



Handy Resources FOR HURRIED CAREGIVERS

Guide for
**CAREGIVERS OF SENIORS
IN THE ESTRIE REGION**

L'APPU POUR LES
PROCHES AIDANTS
D'AINÉS
ESTRIE



LA TABLE RÉGIONALE DE
CONCERTATION DES AÎNÉS
DE L'ESTRIE

Acknowledgments

The Table de concertation des aînés de l'Estrie (regional roundtable on seniors) is proud to present caregivers in Estrie with this directory, which should serve as a handy guide for a long time to come.

The roundtable would like to thank all those who contributed in so many ways to developing this guide for the benefit of caregivers. Many thanks, in particular, to all those who have taken part in our Advisory Committee, namely France Lebrun, Caroline Giguère, Geneviève Côté, Jacinthe Garant, Marie-Ève Nadeau, Marie-Pierre Laurent, Michel Couillard, Sylvia Wheeler, Julie Grenier, Ginette Mercier, Christine Meunier and Louise Tremblay. Thank you for your continued dedication throughout the process.

Special thanks go to the one hundred or so consulted caregivers who provided us with insight into the various dimensions of the guide's production.

We would also like to thank our project leaders Micheline Bouchard and Géraldine Lansiaux, as well as Fanie Lebrun, who supported the project during the leadership transition period.

This guide was produced with the financial participation of L'APPUI pour les proches aidants d'aînés de l'Estrie and the region's seven territorial roundtables on seniors.

Background

This regional guide for caregivers of seniors is the result of regional coordination between organizations that provide services to caregivers, on one hand, and the region's roundtables on seniors, on the other.

Over the years, guides have been produced in a number of Estrie's MRCs, but none had comprehensively covered the services available throughout the region. Given that the time had come to reprint or review several of these guides, the idea came up of pooling efforts in order to create a single regional resource. To do so, the regional roundtable on seniors was called upon in order to rally various players around the project, which would receive funding from L'APPUI pour les proches aidants d'aînés de l'Estrie. Moreover, the region's seven territorial roundtables on seniors financially contributed to the project.

An Advisory Committee made up of representatives of organisations working with caregivers of seniors was subsequently put together, and a project leader hired. This was followed by a review of existing tools within and beyond the region. Caregivers across Estrie, from both rural and urban settings, were consulted to determine what form the regional tool should take, and to confirm each step of the upcoming production process.

Finally, a comprehensive list of resources was compiled and carefully checked—thus leading to this guide, which strives to bring together complete information for the benefit of the region's caregivers.

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The list of resources set out in this guide is not exhaustive; some organizations may not be listed.

Are you a caregiver?

- I provide support to a family member who is losing their autonomy
- I live with someone who has a health condition and requires assistance
- I bring support to a loved one who lives in a residence
- I support a friend or family member who has health problems

DO YOU PERFORM ONE OR MORE OF THE FOLLOWING TASKS FOR SOMEONE ELSE?

- Groceries, meal preparation, household tasks, etc.
- Making appointments, providing accompaniment to medical visits, contacting services, organizing finances, etc.
- Helping with mobility, eating, getting dressed, etc.
- Providing solace, encouragement, stimulation, etc.

IF YOU ANSWERED “YES” TO ONE OR MORE OF THE ABOVE STATEMENTS, YOU ARE A CAREGIVER.

According to L'APPUI pour les proches aidants d'âînés, a caregiver is anyone who provides ongoing home care and assistance, free of charge, to someone with a significant or persistent disability that is likely to compromise their ability to continue living at home.

Caregivers play many roles, from accompanying a loved one to medical visits to mowing the lawn for an aging neighbour, going grocery shopping for a sick coworker, or taking care of daily household tasks for a disabled family member. This assistance may be provided on-site or remotely, full- or part-time, on a permanent or temporary basis. It may be for a family member or a friend, neighbour or coworker.

"I often hear caregivers say, 'Yes but I enjoy giving to others!' However, even if you enjoy giving, you also need to recharge your own batteries. This is very much like someone saying, 'I love driving.' Even if this is the case, all drivers need to stop from time to time to put some gas in the tank."

Karène Larocque, psychologue

“

Did you know?

Almost 60% of caregivers
are women.

”

Why seek assistance?

FIVE GOOD REASONS TO GET SUPPORT WHEN YOU'RE A CAREGIVER

- To avoid burnout
- To avoid overburdening your life
- To be able to rely on a network of people who are facing similar situations and who understand you
- To be able to stop, rest, and take some time for yourself
- To be able to continue taking care of the other person for as long as possible

"My mother's health deteriorated very gradually. At first, I was just helping out with odds and ends, such as mowing her lawn. But eventually she needed more and more everyday help (grocery shopping, meal preparation, making appointments, etc.). What started out as a few hours per month turned into a few hours per week, then per day. This was on top of my work, family life, and everyday responsibilities. Thanks to the resources we found for my mother (meals on wheels, domestic support, and accompaniment), I am now able to continue assisting her but without sacrificing our lives. It's the best of both worlds!"

Maurice, 54 years old, hardware dealer



MRC de
COATICOOK

“Accompanying someone doesn’t mean going on ahead of them, or standing behind them, or even taking their place. It means walking beside them.”

Joseph Templier

ACTI-BUS DE LA RÉGION DE COATICOOK

Adapted inter-urban public transportation for residents of the MRC de Coaticook.

✉ 239 De la Gravière Ave., Coaticook

☎ 819 849-3024

@ actibus@videotron.ca

📶 actibus.ca

AIDE À DOMICILE MRC DE COATICOOK

Home assistance services including housekeeping, meal preparation, grocery assistance, presence-monitoring, and personal care.

✉ 150 Child St., Coaticook

☎ 819 849-7716

@ sadrc@videotron.ca

📶 aideadomicilecoaticook.com

LENNOXVILLE AND DISTRICT COMMUNITY AID

Group meetings and individual support for caregivers (bilingual). Services to seniors: meals on wheels, accompaniment, etc.

✉ 164 Queen St., Suite 104, Sherbrooke

☎ 819 821-4779

@ aidecomm@abacom.com

📶 communityaid.ca

CENTRE D'ACTION BÉNÉVOLE DE LA MRC DE COATICOOK

Support for caregivers, meals on wheels, senior coffee groups, visits, transportation and accompaniment to medical appointments, and more!

✉ 23 Cutting St., Coaticook

☎ 819 849-7011, ext. 223

@ info@cabmrccoaticook.org

📶 cabmrccoaticook.org

L'ÉVEIL

Services for anyone living or having lived with a mental or emotional problem (whether diagnosed or not) and their loved ones.

✉ 240 Roy St., Coaticook

☎ 819 849-3003

@ leveil@videotron.ca

📶 eveilcoaticook.ca

SOCIÉTÉ ALZHEIMER DE L'ESTRIE, POINT OF SERVICE IN COATICOOK

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

✉ 163 Jeanne-Mance St., Suite 102, Coaticook

☎ 819 238-5128

@ info@alzheimerestrie.com

📶 alzheimerestrie.com

HOSPITAL, CLSC AND RESIDENTIAL LONG-TERM CARE CENTRE (CIUSSS DE L'ESTRIE - CHUS)

Health, social and accommodation services aimed at fostering public health and wellness.

- ✉ 138 Jeanne-Mance St., Coaticook
 - ☎ 819 849-4876 (Psychosocial reception: ext. 57316)
 - 🌐 santeestrie.qc.ca
-

Employment

CENTRE LOCAL D'EMPLOI DE COATICOOK

- ✉ 29 Main St. E, Suite 201, Coaticook
- ☎ 819 849-7080 or 1 877 324-4056

SERVICE CANADA CENTRE

- ✉ 289 Baldwin St., Coaticook

See the provincial and government resources listed at the end of this guide.





MRC du
GRANIT

"I am not a superhero—I need a strong network."

Yvon Boutin

CENTRE D'ACTION BÉNÉVOLE DU GRANIT

Frozen meals on wheels, friendly visits and phone calls, and much more!

- ✉ 4516 Laval St., Lac-Mégantic
- ☎ 819 583-3482 or 1 877 583-3482
- @ info@cabgranit.com
- 📶 cabgranit.com

CENTRE L'ARBRE DE LA VIE

(respite and care for individuals with incurable illnesses as well as their caregivers)

Services to help people living at home who have an incurable illness, and to meet the needs of their loved ones.

- ✉ 6900 Des Pins St., Lac-Mégantic
- ☎ 819 554-8129, option 2
- @ centredejour@maisoncinqmisesaison.org
- 📶 maisoncinqmisesaison.org/centre-larbre-de-la-vie

CROIX-ROUGE SANTÉ COMMUNAUTAIRE

Art workshops for individuals losing their autonomy, as well as their caregivers. Support group for caregivers.

- ✉ 5527 Frontenac St., Lac-Mégantic
- ☎ 819 583-5947
- @ suzanne.houle@croixrouge.ca

LES MARMITONS

Meals on wheels. Delivery on Tuesdays and Thursdays.
Closed during the summer season.

 819 583-3549

 lauriermaheux@hotmail.com

L'ENSOLEILLÉE

Services for anyone living or having lived with a mental or emotional problem (whether diagnosed or not) and their loved ones.

 4663 Dollard St., Lac-Mégantic

 819 583-5727

 ensoleilaccueil@gmail.com

 santementaleestrie.org/l-enseillee

MAISON LA CINQUIÈME SAISON

Accommodation and care for the terminally ill, and support and respite for their loved ones.

 6900 Des Pins St., Lac-Mégantic

 819 554-8129

 info@maisoncinqiemesaison.org

 maisoncinqiemesaison.org

SERVICE D'AIDE À DOMICILE DU GRANIT

Regular and major housekeeping, meal preparation, grocery assistance, respite and presence-monitoring, and personal assistance (help with getting up, going to bed, and hygiene).

 4263 Laval St., Lac-Mégantic

 819 583-2550

 info@sadgranit.com

 sadgranit.com

SOCIÉTÉ ALZHEIMER DE L'ESTRIE, POINT OF SERVICE IN THE MRC DU GRANIT

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

✉ 4982 Champlain St., Lac-Mégantic

☎ 819 582-9866

@ mrcgranit@alzheimerestrie.com

📶 alzheimerestrie.com

TRANS-AUTONOMIE

Adapted public transportation for residents of the MRC du Granit.

✉ 4982 Champlain St., Suite 101, Lac-Mégantic

☎ 819 583-4263

@ info@transportcollectif.org

📶 transportcollectif.org

HOSPITAL, CLSC AND RESIDENTIAL LONG-TERM CARE CENTRES (CIUSSS DE L'ESTRIE - CHUS)

Health, social and accommodation services aimed at fostering public health and wellness.

✉ 3569 Laval St., Lac-Mégantic

☎ 819 583-0330 ou 1 800 827-2572
(Psychosocial reception, ext. 2512)

📶 santeestrie.qc.ca

POINTS OF SERVICE

CLSC DE SAINT-LUDGER

✉ 210-A La Salle St., Saint-Ludger

☎ 819 548-5551

CLSC DE LAMBTON

✉ 310-A Principale St., Lambton

☎ 418 486-7441

CHSLD DE LAMBTON

✉ 310 Principale St., Lambton

☎ 418 486-7417

CHSLD DE LAC-MÉGANTIC

✉ 3675 Du Foyer St., Lac-Mégantic

☎ 819 583-2572

Employment

CENTRE LOCAL D'EMPLOI DE LAC-MÉGANTIC

✉ 5400 Papineau St., Complex C, Lac-Mégantic

☎ 819 583-1500 ou 1 800 567-0632

SERVICE CANADA CENTRE

✉ Centre sportif Mégantic
(trailer located behind the centre) at
5400 Papineau St., Lac-Mégantic

INTRO-TRAVAIL

Specialized services in employability development and guidance with the goal of helping clients enter the workforce.

✉ 3639 Laval St., Lac-Mégantic

☎ 819 583-2081

@ infomegantic@introcje.ca

📶 introcje.ca

See the provincial and government resources listed at the end of this guide.

MRC du

**HAUT-SAINT-
FRANÇOIS**

"Asking for help does not reveal weakness, but rather your resolve to stay strong." - Franck Nicolas

AIDE À DOMICILE HAUT-SAINT-FRANÇOIS

Regular and major housekeeping, assistance with meals, grocery shopping accompaniment, personal care, and respite for caregivers.

✉ 161 Angus St. S, Suite 1, East Angus

☎ 819 832-2200 or 1 877 877-5679

@ melissa@aidedomicilehsf.com

📶 aidedomicilehsf.com

BASIC LANDMARKS OF THE MRC DU HAUT-SAINT-FRANÇOIS

A wide array of quality services for all stages of life.

📶 haut-saint-francois.qc.ca/carnet-de-reperes

CENTRE D'ACTION BÉNÉVOLE DU HAUT-SAINT-FRANÇOIS

Home support activities, friendly visits, PAIR (telemonitoring) program, communal meals, meals on wheels, and services to caregivers.

✉ 209 Des Érables St., Weedon and
288 Maple St., East Angus

☎ 819 560-8540

@ cab@cabhsf.org

📶 cabhsf.org

MAISON LA CINQUIÈME SAISON

Accommodation and care for the terminally ill, and support and respite for their loved ones.

✉ 6900 Des Pins St., Lac-Mégantic

☎ 819 554-8129

@ info@maisoncinquiemesaison.org

📶 maisoncinquiemesaison.org

SOCIÉTÉ ALZHEIMER DE L'ESTRIE, POINT OF SERVICE IN HAUT-SAINT-FRANÇOIS

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

✉ 700 Craig St. N, Suite 156, Cookshire

☎ 819 238-5128

@ info@alzheimerestrie.com

📶 alzheimerestrie.com

TRANSPORT DE PERSONNES DU HAUT-SAINT-FRANÇOIS

Adapted public transportation for residents of the MRC du Haut-Saint-François, with regular and occasional routes.

✉ 120 Angus St. N, Suite 101, East Angus

☎ 819 832-2711 or 819 832-1717

@ info@transporthsf.com

📶 transporthsf.com

VIRAGE SANTÉ MENTALE

Services for anyone living or having lived with a mental or emotional problem (whether diagnosed or not) and their loved ones.

✉ 209 Des Érables St., Weedon and
37 Angus St. N, East Angus

☎ Weedon : 819 877-2674 or 1 800 877-2674
East Angus : 819 832-4404 or 1 888 832-4404

@ viragesm@abacom.com

📶 viragesantementale.org

CLSC AND RESIDENTIAL LONG-TERM CARE CENTRES (CIUSSS DE L'ESTRIE - CHUS)

Health, social and accommodation services aimed at fostering public health and wellness.

POINTS OF SERVICE

CLSC DE WEEDON

✉ 460 2nd Avenue, Weedon

☎ 819 821-4000

📶 santeestrie.qc.ca

CLSC DE LA PATRIE

✉ 40 Du Moulin St., La Patrie

☎ 819 821-4000

CLSC D'EAST ANGUS

✉ 149 Kennedy St., East Angus

☎ 819 821-4000

CLSC DE COOKSHIRE

✉ 700 Craig St. N, Cookshire-Eaton

☎ 819 821-4000

CLSC D'EAST ANGUS

✉ 149 Kennedy St., East Angus

☎ 819 832-4961

CENTRE MULTISERVICES DE SANTÉ ET SERVICES SOCIAUX D'EAST ANGUS

✉ 110 Lafontaine St., East Angus

☎ 819 821-4000

CENTRE D'HÉBERGEMENT DE WEEDON

✉ 245 Saint-Janvier St., Weedon

☎ 819 821-4000

Employment

CENTRE LOCAL D'EMPLOI D'EAST ANGUS

✉ 120 Angus St. N, East Angus

☎ 819 832-2403 or 1 800 363-1539

INTRO-TRAVAIL

Specialized services in employability development and guidance with the goal of helping clients enter the workforce.

✉ 120 Angus St. N, East Angus

☎ 819 832-1750 or 1 877 832-1433

@ infoeastangus@introcje.ca

📶 introcje.ca

See the provincial and government resources listed at the end of this guide.

MRC du

**VAL-SAIN-
FRANÇOIS**

"Life is like riding a bicycle. To keep your balance, you must keep moving." – Albert Einstein

DIRECTORY OF SERVICES TO SENIORS MRC DU VAL-SAINT-FRANÇOIS

Available in the region's volunteer action centre

-  Windsor and region: 819 845-5522
-  Valcourt and region: 450 532-2255
-  Richmond and region: 819 826-6166

CENTRE D'ACTION BÉNÉVOLE DE RICHMOND

Meals on wheels, support group for caregivers, transportation and accompaniment, grocery assistance, emergency helpline, and more!

-  1010 Principale St. N, Richmond
-  819 826-6166
-  cabrichmondlouise@abacom.com

CENTRE D'ACTION BÉNÉVOLE DE VALCOURT ET RÉGION

Support group for caregivers, PAIR (telemonitoring) program, transportation and accompaniment, and more.

-  950 Saint-Joseph St., Valcourt
-  450 532-2255
-  cabver@cooptel.qc.ca
-  cabver.org

CENTRE D'ACTION BÉNÉVOLE DE WINDSOR ET RÉGION

Meals on wheels, transportation, support for caregivers, CIAA (information and support centre for seniors), etc.

✉ 54 Saint-Georges St., Windsor

☎ 819 845-5522

@ info@cabwindsor.org

📡 cabwindsor.org

LE RIVAGE DU VAL-SAINT-FRANÇOIS

Services for anyone living or having lived with a mental or emotional problem (whether diagnosed or not) and their loved ones.

✉ 423 Principale St. N, Richmond

☎ 819 826-5303

@ info@le-rivage.org

📡 le-rivage.org

REM-AIDE À DOMICILE DE LA MRC DU VAL-SAINT-FRANÇOIS

Housekeeping, meal preparation, individual respite-monitoring, and personal assistance (help with getting up, going to bed, and hygiene).

✉ 599 Simoneau Blvd., Asbestos

☎ 819 879-5659 or 1 877-879-5659

@ rem@cgocable.ca

📡 aide-domicile.ca

SOCIÉTÉ ALZHEIMER DE L'ESTRIE, POINT OF SERVICE IN VAL-SAINT-FRANÇOIS

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

✉ 54 Ambroise-Dearden St., Suite 2516, Windsor

☎ 819 821-5127 or 819 578-8904

@ info@alzheimerestrie.com

📶 alzheimerestrie.com

TRANS-APPEL

Adapted public transportation for residents of the MRC du Val-Saint-François.

✉ 54 Saint-Georges St., Windsor

☎ 819 845-2777 or 1 800 716-2777

📶 val-saint-francois.qc.ca

CLSC, MINOR EMERGENCIES AND LONG-TERM CARE CENTRES (CIUSSS DE L'ESTRIE – CHUS)

Health, social and accommodation services aimed at fostering public health and wellness.

✉ 23 Ambroise-Dearden St., Windsor

☎ 819 542-2777 (Psychosocial reception, ext. 55225)

📶 santeestrie.qc.ca

POINTS OF SERVICE

CLSC - CENTRE D'HÉBERGEMENT DE VALCOURT

✉ 1150 Champlain St., Valcourt

☎ 819 542-2777

CLSC DE RICHMOND

✉ 110 Barlow St., Richmond

☎ 819 542-2777

CENTRE D'HÉBERGEMENT DE RICHMOND

✉ 980 McGauran St., Richmond

☎ 819 542-2777

Employment

CENTRE LOCAL D'EMPLOI DE WINDSOR

✉ 5 Des Sources St., Suite 110, Windsor

☎ 819 845-2717 or 1 800 563-9127

CLUB DE PLACEMENT

Services geared toward employability development and job market reintegration.

✉ 71 De l'Église St., Windsor

☎ 819 845-4199

@ sergeranger@clubdeplacement.com

📶 clubdeplacement.com

See the provincial and government resources listed at the end of this guide.





MRC des
SOURCES

*“The key, in this whole journey, is to never lose sight of the fact that you are the most important person in your life. This is crucial to keep in mind, because a tired, exhausted or sick caregiver is not a very good caregiver.” - From the practical guide
Comment penser à soi comme proche aidant*

ALBATROS DES SOURCES

Assistance for people with serious illnesses at the end of their lives, and support and respite for caregivers.

✉ 544 Monfette St., Asbestos

☎ 819 879-4971

@ albatros.sources@gmail.com

CENTRE D'ACTION BÉNÉVOLE DES SOURCES

Home support, meals on wheels, volunteer transportation, food bank, friendly visits, telemonitoring, family thrift store, etc.

✉ 312 Morin Blvd., Asbestos

☎ 819 879-6333

@ cabdessources@cgocable.ca

📡 cabdessources.org

RÉPERTOIRE DES ACTIVITÉS ET SERVICES OFFERTS AUX PERSONNES ÂÎNÉES DE LA MRC DES SOURCES

Available from the Asbestos hospital and CLSC as well as the Centre d'action bénévole des Sources.

☎ 819 879-7158, ext. 39400

LA CROISÉE DES SENTIERS

Support and assistance to promote the wellbeing of adults living with mental health problems or emotional difficulties.

✉ 241 Morin Blvd., Asbestos

☎ 819 879-4886

📶 lacroiseedessentiers.com

REM-AIDE À DOMICILE DE LA MRC DES SOURCES

Housekeeping, meal preparation, laundry, groceries, major cleaning, respite-monitoring, and personal assistance (help with getting up, going to bed, and hygiene).

✉ 599 Simoneau Blvd., Asbestos

☎ 819 879-5659 or 1 877 879-5659

@ rem@cgocable.ca

📶 aide-domicile.ca

SOCIÉTÉ ALZHEIMER DE L'ESTRIE, POINT OF SERVICE IN THE MRC DES SOURCES

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

✉ 312 Morin Blvd., Suite 306, Asbestos

☎ 819 238-5128

@ info@alzheimerestrie.com

📶 alzheimerestrie.com

TRANSBESTOS

Adapted public transportation for residents of the MRC des Sources.

✉ 349 Saint-Luc Blvd., Asbestos

☎ 819 879-7144

@ transbestos@ville.asbestos.qc.ca

📶 transbestos.info

HOSPITAL, CLSC AND RESIDENTIAL LONG-TERM CARE CENTRE (CIUSSS DE L'ESTRIE - CHUS)

Health, social and accommodation services aimed at fostering public health and wellness.

✉ 475 3rd Avenue, Asbestos

☎ 819 879-7151 (Psychosocial reception: ext. 39438)

📶 santeestrie.qc.ca

Employment

CENTRE LOCAL D'EMPLOI D'ASBESTOS

✉ 597 Simoneau Blvd., Asbestos

☎ 819 879-7141 or 1 800 205-7141

CLUB DE PLACEMENT

Services geared toward employability development and job market reintegration.

✉ 561 1st Avenue, Asbestos

☎ 819 879-4080

@ sergeranger@clubdeplacement.com

📶 clubdeplacement.com

See the provincial and government resources listed at the end of this guide.



MRC de
MEMPHRÉMAGOG

*"The best portion of a good man's life: his little,
nameless unremembered acts of kindness and love."
William Wordsworth*

BOTTIN – AGENDA DES RESSOURCES POUR LES AÎNÉS DE LA MRC DE MEMPHRÉMAGOG

*And the Guide pour les personnes qui aident un proche en
perte d'autonomie.*

 819 843-2572, ext. 2395

LENNOXVILLE AND DISTRICT COMMUNITY AID

Group meetings and individual support for caregivers
(bilingual). Services to seniors: meals on wheels,
accompaniment, etc.

 164 Queen St., Suite 104, Sherbrooke

 819 821-4779

 aidecomm@abacom.com

 communityaid.ca

CENTRE D'ACTION BÉNÉVOLE CARREFOUR DU PARTAGE DE MAGOG

Warm and frozen meal delivery, medical and community
transportation, 24-hour telemonitoring system, safety
assistance, and more!

 344 Saint-Patrice St. E, Magog

 819 843-8138

 info@cabmagog.com

 cabmagog.com

CENTRE D'ACTION BÉNÉVOLE DE LA MISSISQUOI-NORD

Services to help maintain individuals' autonomy so that they can continue living at home. Bilingual service.

✉ 314-B Principale St., Mansonville

☎ 450 292-3114

@ infos@cabmn.org

📡 cabmn.org

CENTRE D'ACTION BÉNÉVOLE DE STANSTEAD

Meals on wheels, equipment rentals, grocery shopping assistance, accompaniment, transportation to appointments, and more!

✉ 112 Principale St., Stanstead

☎ 819 876-7748

@ cabrediker@b2b2c.ca

CENTRE L'ÉLAN - RESSOURCE D'INTERVENTION THÉRAPEUTIQUE

A centre of community mental health resources focused on art and creativity therapy.

✉ 209 Hatley St., Magog

☎ 819 843-8885

@ info@centrelelan.org

📡 centrelelan.org

COOPÉRATIVE DE SOLIDARITÉ DE SERVICES À DOMICILE MEMPHRÉMAGOG

Housekeeping, meal preparation, hygiene and personal assistance, respite, etc.

- ✉ 15 David St., Magog
- ☎ 819 843-8842 or 1 877 843-8842
- @ info@servicesadomicile.ca
- 📶 servicesadomicile.ca

PERSONNAIDE

Services adapted according to needs: individually tailored assistance, home help, monitoring, stimulation activities, and more! Offered 24/7 in Magog and the surrounding area.

- ✉ 56 Saint-Patrice St. W, Magog
- ☎ 819 868-0487 or 1 877 868-0487
- @ soins@personnaide.qc.ca
- 📶 personnaide.qc.ca

SOCIÉTÉ ALZHEIMER DE L'ESTRIE, POINT OF SERVICE IN MEMPHRÉMAGOG

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

- ✉ 344 Saint-Patrice St. E, Magog
- ☎ 819 212-1755
- @ info@alzheimerestrie.com
- 📶 alzheimerestrie.com

TRANSPORT DES ALENTOURS

Adapted public transportation for residents of the MRC de Memphrémagog.

✉ 455 MacDonald St., Magog

☎ 819 843-3350

@ transport@mrcmemphremagog.com

📶 transportdesalentours.com

HOSPITAL, CLSC AND RESIDENTIAL LONG-TERM CARE CENTRE (CIUSSS DE L'ESTRIE - CHUS)

Health, social and accommodation services aimed at fostering public health and wellness.

✉ 50 Saint-Patrice St. E, Magog

☎ 819 843-2572 or 1 800 268-2572

📶 santeestrie.qc.ca

POINTS OF SERVICE

CLSC DE STANSTEAD

✉ 435 Dufferin St., Stanstead

☎ 819 876-7521

CLSC DE POTTON

✉ 314 Principale St., Potton

☎ 450 292-3376

Employment

BUREAU DE SERVICES QUÉBEC DE MAGOG

✉ 1700 Sherbrooke St., Suite 100, Magog

☎ 819 843-6588 or 1 800 363-4531

SERVICE CANADA CENTRE

✉ 1700 Sherbrooke St., Suite 100A, Magog

ORIENTATION TRAVAIL

Job and career guidance for adults seeking employment. Also includes assistance for more experienced workers.

✉ 59 Centre St., Magog

☎ 819 843-3001

@ info@orientationtravail.org

📶 orientationtravail.org

See the provincial and government resources listed at the end of this guide.





SHERBROOKE

"There is no exercise better for the heart than reaching down and lifting people up."

John A. Holmes

LENNOXVILLE AND DISTRICT COMMUNITY AID

Group meetings and individual support for caregivers (bilingual). Services to seniors: meals on wheels, accompaniment, etc.

✉ 164 Queen St., Suite 104, Sherbrooke

☎ 819 821-4779

@ aidecomm@abacom.com

🌐 communityaid.ca

ASSOCIATION DES PROCHES DE PERSONNES ATTEINTES DE MALADIE MENTALE DE L'ESTRIE

Support services aimed at informing, helping and empowering caregivers of persons with mental illnesses.

✉ 574 King St. E, Sherbrooke

☎ 819 563-1363

@ info@appamme.org

🌐 appamme.org

COOPÉRATIVE DE SERVICES À DOMICILE DE L'ESTRIE

Home services for help with housekeeping, laundry, meal preparation, grocery shopping, and much more!

✉ 554 Dufferin St., Sherbrooke

☎ 819 823-0093

@ info@coopestrie.com

🌐 coopestrie.com

PERSONNAIDE

Services adapted according to needs: individually tailored assistance, home help, monitoring, stimulation activities, and more! Offered 24/7 in Sherbrooke and the surrounding area.

✉ 300 Du Conseil St., Suite 333
(access via Murray St.), Sherbrooke

☎ 819 868-0487 ou 1 877 868-0487

@ soins@personnaide.qc.ca

📶 personnaide.qc.ca

HANDI-APTE

Services for disabled individuals, aiming to support them in their environment and to improve their quality of life: personal assistance, domestic help, accompaniment and transportation, group activities, respite care, etc.

✉ 928 Du Fédéral St., Sherbrooke

☎ 819 562-8877

@ info@handiapte.com

📶 handiapte.com

LA ROSE DES VENTS DE L'ESTRIE

Support and assistance for cancer sufferers and their loved ones.

✉ 234 Dufferin St., Suite 420, Sherbrooke

☎ 819 823-9996

@ info@rosedesvents.com

📶 rosedesvents.com

RÉSEAU D'AMIS DE SHERBROOKE (includes the Regroupement des aidantes et aidants naturels)

Individual and group services enabling caregivers to prevent burnout, socialize, and receive support. Services to individuals 65 years old and above in order to help them continue living at home.

✉ 2634 Galt St. W, Sherbrooke

☎ 819 562-2494

@ raan@raan.ca

📡 reseaudamis.ca

SERCOVIE

Recreation and activities for people 50 years old and above. Home delivery of warm meals (meals on wheels).

✉ 300 Du Conseil St., Sherbrooke

☎ 819 565-1066

@ administration@sercovie.org

📡 sercovie.org

SOCIÉTÉ ALZHEIMER DE L'ESTRIE

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

✉ 740 Galt St. W, Suite 112, Sherbrooke

☎ 819 821-5127

@ info@alzheimerestrie.com

📡 alzheimerestrie.com

SOCIÉTÉ DE TRANSPORT DE SHERBROOKE

Service tailored to the adapted transportation needs of people with disabilities or losing their mobility.

✉ 895 Cabana St., Sherbrooke

☎ 819 564-2687

@ repartitionta@sts.qc.ca

📶 sts.qc.ca

HOSPITAL, CLSC AND RESIDENTIAL LONG-TERM CARE CENTRES (CIUSSS DE L'ESTRIE – CHUS)

Health, social and accommodation services aimed at fostering public health and wellness.

📶 santeestrie.qc.ca

POINTS OF SERVICE

CLSC CAMIRAND

✉ 50 Camirand St., Sherbrooke

☎ 819 780-2222

CLSC KING EST

✉ 1200 King St. E., Sherbrooke

☎ 819 780-2222

CLSC SPEID

✉ 8 Speid St., Sherbrooke

☎ 819 780-2222

HÔPITAL FLEURIMONT

✉ 3001 12th Avenue N., Sherbrooke

☎ 819-346-1110

HÔPITAL HÔTEL-DIEU DE SHERBROOKE

✉ 580 Bowen St. S., Sherbrooke

☎ 819-346-1110

CENTRE D'HÉBERGEMENT SAINT-JOSEPH

✉ 611 Queen-Victoria Blvd. N., Sherbrooke

☎ 819 780-2222

CENTRE D'HÉBERGEMENT SAINT-VINCENT

✉ 300 King St. E., Sherbrooke

☎ 819 780-2222

HÔPITAL ET CENTRE D'HÉBERGEMENT ARGYLL

✉ 375 Argyll St., Sherbrooke

☎ 819 780-2222

HÔPITAL ET CENTRE D'HÉBERGEMENT D'YOUVILLE

✉ 1036 Belvédère St. S., Sherbrooke

☎ 819 780-2222

Employment

CENTRE LOCAL D'EMPLOI DE SHERBROOKE

✉ 70 King St. W, Suite 100, Sherbrooke

☎ 819 820-3411 ou 1 800 268-3411

SERVICE CANADA CENTRE

✉ 50 Place de la Cité, Sherbrooke

ORIENTATION TRAVAIL

Job and career guidance for adults seeking employment. Also includes assistance for more experienced workers.

- ✉ 124 Wellington St. N, Suite 50, Sherbrooke
- ☎ 819 822-3226
- @ info@orientationtravail.org
- 📡 orientationtravail.org

CENTRE D'INTÉGRATION AU MARCHÉ DE L'EMPLOI (CIME)

Services geared toward improving women's economic situation via socio-professional integration.

- ✉ 1108 Wellington St. N, Sherbrooke
- ☎ 819 564-0202
- @ info@cime-emploi.com
- 📡 cime-emploi.com

See the provincial and government resources listed at the end of this guide.





REGIONAL
organizations

*"Alone, we go faster; together, we go further."
African proverb*

PROVINCIAL OFFICE OF THE PAIR PROGRAM

Personalized monitoring service via automated daily phone calls.

 1 877 997-PAIR (7247)

 info@programmepair.com

 programmepair.com

ASSOCIATION DES ACCIDENTÉS CÉRÉBRO-VASCULAIRES ET TRAUMATISÉS CRÂNIENS DE L'ESTRIE

Support for victims of strokes and traumatic brain injuries, as well as their families.

 68 Jacques-Cartier Blvd. N, Sherbrooke

 819 821-2799

 acte@dacteestrie.com

 acteestrie.com

ASSOCIATION DES PROCHES DE PERSONNES ATTEINTES DE MALADIE MENTALE DE L'ESTRIE

Support services aimed at informing, helping and empowering the loved ones of persons with mental illnesses.

 574 King St. E, Sherbrooke

 819 563-1363

 info@appamme.org

 appamme.org

BONJOUR RÉSIDENCES

Search engine that covers all senior residences across Quebec.

 bonjourresidences.com

CENTRE COMMUNAUTAIRE JURIDIQUE DE L'ESTRIE

Free or contribution-based legal help for eligible individuals residing in the Estrie region.

 819 563-6122

 ccje.qc.ca

CENTRE D'ASSISTANCE ET D'ACCOMPAGNEMENT AUX PLAINTES DE L'ESTRIE

Assistance in filing complaints relating to health and social services, in order to uphold your rights.

 11255 Daniel St., suite 208, Sherbrooke

 819 823-2047 ou 1 877 767-2227

 caap-e@caapestrie.org

 caapestrie.org

COOPÉRATIVE FUNÉRAIRE DE L'ESTRIE

Support and assistance for families in the stages before, during and after a death.

 485 Du 24-Juin St., Sherbrooke

 819 565-7646 ou 1 877 565-7646

 info@coopfuneraire.com

 coopfuneraireestrie.com

* This organisation is listed because it offers complementary services (see description) as well as being a coop. Please note that funeral services are also offered by private organisations all over the region.

DIRA ESTRIE

(Centre d'aide aux aînés victimes de maltraitance)

Assistance to seniors who may be experiencing maltreatment, information on their rights and recourses. According to needs, referral or accompaniment to appropriate resources.

✉ 300 Du Conseil St., Sherbrooke

☎ 819 346-0679

@ info@dira-estrie.org

📡 dira-estrie.org

JEVI CENTRE DE PRÉVENTION DU SUICIDE – ESTRIE

Wellness promotion and suicide prevention for the Estrie population.

✉ 120 11th Avenue N., Sherbrooke

☎ 1 866 APPELLE (277-3553) : 819 564-1354

@ preventionsuicide@jevi.qc.ca

📡 jevi.qc.ca

LA MAISON AUBE-LUMIÈRE

Accommodation, care and assistance for end-of-life cancer patients, and support and respite for their loved ones.

✉ 3071 12th Avenue N., , Sherbrooke

☎ 819 821-3120

@ info@aubelumiere.com

📡 aubelumiere.com

LA ROSE DES VENTS DE L'ESTRIE

Support and assistance for cancer sufferers and their loved ones. Individuals outside Sherbrooke have access to the psychological assistance component only.

✉ 234 Dufferin St., Suite 420, Sherbrooke

☎ 819 823-9996

@ info@rosedesvents.com

📡 rosedesvents.com

PARKINSON ESTRIE

Services geared toward improving the quality of life of people with Parkinson's as well as their caregivers.

☎ 819 239-6232

@ estrie@parkinsonquebec.ca

📡 parkinsonquebec.ca/regions/estrie

SECOURS-AMITIÉ ESTRIE

Free, anonymous and confidential helpline available seven days a week, from 8 a.m. to 3 a.m., for anyone in the Estrie region who feels the need to talk to someone with a friendly ear.

☎ 819 564-2323 or 1 800 667-3841

@ saestrie@secoursamitieestrie.org

📡 secoursamitieestrie.org

SERVICE INFO-AIDANT / L'APPUI POUR LES PROCHES AIDANTS D'ÂÎNÉS

Free, professional and confidential hotline to have someone to talk to or to get information and referrals; intended for caregivers of seniors, their loved ones, and health professionals.

 1 855 852-7784

 infoaidant@lappuiestrie.org

 lappuiestrie.org

SOCIÉTÉ ALZHEIMER DE L'ESTRIE

Support and assistance for people with Alzheimer's and their caregivers, and information on the illness.

 740 Galt St. W, Sherbrooke

 819 821-5127

 info@alzheimerestrie.com

 alzheimer.ca/fr/estrie

CANADIAN CANCER SOCIETY - ESTRIE

Information and support before, during and after cancer, including a multitude of services and resources.

 3330 King St. W, Sherbrooke

 819 562-8869

 lprefontaine@quebec.cancer.ca

 cancer.ca

Employment

SERVICE D'AIDE AUX NÉO-CANADIENS (SANC)

Reception and support for immigrants during their socio-economic integration.

✉ 530 Prospect St., Sherbrooke

☎ 819 566-5373

@ sanc@sanc-sherbrooke.ca

📡 sanc-sherbrooke.ca

“

Did you know?

In Quebec, 85% of home care is provided by caregivers.

The service most frequently provided to care receivers is transportation assistance (80% of the time), followed by meal preparation (49%) and housekeeping (44%).

”

Did you know? Source : Portrait des proches aidants de personnes de 65 ans et plus au Québec, 2012. Enquête sociale générale (ESG) de 2012 sur les soins donnés et reçus, Statistique Canada.



PROVINCIAL
organizations

"Do what you can, with what you have, where you are." - Theodore Roosevelt

BALUCHON ALZHEIMER

 1 855 762-2930
 baluchonalzheimer.com

CHAMBRE DES NOTAIRES

 1 800-NOTAIRE
 cnq.org

EDUCALOI

 educaloi.qc.ca

FÉDÉRATION DU MOUVEMENT ALBATROS DU QUÉBEC

 819 375-8533

LE RÉSEAU AIDANT

 lereseauaidant.ca

LIGNE AIDE ABUS AINÉS

 1 888 489-ABUS (2287)
 aideabusaines.ca

LIGNE INFO-CANCER

 1 800 363-0063
 fqc.qc.ca/fr

SERVICE INFO-AIDANT / L'APPUI POUR LES PROCHES AIDANTS D'AÎNÉS

 1 855 852-7784
 lappui.org



GOVERNMENT
organizations

CURATEUR PUBLIC

 1 800 363-9020

 curateur.gouv.qc.ca/cura/fr/index.html

INFO-SANTÉ / INFO-SOCIAL

 8-1-1

RÉGIE DE L'ASSURANCE-MALADIE DU QUÉBEC

 1 800 561-9749

 ramq.gouv.qc.ca

REVENU CANADA

 1-800-267-6999

 cra-arc.gc.ca

REVENU QUÉBEC

 1 800 267-6299

 revenuquebec.ca

SERVICES CANADA

 1 800 622-6232

 canada.ca

SERVICES QUÉBEC

 1 877 644-4545

 gouv.qc.ca/portail/quebec

SOCIÉTÉ DE L'ASSURANCE AUTOMOBILE

 1 800 361-7620

 saaq.gouv.qc.ca

Employment

COMMISSION DES NORMES, DE L'ÉQUITÉ, DE LA SANTÉ ET DE LA SÉCURITÉ DU TRAVAIL (CNESST)

Promotion of occupational rights and obligations.

 1 844 838-0808

 cnesst.gouv.qc.ca

EMPLOI QUÉBEC

Service geared toward developing employment and the workforce, as well as combating unemployment, exclusion and poverty.

 emploiquebec.gouv.qc.ca

CENTRES LOCAUX D'EMPLOI (CLE)

Services and resources for individuals in need of employment assistance or last-resort financial assistance.

See “local resources” section for point-of-service addresses.

SERVICE CANADA CENTRE

A group of assistance services from the federal government (employment insurance, pensions, income security, etc.).

 servicecanada.gc.ca

See “local resources” section for point-of-service addresses.

CENTRE JEUNESSE EMPLOI (CJE)

Employment guidance and assistance for young adults aged 16–35 working toward social and economic integration.

An organization is available in each region.



Risk factors for caregivers

- Age (being older)
- Gender (being a woman)
- Duration of the caregiving role
- Low socio-economic level (education and income)
- Prior medical and psychological comorbidities
- Cohabitation with the care receiver
- Sense of lacking control and competence (inadequate recognition)
- Sense of carrying a heavy burden
- Problematic emotional relationship with the care receiver
- Inadequate or non-existent social support network (isolation, rural location, etc.)

Protective factors for caregivers

- Personalized and individualized support that helps foster “self-determination”
- Strong formal and informal socio-emotional support (family, friends, etc.)
- Access to multiple complementary services (respite, training, psycho-social support, etc.)
- Early access to and use of services in the course of the disease trajectory
- Positive perception of the caregiving role
- Adequate socio-economic level

Source : L'Appui Estrie



Address/phone book

Name : _____

Address : _____

Phone : _____

Email : _____

Note : _____

Name : _____

Address : _____

Phone : _____

Email : _____

Note : _____

Name : _____

Address : _____

Phone : _____

Email : _____

Note : _____

Address/phone book

Name : _____

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Address/phone book

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Email : _____

Note : _____

Name : _____

Address : _____

Phone : _____

Email : _____

Note : _____

Name : _____

Address : _____

Phone : _____

Email : _____

Note : _____

DO YOU KNOW SOMEONE WHO ACTS AS A CAREGIVER
FOR A SENIOR AND IS IN NEED OF ASSISTANCE?
INTRODUCE HIM OR HER TO INFO-AIDANT.



CAREGIVER SUPPORT

1 855 852-7784

LISTENING-INFORMATION-REFERRALS

LAPPUI.ORG



CAREGIVER SUPPORT

1 855 852-7784

LISTENING-INFORMATION-REFERRALS

LAPPUI.ORG



TABLE de
CONCERTATION
des AÎNÉS
de la MRC de Coaticook



Table de concertation
des personnes âgées
du Haut-Saint-François



Table de concertation
des personnes âgées
de la MRC du Granit



Table de concertation
des aînés
des Sources



LA VOIX DES AÎNÉS
TCA
TABLE DE CONCERTATION DES AÎNÉS
Memphrémagog



Table de concertation
des personnes âgées
de Sherbrooke



Table de concertation pour les aînés
du Val-Saint-François

L'APPUI POUR LES
PROCHES AIDANTS
D'AÎNÉS

ESTRIE

*You care for them,
we care for you.*



LA TABLE RÉGIONALE DE
CONCERTATION DES AÎNÉS
DE L'ESTRIE