

Health Problems?



**If you are concerned about your health or the health of a loved one
Call the Info-Santé health hotline.**

1

8 1 1

A nurse is there to answer your call, 24 hours a day, 7 days a week.



If the Info-Santé nurse recommends seeing a doctor

Contact your family doctor or a “walk-in” medical clinic.

2

Montreal's network-clinics provide emergency radiology and lab tests. Most of these clinics are accessible on a walk-in basis 7 days a week, including holidays. The list of network clinics appears on pages 3 to 5.



If the Info-Santé nurse recommends going to emergency

Go to a hospital emergency department.

3

The emergency nurse will assess your health condition.

The waiting time to see a doctor will depend on the number of people in emergency, and on the severity of each case.

Centre de santé et de services sociaux
de la Montagne

Centre affilié universitaire

Access
to **Health Care** in your
Neighbourhood



Worried about your health or the health of a loved one? Looking to improve your quality of life?

This “Access to Health Care in Your Neighbourhood” booklet provides an overview of the main health and social services near you. **Keep this booklet:** it will help guide you and keep you out of hospital emergency rooms to the extent possible.

There are many community organizations in your neighbourhood that work with health network institutions. Some are featured in this booklet. For more information on these organizations, or to learn about the health and social resources available in your community, contact Info-Santé by dialling



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You have received this booklet because you live within the territory of the CSSS de la Montagne (health and social services centre).

The CSSS de la Montagne is comprised of:

CLSC de Côte-des-Neiges*
CLSC de Parc-Extension
CLSC Métro

* The administration and the main administrative services of your CSSS are located at the CLSC de Côte-des-Neiges.

On the map opposite this page you will find the addresses and telephone numbers of these facilities.



Montreal Network of Health
Promoting Hospitals and CSSSs
A WHO Network

The CSSS de la Montagne is a member of the *Montreal Network of Health Promoting Hospitals and CSSSs*, a World Health Organization (WHO) Network. It is committed to improving the health of its clients, their loved ones, the staff and the community.

MEDICAL RESOURCES*

- 1** **GMF** Family Medicine Clinic of the St. Mary's Hospital Center (GMF St. Mary)
3777 Jean-Brillant Street
514 734-2677
- 2** **GMF NC** Herzl Family Practice Centre (GMF Herzl)
5790 Côte-des-Neiges Road
2nd floor
514 340-8253
- 3** Centre médical Decelles
5757 Decelles Avenue
Suite 555
514 739-7771
- 4** Centre médical de la Plaza
6700 Côte-des-Neiges Road
Suite 125
514 342-2941
- 5** Centre médical du Collège
1500 Atwater Avenue
Ground floor
514 937-9070
- 6** Centre médical et dentaire Promed
1500 McGill College Avenue
(Place Montréal-Trust)
Suite C11
514 845-1800
- 7** Centre médical Ortho Med Physio
2615 Van Horne Avenue
Suite 200
514 788-1228
- 8** Centre médical Ville-Marie
1538 Sherbrooke Street West
Suite 1000
514 933-2778
- 9** Centre médical Wood
4060 Sainte-Catherine Street West
Suite 710
514 935-6555
- 10** Clinique de médecine privée de Montréal
1100 Beaumont Avenue
Suite 301
514 738-4445
- 11** **NC** Clinique médicale de la Cité
300 Léo-Parizeau Street
9th floor
514 281-1722
- 12** **NC** Clinique médicale Diamant
5885 Côte-des-Neiges Road
Suite 201
514 731-5994
- 13** Clinique médicale Diamant
5512 Côte-des-Neiges Road
Suite 204
514 737-3782
- 14** Clinique médicale du 2101
2101 Edouard-Montpetit Blvd.
Suite 110
514 343-6452
- 15** **GMF** Hillside Medical Centre (GMF Queen Elizabeth)
100 Metcalfe Avenue
514 931-2162
- 16** Clinique médicale Métro Médic
5950 Côte-des-Neiges Road
Suite 230
514 731-1186
- 17** **NC** Clinique médicale Métro Médic Centre-Ville
1253 Guy Street
514 932-2122
- 18** Clinique médicale Minh Chau
6655 Côte-des-Neiges Road
Suite 235
514 735-9737
- 19** **GMF** Clinique médicale Roper (GMF Queen Elizabeth)
4500 Sherbrooke Street West
514 937-8000
- 20** Clinique médicale Vaccination-Médecine spécialisée
6260 Victoria Avenue
Suite 201
514 344-0098
- 21** Clinique médicale Vaccination-Médecine spécialisée (Outremont)
1273 Van Horne Avenue
514 271-1210
- 22** **GMF** CLSC de Côte-des-Neiges (GMF Côte-des-Neiges)
5700 Côte-des-Neiges Road
514 731-8531
- 23** **GMF** CLSC de Côte-des-Neiges (GMF Côte-des-Neiges) (Point de service Outremont)
1271 Van Horne Avenue
514 731-8531
- 24** CLSC de Parc-Extension
7085 Hutchison Street
514 273-9591

- 25** CLSC Métro
1801 De Maisonneuve Blvd. West
514 934-0354
- 26** **NC** Groupe Santé Westmount Square
1 Westmount Square
Pavillon A, Suite 230
514 934-2334, extension 222
- 27** Médiclub Plexo
6100 Du Boisé Avenue
Suite 201
514 739-5646
- 28** McGill Student Health Services
3600 McTavish Street
Suite 3301
514 398-6017

FACILITIES

- CLSCs**
- 29** CLSC de Côte-des-Neiges
5700 Côte-des-Neiges Road
514 731-8531
 - 30** CLSC de Côte-des-Neiges (Point de service Outremont)
1271 Van Horne Avenue
514 731-8531
 - 31** CLSC de Parc-Extension
7085 Hutchison Street
514 273-9591
 - 32** CLSC Métro
1801 De Maisonneuve Blvd. West
514 934-0354

GMF : FAMILY MEDICINE GROUP **NC** : NETWORK CLINIC

Locations indicated are approximate.

* Only clinics with several physicians and offering general medical services are included in this brochure.

Centre de santé et de services sociaux de la Montagne

Centre affilié universitaire



Remember to check the clinic's address and opening hours before you go!

530healthchallenge.ca



5/30 Health Challenge™

Eat 5 portions of
fruit and vegetables
Move 30 minutes

An initiative of:



INSTITUT DE
CARDIOLOGIE
DE MONTRÉAL

Direction de la prévention



Société
canadienne
du cancer

Canadian
Cancer
Society

In partnership with:

LES DIRECTIONS DE SANTÉ
PUBLIQUE DES AGENCES DE
LA SANTÉ ET DES SERVICES
SOCIAUX

Santé
et Services sociaux


Québec 

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RAMQ

Régie de l'assurance maladie du Québec (RAMQ)

When your health insurance card is about to expire, the RAMQ will automatically send you a renewal form by mail. Take the form to a CLSC with the required photos and documents to authenticate your application. Be sure to notify the RAMQ of any change of address.

For more information, contact the RAMQ:

514 864-3411 or 1 800 561-9749

PHARMACY

The Only Pharmacy Open 24 Hours a Day

Pharmacie Gilles Dubois
5122 Côte-des-Neiges Road
514 737-4415

HEALTH GUIDE

The **Health Guide** offers you simple, practical and reliable information to help you deal with non-urgent health problems and become better prepared to use Quebec health-care services.

www.guidesante.gouv.qc.ca

Need a Doctor or Nurse?

Medical Resources in Your Neighbourhood

The medical clinics in your neighbourhood appear on the map at the beginning of this booklet.

The CSSS de la Montagne also offers medical services by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

Point de service Outremont: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Network Clinics

Network clinics have been set up to improve access to medical services in Montreal and reduce the number of visits to hospital emergency rooms. Most of these clinics are accessible without an appointment, 7 days a week, including holidays. They offer radiology and lab tests for urgent cases.

The Network Clinics in Your Neighbourhood Are:

Clinique médicale de la Cité	514 281-1722
300 Léo-Parizeau Street, 9 th floor Plateau-Mont-Royal Borough	
Clinique médicale Diamant	514 731-5994
5885 Côte-des-Neiges Road, Suite 201 Côte-des-Neiges—Notre-Dame-de-Grâce Borough	
Clinique médicale Métro Médic Centre-Ville	514 932-2122
1253 Guy Street, Ville-Marie Borough	
Groupe Santé Westmount Square	514 934-2334 ext. 222
1 Westmount Square Pavilion A, Suite 230, City of Westmount	
Herzl Family Practice Centre	514 340-8253
5790 Côte-des-Neiges Road, 2 nd floor Côte-des-Neiges—Notre-Dame-de-Grâce Borough	

The Other Network Clinics in the Montreal Area Are:

*Most of these clinics are accessible
on a walk-in basis, 7 days a week
including holidays.*

Centre d'urgence Saint-Laurent 514 747-2555
960 Sainte-Croix Avenue, Suite 208
Saint-Laurent Borough

Centre d'urgence Salaberry 514 337-4772
4990 De Salaberry Street, Suite 101
Ahuntsic-Cartierville Borough

Centre médical Brunswick 514 426-6677
143 Frontenac Avenue, City of Pointe-Claire

Centre médical Hochelaga 514 353-8742
9080 Hochelaga Street
Mercier—Hochelaga-Maisonneuve Borough

Centre médical Métro Monk 514 769-9999
2376 Allard Street
Sud-Ouest Borough

Clinique médicale 1851 514 524-7564
1851 Sherbrooke Street East, Suite 101
Plateau-Mont-Royal Borough

Clinique médicale 3000 514 376-7702
3000 Bélanger Street East
Rosemont—La Petite-Patrie Borough

Clinique médicale 6930 Papineau 514 722-0000
6930 Papineau Avenue
Villeray—Saint-Michel—Parc-Extension Borough

Clinique médicale de l'Ouest 514 765-3600
4647 De Verdun Street, Verdun Borough

Clinique médicale Désy 514 326-9060
5636 Henri-Bourassa Boulevard East
Montréal-Nord Borough

Clinique médicale Maisonneuve-Rosemont 514 257-7000
5345 De l'Assomption Boulevard, Suite RC-60
Rosemont—La Petite-Patrie Borough

Clinique médicale Médistat 514 624-4774
4965 Saint-Pierre Street
Pierrefonds-Roxboro Borough

Clinique médicale Viau inc. 514 326-7203
8465 Viau Boulevard, Saint-Léonard Borough

Clinique Médimax 514 287-2683
Complexe Desjardins
150 Sainte-Catherine Street West, Hotel tower, Level 4
Ville-Marie Borough

Clinique Statcare 514 694-9282
175 Stillview Avenue, Suite 104
City of Pointe-Claire

CLSC de Bordeaux-Cartierville 514 331-2572
11822 Du Bois-de-Boulogne Avenue
Ahuntsic-Cartierville Borough

CLSC de Saint-Michel 514 374-8223
3355 Jarry Street East
Villeray—Saint-Michel—Parc-Extension Borough

Groupe Santé Physimed 514 747-8888
6363 Trans Canada Highway, Suite 121
Saint-Laurent Borough

**Hôpital de Verdun
Family Medicine Unit** 514 765-7325
3922 LaSalle Boulevard, Verdun Borough

Médico Centre Mont-Royal 514 521-5555
4689 Papineau Avenue
Plateau-Mont-Royal Borough

Polyclinique Cabrini 514 256-5700
5700 Saint-Zotique Street East, Suite 200
Rosemont—La Petite-Patrie Borough

Polyclinique-réseau Pointe-aux-Trembles 514 498-4050
12905 Sherbrooke Street East, Suite 103
Rivière-des-Prairies—Pointe-aux-Trembles Borough

Queen Elizabeth Urgent Care Clinic 514 481-4343
2100 Marlowe Avenue
Côte-des-Neiges—Notre-Dame-de-Grâce Borough

*Please call ahead to save yourself
a trip if the clinic is closed.*

**Remember to check
the clinic's opening hours
before you go!**



Family Medicine Groups

A family medicine group (referred to by the French acronym GMF) is a clinic where patients register with their doctor in writing. This allows doctors and patients to develop a relationship of trust and work more effectively to prevent and treat health problems.

GMFs are a central element of Quebec's new strategy to facilitate access to family doctors. There are still relatively few GMFs in Montreal, but they will continue to develop in all neighbourhoods in the next few years.

The GMFs in your neighbourhood are:

GMF Côte-des-Neiges: 514 731-8531

GMF Herzl: 514 340-8253

GMF St. Mary: 514 734-2677

If You Are Looking for a Family Doctor

There is a shortage of doctors in Quebec. Various measures have been taken and new doctors are being trained, but it will be a few years yet before the situation rights itself. Right now, not all Montreal residents have access to a family doctor.

If you need to see a doctor but do not have a family doctor, go to your usual clinic or a network clinic (see the list of network clinics on pages 3, 4 and 5).

Try to always go to the same clinic. The medical team will have access to your file and will be better able to help you over the long term. Remember to call ahead so that you don't waste a trip.

Your CSSS Can Help You Find a Family Doctor if:

- you are 70 or older;
- you have a chronic illness: diabetes, high blood pressure, cancer, etc.;
- you are pregnant;
- you have just been discharged from hospital and require medical follow-up.

For information: 514 731-1386, extension 2553

Be Well Prepared for Your Appointment

Here are several recommendations to help you prepare for your appointment with a doctor or other health professional.

1. Write down the following information:
 - your symptoms, their frequency, when and in what circumstances they appear;
 - your personal history, such as illnesses, injuries, hospitalizations and operations, along with their dates;
 - vaccinations that you have received and the dates;
 - any specific conditions (allergies, disabilities, pregnancy, breastfeeding, etc.);
 - the results of your latest tests (bloods tests, urine tests) and recent x-rays, if you have them.
2. Take a complete, up-to-date list of your medications. Your pharmacist can provide a list of your prescribed medications. You should add any non-prescription medications, vitamins, food supplements and natural products that you are taking. If this is not possible, take all your medications with you.
3. Prepare a list of questions that you would like to ask.
4. On the day of your appointment:
 - arrive on time with a pen and paper so that you can take notes;
 - if you are unable to arrive at the scheduled time, notify the clinic as early as possible so that your appointment can be given to another patient;
 - do not hesitate to ask questions and write down the answers;
 - if necessary, ask a relative or friend to accompany you.

Seeing a Specialist

Usually, specialists only see patients who have been referred by a general practitioner. If you feel that you need a consultation with a specialist, you must first speak with your family doctor or a doctor at a walk-in clinic.

If your doctor requests an EMERGENCY consultation, he or she will direct you appropriately. If the consultation request is not urgent according to your doctor, he or she or the clinic staff will provide you with the coordinates of hospitals or clinics that you may contact to make an appointment. You must then handle the process yourself.

Seeing a Nurse

Nurses can offer advice and provide the required care following an injury, a chronic illness or surgery: removal of stitches, wound care and dressings, catheter and colostomy care, intravenous medication, etc. You can also see a nurse for questions about your health, or to obtain emergency oral contraception (morning-after pill).

To consult a nurse with or without an appointment contact your CSSS:

CLSC de Côte-des-Neiges: 514 731-8531

From Monday to Friday, from 8:00 a.m. to 8:00 p.m.
Saturday from 8:00 a.m. to 4:00 p.m.

CLSC de Côte-des-Neiges

Point de service Outremont: 514 731-8531

From Monday to Friday, from 9:00 a.m. to 5:00 p.m.

CLSC de Parc-Extension: 514 273-9591

From Monday to Friday, from 8:00 a.m. to 8:00 p.m.
Saturday from 8:00 a.m. to 4:00 p.m.

CLSC Métro: 514 934-0354

From Monday to Friday, from 8:00 a.m. to 8:00 p.m.
Saturday and Sunday, from 8:00 a.m. to 4:00 p.m.

Or call Info-Santé: 8-1-1

The CSSS de la Montagne: At Your Service

Specialized Clinics

Smoking Cessation

Smoking Cessation Centre

Want to stop smoking? Take advantage of the services offered at the Smoking Cessation Centre. Specialists will counsel you on the best ways to quit.

Smoking Cessation Centre of the CSSS de la Montagne

514 273-9591, extension 6494

Support Groups

Join a group to help you to stop smoking and prevent relapses.

Centre Vivre mieux sans fumer

514 849-3804

Cancer Prevention Centre

Jewish General Hospital

514 340-8222, extension 3870

For Teenagers

Pediatric Quit Smoking Centre

Montreal Children's Hospital

For all teenagers who want to stop smoking.

Information: **514 412-4400, extension 23061 or 23135**

Other Resources

Smokers' Helpline

(toll-free) **1 866 527-7383**

Quit to Win Challenge

www.defitabac.qc.ca/defi/en/index.html

**Remember to check
the clinic's opening hours
before you go!**



Asthma

The CSSS de la Montagne offers an education program aimed at helping asthma sufferers better understand and manage their asthma. The program looks at: asthma and its manifestations, asthma triggers and how to prevent them, medications, signs of deterioration, etc.

Individual sessions with a referral from a health professional.

FOR INFORMATION

CLSC de Parc-Extension: 514 273-9591

Health Education Centre

The Health Education Centre of the CSSS de la Montagne can help you to adopt healthy lifestyle habits: eat better, exercise and stop smoking. Speak to your doctor, nurse or to a health professional or contact the Centre directly by phone.

By referral.

FOR INFORMATION

514 273-9591, extension 6484

Chronic Obstructive Pulmonary Disease (COPD)

The CSSS de la Montagne offers individual sessions for people with a COPD.

FOR INFORMATION

CLSC de Parc-Extension: 514 273-9591

CLSC de Côte-des-Neiges: 514 731-8531

CLSC Métro: 514 934-0354

Nutrition, Diabetes and Cardiovascular Diseases

The CSSS de la Montagne offers education programs to people with diabetes or cardiovascular diseases to help them understand their illness better and learn ways to control it. A nutritionist is also available for people who want to improve their eating habits.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Blood Tests and Other Tests

For blood tests or any other tests, go to one of the following locations:

CLSC Métro: 514 934-0354

Without appointment

Monday to Friday, from 7:30 a.m. to 11:00 a.m.

Jewish General Hospital: 514 340-8222

St. Mary's Hospital Center: 514 345-3511, extension 3547

Montreal General Hospital of the MUHC: 514 934-1934

Don't forget to bring:

- the analysis prescription provided by your doctor;
- your health insurance card.

Ask your doctor if you have to fast or stop taking your medication prior to the test.



Women's Health

Need information on breast cancer screening, osteoporosis or menopause? Your CSSS promotes a comprehensive approach to women's health.

Breast Cancer

You need a requisition from your doctor to get a mammogram (breast x-ray).

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

or contact your doctor.

Quebec Breast Cancer Screening Program

If you are between the ages of 50 and 69, you will automatically receive a letter from the Director of Public Health inviting you to have a mammogram at a designated screening centre. The letter serves as a medical prescription.

On the day of your appointment you will be asked to fill out a consent form. You will then be registered in the Quebec breast cancer screening program and you will be invited to have a mammogram every two years.

For more information:

- consult your doctor;
- visit www.santemontreal.qc.ca, go to *Santé publique, Espace Grand public, Cancer du sein* (in French); or visit www.msss.gouv.qc.ca/PQDCS (in French and English);
- or call the Centre de coordination des services régionaux at 514 528-2424.

SANTÉ MONTRÉAL

If You Are Looking for Health Information in Montreal

The Santé Montréal Website provides information on Montreal's health network. This *Access to Health Care in Your Neighbourhood* booklet is also available in the "Health Care in Your Neighbourhood" section and is updated to reflect changes.

www.santemontreal.qc.ca

Sexual Health

Screening for HIV/AIDS and blood-borne and sexually transmitted infections is offered free of charge and is completely confidential. The CSSS de la Montagne also provides information, advice or support regarding blood-borne and sexually transmitted infections, contraception and pregnancy.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Services for Seniors and People with Decreasing Independence

The CSSS de la Montagne offers many services to seniors, people with decreasing independence and their family and caregivers. For example:

- evaluation of their overall health;
- advice on nutrition, exercise, healthy lifestyle habits and fall prevention;
- evaluation of home adaptation needs;
- respite for caregivers;
- assistance with personal care;
- nursing care;
- psychological support;
- end-of-life care.

These services may be offered at the CLSC or at home. Some services are also provided in conjunction with community organizations.

When home care services can no longer meet the needs of a person with a significant loss of autonomy, social workers at the hospital or CLSC can help make a request for residential placement.

If you feel that you need one of these services for yourself or a relative, contact your CSSS. A professional will evaluate your needs in order to provide a response that is best adapted to them.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Domestic Help

Through the Quebec Financial Assistance Program, housekeeping or spring cleaning services are available to people 65 and over at a reduced rate that is based on family income.

With a referral from the CLSC, people under 65 who require domestic help following surgery or as a result of an illness or any other incapacity may also benefit from a reduced rate. This makes it possible to obtain affordable domestic help while supporting a local business.

In the CLSC de Parc-Extension territory, these services are offered by:

NOVaide
514 278-6767

In the territories of CLSC de Côte-des-Neiges and CLSC Métro, these services are offered by:

La Grande Vadrouille
514 341-0443



Other Resources

Elder Abuse and Neglect

Info-Abuse

If you are experiencing physical or psychological abuse or neglect or know of a senior who is, call:

514 489-2287

or ask your CSSS professionals for advice:

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Tel-Aînés

A listening, referral and prevention service for seniors and their relatives. (Services in French)

514 353-2463

Services for Children, Parents and Families

Parents of babies or young children, and parents-to-be have access to a full range of services in their neighbourhood. The CSSS de la Montagne offers advice on pregnancy, baby care, breastfeeding, nutrition, vaccinations, education, child behaviour and family life. Parents-to-be can benefit from prenatal classes, postnatal visits and breastfeeding clinics. Health services, social services and family support are also available.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

International Adoption

For specialized services in international adoption.

CSSS Jeanne-Mance: 514 521-7663

**West Island Health and
Social Services Centre: 514 697-4110**

Birthing Centre

For mothers-to-be who would like to give birth with the help of a midwife in a birthing centre, at home or in a hospital.

Côte-des-Neiges Birthing Centre: 514 736-2323

Family Crisis

Éducation Coup-de-fil

Professional telephone consultation for family members, young people and their entourage.

514 525-2573

Ligne parents

A telephone service specialized in parent-child relationships. For parents only.

514 288-5555

Youth Protection Social Emergency

For support in cases of family crisis.

7 days a week, 24 hours a day.

514 896-3100

Services for Young People

A team of professionals is available at the CSSS de la Montagne or in schools throughout the neighbourhood to meet with young people and answer their questions on general health, sexuality (contraception, blood-borne and sexually transmitted infections, etc.), pregnancy, substance abuse, family problems and other issues. Under the Quebec Civil Code, anyone who is 14 years or over may obtain strictly confidential health services.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Other Resources

Ado-Cause (Sacado)

Anonymous psychological consultation for adolescents and young adults. (Services in French)

514 572-2236

Alateen

Alateen is a mutual help group for young people whose lives have been affected by the alcoholism of a family member or close friend.

514 866-9803

Street Kids Clinic

On-site: doctors, nurses, dentists, psychologists, social workers, and access to showers.

1250 Sanguinet Street

514 527-2361, extension 3682

Tel-Jeunes

Listening, guidance and referral service available at all times.

514 288-2266

Also see the "Getting Help" section on page 25.

Home Care Services

Following an evaluation, home care services are offered to individuals with temporary or permanent impairments, such as seniors or people with disabilities, people who are convalescing, those with AIDS or a chronic illness, or people who are terminally ill. These services can include medical and nursing services, psychosocial services, rehabilitation services, nutrition services, home help services, palliative care, bereavement support, services for caregivers and referrals to residential resources.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354



Psychological and Social Support

Our teams can help you with mental health problems, addiction, cases of violence and abuse, issues linked to poverty and social exclusion, emotional or psychological distress. Intake services, follow-up, orientation and psychosocial consultation are offered at your CSSS, by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Psychiatric Emergency

St. Mary's Hospital Center: 514 345-3511

Montreal General Hospital: 514 934-1934, extension 2216

Royal Victoria Hospital: 514 934-1934, extension 34271

Crisis Centre

Services provided by professionals 24 hours a day, 7 days a week, to individuals going through a difficult situation or crisis. Consultation, evaluation, referrals, orientation, follow-up and, in certain cases, access to shelter.

Tracom Crisis Centre

514 483-3033

Other Resources

Déprimés anonymes

Telephone listening service and weekly meetings for people suffering from depression.

514 278-2130

Multi-Écoute Centre

Listening, psychosocial support and referral centre. Services offered take into account the culture of the participant and are provided as much as possible in the mother tongue of the client.

514 737-3604

Tel-Aide

Free and confidential listening service for people in distress, available 24 hours a day, 7 days a week.

514 935-1101

If a person is a danger to his or her life or to that of another person, call 9-1-1.

Vaccination

Vaccination is the best protection against many serious illnesses. Do not hesitate to request vaccinations for yourself, your children and your loved ones. Basic vaccines for children and the tetanus vaccine for adults are offered free of charge* at the following facilities:

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

* Conditions apply for receiving certain vaccinations free of charge.

Flu Vaccine

A flu vaccine campaign is held every year. The vaccine is free for people at a high risk for complications, such as people aged 60 years and over, very young children, people with chronic illnesses, and the people around them. The pneumococcal vaccine is also offered to people aged 65 years and over and people with a chronic illness.

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

For Travelers

**Centre for Tropical Diseases at the Montreal
General Hospital of the MUHC**

1650 Cedar Avenue

514 934-8049

Clinique Santé-Voyage Saint-Luc

1001 Saint-Denis Street, 6th floor

514 890-8332

Getting Help

FOR ALL EMERGENCIES

9-1-1

POISON CONTROL
CENTRE

1 800 463-5060



If you are worried about your health
or the health of a loved one;

if you do not know how to access the health
and social services network;

or if you want to find out about the services
offered in your neighbourhood;

Call the Info-Santé health line!



**A nurse is there to answer your call,
24 hours a day, 7 days a week.**

For information on community resources, you can also contact the
INFORMATION AND REFERRAL CENTRE
OF GREATER MONTREAL: **514 527-1375**

Elder Abuse and Neglect

Info-Abuse

If you are experiencing physical or psychological abuse
or neglect or know of a senior who is, call:

514 489-2287

or ask your CSSS professionals for advice:

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Tel-Aînés

Listening, referral and prevention service for seniors
and their relatives. (Services in French)

514 353-2463



**Remember to check
the clinic's opening hours
before you go!**

Sexual Assault

Montreal Sexual Assault Centre

Bilingual service available at all times.

514 934-4504

Family Crisis

Éducation Coup-de-fil

Professional telephone consultation for family members, young people and their entourage.

514 525-2573

Ligne parents

A telephone service specialized in parent-child relationships. For parents only.

514 288-5555

Youth Protection Social Emergency

For support in cases of family crisis.

7 days a week, 24 hours a day.

514 896-3100

Depression

Déprimés anonymes

Telephone listening service and weekly meetings for people suffering from depression.

514 278-2130

Distress and Violence Among Gays and Lesbians

Gay Line

514 866-5090

Centre de solidarité lesbienne (CSL)

514 526-2452

Drug Addiction, Alcoholism and Compulsive Gambling

Al-Anon and Alateen

Support groups for relatives and friends of alcoholics and for people who have been affected by the alcoholism of a loved one. Al-Anon also offers a recovery program for its young members: Alateen.

514 866-9803

Alcochoix +

Assistance program for moderate alcohol consumption.

514 273-5600, extension 6360

Alcoholics Anonymous (AA)

Support groups for people who want to get rid of their alcoholism problem and help others recover.

514 376-9230

Centre Dollard-Cormier

Evaluation, treatment and rehabilitation for people suffering from alcoholism, drug addiction or compulsive gambling.

(Services in French)

950 de Louvain Street East

514 385-0046

Programme jeunesse (Services in French)

514 982-4531

Emergency Situations:

Urgence-Toxicomanie

Information, help and referral service for people with drug addiction, alcoholism or gambling problems, available 24 hours a day, 7 days a week.

514 288-1515

CRAN inc.

Medical and psychosocial services for drug addicts.

110 Prince Arthur Street West

514 527-6939

Drugs: Help and Referral

Information, referral and listening help line available 24 hours a day, 7 days a week.

514 527-2626

Gambling: Help and Referral

Information, referral and listening hotline available 24 hours a day, 7 days a week.

514 527-0140

Le Portage

Treatment and rehabilitation for people suffering from drug addiction.

865 Richmond Square

514 939-0202

Maison Jean Lapointe

Treatment and rehabilitation for people suffering from alcoholism, drug addiction or compulsive gambling.

(Services in French)

111 Normand Street

514 288-2611

Pavillon Foster

Treatment and rehabilitation for people suffering from alcoholism, drug addiction or compulsive gambling.

3285 Cavendish Boulevard, Suite 100

514 486-1304

Sterile Material Distribution and Exchange

The CSSS de la Montagne offers a used syringe exchange and recovery service for injection drug users.

Without an appointment:

CLSC Métro: 514 934-0354

Monday to Friday, from 8:00 a.m. to 8:00 p.m.

Saturday, Sunday and holidays, from 8:00 a.m. to 4:00 p.m.

Other Resources

Cactus

Organization for drug addicts (injectable and non-injectable drugs) and other at-risk individuals in order to reduce the transmission of blood-borne and sexually transmitted infections. Open weekday evenings from 8:00 p.m. and Saturday and Sunday from 4:00 p.m.

514 847-0067

Spectre de rue

Organization for marginalized people with problems of mental health, substance abuse (injectable and non-injectable drugs) and prostitution. Day centre and streetwork at night. (Services in French)

514 524-5197

Unwanted Pregnancy

Support is provided to women making a decision regarding an unwanted pregnancy. They are directed to the appropriate resources as needed. Pregnancy tests are performed on site free of charge.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Grossesse-Secours

Support and information for pregnant women and new mothers.

514 271-0554

Emergency Oral Contraception

Emergency oral contraception, or the morning-after pill, may be obtained from a doctor, nurse or pharmacist (without a prescription).

Youth in Difficulty

Tel-Jeunes

Listening, orientation and referral service available at all times.

514 288-2266

Youth Protection

To report a case to the Director of Youth Protection (DYP).

Centre jeunesse de Montréal

514 896-3100

Batshaw Youth and Family Centres

514 935-6196

The DYP Intervenes Primarily in Situations Where a Child Is:

- abandoned;
- a victim of neglect;
- a victim of psychological mistreatment;
- a victim of sexual abuse;
- a victim of physical abuse;
- experiencing serious behavioural problems;
- at risk of being a victim of neglect, sexual or physical abuse.

Suicide

Suicide-Action Montréal

Help and listening service available at all times for suicidal people and their loved ones, and for those bereaved by the suicide of a family member or friend.

514 723-4000

Spousal Abuse and Family Violence

In partnership with other community resources, the CSSS de la Montagne offers various services to victims of spousal abuse, and to children who witness domestic violence.

FOR INFORMATION

CLSC de Côte-des-Neiges: 514 731-8531

CLSC de Parc-Extension: 514 273-9591

CLSC Métro: 514 934-0354

Resources for Violent Men

Entraide pour hommes de Montréal (Services in French)

514 355-8300

Option (Services in French)

514 527-1657

Pro-Gam

514 270-8462

Resources for Violent Women

Option (Services in French)

514 527-1657

Resources for Abused Women

S.O.S. Conjugal Violence

514 873-9010 or 1 800 363-9010

(24 hours a day, 7 days a week)

Programme Côté Cour

Professional assistance service for victims of spousal abuse and family violence who are required to appear in court.

Montreal Courthouse

514 868-9577

Municipal Court

514 861-0141

Improving Services

All efforts are made to ensure quality services at the CSSS de la Montagne. However, it may happen that you are not satisfied with the services you receive. If this is the case, share your dissatisfaction with the person responsible for the service concerned.

If you are still not satisfied, you may file a complaint with the Local Service Quality and Complaints Commissioner. If you need help filing your complaint, the Local Service Quality and Complaints Commissioner can assist you or refer you to an organization that has been mandated by the Minister of Health and Social Services to do so.

Local Service Quality and Complaints Commissioner of the CSSS de la Montagne

514 934-0354

Other Resources to Help You Lodge a Complaint:

Users' Committee of the CSSS de la Montagne

514 731-8531, extension 5093

Centre d'assistance et d'accompagnement aux plaintes de l'île de Montréal (CAAP-Island of Montreal)

514 861-5998

Other Option

If you are not satisfied with the response or conclusions of the Local Service Quality and Complaints Commissioner, you may contact the Health and Social Services Ombudsman.

514 873-3205