

MARCH 2021

**CIUSSS de l'Estrie – CHUS**

# VISUAL IMPAIRMENT PROGRAM

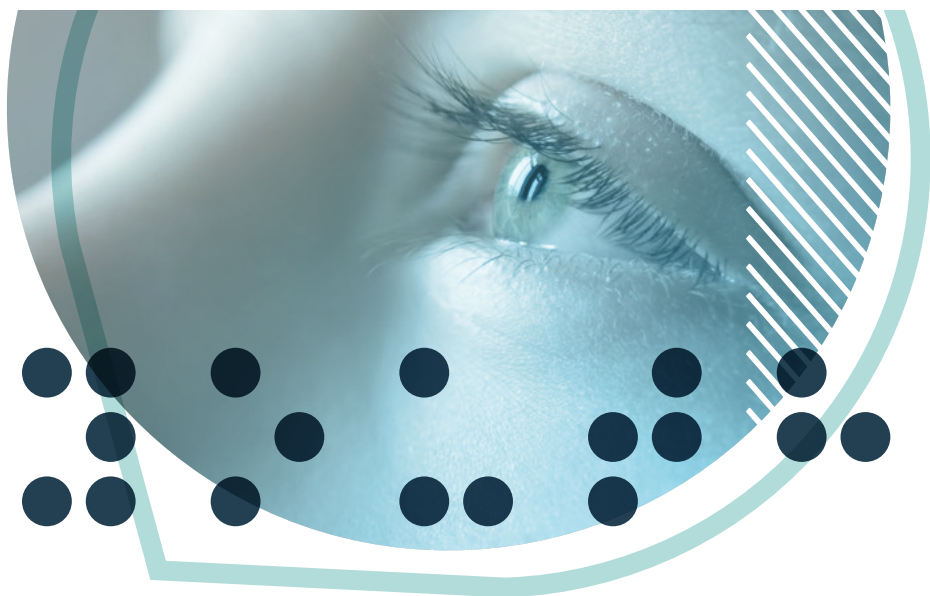
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Youth Team

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**The visual impairment program offers rehabilitation services for all visually impaired people in the Estrie region, including children, adults, and seniors.**

The program has also been designated to offer the technical aids program of the Régie de l'assurance maladie du Québec for visually impaired persons.

This brochure is specifically for parents and families of children with visual impairments.

## Services offered

- Individual and group therapy
- Joint therapies (two practitioners from different professions)
- Interdisciplinary intervention plans and individualized service plans
- Activity and stimulation programs
- Psychosocial support for children and their families
- Support for integration into the children's living environments, in collaboration with the various partners



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# AN INTERDISCIPLINARY TEAM

**In order to offer quality services, the team dedicated to youth services comprises practitioners from various disciplines:**

- Optometrist
- Optician
- Specialist in visual impairment rehabilitation
- Specialist in orientation and mobility
- Social worker
- Occupational therapist

These practitioners constitute a team and work collaboratively. They have common objectives and act together to ensure consistency between the various services and to facilitate the processes of adaptation; rehabilitation; and social, educational, and professional integration.

## Caseworker navigator

Once your application has been accepted, a social worker will contact you. Then, a caseworker navigator will be appointed to assist you on an ongoing basis. You can express your expectations, concerns, or questions to the navigator. They will be the link between you and the team and system partners.

### THE CASEWORKER NAVIGATOR HAS THREE MAIN FUNCTIONS:

- Disseminating information
- Facilitating communication
- Performing liaison and providing support



## Our partners

- Partners in the health and social services system (e.g., hospitals, medical clinics, CLSCs, other rehabilitation centres)
- Régie de l'assurance maladie du Québec (RAMQ)
- Schools and childcare facilities
- Various associations, social clubs and foundations

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# YOUR CHILD'S FILE

A file is open for each child registered with our services to store pertinent information about them. In addition to the basic data (address, telephone number, date of birth, etc.), this file contains the consultation reports produced by and the correspondence from the practitioners working with your child. These documents are confidential. If you wish to consult your child's file or obtain a copy of it, please contact the CRE archives department. Any user 14 years of age or older has the right to access their file.

**Your written authorization is required before information from your child's file can be disclosed.**

**THE ARCHIVES DEPARTMENT CAN BE REACHED AT 819-346-8411, EXT. 43170.**

## Change of address

Please inform us of any change of address or telephone numbers so that we can reach you quickly, if necessary. You can do so by contacting the archives department at 819-346-8411, ext. 43170, or informing your navigator.

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## CERTIFICATE OF YOUR VISIT

If you would like a letter attesting to your visit at the Centre de réadaptation de l'Estrie of the CIUSSS de l'Estrie – CHUS, please ask your navigator. A visit certificate can be used to claim for reimbursement for transportation and parking fees from the CIUSSS de l'Estrie - CHUS, if you are eligible for the home support program, or from your local employment centre, if you or your child is eligible for the employment assistance program.

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# COMMON ROOMS AT YOUR DISPOSAL

## Cafeteria

The cafeteria is located on level 1.

### OPENING HOURS



**11 A.M. to 1 P.M. and  
5:30 P.M. to 7 P.M.**



**7:30 A.M. to  
10:30 A.M. (coffee  
and snacks only)**



**2:00 P.M. to  
3:30 P.M. (coffee  
and snacks only)**

## Waiting room

A functional waiting room, adapted to the condition of the users, offers an environment conducive to relaxation and sensory stimulation (colourful wall and interactive wall for children, television, fireplace, music, essential oil diffuser, terrariums, books in Braille, etc.).





## Inukshuk Room (room 0911)

A relaxation and meditation room is available for you and your loved ones. Named Inukshuk Room, it is reminiscent of the stone constructions that guide travellers in the northern lands.

### OPENING HOURS



8:15 A.M. to 4:30 P.M.

**The room is reserved for the staff during the lunch hour. Check for occupancy on the sign on the door.**

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# CANCELLING AN APPOINTMENT OR ADVISING OF LATENESS

If your child is unable to make an appointment, please inform your practitioner as soon as possible by calling **819-346-8411, EXTENSION 0**. If we have to cancel your child's appointment, we will contact you as soon as possible.

## Reasons for cancelling an appointment

The program includes a large number of children, some of whom have weaker immune systems. To reduce the risk of contagion and to ensure the well-being of our clientele and staff, parents must cancel any individual or group interventions in the following cases:

- **DIARRHEA:**  
until there has been no recurrence for 24 hours.
- **FEVER:**  
until the fever has been gone for more than 24 hours.
- **LICE OR PEDICULOSIS:**  
(young person or their family):  
as long as there are live lice or nits present.
- **COLD OR FLU:**  
until the fever has been gone for more than 24 hours.
- **CHICKEN POX:**  
up to 5 days after the onset of the rash.
- **VOMITING:**  
until there has been no recurrence for 24 hours.

The caseworker navigator reserves the right to cancel the session if symptoms are still apparent or if the child is not available to participate in the activities.

**When in doubt, it is important to contact your caseworker navigator.**





## Repeated no-show appointments

In the event of repeated no-show appointments, we will contact you to review your rehabilitation needs and expectations. We invite you to consult the policy on no-show appointments and lateness. These situations, if repeated, could lead to the termination of services.



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# USERS' COMMITTEE

The Users' Committee defends the rights and interests of all CIUSSS de l'Estrie – CHUS users. Its role is to:

- Inform users of their rights and obligations.
- Foster improvement in the quality of services
- Defend the collective interests of users
- Accompany and assist users in their procedures, if necessary



The Users' Committee is located in room 1402 of the Pavillon des infirmières at 300 King Street East. You can reach the committee contact person by calling 819-346-8411, ext. 43063.

**Contact the Users' Committee  
if you wish to make a complaint.**

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# PERSONALIZED INFORMATION SERVICE

Ask your caseworker navigator if you need documentation. They can help you find the information you need.







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### **Review and layout**

Service des communications

Direction des ressources humaines, des communications et des affaires juridiques

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[santeestrie.qc.ca](http://santeestrie.qc.ca)

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**Centre intégré  
universitaire de santé  
et de services sociaux  
de l'Estrie – Centre  
hospitalier universitaire  
de Sherbrooke**

**Québec** 