



1906 Oka Road

Deux-Montagnes, Qc J7R 1N4

Phone: (450)-974-3940 Fax: (450) 974-0147

Email: programs4k@videotron.ca

Web: www.4kornerscenter.org

The 4 Korner's Family Resource Center Introduces:
The Independent Living Guide for Seniors

Please Note: If you are seeking information that is not within the contents of this Guide such as: government information, forms, and pamphlets, please do not hesitate to contact or come visit us here at the 4 Korner's Family Resource Center.

"We have what you are looking for!"

Medical Appointments Transportation :

Les Artisans de l'Aide : 184 Saint-Eustache street, Tel. (450)472-9540

****Nominal fee, fixed rates, for medical transportation ONLY!**

*Please call to set up appointment & find out rates***

SURF-CIT (Municipal Bus) Call Center:

How to Reach Us:	HOURS	
Tel:(450)433-SURF (7873)	6h00 to 20h00	Monday to Friday
surf@citl.qc.ca	9h00 to12h00 13h00 to 17h00	Saturday, Sunday & Holidays*
fax:(450)430-5092		

*The Call Center will close at 3PM on holidays

- 24th December - 31 December

*The Call Centre will be closed on holidays

- 25th December - 1st January

- 26th December - 2nd January

**CIT bus FIXED rate, NO senior's discounts:
3,00\$ or 4,00\$ per ticket depending on where you are travelling**

**Transport for Senior's: IGA
Two-Mountains' (Cascades)**

****Bus leaves for IGA promptly @ 09h30AM****

****Bus returns promptly @ 10h30AM****

****Please note that if there is a long line-up at the cash the bus will wait
for you, no need to panic!****

Grocery Delivery Cost: \$2.80 (Senior's rate)

Information on transport adapté	Office Hours	
Tel. (450)433-4000 surfadapte@citl.qc.ca (450) 430-5092	8h30 - 16h30	Monday to Friday

- You can reserve the day before at the latest before 12h00PM
- For Saturday, Sunday & Monday call Friday before 10h00AM **LATEST** to reserve your place
- We can take reservations until two weeks beforehand
- Do not forget to take into account bank holidays!

Take into account the hours of closing of the office for the reservations of Saturdays, Sundays and Mondays as well as bank holidays

<u>Information Required for your Reservation: Transport Adapte</u>
1. Your Name
2. Date of the transport
3. Your departure address
4. Your destination address
5. Estimated time of departure & estimated time of return
6. If you will be accompanied by someone
7. The type of apparatus to be used, if need be
8. Payment method : Cash or Ticket

Cancellation: Any cancellation must be performed as soon as possible by calling: (450) 433-4000 or 1-877-433-4004 ANY cancelled appointments you will be charged (Except those with medical motive)

****Should there be frequent cancellations that are last minute you will have a suspension of services****

Addition of service: A pilot project allows the access to the trains to customers in wheelchair at the railway station of Two-Mountains

Tel. (450)433-4000

Two-Mountains Municipal Directory:

Ville de Deux-Montagnes Website:

<http://www.ville.deux-montagnes.qc.ca/index.aspx?lang=EN-CA>

POLICE : (450)473-4686

FIRE: (450)473-2730

EMERGENCY 9-1-1

CITY HALL: (450)473-1145

- Cabinet du maire : (450)473-8898
- General Management
Nicolas Bouchard, General Manager : (450)473-1145 extension 225
- Communications
Julie Lachapelle, Director : (450)473-1145 extension 229
- Municipal Clerk Office
M^e Jacques Robichaud, Clerk : (450)473-1145 extension 232
- Finance
Marie-Josée Boissonneault : (450)473-1145 extension 222
Mélanie Hutchison, tax Collection : (450)473-1145 extension 221

PUBLIC WORKS

Denis Berthelette, director : (450)473-4688

- Sports field and Playgrounds : (450)473-4688 extension 27
- Public Hygiene : (450)473-4688 extension 25
- Urban Planning : (450)473-4833

LEISURE AND COMMUNITY SERVICES

Georges Struthers, Director : (450)473-4700 poste 31

- Municipal Library: (450)473-2702
- Community Centre: (450)473-4700
- Public Pools : (450)473-4101
- Tennis : (450)473-4341

Two-Mountains Municipal Directory cont':

SECURITY SERVICES

- Police office : (450)473-4686 extension 216
- Fourrière municipale : (450)473-4686 extension 253
- Intermunicipal Fire Department : (450)473-2730 extension 248

List of Associations & Resources:

Saint-Agapit Assistance Center: (450)473-7450

clothing E-Mail: depannage.agapit@hotmail.com

Grenier Populaire: (450)623-5891

reduced prices on appliance/social reinsertion program

Group for Adapted Transportation for the Handicapped: (450)623-6712

inform & defend the rights & identify needs

Volunteer Association of Two-Mountains (CHSLD): (450)473-5111 ext.308

Committee of Leisure Activities Manoir Grand-Moulin: (450)473-8877

The Dog Owners Associations: (514)946-7547

Horseshoes Club: (450)473-6850

Royal Canadian Legion of Two-Mountains- Section 185: (450)472-6530

Knights of Columbus: (450)472-7930

Lions Club of Two-Mountains: (450)472-7054

Optimist Club of Two-Mountains: (450)491-0429

Tuesday Afternoon Bridge League: (450)473-9386

Social Club for Seniors: (450)473-5429

Club d'Age d'Or: (450)623-6335

List of Associations & Resources cont':

Golden Age Club: (450)623-5603

TOPS- Take Off The Pounds Sensibly: (450)4733539

Meals on Wheels: (450)473-4021

Red Hat Society: (450)491-5547

organization for women 50+ www.redhatsociety.com

Two-Mountains Historical Society: (450)623-2661 or (450)974-6917

Help at Home-Coop Bon Ménage: (450)979-2372

Renting Hall

Recently renovated, it is the perfect place for your family celebrations or your corporate events. It seats 180 people. It includes tables and chairs, a stage, a sound system and a large kitchen. You can also rent only half the hall.

Tel. (450)473-4700

Housing:

Low Cost Housing Information (HLM): (450)473-2796

Les Cascades (HLM)

21, 8th avenue Two-Mountains, J7R 3J3

Responsible: Daniel Denis Persons 65+ : Tel. (450)472-6721

Centre d'hébergement de Saint-Eustache

55, rue Chénier

Saint-Eustache (Québec) J7R 4Y8

Tel: (450)472-0013

Centre d'hébergement de Saint-Benoît

9100, rue Dumouchel

Mirabel (Québec) J7N 5A1

Tel : (450)258-2481

Regie de Logement: Tel. (514)873-2245

Financial Aide Program for Housing of Quebec: Tel. 1 (800)463-4315

Home Adaptations Subsidies: Société d'Habitation du Québec:

Tel. 1 (800)463-4315

Manoir du Lac: Tel. (450)623-4405 Cell. (450)605-3880

Residence for autonomous & semi-autonomous individuals, warm welcoming atmosphere, healthy food, medical services, personalized services 24/hrs a day

<u>Medical References:</u>
Info-Sante: Health Information Line: 8-1-1
Home Care Assistance (private): \$20.00/hr minimum 4/hr: (514)907-5065
Emergency Medical Alarm Services-Lifeline: (514)843-1670
Emergency Medical Alarm Services-Urgence Ecoute: (514)482-2006
Medical Equipment-Rentals (short term) CLSC: (450)491-1233
Orthopedic Equipment Center Saint-Eustache: (450)491-1454
Orthopedics Apparel Morais-Saulnier: (450)473-5990
Specialized Adapted Clothing: (450)728-6889
Physio E.R.P Laval West: (450)687-0780
Diabetes: (450)259-3422
Stoma: (514)255-3041
Alzheimers: 1(800)978-7881
Medicar: Private medical transportation company for people with restricted mobility. Medicar can supply safe, specially adapted transport with lift and restraints for wheelchairs. The technicians/driver are trained in Para-Transit and medical transportation, first aid, cardio-respiratory resuscitation, and oxygen therapy training. Cost: \$48.00/Transport + \$1.75/km + taxes. For more information: (514)766-3342

Medical References cont':

Centre d'entraide Racine-Lavoie:

(450)623-6030

(Food Bank, Budgeting, Taxes for Low-Income)

Entre-Deux Mains (Two-Mountains):

(450)473-9877

Pharmacies Near Deux-Montagnes

Jean Coutu (Pharmacies Affiliées)

Tel. (450) 473-4541 , 809 Chemin D'Oka , Deux-Montagnes

Pharmacie Dupuis & Couillard

Tel. 450-974-7777, 2801 Bd Des Promenades, Ste-Marthe-Sur-Le-Lac

Pharmaprix

Tel. 450-689-0331 1006, Desserte O Ste-Dorothee, Laval-Ouest

Pharmacie Affiliées à Proxim

Tel. 450-689-1043 1271 Jolibourg Laval, Laval-Ouest

Jean Coutu (Pharmacies Affiliées)

Tel. 450-627-7777 Laval Ouest -3366 Bd Ste Rose Laval O, Laval-Ouest

Jean Coutu (Pharmacies Affiliées)

Tel. 450-962-7455 Laval Ouest, 4515 Boul Arthur Sauve Laval O, Laval-Ouest

Jean Coutu (Affiliated Pharmacies)

450-627-7777 Laval Ouest, 3366 Bd Ste Rose Laval O, Laval-Ouest

Pharmacies Near Deux-Montagnes con't

Jean Coutu (Affiliated Pharmacies)

Tel. 450-962-7455 Laval Ouest, 4515 Boul Arthur Sauve

Familiprix (Pharmacie Affiliée)

Tel. 450-689-3535 355 Bd Samson Laval, Laval-Ouest

Pharmacie Jean-Coutu

Tel. 450-473-4641 3003, Chemin d'Oka d', Ste-Marthe-Sur-Le-Lac

Pharmacie Jean-Coutu

Tel. 450-473-5480 3003, Chemin d'Oka d', Ste-Marthe-Sur-Le-Lac

Medical Clinics (Without Appointments)

75, rue Grignon, Saint-Eustache, Tel. (450)473-6777

201, 9th avenue, Deux-Montagnes, Tel. (450)472-7520

135D, 25th avenue, Saint-Eustache, Tel. (450)472-1955

2000, Cours le Corbusier, Boisbriand, Tel. (450)434-3434

280, Roi du Nord, Laval, Tel. (450)622-5085

380 boul. Labelle, office #113, Laval, Tel. (450)628-5800

1150 boul. De l'Avenir, suite 200, Laval, Tel. (450)680-1150

3942 Chemin Oka, Saint-Joseph-du-Lac, Tel. (450)473-7225

3400 boul Sainte-Rose, Laval, Tel. (450)6272651

1 boul Samson, Laval, Tel. (450)689-6334

877 Grande-Allee, Boisbriand, Tel. (450)473-4600

300 Concorde Est, Laval, Tel. (450)667-5310

CLSC Jean-Olivier-Chénier : 29, chemin d'Oka, Tel. (450)491-1233

Hospitals: Montreal

Centre Hospitalier de l'Université de Montréal

3840 Saint-Urbain Street
514 890-8000

Centre Hospitalier de St. Mary

3830 Lacombe Ave.
514 345-3511

Centre Universitaire de Santé McGill

1650 Cedar Ave.
514 934-1934

Hôpital de Lachine (CSSS de Dorval-Lachine-LaSalle)

650 16th Ave., Lachine
514 637-2351

Hôpital de LaSalle (CSSS de Dorval-Lachine-LaSalle)

8585 terrasse Champlain, LaSalle
514 362-8000

Hôpital de Verdun (fait partie du CSSS du Sud-Ouest—Verdun)

4000 Lasalle Blvd., Verdun
514 362-1000

Hôpital du Sacré-Coeur de Montréal

5400 Gouin Blvd. West
514 338-2222

Hôpital Fleury (fait partie du CSSS de d'Ahuntsic et Montréal-Nord)

2180 Fleury Street East
514 381-9311

Hôpital Général de Montréal

1650 Cedar Ave.
514 934-1934

Hôpital Général du Lakeshore (fait partie du CSSS de l'Ouest-de-l'Île)

160 Stillview Ave., Pointe-Claire
514 630-2225

Hôpital Jean-Talon (fait partie du CSSS du Coeur-de-l'Île)

1385 Jean-Talon Street East
514 495-6767

Hospitals: Montreal Cont':

Hôpital Maisonneuve-Rosemont

5415 de l'Assomption Blvd.
514 252-3400

Hôpital Royal Victoria

687 des Pins Ave. West
514 934-1934

Hôpital Saint-Luc du CHUM

1058 Saint-Denis Street
514 890-8000

Hôpital Santa Cabrini

5655 Saint-Zotique Street East
514 252-6000

Hôtel-Dieu du CHUM

3840 Saint-Urbain Street
514 890-8000

Institut de Cardiologie de Montréal

5000 Bélanger Street
514 376-3330

Saint-Eustache Hospital : 520 boul. Arthur-Sauve

Tel. (450)473-6811

Sainte-Anne's Veterans Hospital : 305 boul de Anciens-Combattants,

Sainte-Anne-de-Bellevue, Tel. (514)457-3440

Argenteuil Hospital : 145 boul. de la Providence, Lachute

Tel. (450)562-3761

Laurentian Hospital Center: 234 rue Saint-Vincent, Sainte-Agathe

Tel. (819)324-4007

Hotel-Dieu de Sainte-Jerome : 290 rue de Montigny, Saint-Jerome

Tel. (450)431-8255

Rehabilitation Centers :

Pavillion Andre Boudreau : 910 rue Labelle, Saint-Jerome,
Tel. (450)432-1395

Centre du Flores: 185 rue Durand, Saint-Jerome,
Tel. (450)569-2970

Centre de Readaption Le Bouclier: 11 rue Boyer, Saint-Jerome,
Tel. (450)432-7588

Pavillon Sainte-Marie : 45 rue du Pavillon, Lafontaine,
Tel. (450)438-3583

Residence Sainte-Marguerite: 88 Chemin Masson, Sainte-Marguerite,
Tel. (450)228-2877

The Jewish Rehabilitation Center : 3205 Alton-Goldbloom Place,
Laval Tel. (450)688-9550

Physiotherapy & Ergotherapy Clinic Deux-Montagnes : 901 Chemin d'Oka,
Tel. (450)623-4743

<u>Long Term Care Facilities: CHSLD</u>	
Centre d'Accueil l'Ermitage :	120, 25th avenue, Saint-Eustache Tel. (450)473-5961
CHSLD de la Rive de Mirabel :	55 Chenier. Saint-Eustache Tel. (450)472-2213
CHSLD Deux-Montagnes :	580, 20th avenue, Deux-Montagnes Tel. (450)473-5111
CHSLD Drapeau Deschambault :	100, rue Chanoine-Groulx, Sainte-Therese, Tel. (450)437-4267
CHSLD Sainte-Anne et Come Cartier :	41 de la Madone, Mont-Laurier Tel. (450)623-1007
Centre Hospitalier d'Youville :	531 rue Laviolette, Saint-Jerome Tel. (450)436-3061
Foyer Soleil :	225 Chemin Lac-Bernard, Saint-Jerome Tel. (450)438-1704
Centre d'Hebergement jaclo inc :	2319, rue Sainte-marie, Saint-Sophie Tel. (450)436-5627
Manoir Oka inc:	2083, Chemin d'Oka, Oka Tel. (450)473-0871
Residence Lachute:	377, rue Principal, Lachute Tel. (450)562-5203
Villa du Vieux Sapin:	55 Hochar, Saint-Sauveur Tel. (450)227-2241
Long Term Care Additional Information : FADOQ Quebec :	
Celine Hamel :	1 (877)651-3616

Government Information:

Your spouse/common-law partner is entitled to receive the **GIS** (Government Income Supplement), but, even with that, your combined income is low. You are between 60 and 64 and have lived in Canada for at least 10 years since the age of 18. **You may be eligible for the Allowance.**

Your spouse/common-law partner is deceased and you have not remarried. You are between 60 and 64, have lived in Canada for at least 10 years since the age of 18, and have a low income. **You may be eligible for Allowance for the survivor.**

For more information please contact the Canadian Government:

Tel. 1 (800)277-9914

Hearing Impaired: 1 (800)255-4786

Website: <http://www.sdc.gc.ca>

Application for survivor's Benefits: (514)873-2433

<http://www.rrq.gouv.qc.ca/deces>

Compassionate Care Benefits: 1(800)926-9105

You can receive compassionate care benefits for 6 weeks if you have to be absent from work to provide care or support to gravely ill family member at risk of dying within the next 26 weeks. If you are unemployed and already receiving EI benefits you may also apply for compassionate care benefits.

http://www.servicecanada.gc.ca/eng/ei/types/compassionate_care.shtml

Government Information cont':

Medicare Card: Health Insurance: Tel. 1 (800)561-9749

425 boul de Maisonneuve Ouest, 3rd floor, suite #300,

****Please note that you can request a temporary Medicare card should you require medical assistance, the temporary card lasts for 15 days while you are in the process of waiting for the new card****

Public Service: Ombudsman: Tel. 1 (800)463-5070

1080, cote du beaver Hall, 10th floor, office #1000

****You may file a complaint if you feel you have been improperly treated by a Government department or Agency****

<http://www.educaloi.qc.ca>

Want to learn more about your Rights & the Law?!

This EASY to use website has the answers to your questions!

How to Change your address: “Quebec 6 in 1 change of address”

List of Information & Documents You Should Have on Hand:

Department or Public bodies	Programs and services	Required Information and documents (when applicable)
Directeur général des élections du Québec	Québec list of electors	None
Ministère de l'Emploi et de la Solidarité sociale (MESS)	Public employment services, Social solidarity services, Alternative jeunesse, Jeunes en action, Centre de recouvrement, Apprenticeship and occupational qualification	<ul style="list-style-type: none"> • Social insurance number • MESS file number (e.g. MARL31071595) • Apprenticeship card or certificate of qualification or experience certificate number
Revenu Québec	Tax files	<ul style="list-style-type: none"> • Social insurance number • Amount entered on line 199 on your last income tax return
	Support payments	<ul style="list-style-type: none"> • Support-payment file number

Régie de l'assurance maladie du Québec	Health insurance and public prescription drug insurance plan	<ul style="list-style-type: none"> • Social insurance number • Health insurance number • Your mother's maiden name
Régie des rentes du Québec	Quebec pensions and Child Assistance	<ul style="list-style-type: none"> • Social insurance number • Your mother's family name at birth
Société de l'assurance automobile du Québec	Driver's licence and car registration Compensation for accident victims	<ul style="list-style-type: none"> • Driver's licence • Claim number (compensation for accident victims)

Quebec Government: OPENING HOURS

Monday through Friday, from 8:30 a.m. to 4:30 p.m.

Québec calling area: 418 644-4545

Montréal calling area: 514 644-4545

Elsewhere in Québec: 1 877 644-4545 (toll free)

****Please note that an English message will follow**

Wait until you are given this option to proceed**

When Moving: Also Remember to Notify...

When you move, you must give your new address to the public utilities and other organizations and professionals you deal with. Here is a list that can help you identify and, in some cases, reach those you should contact.

- Energy Suppliers :
 - Gaz Metro : 1 (800)875-9354
 - Hydro-Québec: (514)385-7252
- Telephone companies
 - Cable television and Internet access:
Videotron: 1 (877)486-6691 Bell: 310-BELL (2355)
- Banks, Credit cards
- Dentist, Doctor
- Insurance (car, home, life)
- Municipality (taxes - French only)
- School board - school taxes (French only)
- Store cards (Sears, The Bay, etc.)

When Moving: Also Remember to Notify cont' ...

Certificate of Canadian Citizenship: 1 (800)622-6232 Teletypewriter: 1 (800)926-9105	
Disabled Person Parking Sticker:	1 (800)361-7620
Passport: Teletypewriter: 1 (800)926-9105	1 (800)622-6232
Registration Certificate: Teletypewriter: 1 (800)926-9105	1 (800)361-7620
Social Insurance:	1 (800)206-7218
Canada Saving Bond:	1 (800)463-5229
CSST	1 (800)561-4822
Employment Assistance	1 (888)643-4721
Foreign Pensions	1 (800)565-7878 ext.7801
Régime de Retraite des employés des secteurs publics et parapublics (CARRA):	1(800)463-5533
Support Payments :	1 (800)488-2323
Unemployment Insurance :	1 (800)206-7218
International Benefits : Teletypewriter : 1 (800)255-4786	1 (800)454-8731
Old Age Pension & Guaranteed Income Supplement : Teletypewriter : 1 (800)926-9105	1 (800)622-6232

<u>Government Bodies to Notify:</u>	
Pension and Benefits (Veterans): Teletypewriter: 1 (800)926-9105	1 (800)622-6232
Pension & Benefits Canada: Teletypewriter: 1 (800)926-9105	1 (800)622-6232
Electoral List Canada: Teletypewriter: 1 (800)926-9105	1 (800)622-6232
Public Curator Office :	(514) 873-4074
Old Age Pension Québec :	1 (800)277-9915
Régie des Rentes du Québec :	(514)873-2433
SAAQ :	1 (800)361-7620
Old Age Security :	1 (800)277-9914
Legal Aide Head Office :	(514)864-2111
Notary Board :	1 (800)263-1793
Quebec Bar Association :	1 (800)361-8495
Shelter Allowance:	1 (800)463-4315

Help-Lines:

Elderly Abuse Info Line:	1 (888)489-2287
Elder Exploitation (Human Rights):	1 (800)361-6477
Referral Helpline for seniors:	(514)527-0007
ACIF (low-budget financial advice):	(450)430-2288
Laurentians Alzheimer's Society:	1 (800)978-7881
Al-Anon:	(514)866-9803
Alcoholics Anonymous (AA):	(450) 473-6635
Narcotic Anonymous (NA):	1 (800)879-0333
Conjugal Violence Assistance:	1 (800)363-9010
Depression Anonymous:	(514)278-2130
Drugs, Aid & Assistance:	(514)527-2626
Suicide Prevention (Suicide-Action Montreal):	(514)723-4000
Gamblers Assistance & Referral:	(514)527-0140

Help-Lines Cont':

Retirement Rights Associations :	1(877)935-1551
Victims Compensation from Criminal Acts (IVAC)	1(800)561-4822
Poison Control Centre:	1 (800) 463-5060
Info Crime Québec :	(514) 393-1133
STD & Aids Info :	1 (800)463-5656

<u>Important : Protect Yourself Against Fraud (COLT)</u>
The COLT mission is threefold: offer prevention and education programs, carry out interception operations and conduct mass marketing fraud investigations.
Canadian Anti-Fraud Call Center: Tel. 1 (888)495-8501
The Center of Operations Linked to Telemarketing Fraud: Tel. 1 (800)771-5401

Grocery Stores: Local

IGA Crevier Deux-Montagnes: 850 Chemin d'Oka, Deux-Montagnes:

Tel. (450)473-6280

***No Telephone Grocery Orders,*

*Deliveries: Tuesday, Wednesday, Thursday, Friday Saturday until 5PM***

Loblaws St-Eustache: 525 Boul Arthur-Sauve, St-Eustache

Tel. (450)491-7007

Maxi Ste Marthe sur le Lac : 2840, boul. Des Promenades,
Ste-Marthe Sur Le Lac

Tel. (450)472-3551

Maxi St-Eustache : 199, 25 ième Avenue, St-Eustache

Tel. 450-491-5588

Metro Famille Martel : 2860 Bd des Promenades, Ste-Marthe-Sur-Le-Lac

Tel. (450)623-3010

Super C St-Eustache : 580, boul. Arthur-Sauvé, Saint-Eustache

Tel. (450)623-7875

Giant Tiger : 2984 Chemin d'Oka, Ste-Marthe-Sur-Le-Lac

Tel. (450)472-2283

Please Note that there are Several Types of Elder Abuse:

****Elder Abuse Info Line: (514)489-2287****

If you feel you may be a victim please do not hesitate to ask for help

Physical Abuse:

Intentionally inflicting physical pain or injury on another person

Sexual Abuse:

Behaving in a sexual way towards an older adult without their full knowledge or consent

Psychological Abuse:

Actions intended to inflict emotional suffering or emotional distress on another person, reducing dignity and self worth

Financial Abuse:

Misusing an older person's money/property or applying pressure to gain access to hi/her assets

Neglect:

Knowingly refusing or unknowingly failing to meet physical needs of an older adult

Violation of Rights:

Refusing to recognize the basic rights of an older adult, such as independence, participation, care, self-fulfillment and dignity

Ageism:

Age discrimination, stereotyping and social indifference. This form of violence is very subtle, affecting the dignity and identity of the elder and may be seen as a violation of rights