

Health Problems?



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

8 1 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 l'Ouest-de-l'Île
West Island
Health and Social Services Centre

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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or visit www.westislandhssc.qc.ca

You have received this booklet because you live within the territory of the West Island Health and Social Services Centre (HSSC).

The West Island HSSC is comprised of:

Centre d'hébergement Denis-Benjamin-Viger
CLSC de Pierrefonds
CLSC du Lac-Saint-Louis
Lakeshore General Hospital*

*The executive offices and main administrative services of your HSSC are located at the Lakeshore General Hospital.

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 West Island HSSC 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** **Family Medicine Center**
3400 Du Marché Street
Suite 202
514 683-0414
- 2** **NC Centre médical Brunswick**
143 Frontenac Avenue
514 426-6677
- 3** **Tiny Tots Medical Center**
3400 Du Marché Street
Suite 203
514 685-3531
- 4** **Centre médical Kirkland**
17000 Hymus Blvd.
514 694-9991
- 5** **Centre médical Pierrefonds**
12774 Gouin Blvd. West
514 684-8460
- 6** **Centre médical Sainte-Anne**
113 Sainte-Anne Street
514 457-2772
- 7** **Centre médical Saint-Raphaël**
255 Chèvremont Blvd.
Suite 201
514 620-7342
- 8** **Clinique de médecine industrielle Brunet**
315 Brunswick Blvd.
Suite 310
514 630-1911
- 9** **Clinique médicale McDermott**
37 Donegani Avenue
514 697-1410
- 10** **GMF NC Clinique médicale Médistat (GMF Médistat)**
4965 Saint-Pierre Street
514 624-4774
- 11** **Clinique médicale Source unique**
4309-C Saint-Jean Blvd.
514 696-0707
- 12** **GMF NC Clinique Statcare and Stillview Medical Group (GMF Stillview)**
175 Stillview Avenue
Suite 104
514 694-9282
- 13** **CLSC de Pierrefonds**
13800 Gouin Blvd. West
514 626-2572

FACILITIES

RESIDENTIAL CENTRE

- 14** **Centre d'hébergement Denis-Benjamin-Viger**
3292 Cherrier Street
514 620-6310

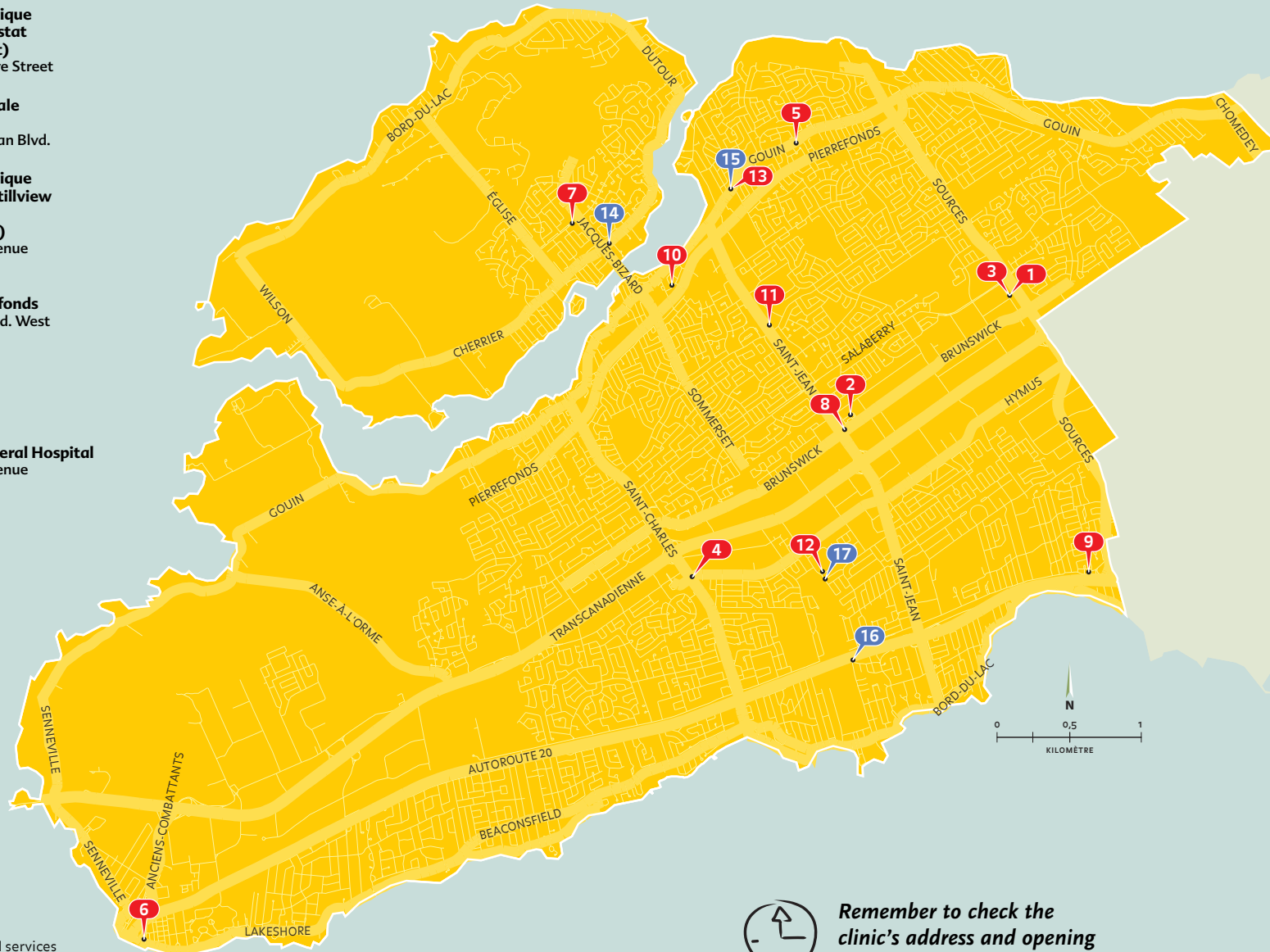
CLSCs

- 15** **CLSC de Pierrefonds**
13800 Gouin Blvd. West
514 626-2572
- 16** **CLSC du Lac-Saint-Louis**
180 Cartier Avenue
514 697-4110

HOSPITAL

- 17** **Lakeshore General Hospital**
160 Stillview Avenue
514 630-2225

Centre de santé et de services sociaux
de l'Ouest-de-l'Île
West Island
Health and Social Services Centre



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

Map indications are approximate.

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



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

Gilles Dubois Pharmacy
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 West Island Health and Social Services Centre (HSSC) also offers medical services by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

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:

Centre médical Brunswick

143 Frontenac Avenue
City of Pointe-Claire
514 426-6677

Clinique médicale Médistat

4965 Saint-Pierre Street
Pierrefonds-Roxboro Borough
514 624-4774

Clinique Statcare

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

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

The Other Network Clinics in the Montreal Region 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 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 la Cité 514 281-1722
300 Léo-Parizeau Street, 9th floor
Plateau-Mont-Royal 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 Diamant 514 731-5994
5885 Côte-des-Neiges Road, Suite 201
Côte-des-Neiges—Notre-Dame-de-Grâce Borough

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

Clinique médicale Métro Médic Centre-Ville 514 932-2122
1253 Guy Street, Ville-Marie 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

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

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, 2nd floor
Côte-des-Neiges—Notre-Dame-de-Grâce 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

**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:

Clinique médicale Médistat: 514 624-4774

Stillview Medical Group: 514 694-9282

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 HSSC 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

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

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 analyses) 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.

To consult a nurse with an appointment contact your HSSC:

CLSC de Pierrefonds: 514 626-2572

From Monday to Friday, from 7:00 a.m. to 8:00 p.m.
Saturday from 8:00 a.m. to 4:00 p.m.

CLSC du Lac-Saint-Louis: 514 697-4110

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.

Or call Info-Santé: 8-1-1

The West Island Health and Social Services Centre: At Your Service

Specialized Clinics

Smoking Cessation

Quit Smoking 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 West Island HSSC

By appointment

514 626-2572, extension 4463

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

Asthma and Chronic Obstructive Pulmonary Disease (COPD)

The West Island HSSC 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. A program is also offered for people with a COPD.

FOR INFORMATION

Lakeshore General Hospital

Individual sessions

By appointment with a referral from your doctor

514 630-2225, extension 1799

Health Education Centre

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

FOR INFORMATION

West Island HSSC

514 626-2572, extension 4566

Diabetes

The West Island HSSC offers an education program for people with diabetes so that they can better understand their illness and find ways to control it: living day-to-day with diabetes, medications, complications, foot care, hypoglycemia and hyperglycemia, etc.

Individual and group sessions by appointment only.

FOR INFORMATION

Lakeshore General Hospital: 514 630-2225, ext. 1821

On referral from the emergency or your doctor

CLSC de Pierrefonds: 514 626-4019 (appointment centre)

CLSC du Lac-Saint-Louis: 514 697-4110

Syringe and Needle Recovery and Elimination Service

Safe containers are available for this purpose.

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110



Blood Tests and Other Tests

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

CLSC de Pierrefonds: 514 626-2572

Test Centre

From Tuesday to Friday, from 7:00 a.m. to 10:00 a.m.

By appointment only for those aged 0 – 6 years.

Lakeshore General Hospital: 514 630-2225, ext. 1423

Test Centre

From Monday to Friday, from 7:00 a.m. to 2:45 p.m.

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.

**Remember to verify
the office hours
prior to your visit!**



Women's Health

Need information on breast cancer screening, osteoporosis or menopause? Your HSSC 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

Health Education Centre
514 626-2572, extension 4566

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 West Island HSSC also provides information, advice or support regarding blood-borne and sexually transmitted infections, contraception and pregnancy.

For youth only.

FOR INFORMATION

CLSC de Pierrefonds: 514 626-2572, extension 4367

CLSC du Lac-Saint-Louis: 514 697-4110, extension 1313

Services for Seniors and People with Loss of Autonomy

The West Island HSSC 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;
- foot care;
- nursing care;
- psychological support;
- end-of-life care.

These services may be offered at the CLSC, at home, in a day centre or day hospital, in a rehabilitation unit, or in a temporary or long-term residence. 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.

Day Centre

The day centre works jointly with the CLSC's home care services. Activities enable seniors to live at home while avoiding social isolation, help them to maintain their physical capacities and social skills, and provide respite to their caregivers (on referral from the CLSC).

If you feel that you need one of these services for yourself or a loved one, contact your HSSC. A professional will evaluate your situation to best meet your needs.

FOR INFORMATION

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

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 your neighbourhood, these services are offered by:

Services West-Nette

514 626-1296



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 HSSC professionals for advice:

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

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 West Island HSSC 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 Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

International Adoption

For specialized services in international adoption.

West Island HSSC: 514 697-4110

Birthing Centres

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

West Island HSSC Birthing Centre: 514 697-1199

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 West Island HSSC 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 Pierrefonds: 514 626-2572, extension 4367

CLSC du Lac-Saint-Louis: 514 697-4110, extension 1313

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 Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110



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 HSSC, by appointment.

FOR INFORMATION

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

For mental health problems you can also refer to « Ensemble »:
514 697-1230

Psychiatric Emergency

Lakeshore General Hospital

160 Stillview Avenue, Pointe-Claire
514 630-2225

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.

Psychosocial Intervention Services

514 684-6160

Other Resources

Déprimés anonymes

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

514 278-2130

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 Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

* 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 as well as to people with chronic illnesses.

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

For Travelers

West Island HSSC Travellers' Health Clinic

160 Stillview Avenue, Pointe-Claire

By appointment only

514 630-2225, extension 1709

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!

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**A nurse will answer your questions
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 HSSC professionals for advice:

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

Tel-Aînés

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

514 353-2463



**Remember to verify
the office hours
prior to your visit!**

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

Substance Abuse, 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 West Island HSSC offers a service for the recuperation and safe elimination of used syringes and needles for injection drug users.

Without appointment:

CLSC de Pierrefonds: 514 626-2572

From Monday to Friday, from 7:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 4:00 p.m.

CLSC du Lac-Saint-Louis: 514 697-4110

From Monday to Friday, from 8:00 a.m. to 8:00 p.m. and Saturday 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 Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

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 West Island HSSC offers various services to victims of spousal abuse, and to children who witness domestic violence.

FOR INFORMATION

CLSC de Pierrefonds: 514 626-2572

CLSC du Lac-Saint-Louis: 514 697-4110

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

West Island Women's Shelter

514 620-4845

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 offered to 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 West Island HSSC. 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 West Island HSSC

514 630-2225, extension 4950

Other Resources to Help You Lodge a Complaint:

Users' Committee of the West Island HSSC

514 630-2225, extension 1453

Residents' Committee of the West Island HSSC

514 620-6310, extension 500

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 responses or conclusions of the Local Service Quality and Complaints Commissioner, you may contact the Health and Social Services Ombudsman.

514 873-3205

Becoming a Volunteer

The West Island HSSC always needs volunteers to accompany people to their hospital appointments or to help organize activities in residences or at the hospital.

If you have some free time and would like to help improve the quality of life and well-being of patients or people in a residence, contact one of the following people:

Lakeshore General Hospital

514 630-2119

Centre d'hébergement Denis-Benjamin-Viger and the Day Centre for Seniors

514 620-6310

Ensemble

Ms. Birgit Ritzhaupt

514 697-1230, extension 206

