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## ESSENTIAL SERVICES TO SUPPORT THE POPULATION OF THE BAIE-DES-CHALEURS/MATAPEDIA AREA DURING THE COVID-19 PERIOD.

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**Last update: April 15 2020**

- The social development teams at the MRC's of Avignon and Bonaventure gathered and organised the following information concerning **essential services available to the most vulnerable** in the Baie-des-Chaleurs and the Matapedia area.
- The information below is addressed to all employees and volunteers associated with community organisations, institutions, municipalities, social clubs and other partners and citizens that help vulnerable people in our communities.
- **This toolkit is in constant evolution**, and is therefore incomplete, as the situation is continually changing. The list is still not exhaustive, but updates will be created and distributed at a later date.
- **The essential services noted in this directory:**
  - Municipal services
  - Food banks, Meals on wheels
  - Food; groceries and delivery
  - Pharmacies
  - Seniors services
  - Child, youth and family services
  - Services for adults
  - Collective transport

**IMPORTANT:** For any medical questions, please call toll-free **1-877-644-4545** or visit the Gaspésie CISSS Website (in French only): <https://www.cissss-gaspesie.gouv.qc.ca/coronavirus-19/>

For any **psychological stress or suicidal thoughts**, call toll free **1-866-APPELLE**.

**DO YOU WANT TO HELP? REGISTER ON THE WEBSITE JEBENEVOLE.CA !**

*Mutual aid and solidarity are key in helping the most vulnerable. Services are offered, yet nothing replaces acts of kindness and generosity from family, friends and neighbours to help all of us overcome this collective challenge!*

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### NOTES FOR USING THE DIRECTORY:

1. The organizations are listed in alphabetical order in each of the sections.
2. In the MRC sections, the information is listed alphabetically in order of municipality.
3. When the area served is not specified under the name of the organization, the service is available to the entire population of the Baie-des-Chaleurs and the Matapedia area.

## MUNICIPAL SERVICES

Toutes les infrastructures municipales incluant les bibliothèques, centres communautaires et les installations de sports et de loisirs sont fermées aux publics. Les Hôtels de ville sont pour la plupart fermés, mais les employés sont en place afin d'assurer les services essentiels aux citoyens. Afin de limiter les risques de propagations de la COVID-19, les employés municipaux répondent aux citoyens par téléphone plutôt qu'en personne. La mise en place de services de soutien est en cours. Les municipalités sont en constante adaptation de leurs services en lien avec les nouvelles mesures qui émergent.

### AVIGNON MRC

| Municipalities           | COVID-19 Measures   | Information   |
|--------------------------|---|---|
| Avignon MRC              | Businesses: Moratorium (capital interest) on 6 month loans as of April 1.<br><br>Postponement of the sale date for failure to pay taxes.                          | <a href="https://www.mrcavignon.com/">https://www.mrcavignon.com/</a><br><a href="https://www.facebook.com/MRCAvignon.partenairedevosprojets/">https://www.facebook.com/MRCAvignon.partenairedevosprojets/</a><br><br>Entreprises<br>Joane Labillois : 418-364-2000, Ext. 105<br><a href="mailto:joane.labillois@mrcavignon.com">joane.labillois@mrcavignon.com</a><br>Sarah Gonthier : 581-886-073, <a href="mailto:sarah.gonthier@mrcavignon.com">sarah.gonthier@mrcavignon.com</a> |
| Carleton-sur-Mer         | Possibility of pushing back the taxes without penalty   | 418 364-7073<br><a href="https://carletonsurmer.com/coronavirus/">https://carletonsurmer.com/coronavirus/</a><br><a href="https://www.facebook.com/carletonsurmer/">https://www.facebook.com/carletonsurmer/</a><br><br>Publication of a list of businesses in the municipality offering essential services.  |
| Escuminac                |   | 418 788-5644  |
| L'Ascension-de-Patapédia | Payment by cheque to be mailed.   | 418 299-2024<br><a href="mailto:munic@globetrotter.net">munic@globetrotter.net</a><br><a href="https://www.facebook.com/LAscension/">https://www.facebook.com/LAscension/</a>   |
| Maria                    | Cancellation of late fees regarding town taxes payments.<br><br>Installation of a letter box in front of the municipality for transferral of important documents. | 418 759-3883<br><a href="https://www.facebook.com/municipalitemaria/">https://www.facebook.com/municipalitemaria/</a><br>Special edition of the Rassembleur<br><br>Publication of a list of essential services in the municipality.   |
| Matapedia                |   | 418 865-2917<br><a href="https://www.facebook.com/Municipalit%C3%A9-Matap%C3%A9dia-743689859004449/">https://www.facebook.com/Municipalit%C3%A9-Matap%C3%A9dia-743689859004449/</a><br>Information via Tam-tam et United Territoires  |
| Nouvelle                 | Deferral of property tax payments without penalty to April 17 2020  | 418 794-2253<br><a href="http://www.nouvellegaspesie.com">www.nouvellegaspesie.com</a><br><a href="https://www.facebook.com/municipalitedenouvelle/">https://www.facebook.com/municipalitedenouvelle/</a>   |
| Cross Point              | See the mutual aid COVID-19 Cross Point and South East Restigouche in the Seniors Services section.   | 418 788-2011<br>Weekly news clips on Facebook Page.<br><a href="https://www.facebook.com/PointealaCroix/">https://www.facebook.com/PointealaCroix/</a>  |
| South-East Restigouche   |   | 418 788-5769  |
| St-Alexis-de-Matapedia   |   | 418 299-2030<br>Information via Tam-tam et United Territoires   |
| St-André-de-Restigouche  |   | 418 865-2234<br>Information via Tam-tam et United Territoires   |
| Saint-François-d'Assise  |   | 418 299-2066<br>Information via Tam-tam et United Territoires   |

## BONAVVENTURE MRC

| Municipalities      | COVID-19 Measures  | Information   |
|---------------------|--|---|
| Bonaventure MRC     | <p>Subsidy for professional interventions (accounting, taxation, human resources and psychological support), for a maximum of \$ 2,000 is available for eligible businesses.</p> <p>Businesses: Six-month grace period for the repayment of their loan (capital and interest) to eligible businesses, regardless of the moratoriums already granted in the past.</p> | <p><a href="https://mrcbonaventure.com/covid19/">https://mrcbonaventure.com/covid19/</a><br/> <a href="https://www.facebook.com/mrcdebonaventure/">https://www.facebook.com/mrcdebonaventure/</a></p>   |
| Bonaventure         | Exemption of late fees on the taxes account.   | <p>418-534-2313<br/> <a href="https://villebonaventure.ca/">https://villebonaventure.ca/</a><br/> <a href="https://www.facebook.com/VilleBonaventure/">https://www.facebook.com/VilleBonaventure/</a><br/> Municipal Newsletter</p>   |
| Caplan              |  | <p>418-388-2075<br/> <a href="mailto:caplan@globetrotter.net">caplan@globetrotter.net</a><br/> <a href="http://www.municipalitecaplan.com/">http://www.municipalitecaplan.com/</a><br/> <a href="https://www.facebook.com/Municipalite.de.Caplan/">https://www.facebook.com/Municipalite.de.Caplan/</a></p> |
| Cascapédia-St-Jules | Installation of a letter box in front of the municipality for transferral of important documents.  | <p>418-392-4042<br/> <a href="mailto:mun.cascapediastjules@globetrotter.net">mun.cascapediastjules@globetrotter.net</a></p>   |
| Hope                |  | 418-752-3212  |
| Hopetown            | Taxes payments <b>due on April 1</b> will not be charged interest until May 4, 2020.   | 418-752-2137  |
| New Carlisle        | <p>Residents can leave their documents in an identified box that will be located inside the building during open office hours.</p> <p>Tax payments are still due on previously scheduled dates, but the interest is suspended until further notice.</p>  | <p>418-752-3141<br/> <a href="https://www.facebook.com/Municipalit%C3%A9-New-Carlisle-Municipality-719982055002237/">https://www.facebook.com/Municipalit%C3%A9-New-Carlisle-Municipality-719982055002237/</a></p>  |

| Municipalities | COVID-19 Measures   | Information  |
|----------------|---|--|
| New Richmond   | Interest and penalties for late payments of property taxes will no longer be applied, as of March 23, 2020 and for an indefinite period.                  | 418-392-7000<br><a href="http://villenewrichmond.com/">http://villenewrichmond.com/</a><br><a href="https://www.facebook.com/villenewrichmond/">https://www.facebook.com/villenewrichmond/</a><br>Message from the Mayor through the mail.   |
| Paspébiac      | Extension of the deadline for paying the second installment of municipal taxes scheduled for May 7 has been extended until June 18, 2020 without penalty. | 418-752-2277, Ext. 1<br><a href="http://villepaspebiac.ca/">http://villepaspebiac.ca/</a><br><a href="https://www.facebook.com/VillePaspebiac/">https://www.facebook.com/VillePaspebiac/</a>   |
| Saint-Alphonse |   | Myriam Francoeur : 418-388-5214, Ext. 204<br><a href="https://st-alphonsegaspesie.com/">https://st-alphonsegaspesie.com/</a><br><a href="https://www.facebook.com/Municipalite.de.Saint.Alphonse">https://www.facebook.com/Municipalite.de.Saint.Alphonse</a>  |
| Shigawake      |   | 418-752-7474<br><a href="https://municipalityshigawake.com/fr/accueil/">https://municipalityshigawake.com/fr/accueil/</a>  |
| Saint-Godefroi |   | 418-752-6316 or 418-752-0896<br><a href="https://www.facebook.com/municipalitesaintgodefroi.saintgodefroi.5">https://www.facebook.com/municipalitesaintgodefroi.saintgodefroi.5</a><br>Newsletter (in the mail) : Infos Municipalités  |
| Saint-Siméon   |   | Direct contact number: 418-534-2155<br>Telephone number for vulnerable citizens: 581-886-2011<br><a href="http://www.stsimeon.ca/">http://www.stsimeon.ca/</a><br><a href="https://www.facebook.com/SaintSimeondeBonaventure/">https://www.facebook.com/SaintSimeondeBonaventure/</a><br>Leaflet for citizens through the mail |
| St-Elzéar      |   | 481-534-2611   |

## FOOD BANKS AND MEALS ON WHEELS

| Organizations  | Services   | Information          |
|--|--|----------------------|
| Centre d'action bénévole Ascension-Escuminac                             | Food bank, Meals on Wheels and small frozen meals available on site. Delivery if needed. | 418-865-2740         |
| Centre d'action bénévole St-Alphonse-Nouvelle                            | All of the services are available by telephone.  | 418-759-3131, Ext. 3 |
|  | Small frozen meals on site with protocol to follow upon arrival.                         |                      |
|  | Home delivery of seniors' meals, in a safe way, on the doorstep.                         |                      |
|  | Emergency diapers/milk and parental advice services from the P'tit bonheur.              |                      |
| Centre d'action bénévole St-Siméon-Port-Daniel                           | Small frozen meals to be picked up. Place the order by telephone 24 hrs in advance.      | 418-752-5577         |
|  | Safe home delivery to the doorstep.  |                      |
| Collectif Alimen-Terre (Food bank)<br><i>Saint-Siméon to Port-Daniel</i> | Food banks and food recovery.  | 418-752-5010         |
| Source alimentaire Bonavignon (Food bank)                                | Food bank, Tuesday to Thursday.  | 418-759-8000         |

## FOOD : GROCERIES AND DELIVERY

### AVIGNON MRC

| Businesses   | Services   | Information  |
|--|--|--|
| Carleton-sur-Mer<br><br>Métro  | Groceries and delivery.<br><br>Free delivery from Maria to Nouvelle. Orders can be placed Monday to Friday from 9am to 3pm.<br><br>Schedule:<br>Monday to Wednesday: 8am to 7pm<br>Thursday and Friday: 8am to 8pm<br>Saturday: 8am to 7pm<br>Closed on Sunday.  | (418) 364-7380<br><br>Credit card payments.                    |
| Maria<br><br>IGA   | Groceries and delivery.<br><br>Free delivery to Maria and Gesgapegiag.<br><br>Schedule:<br>Monday to Saturday from 8am to 5pm<br>Closed on Sunday.   | (418) 759-3440   |
| Matapedia<br><br>Epicerie Bujold<br>L'Intermarché<br>Serves Matapedia à<br>Riverside | Groceries, delivery available<br><br>Schedule:<br>Closed on Sunday.  | (418) 865-2915<br><br>Credit card and cheque payments only.    |
| Nouvelle<br><br>Marché Richelieu<br>Serves St-Omer to Pointe-à-la-Garde              | Groceries and delivery.<br><br>Free delivery (for those 70 and over and for those in quarantine), twice a day.<br><br>Also offers to prepare orders to be picked up in the parking lot.<br><br>Schedule: Closed on Sunday.   | (418) 794-2252<br><br>Credit card payments.                    |
| Pointe-à-la-Croix<br><br>Provigo   | Groceries and delivery.<br><br>Free delivery sectors: <ul style="list-style-type: none"><li>• South-Ristigouche, Cross Point and Pointe-à-la-Garde</li><li>• Does not cover Matapedia</li></ul><br>Schedule: Closed on Sunday.<br><br>Private delivery service: \$7,50 between Campbellton and Pointe-à-la-Croix | (418) 788-5111<br><br>Delivery: Ryan Lepotvin - (506) 987-9590 |

| Businesses   | Services  | Information                                |
|--|---|--|
| Saint-Alexis<br><br>Épicerie famille Lavoie<br><i>Serves up to St-François</i> | Groceries and delivery.<br><br>Free delivery for those 70 and over<br><br>Schedule: Closed on Sunday. | (418) 299-2872<br><br>Credit card payment. |
| Saint-André<br><br>Coop Saint-André<br><i>Serves St-André only</i>             | Groceries and free delivery<br><br>Schedule: 11am to 3 pm from Monday to Saturday, closed on Sunday.  | (418) 865-2063                             |
| St-François<br><br>Coop St-François  | Groceries and free delivery.  | (418) 299-2744<br>Credit card payment.     |

#### ADDITIONAL INFORMATION:

Gaspésie Gourmande members' Initiatives: [https://www.gaspesiegourmande.com/decouvrez-les-initiatives-des-nos-membres?Filtre=2&fbclid=IwAR2qmyXjiUYXvHVa5hGAvnFVR7N21eQtOpD9GLEFd9L\\_36PRtPr\\_B1BcoPs](https://www.gaspesiegourmande.com/decouvrez-les-initiatives-des-nos-membres?Filtre=2&fbclid=IwAR2qmyXjiUYXvHVa5hGAvnFVR7N21eQtOpD9GLEFd9L_36PRtPr_B1BcoPs)

## BONAVENTURE MRC

| Businesses  | Services   | Information   |
|---|--|---|
| <b>Bonaventure</b><br><b>IGA</b><br>Serves: <ul style="list-style-type: none"><li>- New-Carlisle</li><li>- St-Elzéar</li><li>- Bonaventure</li><li>- Saint-Siméon</li><li>- Caplan</li></ul>  | Order online, by email or by telephone everyday between 8am and 3 pm.<br><br>Delivery from Monday to Saturday.<br>Cost of delivery: Between \$5 and \$8 according to municipality.<br><br>Minimal order amount: none<br><br>Possibility of getting the order prepared for client pickup. | Iga.net<br>418 534-2020<br><br>Credit card payment  |
| <b>Caplan</b><br><br><b>Marché Tradition</b> (grocery store)<br>Serves: <ul style="list-style-type: none"><li>- Caplan</li><li>- St-Alphonse</li><li>- St-Siméon</li></ul><br>A leaflet will soon be distributed in these municipalities. | Order Monday-Tuesday-Thursday-Friday from 8:30am to 12:30pm online or by telephone.<br><br>Delivery in the pm. No cost for delivery.<br><br>Minimum order amount: \$25   | <a href="mailto:admcoopcaplan@globetrotter.net">admcoopcaplan@globetrotter.net</a><br>418 388-2042<br><br>Credit card payment |
| <b>New Carlisle</b><br><br><b>Dépanneur 200</b><br>Serves: <ul style="list-style-type: none"><li>- New-Carlisle</li></ul>   | Telephone orders.<br><br>Delivery Tuesday and Friday for the elderly and the residence.<br><br>Cost of delivery: \$4   | 418 752-7070<br><br>Cash payment (subject to change)  |
| <b>New Richmond</b><br><b>IGA</b><br>Serves: <ul style="list-style-type: none"><li>- New-Richmond</li><li>- St-Jules Cascapédia</li><li>- Caplan</li><li>- St-Alphonse</li></ul>  | Order online and by telephone between 8am and 5 pm during the week.<br><br>Delivery between 1pm and 5pm (sometimes Saturday if not finished)<br><br>No cost for delivery<br><br>Minimum order amount: 50 (flexible)  | Iga.net<br>418 392-4237<br><br>Credit card payment  |
| <b>New Richmond</b><br><br><b>Maxi</b>  | No delivery  | 418 392-2600<br><br><i>Consult Facebook to be informed of any changes.</i>  |

| Businesses  | Services   | Information  |
|---|--|--|
| <b>IGA PASPÉBIAC</b><br>Serves:<br>- From New-Carlisle to Port-Daniel including St-Jogues | Order online or by telephone between 8am and 5pm during the week.<br><br>Delivery between 1pm and 5pm (Sometimes on Saturday if not finished)<br><br>No cost for delivery<br><br>Minimum order amount: \$50 (flexible) | Iga.net<br>418 752-2288<br><br>Credit card payment     |
| <b>Saint-Alphonse</b><br><b>Dépanneur Le Duo</b><br>Serves :<br>- Saint-Alphonse          | Open from 6:30am to 8:30pm<br><br>No delivery  | 418 388-5558   |
| <b>St-Elzéar</b><br><b>Dépanneur Libel</b><br>Serves:<br>- St-Elzéar                      | OPEN everyday from 7am to 7pm<br><br>No delivery   | 418 534-4058   |
| <b>St-Siméon</b><br><b>Beau-soir</b><br>Serves :<br>- St-Siméon                           | Order by telephone Monday to Friday in the mornings<br><br>Delivery in the afternoon.<br><br>Minimum order amount: \$25<br><br>Excluded products:<br>- Alcoholic products<br>- Tabaco<br>- Lottery                     | 581 364-3000<br><br>Credit card payment, by telephone. |

#### ADDITIONAL INFORMATION:

Gaspésie Gourmande members' Initiatives: [https://www.gaspesiegourmande.com/decouvrez-les-initiatives-des-nos-membres?Filtre=2&fbclid=IwAR2qmyXjiUYXvHVa5hGAvnFVR7N21eQtOpD9GLEFd9L\\_36PRtPr\\_B1BcoPs](https://www.gaspesiegourmande.com/decouvrez-les-initiatives-des-nos-membres?Filtre=2&fbclid=IwAR2qmyXjiUYXvHVa5hGAvnFVR7N21eQtOpD9GLEFd9L_36PRtPr_B1BcoPs)

## PHARMACIES

### AVIGNON MRC

| Businesses  | Services   | Information                                  |
|---|--|--|
| <b>Carleton-sur-Mer</b><br><br><b>Familiprix Extra</b><br>Free delivery Escuminac to Maria                      | Product sales and delivery<br><br>Open from 12pm to 5pm (Monday to Friday), telephone orders from 9am to 5pm.  | (418) 364-3352                               |
| <b>Carleton-sur-Mer</b><br><br><b>Pharmacie Jean-Coutu</b><br>Free delivery up to Nouvelle, including Miguasha. | Product sales and delivery<br>Order through Facebook, by telephone and online.<br>Order from 8am and the store opens at 10am.<br><br>Open from 10 am to 5pm (Monday to Friday), 10am to 12pm (Saturday) Drive through service available. | (418) 364-3393                               |
| <b>Maria</b><br><br><b>Pharmacie Brunet</b><br>Serves Carleton to New Richmond                                  | Product sales and delivery.<br>Telephone orders only and drive through service.<br><br>Free delivery<br><br>Open from 9am to 6pm (Monday to Friday), 9am to 5pm (Saturday), 12pm to 5pm (Sunday).  | (418) 759-3462                               |
| <b>Matapedia</b><br><br><b>Pharmacie J Maltais – Familiprix</b>   | Product sales. Delivery possible through the CAB.<br><br>Online prescription services.<br><br>Order by phone only and pickup outside of the store. Open from 9am to 5pm (Monday to Friday).  | (418) 865-2003<br><br>Delivery: 418-865-2740 |
| <b>Pointe-à-la-Croix</b><br><br><b>Pharmacie Jean Coutu</b>   | Product sales. Delivery possible through the CAB.<br>Open from 8 :30am to 4:30pm (Monday to Friday), 8:30 am to 12pm (Saturday)  | (418) 788-2500<br><br>Delivery: 418-865-2740 |

## BONAVENTURE MRC

| Businesses  | Services  | Information   |
|---|---|---|
| <b>Bonaventure</b>  | Telephone orders for medication only.   |   |
| <b>Uniprix</b><br>Serves: <ul style="list-style-type: none"><li>- Bonaventure</li><li>- St-Elzéar</li><li>- St-Simon</li></ul>  | Open from 12pm to 5pm, except for Sunday from 12pm to 4pm.<br><br>No cost for delivery.   | 418 534-4488<br><br>Credit card payment                 |
| <b>Caplan</b><br><b>New Richmond</b>  | Telephone or internet orders for medication.<br><br>No cost for delivery  | 418 392 4451 or 418 388-2345<br><br>Credit card payment |
| <b>Jean-Coutu</b><br>Serves: <ul style="list-style-type: none"><li>- Maria</li><li>- Gesgapegiag</li><li>- St-Jules – Cascapédia</li><li>- St-Edgar</li><li>- Caplan</li><li>- St-Alphonse</li><li>- Saint-Siméon</li></ul>   | Possibility to add necessary hygiene products to order.   | Open hours on Facebook or answering machine             |
| <b>Paspébiac</b><br><br><b>Familiprix</b><br>Serves : <ul style="list-style-type: none"><li>- Port-Daniel - Gascons</li><li>- St-Godefroi</li><li>- Hope – Hope Town</li><li>- Paspébiac</li><li>- New-Carlisle</li><li>- St-Elzéar</li><li>- Bonaventure</li></ul> | Order medication and other products by telephone.<br><br>No cost for delivery.<br><br>Open hours: <ul style="list-style-type: none"><li>- Mon, Tues, Wed: 9am to 8pm</li><li>- Thurs and Fri: 9am to 9pm</li><li>- Saturday: 9am to 5pm</li><li>- Sunday: 12pm to 5pm</li></ul> | 418 752-6635  |
| <b>Paspébiac</b><br><br><b>Jean-Coutu</b><br>Serves: <ul style="list-style-type: none"><li>- Bonaventure</li><li>- New-Carlisle</li><li>- Paspébiac</li><li>- Hope – Hope Town</li><li>- St-Godefroi</li><li>- Port-Daniel - Gascons</li></ul>                      | Order medication by phone.<br><br>Possibility of adding other products to the order.<br><br>No cost for delivery<br><br>Delivered during the day  | 418 752-3807<br><br>Credit card payment                 |

## SENIORS SERVICES

| Organizations   | Services   | Information  |
|---|--|--|
| CISSS – Home care and support services for seniors (SAPA)                                     | Most of the home care and support services are maintained for the seniors.   | Contact the picot nurse for information:<br><br>MRC Avignon<br>418 364-7064, Ext. 1070<br>418 865-2221, Ext. 1070<br><br>MRC Bonaventure<br>418 388-2572 Ext. 1070<br>418 752-2572, Ext. 107 |
| Carrefour des 50 ans et +   | Telephone and email support for members.   | 418 391-7179<br><a href="mailto:im.be.aultconstance@outlook.com">im.be.aultconstance@outlook.com</a>   |
| CASA  | Seniors' support on the phone (ITMAV).   | 418-752-0855   |
| Centre bénévole d'action Ascension-Escuminac  | Telephone support for seniors living a vulnerable situation( ITMAV program).<br><br>Telephone support for caregivers (APPUI).<br><br>Food bank and small frozen meals on site.<br><br>Accompaniment and transportation (medical reason) for those needing an immediate treatment.  | 418-865-2740   |
| Centre bénévole d'action St-Alphonse-Nouvelle   | All of the services are available by telephone.<br><br>Telephone support for seniors living a vulnerable situation (ITMAV program).<br><br>Telephone support for caregivers (APPUI).<br><br>Telephone support and psychosocial interventions.<br><br>Transportation accompaniment services for essential medical appointments only (hemodialysis, chemotherapy and psychiatric injections).<br><br>Delivery of meals on the doorstep. Small frozen meals on site with protocol to follow upon arrival.<br><br>Morning calls to seniors only. (PAIR). | 418-759-3131, Ext. 3   |
| Centre bénévole d'action St-Siméon-Port-Daniel  | Small frozen meals with pickup. Place the orders by telephone 24 hrs in advance.<br><br>Safe home delivery to the doorstep.<br><br>Accompaniment transportation services for essential services only (hemodialysis, chemotherapy or mandatory treatment).  | 418-752-5577   |
| Centre d'assistance et d'accompagnement aux plaintes Gaspésie/Îles-de-la-Madeleine (CAAP-GÎM) | Telephone and email support for those in difficulty living in a private seniors' residence. (RPA).   | 418-368-7433, Ext. 2<br><br><a href="mailto:nathalie.adams@cgocable.ca">nathalie.adams@cgocable.ca</a>   |

| Organizations  | Services  | Information   |
|--|---|---|
| Entraide COVID-19 Pointe-à-la-Croix et Ristigouche-Sud-Est (regroupement citoyen ponctuel) | <p>Preparation and/or delivery of groceries, prescriptions, Extension services, various delivery services.</p> <p>Walking pets</p> <p>Disinfection services</p> <p>Using technology support (online orders and payments etc.)</p> <p>Other justifiable requests.</p> <p>This group is composed of volunteer. Services are offered free of charge.</p> | Mélanie Côté : 506-789-3852 ou Nathalie Roy : 418-788-2511                      |
| Entre-tiens d'Avignon  | Home support services are being maintained for now. (support for daily chores and body care, house cleaning, washing, meal preparation, supplies, respite).   | 418-364-3699  |
| Entre-tiens Chaleurs   | Home support services are being maintained for now (support for daily chores and body care, respite, meal preparation, supplies).   | 418-534-3751  |
| Organisme gaspésien pour les personnes atteintes de cancer (OGPAC)                         | Telephone support or videoconferences for Cancer patients, notably for the relay of information on COVID-19.  | 418-759-5050  |
| Société Alzheimer de la GIM (SAGIM)  | Telephone support for caregivers of those with Alzheimer.   | Bonaventure: 418-534-1313<br>Maria: 759-313,1 Ext. 6<br>Matapedia: 418 865-2740 |

#### ADDITIONAL INFORMATION:

National Aid resources and available services in relation to senior abuse:

[https://maltraitancedesaines.com/wp-content/uploads/2020/03/ressourcesprovinciales\\_mars2020.pdf](https://maltraitancedesaines.com/wp-content/uploads/2020/03/ressourcesprovinciales_mars2020.pdf)

## CHILD-YOUTH-FAMILY SERVICES

| Organization   | Services   | Information   |
|--|--|---|
| <b>CISSS</b>   | Youth services, 0-18 years of age for psychosocial advice and reference support  | Avignon MRC<br>CLSC de St-Omer: 418 364-2572, Ext. 1470<br>CLSC de Matapedia : 418 865-2572, Ext. 1609<br><br>Bonaventure MRC<br>418 752-2572, Ext. 1011<br><br>Head Office Youth Protection:<br>1-800-463-0629   |
| <b>Carrefour jeunesse-emploi Avignon-Bonaventure</b> | Telephone, email, Messenger (Facebook) or videoconferencing support for youth between 16 and 35 years of age needing support and aid in their various steps or in their professional thinking.                         | Avignon MRC<br>418 364-6660<br><a href="mailto:cjecarle@cjeavbo.org">cjecarle@cjeavbo.org</a><br><br>Bonaventure MRC<br>418 534-3993<br><a href="mailto:cjebona@cjeavbo.org">cjebona@cjeavbo.org</a><br><br><a href="https://www.facebook.com/cjeavbo/">https://www.facebook.com/cjeavbo/</a> |
| <b>Équijustice</b>                                   | Support and accompaniment for youth via Messenger (Facebook) and telephone support.<br><br>Mediation meetings via videoconferencing or telephone.  | (418) 392-4800<br><br><a href="https://www.facebook.com/%C3%89quijustice-Gasp%C3%A9sie-937543406282659/">https://www.facebook.com/%C3%89quijustice-Gasp%C3%A9sie-937543406282659/</a>   |
| <b>Familiy Ties</b>                                  | Support to youth or their parents by phone.<br><br>Online support groups to support Anglophone youth through Messenger (Facebook).   | Maria Chatterton: 418 752-8730<br><br>Facebook page:<br><a href="https://www.facebook.com/familyties.newcarlisle/">https://www.facebook.com/familyties.newcarlisle/</a>   |
| <b>Maison de la famille MRC Avignon</b>              | Telephone and Messenger(Facebook) support for families.<br><br>Virtual group meetings via videoconferencing.   | 418-788-3359<br><br><a href="https://www.facebook.com/mdf.avignon/">https://www.facebook.com/mdf.avignon/</a>   |
| <b>Maison de la famille MRC de Bonaventure</b>       | Telephone and Messenger (Facebook) support Tuesday to Thursday from 8:30am to 4:40pm.<br><br>Preparing for birth videoconferencing.<br><br>Family activities starting April 7, Tuesday morning from 9:30am to 11:30am. | 418-534-4449<br><a href="mailto:mdfanimation@navigue.com">mdfanimation@navigue.com</a><br><a href="https://www.facebook.com/lamaisondelafamillemrcbonaventure/">https://www.facebook.com/lamaisondelafamillemrcbonaventure/</a>   |
| <b>Maison des jeunes Bonaventure</b>                 | The Youth Centre is closed, but telephone and Messenger (Facebook) support is available).  | 418-534-4244<br><br><a href="https://www.facebook.com/mdjbonaventure/">https://www.facebook.com/mdjbonaventure/</a>   |

| Organization                                 | Services   | Information   |
|--|--|---|
| Maison des jeunes Caplan                     | The Youth Centre is closed, but telephone support and group discussion on Facebook to answer youth's questions is available.   | 418-388-2777<br><a href="https://www.facebook.com/mdjcaplan/">https://www.facebook.com/mdjcaplan/</a>   |
| Maison des jeunes Carleton-sur-Mer           | The Youth Centre is closed, but support is available through Messenger (Facebook).<br><br>A server is being set up (a platform used by the youth) and will be open 24 hrs a day with volunteer moderators and animators to answer any questions, and also to create opportunities conducive to helping relationships. Reference to useful services for youth.<br><br>Information can be found on the Facebook. | 418-364-6144<br><a href="https://www.facebook.com/mdjcarleton">https://www.facebook.com/mdjcarleton</a><br>Discord server: <a href="https://discord.gg/VWjVFHx">https://discord.gg/VWjVFHx</a>  |
| Maison des jeunes Maria                      | The Youth Centre is closed, but there is telephone support and via Messenger (Facebook).<br><br>Live activities for youth can be found on the Facebook page. Facebook group animation is open to the community.  | 418-759-3308<br><a href="https://www.facebook.com/equipe.mdjmaria">https://www.facebook.com/equipe.mdjmaria</a><br>Group discussion:<br><a href="https://www.facebook.com/groups/61049961517/">https://www.facebook.com/groups/61049961517/</a> |
| Maison des jeunes New Richmond               | The Youth Centre is closed, but telephone and Facebook Messenger support is available.<br><br>Animation of group discussion.   | # Emergency number:<br>581-886-0740 or 581-886-3542<br><br>Group discussion: Search for the Facebook page Demander à la page Facebook Mdj New Richmond.   |
| Maison des jeunes Pointe-à-la-Croix          | The Youth Centre is closed, but telephone, Messenger (Facebook), Instagram or videoconferencing support is available.  | <a href="mailto:maisondesjeunespalc@hotmail.com">maisondesjeunespalc@hotmail.com</a><br><a href="https://m.facebook.com/mdjpalc">https://m.facebook.com/mdjpalc</a>   |
| Maison des jeunes St-Alphonse                | The Youth Centre is closed, but telephone and Messenger (Facebook) support is available.   | 418-388-5178<br><a href="https://www.facebook.com/Mdj-Le-Reflet-930579217005221/">https://www.facebook.com/Mdj-Le-Reflet-930579217005221/</a>   |
| Maison des jeunes St-François-d'Assise       | The Youth Centre is closed, but telephone and Messenger (Facebook) support is available.   | 418-299-2454<br><a href="mailto:mdjeunes428@hotmail.com">mdjeunes428@hotmail.com</a><br><a href="https://www.facebook.com/maisondesjeunes428/">https://www.facebook.com/maisondesjeunes428/</a>   |
| Supportons-lait: breastfeeding support group | Support and paring in relation to breastfeeding via telephone, email and Messenger (Facebook).   | 418 391-2166<br><a href="mailto:info@supportons-lait.org">info@supportons-lait.org</a><br><a href="https://www.facebook.com/supportonslait/">https://www.facebook.com/supportonslait/</a>   |
| Outreach Workers<br><br>MRC Avignon          | Support for youth aged 12-25 by telephone, text messaging or videoconferencing.<br>Possibility to travel as needed and following strict safety rules. The needs of the people helped guide the interventions.  | Yannick Sage: 581-886-1834<br>Anaé Tremblay Bourque : 418-391-4254  |

## SERVICES FOR ADULTS

**Loss/absence of revenue:** Several measures are in place for the employees and self-employed that do not receive any remuneration in their period of social isolation.

Consult the Government of Quebec Website

| Organization  | Services  | Information   |
|---|---|---|
| CISSS   | General psychosocial or mental health support.  | Avignon MRC<br>418 364-7064, Ext. 1476<br>418 865-2221, Ext. 1613<br><br>Bonaventure MRC<br>418 388-2572, Ext. 1342<br>418 752-2572, Ext. 1342  |
|   | Occupational heath: Support for businesses to implement the recommendations made by the Government of Quebec.   | MRC Avignon - 418 364-7064<br>Manon LaBillois, clinical nurse, Ext. 1431<br>Sylvie Beaulieu, Work – Hygiene tech. Ext. 1430<br><br>MRC de Bonaventure - 418 388-2572<br>Marie-Ève Barriault, clinical nurse, Ext. 1323<br>François Gosselin, M.Env. CRHA, Ext. 1335 |
| Association des TCC et AVC                                | Telephone, Messenger (Facebook) and Skype support for people living with a traumatic brain injury or stroke and their families.<br><br>Delivery of essential and urgent goods to members. | 418-759-5120<br><br><a href="https://www.facebook.com/Association-des-TCC-et-ACV-de-la-Gasp%C3%A9sie-et-des-%C3%8Eles-273989066064372/">https://www.facebook.com/Association-des-TCC-et-ACV-de-la-Gasp%C3%A9sie-et-des-%C3%8Eles-273989066064372/</a>               |
| Association personnes handicapées Action Chaleurs (APHAC) | Telephone, email and Messenger (Facebook) support for members.  | 418-534-5516<br><a href="mailto:aphac@navigue.com">aphac@navigue.com</a><br><a href="https://www.facebook.com/jurnal.aphac">https://www.facebook.com/jurnal.aphac</a>   |
| Association personnes handicapées visuelles               | Telephone, text and Messenger (Facebook) support.   | 418 388-2836  |
| Association pour la diversité sexuelle et de genre        | Telephone support.  | 581-886-lgbt (5428)<br><br><a href="https://www.facebook.com/LGBT.BDC/">https://www.facebook.com/LGBT.BDC/</a>  |
| CALACS La Bôme Gaspésie                                   | Telephone, email or Skype support for victims of sexual aggression.   | 418-364-2424 or 1-877-759-1330<br><br>Resource line for victims of sexual aggression:<br>1-888-933-9007   |

| Organization  | Services  | Information   |
|---|---|---|
| Centre Accalmie   | 24/24 Telephone support<br><br>Accommodations for those in difficulty and prevention with restrictions. There is a questionnaire to complete.                 | 418-788-2406<br><br><a href="https://www.facebook.com/Centreaccalmie/">https://www.facebook.com/Centreaccalmie/</a>   |
| Centre d'aide aux victimes d'actes criminels (CAVAC)  | Telephone support.<br><br>In person support if urgent and necessary.<br><br>Accompaniment to court when judged necessary.                                     | 418-689-4331  |
| Centre d'assistance et d'accompagnement aux plaintes Gaspésie/Îles-de-la-Madeleine (CAAP-GÎM) | Telephone and email support to those living difficulties in regards to health and social services.  | 1-877-767-2227<br><br><a href="mailto:caap-gim@cgtcable.ca">caap-gim@cgtcable.ca</a>  |
| Centre de justice de proximité Gaspésie-Les Îles  | Judicial information via telephone.   | 418-689-1505  |
| Centr'Elles MRC Avignon   | In person support for women (Monday-Thursday from 8 :30am to 4 :30pm) by telephone, email and via Messenger (Facebook).<br><br>Videoconferencing talks/chats. | 418-364-3157<br>Nathalie Babin :<br><a href="mailto:coordo@centrellesfemmes.com">coordo@centrellesfemmes.com</a><br>Mélanie Landry :<br><a href="mailto:intervenante@centrellesfemmes.com">intervenante@centrellesfemmes.com</a><br>Donna Lévesque :<br><a href="mailto:community@centrellesfemmes.com">community@centrellesfemmes.com</a><br><a href="https://www.facebook.com/centrelles/">https://www.facebook.com/centrelles/</a> |
| Convergence   | Individual telephone support for men.   | 1-855-866-4455 or 418-391-6443  |
| Droits devant   | Telephone support in declaring income tax for those on social assistance.   | 418-759-8099  |
| Droits et recours en santé mentale  | Rights support over the phone.  | 1-800-463-6192  |
| Épilepsie Gaspésie Sud  | Telephone, email and Messenger (Facebook) support.  | 418-752-6819<br><a href="mailto:info@epilepsiegaspesiesud.com">info@epilepsiegaspesiesud.com</a><br><a href="https://www.facebook.com/AssociationEpilepsieGaspesieSud/">https://www.facebook.com/AssociationEpilepsieGaspesieSud/</a>   |
| Femmes en mouvement MRC de Bonaventure  | Telephone support Monday to Thursday from 9am to 5pm.   | 418-534-4345  |
| Groupe Ressource en logements collectifs  | Telephone services only: Lodging requests and renters' services/information.  | To request lodging: 581-362-1221<br>All other questions: 418-364-3333<br><a href="https://www.facebook.com/grlcgim/">https://www.facebook.com/grlcgim/</a><br><a href="https://grlcgim.com/">https://grlcgim.com/</a>   |

| Organization  | Services   | Information  |
|---|--|--|
| <b>Horizon Emploi</b>   | Employment assistance and guidance services tailored to individual needs. Services offered remotely, by telephone, Skype or videoconference.   | <a href="mailto:info@horizonemploi.com">info@horizonemploi.com</a><br>418 534-3714   |
| <b>L'Appui</b>  | Listening and referral service for caregivers of seniors and their families.   | 1-855-852-7784   |
| <b>L'Émergence</b>  | Accommodations are being maintained for women and their children living conjugal violence situations.<br>Telephone support.  | 418-759-3411   |
| <b>L'Oasis Inter-Action pour l'autonomie en santé mentale</b>             | Accommodations and services are being maintained.  | 418-392-6227   |
| <b>La Passerelle MRC Avignon</b>  | Mental Health telephone support.   | 418-392-4888   |
| <b>Maison Maguire</b>   | Telephone, email, Messenger (Facebook) and Facetime support for the disabled and their families.   | Michèle Beaulieu : 418-364-3131<br><a href="mailto:info@lamaisonmaguire.com">info@lamaisonmaguire.com</a>  |
| <b>Nouveau regard</b>   | Telephone or email support and information for family and friends touched by a mental health illness.  | 1-888-503-6414<br><a href="mailto:info@nouveauregard.qc.ca">info@nouveauregard.qc.ca</a>   |
| <b>Organisme gaspésien pour les personnes atteintes de cancer (OGPAC)</b> | Telephone support or videoconferences for Cancer patients.<br><br>Videoconferencing support as needed.   | 418-759-5050<br><a href="mailto:ogpac@globetrotter.net">ogpac@globetrotter.net</a><br><a href="https://www.facebook.com/OGPAC2/">https://www.facebook.com/OGPAC2/</a>  |
| <b>SEMO Gaspésie-les Îles</b>   | Employability support for the disabled and employers via telephone or videoconferencing.   | 1-800-883-5187<br><a href="mailto:info@semogim.org">info@semogim.org</a>   |
| <b>Service d'accueil des nouveaux arrivants (SANA) Avignon</b>            | Telephone or email support for newcomers in their settlement procedures and administrative immigration procedures.   | 418 364-6660, Ext. 110<br><a href="mailto:catherineaa.landry@cjeavbo.org">catherineaa.landry@cjeavbo.org</a>   |
| <b>Service d'aide à l'emploi MRC Avignon</b>                              | Processing of employability files and requests for assistance and telephone and email support.<br>Assistance to identify the financial support available and to complete the application forms.                        | <a href="mailto:emploi@saeavignon.ca">emploi@saeavignon.ca</a><br>418 391-4466   |
| <b>Services-Québec</b>  | Carleton-sur-mer and Bonaventure Québec Services offices open. Prioritization of services such as the filing of an application or the management of social assistance files.<br>Computers not accessible to customers. | Bonaventure Office<br>418-534-2823, Ext. 0<br><br>Carleton-sur-mer Office<br>418-364-3324, Ext. 0<br><br>Pointe-à-la-Croix Office<br>(services grouped with the Carleton-sur-Mer Office)<br>1-877-229-0541 or 418-364-3324, Ext. 0 |

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## COLLECTIVE TRANSPORT

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| Organization | Services  | Information  |
|--------------|---|--------------|
| REGIM        | <p>Maintaining the adapted and collective transport services for essential travel only (health, work, groceries).</p> <p>Reservations are mandatory, 24 hrs in advance. Those showing up at a stop without having reserved their place, will not be allowed in the bus.</p> | 581 886-0485 |

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## OTHER INITIATIVES

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| Initiative                                      | Services   | Information   |
|---|--|---|
| <b>Volunteering</b>                             | Provincial platform for matching volunteer centers and on-profit organizations (NPOs) with volunteers.                           | <a href="http://jebenevole.ca">jebenevole.ca</a>  |
| <b>I buy local in the Baie-des-Chaleurs</b>     | A platform to simplify local purchases in the Baie-des-Chaleurs.   | <a href="https://www.jachetelocalbdc.ca/">https://www.jachetelocalbdc.ca/</a>   |
| <b>Solidarity during the coronavirus period</b> | Sharing local initiatives, service offers or requests as well as positive thoughts to keep moral up despite everything going on. | <a href="https://www.facebook.com/groups/2676909285765939/">https://www.facebook.com/groups/2676909285765939/</a>                           |
| <b>Local solutions</b>                          | <p>Quebec citizen initiative for local resources.</p> <p>As of yet, few businesses in the area have reported information.</p>    | <a href="https://solutionlocale.ca/region/gaspesie-iles-de-la-madeleine">https://solutionlocale.ca/region/gaspesie-iles-de-la-madeleine</a> |