

## **PROVINCE: QUEBEC**

**Gatekeeper:** Ministry of Health/Sante - <https://www.quebec.ca/sante/>

**Access:** There are 16 Regional Integrated Health and Social Services Centres (CISSS) and Integrated University Health and Social Services Centres (CIUSSS) Individuals wanting to apply for accommodation for themselves or for a family member are asked to contact their nearest centre (CLSC). Dial 811 or call Services Québec at one of the following telephone numbers: Québec region: 418-644-4545 Montréal region: 514-644-4545 Elsewhere in Québec: 1-877-644-4545 (toll free) Persons with a hearing or speech impairment (TTY): 1-800-361-9596 (toll free) If the person is already in a general and specialized hospital centre, the institution makes the arrangements.

### **Services Available: Programs & Services for Seniors 2020 Guide:**

[https://cdn-contenu.quebec.ca/cdn-contenu/services\\_quebec/Aines\\_EN\\_2020-3.pdf?1580850270](https://cdn-contenu.quebec.ca/cdn-contenu/services_quebec/Aines_EN_2020-3.pdf?1580850270)

Local community services centres (CLSC) provide:

- Common health and social services
- Preventive or medical services to the population of its territory
- Rehabilitation and reintegration services
- Public health activities

### **Home care:**

The primary purpose of home care support services is to provide assistance to individuals so that they can remain in their own homes for as long as possible. Certain services are also available to informal caregivers who provide non-professional, ongoing or occasional support, thus avoiding or reducing hospital stays and facilitating the return home after an illness or surgery. Home care support services may be provided on a temporary or long-term basis, depending on the person's needs. Fees may be charged for certain services. Services include:

- Professional care and services (nursing care, psychosocial services, occupational therapy, physiotherapy, specialized rehabilitation services, nutrition services, medical services, etc.)
- Personal care services (hygiene, dressing, eating, transfer or food services, administration of medication, etc.)
- Services for informal caregivers (supervision, respite, etc.)
- Equipment loans

**Costs:** To receive variable financial assistance in addition to fixed financial assistance, you must: • be 65 years of age or older • be 18 to 64 years of age, require domestic help services and be referred by a local community service centre (CLSC), an integrated health and social services centre (CISSS) or an integrated university health and social services centre (CIUSSS). To benefit from the program, contact and enter into an agreement with a domestic help social economy business recognized by the Ministère de la Santé et des Services Sociaux. Then fill out the Application for Financial Assistance and Service Agreement forms and send them to the Service de la contribution et de l'aide financières at the Régie de l'assurance maladie du Québec, either directly or through the business.

**Long-Term Care Facilities & Personal Care Homes:**

Three types of lodging are available to people whose autonomy has diminished to the point that their ability to live in their own home is compromised. Residential and long-term care centres (CHSLDs) offer, on a temporary or permanent basis, lodging to adults experiencing loss of functional or psychosocial autonomy. Intermediate resources take in people entrusted to them by a public institution and whose condition requires room, board, support or assistance services. Family-type resources are operated by natural persons who receive in their principal place of residence a maximum of nine adults entrusted to them by a public institution in order to meet their needs. Due to their condition, these people require room, board, support or assistance services.

**Costs:** The financial contribution payable by an adult lodged in any of the above facilities is determined in accordance with the rules stipulated in the Act respecting health services and social services.