

DIRECT PUBLIC SERVICES

The Office des personnes handicapées du Québec is responsible for informing, advising, supporting and representing people with disabilities, their families and their caregivers. Under section 26 of the Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration, the Office may, at the request of persons with disabilities, assist and represent them in their dealings with government departments, public agencies, municipalities, school boards, educational institutions, and insurance companies to ensure the exercise of their rights. These bodies are obliged to cooperate with the Office in the exercise of the functions conferred on it (section 26.4).

The Office's services concern every facet of the school, occupational and social life of people with disabilities, no matter what the impairment. More specifically, its slate of direct public services consists of:

- > intaking requests for information about measures, programs and services to foster the school, workplace and social integration of people with disabilities;
- > providing the appropriate information;

- > identifying the barriers encountered by people with disabilities;
- > when necessary, referring people to an organization better able to meet their needs and provide follow-up;
- > upon request, advising and assisting people with disabilities, their families and their caregivers in helping them define their service needs and in obtaining the services;
- > supporting and/or representing people with disabilities in their dealings with the competent bodies in the context of an intervention plan or several such plans;
- > supporting people with disabilities in their dealings with service providers and making any required representations;
- > coordinating the service plans of people with disabilities as needed.

To obtain services or for assistance:

Office des personnes handicapées du Québec

Phone: 1 800 567-1465

Teletype: 1 800 567-1477

Email: aide@ophq.gouv.qc.ca

Website: www.ophq.gouv.qc.ca

Facebook:

www.facebook.com/Officepersonneshandicapees

For the Office's guides online:

www.ophq.gouv.qc.ca/publications

QUESTIONS?

- > Can my child with a disability attend regular school like other children?
- > Is my child with a disability eligible for support services?
- > Who can help me find a job?
- > What is the procedure for having my home or vehicle adapted?
- > Do I qualify for adapted transportation?
- > Who do I contact for rehabilitation services?
- > Where can I find domestic help services?
- > Does my municipality have adapted housing for people with disabilities?
- > Does the government provide financial assistance for people with disabilities?

WE HAVE ANSWERS!



1 800 567-1465



Teletype:
1 800 567-1477

aide@ophq.gouv.qc.ca

www.ophq.gouv.qc.ca

www.facebook.com/Officepersonneshandicapees

IF YOU ARE A PERSON WITH A DISABILITY, OR IF A FAMILY MEMBER IS...

THE OFFICE DES PERSONNES HANDICAPÉES DU QUÉBEC IS THERE FOR YOU!

- > INFORMATION
- > ADVICE
- > SUPPORT

1 800 567-1465



Teletype:
1 800 567-1477

aide@ophq.gouv.qc.ca

www.ophq.gouv.qc.ca

www.facebook.com/Officepersonneshandicapees

Original in French

FAMILY SUPPORT GUIDE

FOR
THE PARENTS
OF A CHILD OR
AN ADULT WITH
A DISABILITY

The **Family Support Guide**, presented in two parts (**Identifying your needs and Resources**), is aimed at helping the parents of a child or an adult with a disability determine their service needs and identify the resources in response to these needs.

Part 1 helps to determine needs regarding:

- > information;
- > psychosocial support;
- > childcare services;
- > sitting services;
- > respite services;
- > day or employability development activities;
- > emergency temporary care services;
- > home support.

Part 2 provides information about the resources that offer services to people with disabilities, their families and their caregivers in their own region.

GUIDE TO THE EDUCATION OF YOUR CHILD WITH A DISABILITY

HANDBOOK
FOR
PARENTS

The **Guide to the Education of Your Child with a Disability** is aimed at informing parents and supporting them regarding the education of their child with a disability in elementary or secondary school, whether the child is in a regular class, a special class or a specialized school.

The guide provides information on the following subjects, among others:

The education environment

- > Québec's school system
- > educational services
- > compulsory school attendance
- > the special needs allowance
- > school transportation
- > school childcare services

A typical educational pathway

- > transitions
- > enrollment
- > schooling options
- > drafting an individualized education plan
- > communication with the teaching staff
- > school-active life transition

Possible recourse

GUIDE TO PROGRAMS

FOR PEOPLE
WITH DISABILITIES,
THEIR FAMILIES
AND CAREGIVERS

The **Guide to Programs** is aimed at making it easier to access information about the programs offered in Québec for people with disabilities, their families and their caregivers. Each program has a fact sheet describing the program, what the program can provide, the main eligibility requirements and the procedure involved. The fact sheet also indicates useful links to further information.

The guide presents programs that cover:

- > income support;
- > home support;
- > housing;
- > employment;
- > technical aids;
- > childcare or sitting services;
- > education;
- > transportation;
- > recreation, sport, culture and community life.

It also presents Québec's main compensation plans that may apply to people with disabilities.

GUIDE DES MESURES FISCALES PROVINCIALES ET FÉDÉRALES

À L'INTENTION
DES PERSONNES
HANDICAPÉES,
DE LEUR FAMILLE
ET DE LEURS PROCHES

The **Guide des mesures fiscales provinciales et fédérales** is aimed at informing people with disabilities, their families and their caregivers about tax credits and deductions for which they may qualify. It is user-friendly and is updated every year.

The first part presents provincial tax measures and the second, federal measures.

The guide describes measures that concern:

- > non-refundable tax credits;
- > refundable tax credits;
- > tax deductions;
- > tax exemptions and rebates;
- > other measures that may apply to people with disabilities.

Each measure has a fact sheet detailing eligibility requirements, how to benefit from the measure, and any conditions that apply.

In French only