

PARTNERS IN HEALTH

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Services In The Area To Know About

Community organizations play a crucial role in offering services to the population. Over the last 20 years, we have built a strong network of partners who can help you. In this edition of Partners in Health, we would like to present some of these partners. If you or a loved one needs assistance communicating with them, please call MCDC at 418 332-3851 and we will establish a contact for you.

The Service Quality and Complaints Commissioner - The Centre d'Assistance et d'Accompagnement aux Plaintes (CAAP)



This organisation helps you to know your rights and assists you with the complaint process if you are dissatisfied with the care or services you receive within the healthcare and social services network.

Why file a complaint?

- To uphold your rights as a user.
- To help improve services.
- To prevent someone else from having to go through the same thing.

How does the CAAP help you?

- They take the time to listen to you explain your experience.
- Inform you of the steps to take if you decide to file a complaint.
- Clarify the reasons for your complaint, and help you put it in writing, if needed.
- Assist, guide and advise you every step of the way while respecting your choices.

It is free and confidential.

To speak to a CAAP advisor call 1 877-767-2227.

Their website is: www.caapca.ca (In French and English)

MCDC can help in the process of filing a complaint and we have the necessary documents in English to begin the process. If you need help, please contact us.



« The Coop » Coopérative de services à domicile de la région de Thetford

Offer services to the population of the MRC of Appalaches, with the goal of helping people who live at home or in a residence with their day-to-day needs. They can also help if you have had a surgery and need a bit more assistance after coming home while recuperating.

Offer services to persons already in a residence who may need a bit more help.

They help with such things as:

- Bathing
- Getting dressed
- Light housekeeping
- Meal preparation
- Heavy housework
- Respite; day, evening and on weekends
- Equipment rental for example, bath bench, grab bars
- And more...

Fees vary depending on the services rendered, your age, annual revenue and if you are a member.

They can be reached at 418 334-0852.

Their website is:

www.coopservicesadomicile.com (in French)
 MCDC can help you to reach out and organise more assistance if needed.



Coopérative
de Services à Domicile
Région Thetford

Source: 211qc.ca



Sources: lautorite.qc.ca,



Meals on Wheels through the Association de l'Action Volontaire Appalaches

This volunteer association provides several services including Meals on Wheels to seniors, aged 65 and older in some of the communities in the MRC of Appalaches.

For reasonable rates prepared meals can be delivered to your home, and include a soup, main meal, and dessert, 2-3 times / week.

They can accommodate people with dietary needs, for example, people with diabetes.

They also have frozen prepared meals available to anyone living in the MRC of Appalaches.

They can be reached at 418 334-0111.

Their website is: www.aavart.ca (in French)

MCDC can help you to reach out to this organisation if needed.





Association Coopérative d'Économie Familiale (ACEF)

This non-profit organization has a mission to assist individuals and families in education around finances, managing debt, and consumer rights.

They help people in the areas of personal finance, budgeting, and financial literacy.

They also help people to see a way through debt or manage financial difficulty.

They provide educational opportunities for all ages including young adults, families, seniors, and newcomers on topics related to:

- Budgeting
- Managing your way out of debt
- Grocery budgeting
- Your rights and responsibilities as a renter
- And much more...

And for seniors:

- Living at home for as long as possible
- Choosing a private senior's residence
- Elder Abuse workshop "It's Not Right!"

They can be reached at: 418 338-4755.

Their website is: www.acef-abe.org (in French)

MCDC can help you to reach out to this organization if needed.

