Health Problems?

1. If you are concerned about your health or the health of a loved one, call the Info-Santé health hotline.
   811
   A nurse is there to answer your call, 24 hours a day, 7 days a week.

2. If the Info-Santé nurse recommends seeing a doctor:
   Contact your family doctor or a “walk-in” medical clinic.
   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.

3. If the Info-Santé nurse recommends going to emergency:
   Go to a hospital emergency department.
   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.

This booklet is available (see p. 13) at: www.santemontreal.qc.ca
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 811.

Access to Health Care in Your Neighbourhood is published jointly by the CSSS Jeanne-Mance and the Agence de la santé et des services sociaux de Montréal.

© Agence de la santé et des services sociaux de Montréal, 2008
Legal deposit – Bibliothèque nationale du Québec, 2008
ISBN 978-2-89510-455-1 (PDF)
Version française disponible sur demande.
Veuillez composer le 514 525-1900, poste 6389
For additional copies:
— 514 525-1900, extension 6389
— pierre_bruneau@ssss.gouv.qc.ca
— www.csssjeannemance.ca

To find out more about your CSSS, visit
www.csssjeannemance.ca
MEDICAL RESOURCES

1. Clinique l’Alternative
2034 Saint-Hubert Street
514 281-9848

2. Clinique Médic-Aide
4505 De L’Orme Street
514 524-3030

3. Clinique médicale
30 Saint-Joseph
30 Saint-Joseph Blvd. East
Suite 100
514 845-4240

4. Clinique médicale 1851
1851 Sherbrooke Street East
Suite 101
514 524-7564

5. Clinique médicale Carron
495 Saint-Laurent Blvd.
514 861-9154

6. Clinique médicale des Deux Tours
1001 Université Street, Level A
514 954-4444

7. Clinique médicale du Quartier Latin
905 René-Lévesque Blvd. East
514 285-5500

8. Clinique médicale d’urgence du boulevard Saint-Joseph
1814 Saint-Joseph Blvd. East
514 523-3030

9. Clinique médicale En Route
895 De La Gouletière Street West
Suite F5
514 526-4981

10. Clinique médicale L’Actuel
1001 De Maisonneuve Blvd. East
Suite 1130
514 524-9001

11. Clinique médicale Luso
1 Mont-Royal Avenue East
514 842-1147

12. Clinique médicale Mont-Carmel
933 René-Lévesque Blvd. East
514 526-9197

13. Clinique médicale Métro Mont-Royal
751 Mont-Royal Avenue East
514 521-5126

14. Clinique médicale Nova
3755 Saint-Laurent Blvd.
514 987-0080

15. Clinique Médicim (GMF Médimax)
Clinique Médicale l’Alternative
150 Sainte-Catherine West
Hotel Tower, Level 4
514 287-2683

16. CLSC des Faubourgs (GMF des Faubourgs)
(point of service Visitation)
1705 De La Visitation Street
514 527-2361

17. CLSC des Faubourgs (GMF des Faubourgs)
(point of service Parthenais)
2260 Parthenais Street
514 527-2361

18. CLSC des Faubourgs (GMF des Faubourgs)
(point of service Sanguinet)
1250 Sanguinet Street
514 527-2361

19. CLSC du Plateau-Mont-Royal
4625 De L’Orme Street
514 521-7663

CSSS FACILITIES

20. CENTRE D’HÉBERGEMENT
Centre d’hébergement
Armand-Levergne
3500 Chapleau Street
514 526-8921

21. CENTRE D’HÉBERGEMENT
Centre d’hébergement Bruchési
2225 Rachel Street East
514 526-4981

22. CENTRE D’HÉBERGEMENT
Centre d’hébergement du Centre-Ville-de-Montréal
66 René-Lévesque Blvd. East
514 861-9331

23. CENTRE D’HÉBERGEMENT
Centre d’hébergement du Manoir-de-l’Âge-d’Or
3430 Jeanne-Mance Street
514 842-1147

24. CENTRE D’HÉBERGEMENT
Centre d’hébergement Émilie-Camelin
1440 Dufresne Street
514 527-8921

25. CENTRE D’HÉBERGEMENT
Centre d’hébergement Jean-De-La-Lande
4255 Papineau Avenue
514 526-4981

26. CLSCs
CLSC des Faubourgs (point of service Visitation)
1705 De La Visitation Street
514 527-2361

27. CLSC des Faubourgs (point of service Parthenais)
2260 Parthenais Street
514 527-2361

28. CLSC des Faubourgs (point of service Sanguinet)
1250 Sanguinet Street
514 527-2361

29. CENTRE D’HÉBERGEMENT
Centre d’hébergement Ernest-Routhier
2110 Wolfe Street
514 842-7181

30. CENTRE D’HÉBERGEMENT
Centre d’hébergement Jacques-Viger
1051 Saint-Hubert Street
514 842-7181

31. CENTRE D’HÉBERGEMENT
Centre d’hébergement Jean-De-La-Lande
4255 Papineau Avenue
514 526-4981

32. CLSC du Plateau-Mont-Royal
4625 De L’Orme Street
514 521-7663

33. CLSC Saint-Louis-du-Parc
15 Du Mont-Royal Avenue West
Suite 100
514 286-9657

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

1. Family Medicine Center
   3400 Du Marché Street
   Suite 202
   514 683-0434

2. 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 Hypoxis 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 Chéremont Blvd.
   Suite 201
   514 620-7342

8. Clinique de médecine industrielle Brunet
   315 Brunswick Blvd.
   Suite 310
   514 630-1991

9. Clinique médicale McDermott
   37 Donegani Avenue
   514 697-1440

10. 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. 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

14. CLSC de l'Hôpital de l'Anse-À-l'Orme
    100 Anse-À-l'Orme
    Suite 101
    514 620-6310

15. CLSC de l'Anse-À-l'Orme
    100 Anse-À-l'Orme
    Suite 101
    514 620-6310

16. CLSC du Lac-Saint-Louis
    162 Cartier Avenue
    514 697-4110

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

CLSC = CLINICAL LOCAL SERVICES
GMF = GENERAL MEDICAL SERVICES

FACILITIES

RESIDENTIAL CENTRE
14. Centre d’hébergement Denis-Benjamin-Viger
    3292 Chéremont Street
    514 620-6310

CLSCs
15. CLSC de Pierrefonds
    13800 Gouin Blvd. West
    514 626-2572

16. CLSC du Lac-Saint-Louis
    162 Cartier Avenue
    514 697-4110

* 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!
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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 Jeanne-Mance also offers medical services by appointment or on a walk-in basis. Be sure to call ahead to check opening hours if you don’t have an appointment.

FOR INFORMATION

CLSC des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

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

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

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

For more information, contact the RAMQ:

514 864-3411 or 1 800 561-9749
Most of these clinics are accessible on a walk-in basis, 7 days a week including holidays.

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

<table>
<thead>
<tr>
<th>Clinique médicale Médistat</th>
<th>514 624-4774</th>
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<tbody>
<tr>
<td>4965 Saint-Pierre Street</td>
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<tr>
<td>Pierrefonds-Roxboro Borough</td>
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<tr>
<th>Clinique médicale Métro Médic Centre-Ville</th>
<th>514 932-2122</th>
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<tr>
<td>1253 Guy Street, Ville-Marie Borough</td>
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<tr>
<th>Clinique médicale Viau inc.</th>
<th>514 326-7203</th>
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<tr>
<td>8465 Viau Boulevard, Saint-Léonard Borough</td>
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<thead>
<tr>
<th>Clinique Statcare</th>
<th>514 694-9282</th>
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<tbody>
<tr>
<td>175 Stillview Avenue, Suite 104</td>
<td></td>
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<tr>
<td>City of Pointe-Claire</td>
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<thead>
<tr>
<th>CLSC de Bordeaux-Cartierville</th>
<th>514 331-2572</th>
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<tbody>
<tr>
<td>11822 Du Bois-de-Boulogne Avenue</td>
<td></td>
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<tr>
<td>Ahuntsic-Cartierville Borough</td>
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<thead>
<tr>
<th>CLSC de Saint-Michel</th>
<th>514 374-8223</th>
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<tbody>
<tr>
<td>3355 Jarry Street East</td>
<td></td>
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<tr>
<td>Villeray—Saint-Michel—Parc-Extension Borough</td>
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<thead>
<tr>
<th>Groupe Santé Physimed</th>
<th>514 747-8888</th>
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<tbody>
<tr>
<td>6363 Trans Canada Highway, Suite 121</td>
<td></td>
</tr>
<tr>
<td>Saint-Laurent Borough</td>
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<thead>
<tr>
<th>Groupe Santé Westmount Square</th>
<th>514 934-2334 ext. 222</th>
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<tbody>
<tr>
<td>1 Westmount Square Pavilion A, Suite 230, City of Westmount</td>
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<thead>
<tr>
<th>Herzl Family Practice Centre</th>
<th>514 340-8253</th>
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<tbody>
<tr>
<td>5790 Côte-des-Neiges Road, 2nd floor</td>
<td></td>
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<tr>
<td>Côte-des-Neiges—Notre-Dame-de-Grâce Borough</td>
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<tr>
<th>Hôpital de Verdun Family Medicine Unit</th>
<th>514 765-7325</th>
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<tbody>
<tr>
<td>3922 LaSalle Boulevard, Verdun Borough</td>
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<tr>
<th>Polyclinique Cabrini</th>
<th>514 256-5700</th>
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<tbody>
<tr>
<td>5700 Saint-Zotique Street East, Suite 200</td>
<td></td>
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<tr>
<td>Rosemont—La Petite-Patrie Borough</td>
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<tr>
<th>Polyclinique-réseau Pointe-aux-Trembles</th>
<th>514 498-4050</th>
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<tbody>
<tr>
<td>12905 Sherbrooke Street East, Suite 103</td>
<td></td>
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<tr>
<td>Rivière-des-Prairies—Pointe-aux-Trembles Borough</td>
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<tr>
<th>Queen Elizabeth Urgent Care Clinic</th>
<th>514 481-4343</th>
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<tr>
<td>2100 Marlowe Avenue</td>
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<tr>
<td>Côte-des-Neiges—Notre-Dame-de-Grâce Borough</td>
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<thead>
<tr>
<th>Centre d’urgence Saint-Laurent</th>
<th>514 747-2555</th>
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<tbody>
<tr>
<td>960 Sainte-Croix Avenue, Suite 208</td>
<td></td>
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<tr>
<td>Saint-Laurent Borough</td>
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<thead>
<tr>
<th>Centre d’urgence Salaberry</th>
<th>514 337-4772</th>
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<tbody>
<tr>
<td>4990 De Salaberry Street, Suite 101</td>
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<tr>
<td>Ahuntsic-Cartierville Borough</td>
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<tr>
<th>Centre médical Brunswick</th>
<th>514 426-6677</th>
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<tr>
<td>143 Frontenac Avenue, City of Pointe-Claire</td>
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<tr>
<th>Centre médical Hochelaga</th>
<th>514 353-8742</th>
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<tbody>
<tr>
<td>9080 Hochelaga Street Mercier—Hochelaga-Maisonneuve Borough</td>
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<tr>
<th>Centre médical Métro Monk</th>
<th>514 769-9999</th>
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<tr>
<td>2376 Allard Street, Sud-Ouest Borough</td>
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<tr>
<th>Clinique médicale 3000</th>
<th>514 376-7702</th>
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<tbody>
<tr>
<td>3000 Bélanger Street East</td>
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<tr>
<td>Rosemont—La Petite-Patrie Borough</td>
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<thead>
<tr>
<th>Clinique médicale 6930 Papineau</th>
<th>514 722-0000</th>
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<tbody>
<tr>
<td>6930 Papineau Avenue Villeray—Saint-Michel—Parc-Extension Borough</td>
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<tr>
<th>Clinique médicale de la Cité</th>
<th>514 281-1722</th>
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</thead>
<tbody>
<tr>
<td>300 Léo-Parizeau Street, 9th floor Plateau-Mont-Royal Borough</td>
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<thead>
<tr>
<th>Clinique médicale de l’Ouest</th>
<th>514 765-3600</th>
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<tbody>
<tr>
<td>4647 De Verdun Street, Verdun Borough</td>
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<tr>
<th>Clinique médicale Désy</th>
<th>514 326-9060</th>
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<tr>
<td>5636 Henri-Bourassa Boulevard East Montréal-Nord Borough</td>
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<tr>
<th>Clinique médicale Diamant</th>
<th>514 731-5994</th>
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<tr>
<td>5885 Côte-des-Neiges Road, Suite 201</td>
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<tr>
<td>Côte-des-Neiges—Notre-Dame-de-Grâce Borough</td>
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<tr>
<th>Clinique médicale Maisonneuve-Rosemont</th>
<th>514 257-7000</th>
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<tbody>
<tr>
<td>5345 De l’Assomption Boulevard, Suite RC-60 Rosemont—La Petite-Patrie Borough</td>
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</table>

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

The GMFs in your neighbourhood are:

- Clinique médicale l’Actuel: 514 524-1001
- GMF 1851: 514 524-7564
- GMF Médimax: 514 287-2683
- GMF des Faubourgs: 514 527-2361
- GMF Notre-Dame: 514 890-8227
- GMF Quartier Latin: 514 285-5500
- GMF Saint-Louis-du-Parc: 514 286-9657

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 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:

- CLSC des Faubourgs: 514 527-2361
- CLSC du Plateau-Mont-Royal: 514 521-7663
- CLSC Saint-Louis-du-Parc: 514 286-9657

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, or to obtain emergency oral contraception (morning-after pill).

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

**CLSC des Faubourgs:** 514 527-2361
Parthenais site — 2260 Parthenais Street
Monday to Friday, from 8:00 a.m. to 5:00 p.m.

Sanguinet site — 1250 Sanguinet Street
Monday to Friday, from 8:00 a.m. to 5:00 p.m.

Visitation site — 1705 de la Visitation Street
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.

**CLSC du Plateau-Mont-Royal:** 514 521-7663
4625 De Lorimier Avenue
Monday to Friday, from 8:00 a.m. to 8:00 p.m.

**CLSC Saint-Louis-du-Parc:** 514 286-9657
15 Mont-Royal West, Suite 100
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 Jeanne-Mance: 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 Jeanne-Mance**
514 521-7663, extension 6557

**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.
514 412-4400, extension 23061 or 23135

**Other Resources**
**Smokers’ Helpline**
(toll-free) 1 866 527-7383

**Quit to Win Challenge**
Asthma and Chronic Obstructive Pulmonary Disease (COPD)

The CSSS Jeanne-Mance 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, medication, signs of deterioration, etc. The CSSS offers the same service for people with a chronic obstructive pulmonary disease (COPD).

Individual sessions on a referral basis.

FOR INFORMATION

Education Centre for Asthma and Chronic Obstructive Pulmonary Disease (COPD)

CLSC Saint-Louis-du-Parc
15 Mont-Royal West, Suite 100
514 286-9657, extension 4919

Health Education Centre

The Health Education Centre of the CSSS Jeanne-Mance 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.

By appointment only.

FOR INFORMATION

514 521-7663, extension 6559

Blood Tests and Other Tests

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

Hôpital Saint-Luc du CHUM: 514 890-8349
Hôpital Notre-Dame du CHUM: 514 890-8249
Hôtel-Dieu du CHUM: 514 890-8149

Don’t forget:
• 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).

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

Sexual Health

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

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

FOR INFORMATION

CLSC des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657
or contact your doctor.
Services for Seniors and People with Decreasing Independence

The CSSS Jeanne-Mance offers many services to seniors, people with decreasing independence and their family and caregivers. For example:

- evaluation of their overall health;
- nutrition, occupational therapy and physiotherapy evaluation and follow-up;
- advice on nutrition, exercise, healthy lifestyle habits and fall prevention;
- respite for caregivers;
- assistance with personal care;
- nursing care;
- psychosocial 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 CSSS 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.

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

FOR INFORMATION

CLSC des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

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 CSSS, 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:

Plumeau, chiffon et compagnie
514 523-6626

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 des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

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 Jeanne-Mance 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 des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

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 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 Health and Social Services Centre 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 CSSS Jeanne-Mance 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

Youth Clinic
514 844-9333

Street Kids Clinic
On site: doctors, nurses, dentists, psychologists, social workers and access to showers.
1250 Sanguinet Street
514 527-2361, extension 3682

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

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.

Psychological and Social Support

The CSSS Jeanne-Mance 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, by appointment or on a walk-in basis.

CLSC des Faubourgs: 514 527-2361
Parthenais site – 2260 Parthenais Street
Monday to Friday, from 8:00 a.m. to 5:00 p.m.
Sanguinet site – 1250 Sanguinet site
Monday to Friday, from 8:00 a.m. to 5:00 p.m.
Visitation site – 1705 de la Visitation Street
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.

CLSC du Plateau-Mont-Royal: 514 521-7663
4625 De Lorimier Avenue
Monday to Friday, from 8:00 a.m. to 8:00 p.m.

CLSC Saint-Louis-du-Parc: 514 286-9657
15 Mont-Royal Avenue West, Suite 100
Monday to Friday, from 8:00 a.m. to 4:00 p.m.

Psychiatric Emergency
Department of Psychiatry
Hôpital Notre-Dame du CHUM
514 890-8230

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 access to shelter in certain cases.

Le Transit Crisis Centre
514 282-7753

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 des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

* 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 age 60 and over, very young children, people with chronic illnesses, and the people around them. The pneumococcal vaccine is also offered to people aged 65 and over and to people with a chronic illness.

CLSC des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

For Travelers

Centre for Tropical Diseases at the Montreal General Hospital of the MUHC
1650 Cedar Avenue
514 934-8049

Traveller's Clinic
4689 Papineau Avenue
514 521-0630

Clinique Santé-Voyage Saint-Luc
1001 Saint-Denis Street, 6th floor
514 890-8332

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 des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

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

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

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 des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

Emergency Oral Contraception
Emergency oral contraception, or the morning-after pill, may be obtained from a doctor, nurse or pharmacist (without a prescription).
Grossesse-Secours: 514 271-0554
Support and information for pregnant women and new mothers.

Homelessness
The CSSS Jeanne-Mance has a team that specializes in interventions among homeless people works at.
To report a problem or learn more about its services:
514 527-2361

Youth in Difficulty
Tel-Jeunes: 514 288-2266
Listening, orientation and referral service available at all times.

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.

Sterile Material Distribution and Exchange
The CSSS Jeanne-Mance offers a used syringe exchange and recovery service for injection drug users.

Exchange
CLSC des Faubourgs, Sanguinet site: 514 527-2361
1250 Sanguinet Street
Monday to Friday, from 9:30 a.m. to 5:00 p.m.

Recovery
CLSC des Faubourgs: 514 527-2361
2260 Parthenais Street
1705 de la Visitation Street
1250 Sanguinet Street
CLSC du Plateau-Mont-Royal: 514 521-7663
4625 De Lorimier Avenue
CLSC Saint-Louis-du-Parc: 514 286-9657
15 Mont-Royal Avenue West, Suite 100

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 linked to mental health, substance abuse (injectable and non-injectable drugs) and prostitution. Day centre and street work at night. (Services in French)
514 524-5197

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 Jeanne-Mance offers various services to victims of spousal abuse, and to children who witness domestic violence.

FOR INFORMATION

CLSC des Faubourgs: 514 527-2361
CLSC du Plateau-Mont-Royal: 514 521-7663
CLSC Saint-Louis-du-Parc: 514 286-9657

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

The CSSS Jeanne-Mance makes every effort to ensure the quality of its services. 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 Jeanne-Mance
514 525-1900, extension 6207

Other Resources to Help You Lodge a Complaint:
Users’ Committee of the CSSS Jeanne-Mance
514 525-1900, extension 6649
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
Becoming a Volunteer

The CSSS Jeanne-Mance always needs volunteers to accompany people to their hospital appointments or to help organize activities in residences.

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 residences of the CSSS Jeanne-Mance:

Centre d'hébergement du Centre-Ville-de-Montréal
Centre d'hébergement du Manoir-de-l'Âge-d'Or
514 861-9331

Centre d'hébergement Jacques-Viger
Centre d'hébergement Ernest-Routhier
514 842-7181

Centre d'hébergement Émilie-Gamelin
Centre d'hébergement Armand-Lavergne
514 527-8921

Centre d'hébergement Bruchési
Centre d'hébergement Jean-De La Lande
514 526-4981