  
**Volunteer transport-accompaniment service:** For medical appointments and other services essential to the well-being of persons with temporary or permanent loss of autonomy. Service: conditional on availability of volunteers. Reservation required one week in advance. Eligibility criteria and membership card. Fee schedule.

**TAXIBUS** 450-834-5441, ext. 7065  
or 1-800-264-5441

Intra-sector travel with possibility of feeder services to link to regional circuits when available. For the entire Matawinie population. Single fare per trip. 7 days a week, 7 a.m. to 11 p.m.

## Transportation (cont'd)

### Transport en commun adapté Matawinie

450-834-5441, ext. 7065

or 1-800-264-5441

Adapted door-to-door transit for people with disabilities. Mandatory admission process. Available 7 days a week, 7 a.m. to 11 p.m. Reservation required 24 hrs in advance. Fee schedule.

### Public transit – Regional routes

To Joliette, Montréal or Saint-Agathe-des-Monts.

For routes, schedules, rates:

<https://mrcmatawinie.org/transport>

### Medical transportation – AQDR Brandon

450- 886-2509

Flexible schedule. Reservation required. Ages 50 and over. Fee schedule. For Sainte-Émélie.

## Staying active and getting out

### Association des Personnes Handicapées

Matawinie

450-834-5434

or 1-877-834-5434

Activities for members, citizen action group and diverse volunteer work with flexible and varied involvement.

### Elderhelp (Friday Friends)

450-834-6604

Activity day once a week with exercises, lunch and workshops. For English-speaking seniors aged 65 and over.

### Entraide pour la déficience intellectuelle du Joliette Métropolitain

450-759-9621

Day centre, workstation and leisure activities for people with intellectual disabilities. Support for members and their families.

### FADOQ, Lanaudière region

450-759-7422

or 1-800-828-3344

Information and programming of diverse activities for people aged 50 and over. Rights advocacy. Call for the contact information for the club in your municipality.

### Maison des aînés de Chertsey

450-882-1688

### Maison des aînés de Rawdon

450-834-2874

### Maison des aînés d'Entrelacs

579-888-2752

### Parrainage civique Lanaudière

450-834-1728

Pairing volunteers with people living with disabilities.

### Several activities are available in the Matawinie

region. To find out more, contact your municipality's recreation department or the Centre d'action bénévole Communautaire Matawinie.

1-888-882-1086

## Hotlines and counselling

**Centre d'action bénévole communautaire  
Matawinie** **450-882-1089**  
or **1-888-882-1086**

**Initiative de travail de milieu auprès des aîné(e)s en situation de vulnérabilité (ITMAV):** Professional and confidential services for clients aged 50 and over: presence in the community, listening, information, support and accompaniment in your process, referrals to appropriate resources. Help to counter elder abuse and mistreatment.

**Proches aidants naturels (PAN):** Sharing groups, seminars, workshops, activities and individual support for caregivers of people over 65.

**Centre de prévention du suicide Lanaudière**  
**1-866-277-3553**

Crisis hotline. 24/7.

### **Centre de femmes**

**Au cœur des femmes (Saint-Jean-de-Matha)**  
**450-886-9171**

**Centre Arc-en-ci-Elle (Saint-Michel-des-Saints)**  
**450-833-5282**

Reception, helping relationship, listening, referrals, information. Educational activities to help women break out of their isolation. Collective action to promote and defend women's rights and interests. By and for women.

**Coolbus – Outreach work** **450-917-4514**

Professional listening service and support to find appropriate services. For all types of personal difficulties and all ages. Monday to Saturday, 8 a.m. to 6 p.m.

**Info-Aidant – Appui Lanaudière** **1-855-852-7784**

Professional listening, support, information and referral service adapted to the needs of elder caregivers and those around them. Monday to Friday, 8:30 a.m. to 5 p.m.

**Ligne Aide Abus Aînés** **1-888-489-2287**

Elder: Listening, support and information services. 7 days a week, 8 a.m. to 8 p.m.

**Thérapeutes en relation d'aide de Lanaudière**  
**450-581-2159**

Professional and personalized counselling services. Rates adapted to income. Individual meetings for elder caregivers for a fee of \$15.

**SOS Violence conjugale** **1-800-363-9010**

Help at the end of the line, 24/7. Telephone referral service for all victims of conjugal violence and their children.

## Hotlines and counselling (cont'd)

### **Soutien communautaire en logement social**

**Matawinie**

**450-365-9838**

Information, referrals and support to access resources and activities. For tenants living in low-cost housing and community residences.

## **Maintaining, renovating and adapting your home**

### **CLSC (see the section “Accessing health services”)**

Home adaptation program: financial assistance for the work. For people with functional limitations. Eligibility criteria. Mandatory evaluation.

**MRC of Matawinie**

**450-834-5441**

**or 1-800-264-5441**

Réno-Région Program: Financial assistance for major renovations for moderate-income owner-occupiers. Eligibility criteria.

### **Services d'aide à domicile du Rousseau**

**450-834-1160**

**or 1-888-834-1160**

Housekeeping, laundry, grocery shopping and meal preparation. Respite and daily living assistance services. Fee schedule. Possible financial assistance.

## **Notes**