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## ESSENTIAL SERVICES TO SUPPORT THE POPULATION OF LA CÔTE-DE-GASPÉ DURING THE COVID-19 PERIOD

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Latest update : May 27<sup>th</sup> 2020

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.**

### 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

### 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**

**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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## MUNICIPAL SERVICES

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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.

Municipalities	COVID-19 Measures	Contact Information
<b>Gaspé</b>	Citizen awareness and information is available through telephone support and on Websites and social Networks.	418 368-2104  Website: <a href="http://ville.gaspe.qc.ca/coronavirus">ville.gaspe.qc.ca/coronavirus</a>  Facebook Page: <a href="#">Ville de Gaspé</a>  <a href="#">Municipal alert system</a> bilingual
<b>Murdochville</b>		418 784-2536  Website: <a href="http://murdochville.com">murdochville.com</a>
<b>Petite-Vallée</b>		418 393-2949  <a href="#">Facebook</a> Page: Petite-Vallée Municipality
<b>Grande-Vallée</b>		418-393-2161  <a href="#">Facebook</a> Page: Grande-Vallée Municipality
<b>Cloridorme</b>		418 395-2808  <a href="#">Facebook</a> Page: <a href="#">Cloridorme</a>
<b>MRC de La Côte-de-Gaspé</b>	Support and accompaniment for organizations and businesses	418 368-7000  <a href="mailto:mrc@cotedegaspe.ca">mrc@cotedegaspe.ca</a>

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## FOOD BANKS, MEALS ON WHEELS AND FROZEN MEALS

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

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## SENIORS SERVICES

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Organizations	Services	Information
<b>CISSS – Service de soins et soutien à domicile pour les aînés (SAPA)</b>	Most of the at home care and support services for seniors are being maintained.	418-368-2572 Ext. 4238
<b>Multi-Services</b>	Essential personal assistance services (homecare) Aid in meal preparation Course in food and basic necessities Respite Essential washing House cleaning that is determined essential	418 393-3310 Ext. 103-104
<b>CAB Le Hauban de Gaspé</b>	Office is closed to the public Accompaniment –travel (urgent and essential) Delivery of Meals on Wheels and frozen meals Friendship phone calls, Telephone support for seniors’ caregivers Accompaniment in palliative and end of life care	418 368-6634, Ext. 2

<b>CAB Les Hauts-Bois inc. de Murdochville</b>	Accompaniment –travel (urgent and essential) Errand services Delivery of small frozen meals Friendship phone calls Telephone support for caregivers Support for end of life caregivers Food bank	418-784-2476
<b>CAB La Grande-Corvée (Estran)</b>	Accompaniment –travel (urgent and essential) Food bank Caregiver support Reassuring phone calls Volunteer - taxes	418-393-2689
<b>Société Alzheimer GIM</b>	Telephone support is being maintained from the intervener's home	Gaspé: 418 368-1616 Estran and Murdochville: 418 393-3535
<b>FADOQ</b>	Telephone support from the seniors' outreach worker	418-361-2770
<b>Senior Abuse Helpline</b>	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\*\*\***

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### SERVICES FOR ENGLISH COMMUNITY

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Organization	Services	Information
<b>Vision Gaspé-Percé Now</b>	Offer help with any questions or concerns Offer help getting groceries, medications or other errands Offer friendly-phone call or FaceTime chat	Office 418 368-3212  Temporary number: 581-887-1700  Barachois area: 418-360-3989
<b>Coop. Accès Travail GÎM</b>	Employment assistance services, remote assistance for registering a file with the CRA, EI, request for emergency benefits, etc.	418 368-6401  <a href="mailto:accueil@catgim.ca">accueil@catgim.ca</a>
<b>Carrefour Jeunesse-emploi</b>	Telephone services offered. Telephone and Facebook support and information	Reception: 418-368-2121 Head Office: 418-360-4190. Intervener: 581-807-7282

<b>Food Support Services : Gaspé and surrounding areas</b>	Emergency groceries, frozen meals and meals-on-wheels for seniors or people vulnerable situations, food assistance, etc.	418 368-4884  alimentationgaspé@gmail.com
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## CHILD-YOUTH-FAMILY SERVICES

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Organizations	Services	Information
<b>CISSS</b>	Psychosocial services offered to the youth	418 368-2572  Urgence : 811
<b>CISSS</b>	Protection services offered to the youth	418 368-3381  Urgence: 1 800-463-0629
<b>GMF (Groupe de médecine Familiale)</b>	<p>Appointments with family doctors Walk-in clinics*</p> <p><b>*** Appointments by phone preferred by all clinics.</b> <b>*** Patients must call for referral.</b></p> <p>*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.</p>	<p>Clinique du Havre: 418 368-5609 Clinique Centre-Ville 418 368-1811 Clinique Synergie: 418 368-0015 Clinique Point com: 418 368-3669 GMF_U (UMF Gaspé 368-6663 CLSC de Rivière-au-Renard 418 269-2572 CLSC de Barachois 418 645-2572</p>
<b>Maison de la famille Parentant</b>	Telephone support Information via the Facebook group	418-360-0067
<b>Ligne Parents</b>	Telephone helpline	1 800 361-5085
<b>Jeunesse J'écoute</b>	Telephone helpline	1 800 668-6868
<b>Tel-Jeunes</b>	Telephone helpline	1 800 263-2266
<b>Espace Mieux-Être Canada</b>	Telephone helpline	Texted MIEUX to 686868
<b>Halte-Parent de la Vallée</b>	Telephone and social network support	418-393-2023
<b>MDJ de Gaspé</b>	Virtual animation via the private Facebook group Social network support	418-355-4001
<b>MDJ de Rivière-au-Renard</b>	Telephone and social network support	418-360-4599
<b>MDJ l'Oasis jeunesse de Grande-Vallée</b>	Social network support	418-355-8675
<b>MDJ La Cellulose - Murdochville</b>	Telephone youth support	418-355-8234

<b>Centre de pédiatrie sociale en communauté</b>	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
<b>CALACS La Bête</b>	Workers are telecommuting, contact with victims will be through email, telephone or Skype	1-866-968-6686
<b>Carrefour Jeunesse emploi</b>	Telephone services offered. Telephone and Facebook support and information	Reception: 418-368-2121 Head Office: 418-360-4190. Intervener: 581-807-7282
<b>Maison de quartier</b>	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
<b>Le travail de milieu</b>	Telephone support line 24/7 was put in place in view of the COVID-19 to support youth aged 12-17	418-269-5292
<b>Association des troubles primaires du langage</b>	Email and telephone message service	dysphasiegaspesie@gmail.com 581-887-2710
<b>Espace GIM</b>	Telephone services offered	418-360-7642
<b>Groupe d'entraide Douglstown</b>	Support for essential purchases Phone calls to seniors	<a href="mailto:covid19douglas@gmail.com">covid19douglas@gmail.com</a>

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## SERVICES FOR ADULTS (HOMELESSNESS, SPOUSAL ABUSE, MENTAL HEALTH, ADDICTION, SEXUAL AGGRESSION, ETC.)

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**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 government Website](#)

Organizations	Services	Information
<b>CISSS</b>	Mental Health and general psychosocial support	Social Info 811
<b>Accueil Blanche-Goulet</b>	Lodging, food recovery, food bank, frozen meal preparation	418-368-4700 p.4
<b>L'Aid'Elle</b>	Lodging for women and children and telephone support 24/7.	418-368-6883

<b>CALACS La Bôme</b>	Workers are telecommuting, contact with victims will be through email, telephone or Skype	1-866-968-6686
<b>CAVAC GIM (centre d'aide pour les victimes d'actes criminel)</b>	Telephone intervention only Accompaniment in court when determined necessary	418-689-4331
<b>Mi-Chemin de Gaspé</b>	Telephone support	418-368-6676
<b>CRRRI</b>	Interventions via messenger, telephone, Skype, all means of computer support can be used	581-887-9515
<b>Associations de personnes handicapées de La Côte-de-Gaspé</b>	Telephone support	Gaspé: 418-368-6585 Grande-Vallée: 418-393-3026 Murdochville: 418-784-2476
<b>Regroupement des femmes de La Côte-de-Gaspé</b>	Telephone support	418-368-1929
<b>Organisme gaspésien des personnes atteintes de cancer</b>	Telephone support	1-888-924-5050
<b>TCC ACV GIM</b>	Telephone, messenger, Skype or all other computer support Urgent and essential Errands and deliveries for our members only	418-361-2077
<b>Groupe Ressource en logements collectifs</b>	Telephone and in person services for essential services (requires an appt)	418-368-1355
<b>Coop. Accès Travail GÎM</b>	Employment assistance services, remote assistance for registering a file with the CRA, EI, request for emergency benefits, etc.	418 368-6401 <a href="mailto:accueil@catgim.ca">accueil@catgim.ca</a>
<b>Centre local d'emploi de la Côte-de-Gaspé</b>	All services are maintained	1 800-663-3647
<b>Centre d'assistance et d'accompagnement aux plaintes Gaspésie/Îles-de-la-Madeleine (CAAP-GÎM)</b>	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.	1-877-767-2227 <a href="mailto:caap-gim@cgocable.ca">caap-gim@cgocable.ca</a>
<b>Centre de justice de proximité de la Gaspésie-Îles-de-la-Madeleine</b>	Free legal information by phone	1 844 689-1505
<b>Nation Micmac de Gespeg - cellule de crise Covid-19</b>	Support by telephone or e-mail	418-368-6005 poste 109 <a href="mailto:sante@gespeg.ca">sante@gespeg.ca</a>
<b>SOS Violence conjugale</b>	24/7	1 800 363-9010

<b>Droits et recours en santé mentale</b>	Organization for support, information, and promotion of the defense of mental health rights	1-800-463-2416
<b>Convergence</b>	Support service for men	418-360-3960 1 855 866-4455
<b>Accorderie du Grand-Gaspé</b>	Friendly-phone call and chat with Zoom	581 887 9299 grand.gaspé@accorderie.ca accorderie.ca
<b>Tel-Aide</b>	Telephone helpline	1 877 700-2433
<b>Ligne Croix-Rouge</b>	For isolated person	1 800 863-6582
<b>Espace Mieux-Être Canada</b>	Telephone helpline	Texted MIEUX to 741741

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## GROCERY : SALES AND DELIVERY

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Businesses	Services	Information
<b>Alban Aspirault Ltée</b> Monday-Friday : 7:30-20:00 Saturday - Sunday : 7:30-18:00	Sales and delivery Anse-à-Valleau to Cap-Desrosiers passing through Laurencelle.	<a href="#">Facebook</a> Page: Épicerie Alban Aspirault For delivery 418-269-3202 Ext. 0
<b>Marché Tradition de Grande-Vallée</b> Monday-Saturday : 8:00-20:00 Sunday : 8:00-18:00	Sales and delivery Grande-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	<a href="#">Facebook</a> Page: <a href="#">Marché Tradition – Centre d’achat Grande-Vallée</a> 418-393-2851
<b>Marché Bonichoix de Grande-Vallée</b> Monday-Saturday : 8:00-20:00 Sunday : Closed	Sales and delivery Grande-Vallée, Petite-Vallée and Thurs-Fri to Cloridorme	418-393-2010
<b>Provigo Nadine Murray</b> Monday-Sunday : 8:00-20:00	Sales and internet orders with drive-through service Home delivery, a priority for those 65 and older or at risk	<a href="#">Facebook</a> Page: Provigo (Gaspé) 418-368-7144 Delivery Website : provigo.ca Order by email: smp8040d@provigo.ca



<b>Le Marché des saveurs gaspésiennes</b> Monday-Saturday : 8:00-18:00 Sunday : Closed	Groceries available but you must call to have your order prepared. End of day delivery available (Gaspé, Haldimand, Wakeham, Cap-Rosiers)	<a href="#">Facebook</a> Page: Le marché des saveurs gaspésiennes 418-368-7705
<b>Poissonnerie Marché Le Rouge (Cloridorme)</b> Monday-Wednesday : 8:00-20:00 Thursday-Saturday : 8:00-21:00 Sunday : 8:00-18:00	Sales and delivery	<a href="#">Facebook</a> Page: <a href="#">Poissonnerie Marché le rouge</a> 418-395-2811
<b>Marché Cassivi et Associés (Cap-aux-os)</b> Monday-Saturday : 9:00-20:00 Sunday : 12:00-20:00	Sales	418-892-5383
<b>IGA Cronier</b> Monday-Tuesday : 8:00-19:00 Wednesday-Friday: 8:00-20:00 Saturday : 8:00-19:00 Sunday : 8:00-20:00	Sales and delivery (free for 70 years of age and reduced mobility) Internet orders Email orders Telephone orders	<a href="#">Facebook</a> Page: <a href="#">Marché IGA Cronier</a> 418-368-5211 Ext. 1 418-368-7200 Ext. 1
<b>Marché PAM (Murodchville)</b> Monday-Saturday : 9:00-19:00 Sunday: 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: <a href="mailto:marchepam@globetrotter.net">marchepam@globetrotter.net</a> 418 784-2224
<b>Gaspésie Gourmande</b>	Online publication of food support initiatives	gaspesiegourmande.com
<b>Un Océan de saveurs</b>	Online store for local groceries	oceandesaveurs.ca

## PHARMACIES

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

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## COLLECTIVE TRANSPORT

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Organization	Services	Information
<b>REGIM</b>	Return to regular service for collective and adapted transport	1 877 521-0841 <a href="http://www.regim.info">www.regim.info</a>
<b>Transport adapté et collectif intégré des Marées (TACIM)</b>	Adapted and collective transport service offered by TACIM and regular taxi service. <b>Only for transportation to essential services. 7 days / week by reservation</b>	418-393-3262
<b>Transport adapté Côte-de-Gaspé</b>	Transportation service only to essential services. By reservation	418-368-6324

For modifications, please contact Julie Pariseau: [julie.pariseau@cotedegaspe.ca](mailto:julie.pariseau@cotedegaspe.ca)