Directory of Resources and Services 2022 - 2026



Family and Seniors Policy Project



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Electronic version: https://bolton-ouest.ca/politique-des-familles-et-des-aines/

Information as of July 04, 2022

Cover photo by David Rollert: St. Michael's and All Angels Church on Glen Road

SECURITY

| Service | Description | Contact info | Comments |
|--|--|---|--|
| Emergency / First Responders | For any type of emergency | | For emergencies: health, fires, accidents, etc. |
| Police / Sûreté du Québec | Police intervention | 911 for any emergency 310-4141 or *4141 for a complaint or police assistance 450 266-1122 for general information www.sq.gouv.qc.ca 2733 rue Principale, Dunham | To report violations, suspicious behaviour, etc. |
| Fire | Town of Brome Lake Fire Department | ⊘ 911 or 450 243-6111□ incendie@ville.lac-brome.qc.ca | |
| Centre d'aide et de lutte contre les agressions à caractère sexuel [CALACS] | Female or adolescent victims, 14 years and older | Ø 450 375-3338 | Women or adolescent girls |
| SOS Domestic violence 24/7 | Spousal violence [urgent or non-urgent] | | To connect with a shelter for safety and support |

HEALTH and SOCIAL SERVICES

| Service | Description | Contact info. | Comments |
|--|---|---|--|
| MEDICAL EMERGENCI | ES | | |
| Brome-Missisquoi- Perkins Hospital (BMP) | Regional Hospital located in Cowansville | | Medical care and emergency |
| GMF Lac-Brome | Medical Clinic | | With or without an appointment |
| CHUS CIUSSS de l'Estrie - | Centre hospitalier universitaire de Sherbrooke | Ø 819 346-1110 ☐ 3001 12th Avenue N, Sherbrooke ☐ https://www.santeestrie.qc.ca/accueil/ | Medical care and emergency |
| PHYSICAL AND MENT. | TAL HEALTH | | |
| Guichet d'accès à la première ligne (GAP Estrie) | Short-term consultation with a health professional for an active health problem if the person does not have a family doctor | | Assessment of your need over the phone, proposal of necessary service (nurse, social worker, pharmacist, family doctor, other health professional) |
| Covid-19 Vaccination Assistance Service | Assistance service for making appointments and organizing transportation | Ø 450 242-2704 [⊕] reception@bolton-ouest.ca [⊕] 9, chemin Town Hall, Bolton-Ouest | A \$9 fee for transportation may apply |
| Brome Lake C.L.S.C. | Medical care | | Specimens, vaccines, screening, follow-up dressings, etc. |
| Info-Santé 811 | Non-urgent health problem | 811 (Choose option 1) https://santemontreal.qc.ca/population/s ervices/consulter-un-professionnel-une- infirmiere-un-medecin-ou-un- pharmacien/ | To reach a nurse quickly in case of non-urgent health problem (flu, cold, fever, swelling, itching, etc.) 24/7 |

| Info-Social 811 | Psychological distress | 811 (Choose option 2) www.santemontreal.qc.ca/population/ser vices/info-sante-et-info-social-8-1-1 | To talk to a psychosocial worker (bereavement, drug or alcohol use, job loss, depression, anxiety, suicidal ideation, couple problems, parenting difficulties, etc.) 24/7 |
|---|--|---|---|
| Tel-Elders | Seniors' Helpline | | An anonymous service available 7 days a week, from 10 am to 10 pm. For supportive listening or referrals according to your needs. |
| Centre de prévention du suicide de la Haute-Yamaska (CPS) | People in distress or who are suicidal | | |
| Brome-Missisquoi Diabetes (DBM) | People with diabetes | Ø 450 248-2244 * diabetebmhr@gmail.com ② Adhémar-Cusson Street, Bedford C.P. :1238 | |
| Oasis Santé mentale (Granby region) | Families and loved ones of people with mental health problems | | |
| Entrée Chez Soi Brome-Missisquoi | Community supportive care towards autonomy of people with mental health problems | Ø 450 955-3399 © 217 Oxford Street, Cowansville www.entreechezsoi.org | Global and alternative approach *Services in French only |
| COMMUNITY ASSISTA | NCE | | |
| Outreach worker for seniors – Marta Gubert Gomes | Outreach work with seniors to facilitate the link between citizens and available social and community services | Ø 450 204-9423 | |

| Brome Lake Centre Food Bank | Food assistance | 450 242-2020 ext. 319 (Leave your name, phone number and the number of people to feed on the answering service) 270 Victoria Street, Brome Lake | Every penultimate Friday of the month, from 9:30 a.m. to 10:00 a.m. Christmas baskets available upon registration |
|---|--|---|---|
| Municipality of West Bolton | Reusable diapers – financial assistance program | Ø 450 242-2704 † dga@bolton-ouest.ca | Financial assistance of up to \$150 per child per year to encourage the use of reusable diapers when presenting proof of the child's birth and residence as well as an invoice for the purchase of a set of reusable diapers |
| Pair Program | Free robocall service that communicates with seniors every day at a pre-determined time | | Flexible and bilingual, this service is intended for people with a loss of autonomy living alone, whose contacts are distant, often forgetting to take their medication or eat, or living in a situation of psychological distress, or for a caregiver in a peculiar situation. |
| Maison de la famille Cowansville | Families and parents of children aged 0 to 12 Drop-in daycare: children from 18 months to 5 years Stimulation workshops: children from 3 to 5 years old | | Free access to several activities and services with the purchase of a of \$20 membership card per family (valid for 1 year) * Website: French only |
| Regroupement Soutien aux Aidants de Brome-Missisquoi and Maison Gilles- Carle | Caregivers | Ø 450-263-4236 / 1-877-248-4236 | |
| Yamaska Literacy Council | Literacy | | |

| A) /A N ITE | A | ○ AEO 240 0E20 |
|---|---|---|
| AVANTE | Anglophone Women's Centre | Ø 450 248-0530 |
| | | ↑ info@avantewomenscentre.org 1. info@avantewomenscentre.org 2. info@avantewomenscentre.org 3. info@avantewomenscentre.org 4. info@avantewomenscentre |
| | | 15, rue du Pont, Bedford, J0J 1A0 |
| | | <u>www.avantewomenscentre.org</u> |
| Association PANDA | Supports family and children | |
| Brome-Missisquoi | with learning disabilities, ADHD | † pandabromemissisquoi@gmail.com |
| | | 🖼 52 Du Pont Street , Bedford |
| Social Pediatrics | Children from 0-14 years | |
| Center "Main dans la | Intervention, support for | 1 ts@cpscmaindanslamain.org |
| main" | parents | 🕣 215 Du Sud Street, Cowansville |
| Association of Parents | Support for parents of children | |
| of Persons with | with disabilities and ID/ASD, | 1 apphbm@gmail.com |
| Disabilities (APPHBM) | respite, activities | ³⁷⁰ de la Rivière Street, Cowansville |
| Full shelves | Social integration DI-TSA, | |
| | maintenance brigade | † pleinsrayons@outlook.com |
| | | → 790 rue du Sud, Cowansville |
| Association des | Persons with physical and/or | |
| personnes | sensory disabilities (adults), | info@aphpbm.org |
| handicapées | accessible to all | ⊕ 505 Du Sud Street , Local 204, |
| physiques de Brome- Missisquoi (APHPBM) | | Cowansville |
| Camp Garagona | Respite camp for people with | |
| Camp Garagona | DI-ASD. | † info@campgaragona.gc.ca |
| | | ☐ 23, chemin Garagona, Frelighsburg |
| Paranfant Mantárágia | Families and children 0 - 18 | |
| Parenfant Montérégie (The) | years, access rights | directrice.parenfant@outook.com |
| (The) | years, access rights | 302, rue Albert, Cowansville |
| Calleati a sassat as a | NA/ | · · · · · · · · · · · · · · · · · · · |
| Collective par et pour Elle (Centre femmes | Women's centre, activities, workshops, support, listening | |
| des cantons) | workshops, support, listering | ficppei@citenet.net |
| | | 119, Dieppe, Cowansville, J2K 1H1 |

| Action-Plus Brome- Missisquoi (Social Rights Advocacy Group) | Advocacy for people on social assistance and low incomes | Ø 450 293-2123 | |
|---|--|---|--|
| Volunteer Wellness Center | Transportation, Meals on Wheels | | |
| Family Contact – Joanne Nowak | Support for parents, workshops, drop-in daycare | Ø 450-242-2020, ext. 306 | |
| Quebec Cancer Foundation | Daily support for people affected by cancer | | Concrete services adapted to the needs of people affected by cancer. |
| Canadian Cancer Society | Financial assistance program for low-income people for transportation costs during chemotherapy and radiotherapy treatments. | | Information service, virtual conferences, telephone pairing, support group, prostheses, accommodation during treatments. |
| Hospitality at CHUS Fleurimont | Accommodation at the CHUS for patients undergoing cancer treatments (offered by the Quebec Cancer Foundation) | 819 822-2125 3001 12th Avenue N, Gate 36, Sherbrooke www.fqc.qc.ca/fr/besoin-daide/hebergement | Reduced pricing for patients. Possibility of accommodation* for the accompanying spouse. *Accommodation: Services in French only |
| Maison Au Diapason | Palliative care | | Supportive care of people with cancer, their loved ones as well as people at end of life and in mourning. |
| Living room | Voluntary shelter for young people | Ø 450 955-0622 ⊕ evlr@videotron.ca ② 265, rue Hanson, Cowansville | |

| LOSS OF AUTONOMY | , | | |
|--|--|---|--|
| Loss of autonomy | Government Service | www4.gouv.qc.ca/FR/Portail/Citoyens/Evenements/perdre-son-autonomie | Personalized online program that provides guidelines to follow based on the type of loss of autonomy |
| Alzheimer Society (Granby and region) | Information and support services for families and individuals affected by Alzheimer's disease | | Supportive care, stimulation, respite, socialization, meetings, family support, telephone support, conferences, symposia |
| Baluchon Alzheimer | Respite and home support service | | Duration: 4 to 14 days, 24/7. |
| Home support cooperative of the Pays des Vergers | Elderly and people with limitations, care assistance, housekeeping | Ø 450 266-5484 / 1888 767-2433 † info@soutienadomicile.coop ☐ 5-224 Du Sud Street , Cowansville | |
| WOMEN OR MEN IN | DIFFICULTY | | |
| Horizon pour elle | Spousal violence Help centre and accommodation and external services | | A safe and temporary living environment that meets the needs of women (with or without children) who are victims of domestic violence |
| Le Passant | Shelter for men in difficulty | | Requests must be made by phone. |
| The Haute-Yamaska Resource for men | Men's health and well-being: for men with personal problems | | Examples: men dealing with breakups, with violent behaviours or who were sexually abused as children. Requests must be made by phone. |

| Young offenders, mediation, | | |
|--|---|--|
| elder abuse | ⁴ info@jamed.org | |
| | 🕣 400 Principale Street , s. 203, Granby | |
| CES | | |
| Financial exemption program | © 1888 594-5155 | Call for information or visit website |
| for home help services | | |
| · | programmes-aide/aide-domestique | |
| | © 1800 277-9915 | |
| | www.canada.ca | |
| Tax credit corresponding to | © 1800 267-6299 | For seniors aged 70 and above |
| 30% of expenses incurred to | | |
| receive services | | |
| | | |
| Τ | | |
| | O 450 066 0000 44 077 050 4605 | |
| Young adults 16-35 years old, | 450-266-0993 / 1-877-253-1635 | Youths |
| Young adults 16-35 years old, job search support | | Youths |
| | ⟨→ 450-266-0993 / 1-877-253-1635 ⊕ cje-cowansville@passage.qc.ca ⊕ 403 rue du Sud | Youths |
| job search support | de cje-cowansville@passage.qc.ca | Youths Adults |
| | ⊕ cje-cowansville@passage.qc.ca ⊕ 403 rue du Sud | |
| job search support | ⊕ cje-cowansville@passage.qc.ca ⊕ 403 rue du Sud ⊘ 450-266-0888 | |
| | elder abuse Financial exemption program for home help services Tax credit corresponding to 30% of expenses incurred to receive services | elder abuse info@jamed.org 400 Principale Street , s. 203, Granby ES Financial exemption program for home help services 1888 594-5155 |

LEISURE

| Service | Description | Contact info. | Comments |
|---|--|--|---|
| Club de la bonne humeur (FADOQ) | Activities for 50+ years | | Seniors |
| Hiking | Brome-Missisquoi | https://tourismebrome- missisquoi.ca/activite/randonnee/ | |
| | Eastern Townships Trails | https://www.lessentiersdelestrie.qc.ca/ * Website: in French only | |
| Cycling | | https://tourismebrome- missisquoi.ca/activite/velo/ | In addition to country roads, several bike paths are accessible in the vicinity of West Bolton |
| Brome Lake Recreation | List of activities, organizations and calendar of events | www.ville.lac-brome.qc.ca | Intermunicipal Agreement with the Town of Brome Lake: |
| | | | For West Bolton residents, instant resident discount, family pricing, access to equipment (sports facilities and gym) |
| Aquatic centre – indoor pool | Activities covered: Swimming lessons; | | Intermunicipal agreement with the Town of Cowansville: |
| | Specialized courses in rescue; Cowansville Swim Team | www.ville.cowansville.qc.ca/fr/citoyen/nav /733C/centreaquatiquepiscineinterieur.ht ml | For permanent residents of West Bolton, access to covered activities at the same rate as Cowansville residents |
| Pettes Memorial Library | Digital publications, children's section, reading corner with comfortable chairs | | Library accessible to West Bolton residents free of charge |
| Le Sac à mots Bookshop and sale of used books | Literacy, francization | | For all |

| Tour des Arts | Visit of artisans / artists of the region | | To discover and encourage our many local talents. Takes place over a week in July. (See dates on website) |
|-----------------|--|---------------------|---|
| Neighbours' Day | Annual meeting of West Bolton residents where local products are highlighted | | Festive event in a rural setting Watch out for announcements from the Municipality |

SOCIAL PARTICIPATION

| Service | Description | Contact info. | Comments |
|-------------------------------------|--|--|---|
| Volunteering and social involvement | Diverse Volunteer Opportunities at the Municipality of West Bolton | Ø 450 242-2704 | Those interested in volunteering in the Municipality of West Bolton are invited to contact the municipality |

HABITAT - LIVING ENVIRONMENT

| Service | Description | Contact info. | Comments |
|--------------------------|-------------------------------|--|--|
| Pharmacies | Home delivery | Uniprix Jean-Marc Bélanger | |
| | | Familiprix Jean-Philippe Bergeron, François-Dominique Scott and Théo ② Quignon 450 242-2113 475 Knowlton Road, Brome Lake https://www.familiprix.com/fr/pharmacies /jean-philippe-bergeron-francois- dominique-scott-et-theo-quignon- b21ad14f-d3eb-4c48-83ce- 91fd8487573f?section=lab | |
| Grocery delivery service | Free grocery delivery service | ✓ 450 242-2704 ✓ 9, chemin Town Hall, Bolton-Ouest https://bolton-ouest.ca/ | Agreement with Métro Plouffe in Waterloo: West Bolton residents place their order no later than Tuesday at noon for delivery by volunteers on Wednesday |

| Grocery stores | | Marché Plouffe Waterloo Inc. | |
|--|---|---|--|
| | | IGA Knowlton ✓ 450 243-6692 461 Knowlton Street, Brome Lake https://www.iga.net/fr/recherche_de_mag_asin/magasin/0286?utm_source=G&utm_medium=lpm&utm_campaign=SobeysMontreal | No delivery, no pick-up |
| Housing allowance | For people aged 50 and over with a modest income who do not live in an already subsidized institution | | |
| Municipal Housing Authority Brome-Missisquoi | Low-rent housing (HLM) | | |
| Manoir du Lac-Brome | Residence for autonomous or semi-autonomous people | Ø 450 242-4663 ② 28, chemin du Mont-Écho, Lac-Brome www.manoirlacbrome.com | Accommodation for people with cancer, Alzheimer's disease, or cognitive loss |
| Excelsoins Knowlton | Seniors' residence, short or long-term stays | | Nursing presence 24/7 |
| Bonjour Résidences | Seniors' Residence Search Tool | | |
| Residence Le Panier Fleuri | Residence for autonomous and semi-autonomous people for short or long stays or convalescence | | |

TRANSPORT – MOBILITY

| Service | Description | Contact info. | Comments |
|---|--|--|---|
| Brome-Missisquoi R.C.M. Paratransit | Adapted and collective transport for people with limited mobility. | ← 450 263-7010 / 1 866 890-5242 ← 749 rue Principale, Cowansville https://mrcbm.qc.ca/fr/transp_adapte.php ? | |
| Taxi AB-Taxi 2020 | Taxi and paratransit service | Ø 450 263-2020 ■ 107 Olivier Street, Cowansville ■ https://taxi-ab-cowansville.business.site/?utm_source=g mb&utm_medium=referral | |
| Société de l'assurance automobile du Québec - SAAQ Driving: assessment | In case of concerns related to a person's ability to drive | | You can inform the SAAQ confidentially. |

RESPECT and SOCIAL INCLUSION

| Service | Description | Contact info. | Comments |
|--|---|---|--|
| Brome-Missisquoi Caregiver Support Group and Maison Gilles-Carle | For caregivers in Brome- Missisquoi | | Respite, supportive care, helping relationship and training. |
| Solidarité Ethnique Régionale de la Yamaska (SERY) (service point from Brome-Missisquoi to the RCM) | Services for immigrants | Ø 450 266-4900 ext. 296 | Service in French only |
| AQDR (Association québécoise de défense des retraités Granby) | Defense of the rights of retirees, activities, etc. | | Service in French only |
| Support Helpline | Professional telephone service for listening, support and referral adapted to the needs of caregivers of seniors | | Accompany and support caregivers in their efforts, from the beginning and throughout their journey, in addition to directing them to community resources |
| Roman-Appui (Montérégie) | Organization that aims to bring together, support and accompany organizations and caregivers of seniors in Montérégie | | Service in French only |

COMMUNICATION and INFORMATION

| Service | Description | Contact info. | Comments |
|--------------------------------|--|--|--|
| WEST BOLTON MUN | IICIPAL SERVICES | | |
| Elected municipal officials | To contact the mayor or a councillor, you can call the municipality and ask to speak to the elected official in question or send them an email | ✓ 450 242-2704 Denis Vaillancourt, Mayor: dvaillancourt@bolton-ouest.ca Margarita Lafontaine, Councillor: | Monitor the municipality's website for updates |
| Newsletter of the Municipality | Newsletter sent to residents | Fill out the subscription form at: https://app.cyberimpact.com/clients/241-93/subscribe-forms/C7A67463-8026-4062-A2D3-4D4C1C1D1794 or call the municipality at https://app.cyberimpact.com/clients/241-93/subscribe-forms/C7A67463-8026-4062-A2D3-4D4C1C1D1794 or call the municipality at | Communicates news and novelties of the municipality, press releases of the RCM and the provincial government Electronic format |
| La Source | Official Municipal Bulletin of the Municipality | | This newsletter is published several times a year and distributed to all residences in the municipality. |

| CITAM Telephone Service | CITAM offers mass alert and notification software and a request and complaint management system. This service is available 24/7. | ← 450 242-2704 ← reception@bolton-ouest.ca ⊕ 9, chemin Town Hall, Bolton-Ouest https://bolton-ouest.ca/ | With CITAM, residents can, for example, report one-off problems to the municipality by creating a request and monitoring how it is processed without having to call the municipality. |
|------------------------------------|--|---|---|
| Mass alert and notification system | Emergency Communication Service (See CITAM above) | | You must register with the municipality to be notified by this system in the event of an emergency. |
| IHR Télécom | Fiber optic internet | | Optic fiber is scheduled to be available in West Bolton as of September 2022 |
| OTHER SERVICES | | | |
| Information hub for Seniors | Support service of the Cowansville Volunteer Centre to better understand the various government programs affecting seniors and allowing them to improve their quality of life. | Ø 450 263-3758 ② 201 Principale Street, Cowansville www.cabcowansville.com | Free and confidential. |
| Services Quebec Cowansville | Information centre for provincial government programs and services | | |
| Service Canada | Information centre for federal government programs and services | | |

| MPP Brome- Missisquoi | Isabelle Charest | Ø 450 266-7410 Toll free: 1 833 257-7410 |
|--|------------------|--|
| Member of Parliament Brome- Missisquoi | Pascale St-Onge | Ø 450 263-5026 OR 1-866-683-5538 † pascale.st-onge@parl.qc.ca 301-145 Sherbrooke Street, Cowansville https://www.noscommunes.ca/members/fr/constituencies/brome-missisquoi(652) |
| Minister Responsible for Seniors and Caregivers | Marguerite Blais | Ø 418 266-7191 |
| Régie des rentes du Québec (Retraite Québec) | | |