

# ESSENTIAL SERVICES TO SUPPORT THE POPULATION

#  OF LA côte-de-gaspé DURING THE COVID-19 PERIOD

Latest update : May 27th 2020

**IMPORTANT**

For any medical questions, please call toll free **1-877-644-4545** or visit the Gaspésie CISSS Website.

 <https://www.cisss-gaspesie.gouv.qc.ca/coronavirus-19/>.

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

**Or INFO-SANTÉ/INFO-SOCIAL by calling 811**

**Information concerning travel within our region: 1-866-601-8772**

**Information about returning to work (Santé au Travail team from Santé Publique): 1-833-354-0009**

The Integrated Approach in Social Development of La Côte-de-Gaspé has gathered and organised the following information concerning the **essential services available to the most vulnerable** in our 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 we will continue updating it – we are concentrating on maintaining essential services for the moment.**

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| **The essential services noted in this directory:**Municipal services, * Food bank, Meals on Wheels, Frozen meals,
* Seniors services,
* Child-Youth-Family services,
* Services for adults,
* Groceries and delivery,
* Pharmacies
* Collective transport
 |  **Who are the most vulnerable?*** People who have been asked to self-quarantine as a preventative measure
* People who are 70 years of age or older

- People who can no longer work because of  COVID- 19 emergency measures |
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**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!**

# MUNICIPAL Services

All municipal infrastructures including libraries, community centres, and sports and recreation facilities are closed to the public. Most Town Halls are closed but the employees are on hand to ensure essential services to citizens. In order to limit the risk of COVID-19 spreading, municipal employees will reply to citizens by telephone rather than in person.

The municipalities are working hard to ensure that the preventive measures promoted by the government are implemented in their respective communities through information, awareness and listening to citizens. Support services are underway. The municipalities are constantly adapting their services in connection with the new measures that are emerging.

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| Municipalities | COVID-19 Measures | Contact Information  |
| Gaspé | Citizen awareness and information is available through telephone support and on Websites and social Networks. | 418 368-2104Website:[ville.gaspe.qc.ca/coronavirus](https://ville.gaspe.qc.ca/coronavirus)[Facebook](https://www.facebook.com/villedegaspe/?__tn__=%2Cd%2CP-R&eid=ARBUF341fXHxAZ03wdm0NDMbrbOiaXVuPYMW8CHsq7-1_nRK_AW5emkQUhPt6tPNZ1v2jUg2Ye28knfy) Page: Ville de Gaspé[Municipal alert system](https://gaspe.alertesmunicipales.com/) bilingual |
| Murdochville | 418 784-2536Website:[murdochville.com](https://murdochville.com/)  |
| Petite-Vallée |  418 393-2949[Facebook](https://www.facebook.com/Municipalit%C3%A9-de-Petite-Vall%C3%A9e-550237688686517/) Page: Petite-Vallée Municipality |
| Grande-Vallée | 418-393-2161 [Facebook](https://www.facebook.com/Municipalit%C3%A9-de-Grande-Vall%C3%A9e-149033952180509/) Page: Grande-Vallée Municipality |
| Cloridorme | 418 395-2808[Facebook](https://www.facebook.com/Cloridorme-209039164933/?__tn__=%2Cd%2CP-R&eid=ARCdyxINHsvedi1midfowN7zx0uSaKqPo0QPUp48sPeNN9_tV_ET7Z-e_uGBQJAmA_GpIyEUiSLUg3ci) Page: Cloridorme |
| MRC de La Côte-de-Gaspé | Support and accompaniment for organizations and businesses | 418 368-7000mrc@cotedegaspe.ca  |

# FOOD BANKS, MEALS ON WHEELS AND FROZEN MEALS

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| Organizations | Services | Information |
| Accueil Blanche-Goulet | Food bank | 418-368-4700 Ext.1 |
| CAB La Grande-Corvée (Estran) | Food bank | 418-393-2689 |
| CAB Les Haut-Bois inc. de Murdochville | Food bank | 418-784-2476 |
| CAB Le Hauban de Gaspé | Frozen meal delivery and Meals on Wheels | 418 368-6634 Ext.2 |
| Food Support Services : Gaspé and surrounding areas | Emergency groceries, frozen meals and meals-on-wheels for seniors or people vulnerable situations, food assistance, etc. | 418 368-4884alimentationgaspe@gmail.com |

# SENIORS Services

| Organizations | Services | Information |
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| CISSS – Service de soins et soutien à domiciles pour les aînés (SAPA)  | Most of the at home care and support services for seniors are being maintained.  | 418-368-2572 Ext. 4238 |
| Multi-Services | Essential personal assistance services (homecare)Aid in meal preparationCourse in food and basic necessitiesRespiteEssential washingHouse cleaning that is determined essential  | 418 393-3310 Ext. 103-104 |
| CAB Le Hauban de Gaspé | Office is closed to the publicAccompaniment –travel (urgent and essential)Delivery of Meals on Wheels and frozen mealsFriendship phone calls, Telephone support for seniors’ caregiversAccompaniment in palliative and end of life care | 418 368-6634, Ext. 2 |
| CAB Les Hauts-Bois inc. de Murdochville | Accompaniment –travel (urgent and essential)Errand servicesDelivery of small frozen mealsFriendship phone callsTelephone support for caregiversSupport for end of life caregiversFood bank | 418-784-2476 |
| CAB La Grande-Corvée (Estran) | Accompaniment –travel (urgent and essential)Food bankCaregiver supportReassuring phone callsVolunteer - taxes | 418-393-2689 |
| Société Alzheimer GIM | Telephone support is being maintained from the intervener’s home | Gaspé:418 368-1616Estran and Murdochville: 418 393-3535 |
| FADOQ | Telephone support from the seniors’ outreach worker | 418-361-2770 |
| Senior Abuse Helpline | Confidential, bilingual and free service | 1-888-489-2287 |

**\*\*\* The three CABs of La Côte-de-Gaspé offer medical accompaniment services when the needs are urgent and essential\*\*\***

# services for english community

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| **Organization** | **Services** | **Information** |
| **Vision Gaspé-Percé Now** | Offer help with any questions or concernsOffer help getting groceries, medications or other errandsOffer friendly-phone call or FaceTime chat | Office418 368-3212Temporary number: 581-887-1700Barachois area: 418-360-3989 |
| **Coop. Accès Travail GÎM** | Employment assistance services, remote assistance for registering a file with the CRA, EI, request for emergency benefits, etc. | 418 368-6401accueil@catgim.ca |
| **Carrefour Jeunesse-emploi** | Telephone services offered. Telephone and Facebook support and information | Reception: 418-368-2121Head Office: 418-360-4190.Intervener: 581-807-7282 |
| **Food Support Services : Gaspé and surrounding areas** | Emergency groceries, frozen meals and meals-on-wheels for seniors or people vulnerable situations, food assistance, etc. | 418 368-4884alimentationgaspe@gmail.com |

# CHILD-YOUTH-FAMILY Services

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| **Organizations** | **Services** | **Information** |
| **CISSS** | Psychosocial services offered to the youth | 418 368-2572Urgence : 811 |
| **CISSS** | Protection services offered to the youth | 418 368-3381Urgence: 1 800-463-0629 |
| **GMF (Groupe de médecine Familiale)** | Appointments with family doctorsWalk-in clinics\* **\*\*\* Appointments by phone preferred by all clinics.****\*\*\* Patients must call for referral.**\*The CLSC in Barachois, Rivière-au-Renard and the GMF-U (UMF Gaspé)offer reserved hours for walk-in clinics. Call directly for more information. | Clinique du Havre:418 368-5609Clinique Centre-Ville418 368-1811Clinique Synergie:418 368-0015Clinique Point com:418 368-3669GMF\_U (UMF Gaspé368-6663CLSC de Rivière-au-Renard418 269-2572CLSC de Barachois418 645-2572 |
| **Maison de la famille Parenfant** | Telephone supportInformation via the Facebook group | 418-360-0067 |
| **Ligne Parents** | Telephone helpline | 1 800 361-5085 |
| **Jeunesse J’écoute** | Telephone helpline | 1 800 668-6868 |
| **Tel-Jeunes** | Telephone helpline | 1 800 263-2266 |
| **Espace Mieux-Être Canada** | Telephone helpline | Texted MIEUX to 686868 |
| **Halte-Parent de la Vallée** | Telephone and social network support | 418-393-2023 |
| **MDJ de Gaspé** | Virtual animation via the private Facebook groupSocial network support | 418-355-4001 |
| **MDJ de Rivière-au-Renard** | Telephone and social network support | 418-360-4599 |
| **MDJ l’Oasis jeunesse de Grande-Vallée** | Social network support | 418-355-8675 |
| **MDJ La Cellulose - Murdochville** | Telephone youth support | 418-355-8234 |
| **Centre de pédiatrie sociale en communauté** | Follow-ups of referred families. The center invites partners to refer new families in need by telephone. Sector of Val-Rosier exclusively | 418-360-7158 |
| **CALACS La Bôme** | Workers are telecommuting, contact with victims will be through email, telephone or Skype | 1-866-968-6686 |
| **Carrefour Jeunesse emploi** | Telephone services offered. Telephone and Facebook support and information  | Reception: 418-368-2121Head Office: 418-360-4190.Intervener: 581-807-7282 |
| **Maison de quartier** | Telephone support and via social media in the Sandy Beach sector and in the residences of the l'Office d'habitation de Gaspé | 418-360-9067 |
| **Le travail de milieu** | Telephone support line 24/7 was put in place in view of the COVID-19 to support youth aged 12-17  | 418-269-5292 |
| **Association des troubles primaires du langage** | Email and telephone message service | dysphasiegaspesie@gmail.com581-887-2710 |
| **Espace GIM** | Telephone services offered  | 418-360-7642 |
| **Groupe d’entraide Douglastown** | Support for essential purchasesPhone calls to seniors | covid19douglas@gmail.com |

# Services FOR ADULTS (HOMELESSNESS, SPOUSAL ABUSE, MENTAL HEALTH, ADDICTION, SEXUAL AGRESSION, etc.)

**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 Quebec gouvernment Website

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| **Organizations** | **Services** | **Information** |
| **CISSS** | Mental Health and general psychosocial support | Social Info 811 |
| **Accueil Blanche-Goulet** | Lodging, food recovery, food bank, frozen meal preparation | 418-368-4700 p.4  |
| **L’Aid’Elle** | Lodging for women and children and telephone support 24/7. | 418-368-6883 |
| **CALACS La Bôme** | Workers are telecommuting, contact with victims will be through email, telephone or Skype | 1-866-968-6686 |
| **CAVAC GIM (centre d’aide pour les victimes d’actes criminel)** | Telephone intervention onlyAccompaniment in court when determined necessary | 418-689-4331 |
| **Mi-Chemin de Gaspé** | Telephone support | 418-368-6676 |
| **CRRI** | Interventions via messenger, telephone, Skype, all means of computer support can be used | 581-887-9515 |
| **Associations de personnes handicapées de La Côte-de-Gaspé** | Telephone support | Gaspé:418-368-6585Grande-Vallée: 418-393-3026Murdochville:418-784-2476 |
| **Regroupement des femmes de La Côte-de-Gaspé** | Telephone support  | 418-368-1929 |
| **Organisme gaspésien des personnes atteintes de cancer** | Telephone support | 1-888-924-5050 |
| **TCC ACV GIM** | Telephone, messenger, Skype or all other computer supportUrgent and essential Errands and deliveries for our members only | 418-361-2077 |
| **Groupe Ressource en logements collectifs**  | Telephone and in person services for essential services (requires an appt)  | 418-368-1355 |
| **Coop. Accès Travail GÎM** | Employment assistance services, remote assistance for registering a file with the CRA, EI, request for emergency benefits, etc. | 418 368-6401accueil@catgim.ca |
| **Centre local d’emploi de la Côte-de-Gaspé** | All services are maintained | 1 800-663-3647 |
| **Centre d'assistance et d'accompagnement aux plaintes Gaspésie/Îles-de-la-Madeleine (CAAP-GÎM)** | Services: Information, assistance and support. Telephone and email support for people experiencing difficulties with health and social services and for people staying in a private seniors' residence. | 1-877-767-2227caap-gim@cgocable.ca |
| **Centre de justice de proximité de la Gaspésie-Îles-de-la-Madeleine** | Free legal information by phone | 1 844 689-1505 |
| **Nation Micmac de Gespeg - cellule de crise Covid-19** | Support by telephone or e-mail | 418-368-6005 poste 109sante@gespeg.ca  |
| **SOS Violence conjugale** | 24/7 | 1 800 363-9010 |
| **Droits et recours en santé mentale** | Organization for support, information, and promotion of the defense of mental health rights | 1-800-463-2416 |
| **Convergence** | Support service for men | 418-360-39601 855 866-4455 |
| **Accorderie du Grand-Gaspé** | Friendly-phone call and chat with Zoom | 581 887 9299grand.gaspe@accorderie.caaccorderie.ca |
| **Tel-Aide** | Telephone helpline | 1 877 700-2433 |
| **Ligne Croix-Rouge** | For isolated person | 1 800 863-6582 |
| **Espace Mieux-Être Canada** | Telephone helpline | Texted MIEUX to 741741 |

# GROCERY : SALES AND DELIVERY

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| **Businesses** | **Services** | **Information** |
| **Alban Aspirault Ltée**Monday-Friday : 7:30-20:00Saturday - Sunday : 7:30-18:00 | Sales and deliveryAnse-à-Valleau to Cap-Desrosiers passing through Laurencelle. | [Facebook](https://www.facebook.com/%C3%89picerie-Alban-Aspirault-1696581893904909/?__tn__=%2Cd%2CP-R&eid=ARCYPPVUhJwWQVQL2NMmT9oYWYq8dJHpgZdxKNWK6_g-5Xf5eQlEsAwYI4rWudzoqYvV7QSrjtEXeVIs) Page: Épicerie Alban AspiraultFor delivery 418-269-3202 Ext. 0 |
| **Marché Tradition de Grande-Vallée**Monday-Saturday : 8:00-20:00Sunday : 8:00-18:00 | Sales and deliveryGrande-Vallée, Petite-Vallée and a couple of days a week to Cloridorme.Le Marché Tradition offers delivery to those who have been asked to self-quarantine as a preventative measure, those who are 70 years of age or older, those who can no longer work because of COVID-19 emergency measures  | [Facebook](https://www.facebook.com/traditiongv/) Page: Marché Tradition – Centre d’achat Grande-Vallée418-393-2851 |
| **Marché Bonichoix de Grande-Vallée**Monday-Saturday : 8:00-20:00Sunday : Closed | Sales and deliveryGrande-Vallée, Petite-Vallée and Thurs-Fri to Cloridorme | 418-393-2010 |
| **Provigo Nadine Murray**Monday-Sunday : 8:00-20:00 | Sales and internet orders with drive-through serviceHome delivery, a priority for those 65 and older or at risk | [Facebook](https://www.facebook.com/Provigogaspe/) Page: Provigo (Gaspé)418-368-7144Delivery Website : provigo.caOrder by email:smp8040d@provigo.ca  |
| **Le Marché des saveurs gaspésiennes**Monday-Saturday : 8:00-18:00Sunday : Closed | Groceries available but you must call to have your order prepared. End of day delivery available (Gaspé, Haldimand, Wakeham, Cap-Rosiers) | [Facebook](https://www.facebook.com/Le-March%C3%A9-des-Saveurs-Gasp%C3%A9siennes-112547672144448/) Page: Le marché des saveurs gaspésiennes418-368-7705 |
| **Poissonnerie Marché Le Rouge (Cloridorme)**Monday-Wednesday : 8:00- 20:00Thursday-Saturday : 8:00-21:00Sunday : 8:00-18:00 | Sales and delivery | [Facebook](https://www.facebook.com/marchelerouge/) Page: Poissonnerie Marché le rouge418-395-2811 |
| **Marché Cassivi et Associés (Cap-aux-os)**Monday-Saturday : 9:00-20:00Sunday : 12:00-20:00 | Sales | 418-892-5383 |
| **IGA Cronier**Monday-Tuesday : 8:00-19:00Wednesday-Friday: 8:00-20:00Saturday : 8:00-19:00Sunday : 8:00-20:00 | Sales and delivery (free for 70 years of age and reduced mobility)Internet ordersEmail ordersTelephone orders | [Facebook](https://www.facebook.com/igacronier/) Page: Marché IGA Cronier418-368-5211 Ext. 1418-368-7200 Ext. 1 |
| **Marché PAM (Murodchville)**Monday-Saturday : 9:00-19:00Sunday: 9:00-18:00 | Delivery (one in the AM and one in the PM)Scheduled time for those 65 years of age and older – Wednesdays and Saturdays from 8:00-9:00  | Order by telephone or email:marchepam@globetrotter.net418 784-2224 |
| **Gaspésie Gourmande** | Online publication of food support initiatives | gaspesiegourmande.com |
| **Un Océan de saveurs** | Online store for local groceries | oceandesaveurs.ca  |

# Pharmacies

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| **Businesses** | **Services** | **Information** |
| Uniprix Place Jacques-Cartier | The pharmacies offer home delivery as well as prescription renewal online services | 418 368-5595 |
| Uniprix Carrefour Gaspé | 418 368-3341 |
| Uniprix Rivière-au-Renard | 418 269-3351 |
| Jean-Coutu Gaspé | 418 368-5501 |
| Familiprix Grande-Vallée | 418 393-3030 |
| Uniprix de Murdochville | 418 784-2360 |

# COLLECTIVE TRANSPORT

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| Organization | Services | Information |
| REGIM | Return to regular service for collective and adapted transport | 1 877 521-0841[www.regim.info](https://can01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.regim.info%2F&data=02%7C01%7Cmcl.cisssgaspesie%40ssss.gouv.qc.ca%7C1485a2926f60496566d908d7f79c41db%7C06e1fe285f8b4075bf6cae24be1a7992%7C0%7C0%7C637250122821595614&sdata=iSO6kUWSJGZfvf1GJsFBLcuI%2FbCByDXskLL5LifFS2U%3D&reserved=0) |
| Transport adapté et collectif intégré des Marées (TACIM) | Adapted and collective transport service offered by TACIM and regular taxi service. **Only for transportation to essential services. 7 days / week by reservation** | 418-393-3262 |
| Transport adapté Côte-de-Gaspé | Transportation service only to essential services. By reservation | 418-368-6324 |

**For modifications, please contact Julie Pariseau**: julie.pariseau@cotedegaspe.ca