

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



2011
DIRECTORY



Access
to **Health
Care** in your
Neighbourhood

www.westislandhssc.qc.ca

The West Island Health and Social Services Centre

This brochure was produced by the West Island Health and Social Services Centre (HSSC). **The "*Access to Health Care in your Neighbourhood*" brochure presents the main health and social services available near you.**

The West Island HSSC was created in 2004. It is comprised of the Lakeshore General Hospital, the CLSC de Pierrefonds, the CLSC du Lac-Saint-Louis and the *Centre d'hébergement Denis-Benjamin-Viger* (a residential and long-term care centre).

The HSSC works closely with the medical clinics and community organizations within its territory.

Its mission is to:

- Help you obtain the health and social services you need as soon as possible.
- Offer high-quality services to its users and the residents of its residential and long-term care centre.
- Encourage you to adopt a healthy lifestyle.
- Contribute, with its local and regional partners, to the improvement of the health of the population within its territory.

With some 2000 employees, more than 250 doctors and an annual budget of \$150M, it plays a leading role in the economic and community life of your neighbourhood.

The West Island HSSC is a member of the Montreal Network of Health Promoting Hospitals and HSSCs, which is affiliated with the World Health Organization (WHO).

There are many community organizations in your neighbourhood that work with health network institutions. For more information on these organizations, or to learn about health and social resources available in your community, visit the Health Care Access in Montreal portal at <http://www.santemontreal.qc.ca/english>, contact the **Information and Referral Centre of Greater Montreal** at **514-527-1375** or contact your CLSC.

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USEFUL PHONE NUMBERS

INFO-SANTÉ

If you are concerned about your health or the health of a loved one, contact Info-Santé at **811**

A nurse will answer day and night, 365 days a year!

HEALTH INSURANCE CARD

In Quebec, the Health Insurance Card is mandatory to be eligible for services free of charge in a health care institution. It is therefore important to get a Health Insurance Card and to keep it with you. When your Health Insurance Card is about to expire, the *Régie de l'assurance maladie du Québec* (RAMQ) will automatically send you a renewal form. You must then go to a CLSC with two pieces of identification, a photo and the required documents so that your renewal can be validated. Make sure that you change your address with the RAMQ when you move.

RAMQ: 514-864-3411 or 1-800-561-9749

THE ONLY 24 HOUR PHARMACY

Pharmacie Nabil Chikh

Pharmaprix de la promenade du musée

5122 Côte-des-Neiges Road

514-737-4415

POISON CENTRE 1-800-463-5060

FOR ALL EMERGENCIES 911

Need to See a Doctor or Nurse?

Medical Resources in Your Neighbourhood

The list (updated regularly) of the medical clinics that offer medical services on a walk-in basis is available at your local CLSC. The West Island HSSC also offers medical services by appointment for some clientele.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572

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

www.westislandhssc.qc.ca

Network Clinics

Network Clinics were created to improve access to medical services on the Island of Montreal and to reduce the number of visits to hospital emergency departments. Most of these clinics are accessible without an appointment, even on statutory holidays. They offer on-site radiology and lab services.

The network clinics in your neighbourhood

Brunswick Medical Centre 514-426-6677

955 Saint-Jean Boulevard

City of Pointe-Claire

Medistat Medical Clinic 514-624-4774

4965 Saint-Pierre Street

Pierrefonds-Roxboro Borough

Statcare Clinic 514-694-9282

175 Stillview Avenue, Suite 104

City of Pointe-Claire

Other Network Clinics of the Region of Montreal

WEST OF MONTREAL

Centre d'urgence Saint-Laurent 514-747-2555

300 Marcel-Laurin Boulevard, Suite 121

Saint-Laurent Borough

Centre d'urgence Salaberry 514-337-4772

2758 de Salaberry Street, Galeries Normandie

Ahuntsic-Cartierville Borough

Centre médical Métro Monk 514-769-9999

2376 Allard Street, Sud-Ouest Borough

Clinique médicale du Sud Ouest 514-765-3600

4475 Bannantyne Street, Suite 103, Verdun Borough

Clinique médicale Le Plein Ciel 514-337-3171

475 Côte-Vertu Boulevard, Saint-Laurent Borough

Groupe Santé Physimed 514-747-8888

6363 Trans-Canada Highway, Suite 121

Saint-Laurent Borough

Clinique-réseau intégrée du CSSS du Sud-Ouest–Verdun

514-765-7325

3922 LaSalle Boulevard, Verdun Borough

CENTRAL MONTREAL

Herzl Family Practice Centre 514-340-8253

5790 Côte-des-Neiges Road, 2nd Floor

Côte-des-Neiges–Notre-Dame-de-Grâce Borough

Queen Elizabeth Urgent Care Clinic 514-485-5013

2100 Marlowe Avenue

Côte-des-Neiges–Notre-Dame-de-Grâce Borough

Clinique médicale 1851 514-524-7564

1851 Sherbrooke Street East, Suite 101

Plateau Mont-Royal Borough

Clinique médicale de la Cité 514-281-1722

300 Léo-Pariseau Street, Suite 900, 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 Millenia 514-287-2683

4 Complex Desjardins, Basilaire 1, Suite 303

150 Saint-Catherine Street West, Hotel Tower, level 4

Ville-Marie Borough

CENTRAL MONTREAL (continued)

Clinique médicale Métro Médic Centre-Ville 514-932-2122

1538 Sherbrooke Street West, Suite 100, Ville-Marie Borough

Clinique médicale Plateau Mont-Royal 514-527-3997

1374 Mont-Royal East Avenue, Suite 103

Plateau Mont-Royal Borough

Groupe Santé Westmount Square 514-934-2334, extension 222

1 Westmount Square, Suite 550, City of Westmount

Médico Centre Mont-Royal 514-521-5555

4689 Papineau Avenue, Plateau-Mont-Royal Borough

EAST OF MONTREAL

Centre médical Hochelaga 514-353-8742

9080 Hochelaga Street, Mercier–Hochelaga-Maisonneuve Borough

Clinique médicale 3000 514-376-7702

3000 Bélanger Street East, Rosemont–La Petite-Patrie Borough

Clinique-réseau du Coeur-de-l'Île 514-722-0000

6930 Papineau Avenue

Villeray–Saint-Michel–Parc-Extension Borough

Clinique médicale Désy 514-326-9060

5636 Henri-Bourassa Boulevard East, Montreal-Nord Borough

Clinique médicale Maisonneuve-Rosemont 514-257-7000

5345 de l'Assomption Boulevard, Suite RC-60

Rosemont–La Petite-Patrie Borough

Clinique médicale Viau Inc. 514-326-7203

8465 Viau Boulevard, Saint-Léonard Borough

CLSC de Saint-Michel 514-374-8223

3355 Jarry Street East

Villeray–Saint-Michel–Parc-Extension Borough

Domus Médica 514-256-5011

5601 Bélanger Street East, Suite 401

Villeray–Saint-Michel–Parc-Extension Borough

Polyclinique Cabrini 514-256-5700

5700 Saint-Zotique Street East

Rosemont–La Petite-Patrie Borough

Polyclinique-médicale réseau Pointe-aux-Trembles 514-498-4050

12905 Sherbrooke Street East, Suite 103

Rivière-des-Prairies–Pointe-aux-Trembles Borough

Family Medicine Groups

A Family Medicine Group (or FMG) is an organization composed of family doctors working together to follow-up on patients, with the collaboration of nurses.

An FMG only offers services to patients who are registered with one of the physicians of the clinic. It ensures that patients have better access to services as well as continuity of care.

The FMGs in your neighbourhood:

Medistat FMG

Stillview FMG

If You Are Looking for a Family Doctor

There is a shortage of doctors throughout Quebec. Various measures have been put into place, including the training of new doctors, but it will take a few years before this situation is resolved. At present, not all Montreal residents have access to a family doctor.

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

As much as possible, always go to the same clinic. The medical team will have access to your records and will be able to provide you with better long-term care. Remember to call ahead to confirm opening hours and avoid wasting a trip.



Be Well-Prepared for Your Appointment

Here are some recommendations to help you prepare for your appointment with a doctor or any other healthcare professional:

1. Write down the following information:
 - Your symptoms, their frequency, as well as when and under which circumstances they appear.
 - Your personal history, such as illnesses, injuries, hospitalizations and surgeries, along with their dates.
 - Vaccinations that you have received, along with their dates.
 - Any specific health conditions (allergies, disabilities, pregnancy, breastfeeding, etc.).
 - The results of your latest tests (bloods tests, urine analyses) and recent X-rays, if possible.
2. Bring a complete, up-to-date list of your medications with you. Your pharmacist can provide you with a list of your prescribed medications. You must also include 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. Be ready to answer the following questions: Do you have any drug allergies and what are your reactions? How do you take your medications? What is the address and phone number of your pharmacy?
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

Specialists usually only see patients who have been referred by a general practitioner, apart from exceptional cases. If you think that you need to consult a specialist, you must speak with your family doctor or a doctor at a walk-in clinic first.

If your doctor suggests an EMERGENCY consultation, he will refer you to the appropriate resource. If the consultation is not urgent according to your doctor, he or the staff at the clinic will provide you with the address and phone number of hospitals or clinics that you may contact to make an appointment. You must then handle the process yourself.

The ambulatory care centre of the **Lakeshore General Hospital** offers services in many specialities **with a doctor's referral**.

For appointments: **514-630-2225**

- Anticoagulation, **extension 1702**
- Cardiology, **extension 1812**
- General surgery, **extension 1799**
- Diabetes/Cardiometabolic, **extension 1821**
- Fertility, **extension 1799**
- Gastroenterology, **extension 1901**
- Hemato-oncology, **extension 1999**
- Heart failure, **extension 1812**
- Infectious diseases, **extension 1799**
- Chronic obstructive pulmonary disease (COPD), **extension 1721**
- Day medicine, **extension 1901**
- Internal medicine, **extension 1901**
- Nephrology, **extension 1841**
- Neurology, **extension 1799**
- Orthopedics, **extension 1799**
- Otorhinolaryngology, **extension 1799**
- Pediatrics, **extension 1799**
- Plastic surgery, **extension 1799**
- Preoperative care, **extension 1701**
- Emergency follow-up, **extension 1799**

TO REACH OTHER HOSPITALS IN MONTREAL

St. Mary's Hospital Centre 514-345-3511

Centre hospitalier de l'Université de Montréal (CHUM)

TO REACH OTHER HOSPITALS IN MONTREAL (continued)

Notre-Dame Hospital: **514-890-8000**

Saint-Luc Hospital: **514-890-8000**

Hôtel-Dieu: **514-890-8000**

Sainte-Justine University Hospital Centre 514-345-4931

McGill University Health Centre (MUHC)

Montreal General Hospital: **514-934-1934**

Lachine Hospital: **514-637-2351**

Montreal Neurological Institute and Hospital: **514-398-6644**

Royal Victoria Hospital: **514-934-1934**

Montreal Chest Institute: **514-934-1934**

Montreal Children's Hospital: **514-412-4400**

Hôpital de Verdun (Outpatient Clinics) 514-765-7324

Hôpital du Sacré-Coeur de Montréal 514-338-2222

**Hôpital Fleury du CSSS d'Ahuntsic et Montréal-Nord
514-384-2000, extension 5062**

Sir Mortimer B. Davis Jewish General Hospital 514-340-8222

Hôpital Jean-Talon du CSSS du Coeur-de-l'Île 514-495-6767

Hôpital LaSalle du CSSS de Dorval-Lachine-LaSalle 514-362-8000

Hôpital Maisonneuve-Rosemont 514-252-3400

Hôpital Santa Cabrini 514-252-6000

Montreal Heart Institute (MHI) 514-376-3330

Seeing a Nurse

Nurses can offer advice and provide the care needed following an injury, chronic illness or surgical procedure: removal of stitches, wound care, care for dressings, catheter and colostomy care, administration of intravenous medication, vaccination, etc.

For a health consultation or a follow-up with a nurse, contact your CLSC. Outside of the CLSC's regular operating hours, call Info-Santé by dialing **8-1-1**.

CLSC de Pierrefonds 514-626-4019

Appointments from Monday to Friday, from 7:00 a.m. to 8:00 p.m. and on Saturdays, from 8:00 a.m. to 4:00 p.m.

The Appointment Centre is open from 8:00 a.m. to 4:00 p.m. from Monday to Friday.

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

Appointments from Monday to Friday, from 8:00 a.m. to 8:00 p.m. and on Saturdays, from 8:00 a.m. to 4:00 p.m.

Advice From Your Pharmacist

There are more than 400 pharmacies throughout Montreal, making the pharmacist a very accessible professional. Do not hesitate to consult one if you are suffering from a minor health issue or if you have a question about medications (prescribed as well as over-the-counter).

The following services are offered in Montreal pharmacies:

- Secure disposal of medication.
- Prescriptions for emergency oral contraception (morning-after pill).
- Medication information (interactions, side effects, directions).
- Advice in the choice of over-the-counter medications, including natural health products.
- Prescription and facilitation for the reimbursement of Nicotine Replacement Therapy (NRT) to quit smoking and advice for their use.

Many pharmacists work in interdisciplinary collaboration with other healthcare professionals to offer you services such as vaccination clinics, lipid profiles, follow-ups for hypertension, asthma, and several other chronic illnesses. Get informed!

When you meet your pharmacist to obtain medication, it is essential that you communicate certain information to help the pharmacist do his job properly.

You must notify the pharmacist:

- Of all medications you are currently taking (both prescription and over-the-counter).
- Of all natural health products, vitamins or homeopathic products you are taking.
- If you suffer from a particular health issue.
- If you smoke or drink alcohol.
- If you have food or drug allergies.
- If you are pregnant or nursing.

Always going to the same pharmacy will ensure that your pharmacist has your complete medication profile so that you do not need to repeat all of this information at each visit.

When you go to the pharmacy to get a prescription filled, make sure you are aware of the health problem that prompted your doctor to prescribe the medication.

The West Island HSSC: At Your Service

Specialized Clinics

Smoking Cessation

Smoking Cessation Centre:

Want to quit smoking? Take advantage of the services offered at the Smoking Cessation Centre. A nurse clinician specialized in smoking cessation will advise you on the best ways to quit and can prescribe Nicotine Replacement Therapy (NRT).

Smoking Cessation Centre of the West Island HSSC

514-626-2572, extension 4463 (By appointment)

Other Resources:

Smoking Cessation Groups

8-week program that fosters peer support among smokers. Organized with the Smoking Cessation Centres.

The Better Living Without Smoking Centre **514-849-3804**

Becoming a Non-Smoker **514-340-8222, extension 3870**

Sir Mortimer B. Davis Jewish General Hospital

iQuitnow Helpline **1-866-527-7383 (free of charge)**

Professionals will answer your call and provide advice on quitting smoking (Monday to Friday, from 8:00 a.m. to 9:00 p.m.)

Quit Smoking Web site **www.jarrete.qc.ca/en**

Interactive Web site to support and help smokers quit and access to peer support forums.

Asthma

Clinic on asthma and allergies for pediatric clientele only.

FOR INFORMATION

Lakeshore General Hospital **514-630-2225, extension 1721**

Individual sessions.

By appointment with a doctor's referral.

Health Education Centre

At the Health Education Centre of the West Island HSSC, a nurse clinician specialized in motivational interviews can help you adopt healthy lifestyle habits like deciding to quit smoking, eating better and exercising. Speak to your doctor, nurse or other healthcare professional or contact the Centre directly by phone.

FOR INFORMATION

West Island HSSC 514-626-2572, extension 4566

Cardiometabolic Program

The West Island HSSC offers a cardiometabolic prevention and risk management program. This educational program is intended for pre-diabetic, diabetic and hypertensive patients. It includes patient management by a team composed of a nurse, a nutritionist and a kinesiologist.

FOR INFORMATION

West Island HSSC 514-626-2572, extension 4418

Recovery and disposal services of used household syringes and needles

The West Island HSSC offers safe recovery and disposal services of used household syringes and needles. Safe containers are available for this purpose. No appointments are required

CLSC de Pierrefonds 514-626-2572

Monday to Friday, from 7:00 a.m. to 8:00 p.m.
and on Saturdays from 8:00 a.m. to 4:00 p.m.

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

Monday to Friday, from 8:00 a.m. to 8:00 p.m.
and on Saturdays from 8:00 a.m. to 4:00 p.m.



Laboratory Tests (Walk-in Blood Tests and Other Tests)

Go to one of the following locations for blood tests or any other type of laboratory test.

CLSC de Pierrefonds 514-626-2572

From Tuesday to Friday, 7:00 a.m. to 10:00 a.m. (without an appointment)

By appointment only for children aged 0-6 years: **514-626-2572, extension 4337**

Lakeshore General Hospital 514-630-2225, extension 1423

From Monday to Friday, 7:00 a.m. to 2:45 p.m. (without an appointment)

Test Centres may close earlier, depending on overcrowding.

Do not forget to bring:

- The requisition provided by your doctor
- Your Health Insurance Card

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

Women's Health

Do you need information on breast cancer screening, osteoporosis or menopause? Your HSSC supports a comprehensive approach to women's health.

FOR INFORMATION

Health Education Centre 514-626-2572, extension 4566

or contact your doctor.



Quebec Breast Cancer Screening Program

As part of the 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. This letter serves as a medical prescription.

On the day of your appointment, bring your letter. You will be asked to fill out and sign 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. You will receive your results, which will also be sent to your doctor, in the mail.

For information:

- Consult your doctor
- Visit the Web site www.santemontreal.qc.ca
- Call the *Centre de coordination des services régionaux*: **514-528-2424**

If you are not registered with the Quebec Breast Cancer Screening Program, you must get a request for examination from your doctor in order to have a screening mammogram (breast x-ray).

Resource for Breast Cancer

Élégante Forme 514-620-4040

For women suffering from or who have suffered from breast cancer, Élégante Forme offers quality products to help them feel beautiful and good about themselves without having to resort to surgical reconstruction.

www.eleganteforme.com

Organizations Dedicated to Women's Health

Montreal Women's Health Centre 514-270-6110

The Montreal Women's Health Centre is a community organization composed of women who primarily work in gynecological health. Services include Voluntary Interruption of Pregnancy (VIP), contraception, gynecological consultation, etc.
www.csfmontreal.qc.ca

Women's Centre of Montreal 514-842-4780

The Women's Centre of Montreal helps women in difficulty. It offers food and clothing assistance, linguistic integration services, legal information, various workshops and training, etc.
www.centredesfemmesdemtl.org

West Island's Women's Centre 514-695-8529

Centre for women: health education, leisure and work programs, art, music and gymnastics programs for children.
www.wiwc.ca

Cloverdale Multi-Ressources 514-684-8228

Help, support and resources for immigrant women.
www.cloverdalemulti-ressources.org

Elizabeth House 514-482-2488

Day centre, short or long-term housing for pregnant women or women with young children. Integration program.

West Island Women's Shelter 514-620-4845

24 h telephone consultation. Temporary housing, individual sessions and support groups for women and children who are victims of domestic violence.

Other community organizations offer services related to cancer or women's health. For more information, contact the West Island Community Resource Centre: **514-694-6404** or **www.crcinfo.ca**

Men's Health

Prostate Cancer

All men aged 50 to 75 years should consult a doctor to undergo screening for prostate cancer.

For more information, talk to your doctor. If you have been diagnosed with cancer, you can join a support group.

Canadian Cancer Society 1-888-939-3333

www.cancer.ca

Montreal West Island Prostate Cancer Support Group 514-694-6412

Speakers, discussion groups, coffee breaks.

www.mtlwiprostcansupportgrp.ca

Organizations Dedicated to Men's Health

Criphase 514-529-5567

Criphase is a resource and intervention centre for men who were victims of sexual abuse during childhood.

www.criphase.org

Entraide pour hommes de Montréal 514-355-8300

Entraide pour hommes de Montréal offers support groups for men on fatherhood, marriage, depression, loss of employment, personal development, etc.

www.entraidepourhommes.ca

Maison Oxygène 514-523-9283

Maison Oxygène is an environment for men experiencing marital and family difficulties. The service primarily addresses fathers with children.

www.cafaho.org/heberge.htm

Service d'aide aux conjoints 514-384-6296

Service d'aide aux conjoints offers assistance to men going through divorce, conflict, feelings of jealousy or problems of domestic violence.

www.serviceaideconjoints.org

Other community organizations offer services men related to cancer or men's health. You can get information from the West Island Community Resource Centre: **514-694-6404** or **www.crcinfo.ca**

Women and men's health – Cancer

If you are diagnosed with cancer, you can join a support group.

ABO VAS. 514 694-3838

Volunteer accompaniment for medical transport.

www.abovas.com

Canadian Cancer Society 1-888-939-3333

www.cancer.ca

West Island Cancer Wellness Centre 514-695-9355

This organization offers assistance to people of all ages throughout the course of the disease, from diagnosis to one-year post treatment. Some of their services also address their families and loved ones.

www.wicwc.org

Sexual Health

Screening services for HIV/AIDS and other sexually transmitted and blood-borne infections (STBBIs) are free and completely confidential. At the West Island HSSC, you can seek information, advice or support regarding STBBIs, contraception and pregnancy.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572, extension 4367

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



Services for the Elderly with Loss of Autonomy Associated with Aging and People with Physical Disabilities

The West Island HSSC offers many services to seniors with loss of autonomy associated with aging and people with physical disabilities, as well as their families and/or caregivers. The services offered, based on an assessment of their needs and on the preservation of their autonomy, are the following:

- Overall health evaluations and an assessment of their needs by a professional healthcare provider;
- Referral to services required to deal with temporary or permanent disabilities;
- Nursing services;
- Psychosocial services;
- Rehabilitation services: occupational and physical therapy;
- Advice on nutrition;
- Home support services for assistance with activities of daily living;
- Medical services;
- Palliative care;
- Various programs:
 - fall prevention;
 - home adaptation programs;
 - assistance with visual impairments;
- Respite/support for caregivers;
- Support for families

These services may be offered at the CLSC through general services, at home according to the eligibility criteria for home support services. Referrals may be made, depending on the condition of the person, for:

- a day centre;
- a day hospital;
- a rehabilitation unit;
- a temporary residence unit;
- a permanent residence unit;
- a community organization;
- the Lakeshore General Hospital, which fosters an adequate environment for the elderly.

Day Centre

The day centre works jointly with the CLSC's home support services. The activities offered enable seniors to live at home, avoid social isolation, 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 HSSC. A professional will evaluate your situation in order to best meet your needs.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572

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

Domestic Help

Housekeeping services are available to people 65 and over at a variable rate, based on family income through Quebec's Financial Assistance Program for Domestic Help Services.

With a referral from the HSSC, people under 65 who require domestic help following surgery or an illness, or any other incapacity may also benefit from Quebec's Financial Assistance Program for Domestic Help Services. This solution makes it possible for people to obtain affordable domestic help while supporting a local company.

In your area, these services are offered by:

Services West-Nette 514-626-1296



Other Resources

ABO VAS 514 694-3838

Volunteer accompaniment for medical transport.

www.abovas.com

Association d'entraide d'arthrite de l'Ouest-de-l'Île (A.W.I.S.H.)

514 631-3288

Organization aiming to enhance the quality of life of people suffering from arthritis (support, information and activities).

www.awishmontreal.org

NOVA WI 514 695-8335

NOVA WI gives complete care to people affected with Alzheimer's disease, cancer or Lou Gehrig's disease (ALS).

www.novawi.org

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 **1-888-489-2287**, or ask your HSSC professional for advice:

CLSC de Pierrefonds 514-626-2572, extension 3956

CLSC du Lac-Saint-Louis 514-697-4110, extension 1334

Tel-Aînés 514-353-2463

A helpline, referral and prevention service intended for seniors and their loved ones.

www.tel-ecoute.org

Other community organizations offer services for the elderly and people with loss of autonomy. For more information, contact the West Island Community Resource Centre at:

514-694-6404 or **www.crcinfo.ca**

Home Support Services

Following an evaluation and according to eligibility criteria to receive these services, home support services are offered to individuals with temporary or permanent impairments, such as the elderly with loss of autonomy associated with aging, people with physical disabilities, people who are in recovery, people who are suffering from a chronic illness (chronic obstructive pulmonary disease, heart failure, AIDS, etc.), or people who are in the end-stages of life.

These services can include nursing, psychosocial, medical, rehabilitation and nutrition, and home support services for activities of daily living, as well as palliative care, bereavement support and caregiver services.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572

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

Some community organizations offer home support services. For information, you can contact the West Island Community Resource Center at: **514-694-6404** or **www.crcinfo.ca**



Perinatal and Early Childhood Services

Parents of babies or young children as well as parents-to-be or teenage parents have access to a full range of services in their neighbourhood.

The West Island HSSC offers various services on perinatal and early childhood:

International Adoption

For psychosocial and healthcare services in pre and post adoption.

West Island HSSC 514-697-4110, extension 1307

Post-natal follow-ups

For all clients who have given birth. Complete assessment of the mother and child's health, as well as the family's psychosocial needs.

CLSC de Pierrefonds 514-626-2572, extension 4531

CLSC du Lac-Saint-Louis 514-697-4110, extension 1346

Intensive and ongoing follow-ups for vulnerable clientele

For young mothers, low income and vulnerable clientele in pre and post-natal care.

CLSC de Pierrefonds 514-626-2572, extension 4531

CLSC du Lac-Saint-Louis 514-697-4110, extension 1346

Support and psychosocial and psycho-educational follow-ups

For families in need.

CLSC de Pierrefonds 514-626-2572, extension 3956

CLSC du Lac-Saint-Louis 514-697-4110, extension 1334

Dietary follow-ups

For various prenatal problems and some difficulties pertaining to the child (allergies, underweight, light eaters, food intolerance). A course on the introduction of solids is available to new parents.

CLSC de Pierrefonds 514-626-2572, extension 4557

CLSC du Lac-Saint-Louis 514-697-4110, extension 1364

The OLO Program (eggs, milk, oranges)

Provides low-income mothers-to-be with free healthy food and vitamin supplements, as well as nutritional follow-up during pregnancy.

CLSC de Pierrefonds 514-626-2572, extension 4557

CLSC du Lac-Saint-Louis 514-697-4110, extension 1346

Breastfeeding support

The HSSC offers practical breastfeeding workshops at the end of pregnancies as well as *haltes-allaitement* (post-natal breastfeeding drop-ins). Mothers, mothers-to-be, and their immediate families can meet with professionals and ask questions about breastfeeding. These sessions also provide them with a place to talk and exchange with other mothers. Breastfeeding and the implementation of the Baby-Friendly Initiative are also part of the priorities of the Perinatal Program of the West Island HSSC and the Breastfeeding Policy.

CLSC de Pierrefonds 514-626-2572, extension 4531

CLSC du Lac-Saint-Louis 514-697-4110, extension 1346

Haltes-nourrissons and haltes nourri-source

Follow-ups for mothers and babies with various professionals where different themes are addressed.

CLSC de Pierrefonds 514-626-2572, extension 4531

CLSC du Lac-Saint-Louis 514-697-4110, extension 1346

Prenatal Courses

Prenatal courses help future parents prepare for childbirth and their return home to create the best possible conditions for the unborn child, the mother and the father.

FOR INFORMATION AND REGISTRATION

West Island HSSC 514-626-2572, extension 3802

Birthing Centres and Midwives Services

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.

West Island HSSC 514-697-1199

Fertility Clinic

The fertility clinic at the West Island HSSC is affiliated with the McGill University Health Centre (MUHC). The clinic deals with investigations only. Treatments are carried out at the MUHC.

West Island HSSC 514-630-2225, extension 1799

Other Resources

AMCAL 514-694-3161

Consultation for young victims of abuse, anger management, home intervention program for teenagers, and family therapy.

www.amcal.ca

Cloverdale Multi-Ressources 514-684-8228

A reference and recognized organization that provides support in the different stages in the lives of families, children and adults.

www.cloverdalemulti-ressources.org

Ligue La Leche 1-866-855-2483

Telephone helpline service, monthly information meetings, meetings on infant breastfeeding, breastfeeding and motherhood books, breastfeeding accessories, training for health professionals.

www.allaitement.ca

Nourri-Source 514-948-9877

Organization that provides support for breastfeeding.

www.nourri-source.org

Projet communautaire de Pierrefonds 514-684-5995

Organization that works on creating an environment that is responsive to the needs and aspirations of children and their families, and an environment that is respectful of them.

www.pepwi.org

Other community organizations offer services to children, parents and families. You can get information from the West Island Community Resource Centre: **514-694-6404** or **www.crcinfo.ca**

Services for Children, Parents and Families

The West Island HSSC provides health and social services and family support to families in difficulty.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572, extension 3956

CLSC du Lac-Saint-Louis 514-697-4110, extension 1334

Youth Centres

Both youth centres on the Island of Montreal offer services to children and young people aged 0 to 18. They specifically address young people who need protection or who have committed offences while offering support to their parents. They also provide services in family mediation, adoption, family background research and reunions.

Centre jeunesse de Montréal 514-593-3979

www.centrejeunessedemontreal.qc.ca

Batshaw Youth and Family Centres 514-935-6196

Services in English.

www.batshaw.qc.ca

Other Resources

Action-Jeunesse de l'Ouest-de-l'Île (AJOI) 514-674-1270

Organization that offers a unique intervention and prevention program to young people aged 12 to 25 through street workers. AJOI develops and offers reception, helpline, referral, support and guidance services to young people facing one or more problems (homelessness, drug dependence, mental and physical health problems, isolation, psychological and social distress, suicidal tendencies and poverty).

www.ajoi.info

AMCAL 514-694-3161

Consultation for young victims of abuse, anger management, home intervention program for teenagers and family therapy.

www.amcal.ca

Bartimaeus Inc. 514-234-3645

Mediation for children, adults and families offered at affordable rates. Interventions in many fields: academic, medical, etc. Psychosocial intervention during a crisis.

www.bartimaeus.com

Éducation Coup-de-fil 514-525-2573

Professional telephone consultation service for all family members, including minors and their surroundings.

www.education-coup-de-fil.com

Family Life Centre 514-630-7794

Counselling services for individuals, couples and families with a low income who are experiencing problems. English services only.

Ligne parents 514-288-5555

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

Other community organizations offer services to children, parents and families. You can get information from the West Island Community Resource Centre: **514-694-6404** or www.crcinfo.ca

Youth Services

Services designed especially for youth are offered at the West Island HSSC and in elementary and secondary schools in the district.

Youth Clinics

Youth aged 12-24 can get information, advice or assistance about sexually transmitted and blood-borne infections (STBBIs), contraception, and pregnancy. Screening service for HIV/AIDS and STBBIs, emergency contraception (morning-after pill) and pregnancy tests are offered free of charge and with complete confidentiality.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572, extension 4367

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

Psychosocial Services

For drug addiction, family or other problems, a team of professionals can help any youth with these problems.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572

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

Other Resources

Ado-Cause (Sacado) 514-572-2236

Anonymous psychological consultation for adolescents and young adults.

www.ado-cause.ca

Alateen 514-866-9803

Alateen is a support group for youths whose lives have been affected by the alcoholism of a family member or close friend.

www.al-anon-montreal.org

Pavillon Foster – Youth Services 514- 697-4111, extension 1553

Treatment and rehabilitation for youth suffering from alcoholism, drug addiction or gambling problems.

www.pavillonfoster.org

Tel-Jeunes 1-800-263-2266

Help line, guidance and referral service available at all times.

www.teljeunes.com

Note: Under the rights recognized by the Civil Code of Quebec, youths 14 years and older may receive health services that are completely confidential.

Other community organizations offer services to young people. You can get information from the West Island Community Resource Centre: **514-694-6404** or **www.crcinfo.ca**



Psychological and Social Support

Our teams can help you in case of problems related to mental health, addiction, violence, abuse, poverty, social exclusion, and emotional or psychological distress. Each CLSC has a psychosocial intake. The CLSC staff assesses your situation and needs and provides you with a follow-up or refers you to the right service.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572, extension 3956

CLSC du Lac-Saint-Louis 514-697-4110, extension 1334

You can also consult your family doctor. If you don't have one, there are walk-in clinics on the territory. The list of network clinics is on pages 3, 4 and 5.

Crisis Centre

Individuals dealing with a difficult situation or a crisis should first communicate with a crisis centre where professionals offer services 24 hours a day, seven days a week: consultation, evaluation, referrals, guidance, short-term post-crisis follow-up and, in some cases, short-term housing.

Montreal West Island Crisis Centre 514-684-6160

www.centredecriseoi.com

Other Resources

Alliance communautaire autonome 514-525-5060

Promotion and collective defence of mental health rights.

ANEB – Anorexia and Bulimia Quebec 514-630-0907

Helps people affected by a food disorder.

www.anebquebec.com

Arrimage 514-389-9393

Employment integration and retention for people living with serious mental health disorders.

Centre Bienvenue 514-421-2212

Presents ways of taking steps that go beyond integration. Equip individuals dealing with mental health problems to help them recognize their personal self-worth and offer them the necessary support and services to enable them to actively contribute to society.

www.centreboenvenue.org

Family Resource Center 514-685-5912

Programs offered in French and English to young people aged 6 to 17 with mental health problems to help them prepare for an academic or professional environment and community integration programs.

www.familyresourcecenter.qc.ca (in English only)

L'Équipe Entreprise 514-636-1081

For adults who have a mental health problem, who receive support from a mental health team and who are stable and motivated to participate in a social reintegration program through work related activities.

www.equipeentreprise.org

Friends for Mental Health 514-636-6885

Bilingual association of parents and friends of people affected by mental illness. Counselling, education and support.

www.asmfmh.org

West Island Citizen Advocacy 514-694-5850

Support provided by volunteer sponsors for the elderly, people with a mental health problem or a disability. Supervised residences.

www.westislandcitizenadvocacy.com

Community Perspective in Mental Health 514-696-0972

Community follow-up and assistance. Assistance with housing searches.

www.pcsm-cpmh.org

Omega Community Resources 514-631-2760

Day Center, group home and apartments.

www.omegacenter.org

Tel-Aide 514-935-1101

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

www.telaide.org

Other community organizations offer psychological and social support services. You can get information from the West Island Community Resource Centre: **514-694-6404** or **www.crcinfo.ca**

Vaccination

Vaccinations are your best protection against many serious illnesses. Do not hesitate to get them. Basic vaccines for children and adults are offered free of charge at the following facilities:

CLSC de Pierrefonds 514-626-4019

CLSC du Lac-Saint-Louis 0 to 5 years of age **514-697-4110**

6 years of age and older **514-697-4110, extension 1313**

Certain vaccines are also offered in schools within the community.

Flu Vaccine

A flu vaccine campaign is held every fall. The vaccine is free and is strongly recommended for people aged 60 years and over, people with chronic illnesses and their families, young children aged 6 to 23 months and their parents and siblings, pregnant women who are in their second and third trimester and their families, as well as people who are severely obese. 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 Travellers

In order to travel and come back in good health, visit the West Island HSSC Traveller's Health Clinic, where you can get useful information and any required vaccines (including the vaccine against yellow fever) so that you can fully enjoy your trip.

West Island HSSC Traveller's Health Clinic

Lakeshore General Hospital 514-630-2225, extension 1709

160 Stillview Avenue

Pointe-Claire

By appointment only

Getting Help

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 **1-888-489-2287**, or ask your HSSC professionals for advice.

CLSC de Pierrefonds 514-626-2572, extension 3956

CLSC du Lac-Saint-Louis 514-697-4110, extension 1334

Tel-Aînés 514-353-2463

Helpline, referral and prevention service for seniors and their families.

www.tel-ecoute.org

Sexual Assault

West Island CALACS (Centre d'aide et de lutte contre les agressions à caractère sexuel) 514-934-4504

Prevention and education to counter sexual violence.

Montreal Sexual Assault Center 514-934-4504

Bilingual service accessible at all times.

Family Crisis

Youth Protection

For support in case of a family crisis or to report a situation.

Centre jeunesse de Montréal 514-896-3100

www.centrejeunessedemontreal.qc.ca

Batshaw Youth and Family Centres 514-935-6196

Services in English.

www.batshaw.qc.ca

Other Resources

Éducation Coup-de-fil 514- 525-2573

Professional telephone consultation service for all family members, including minors and their surroundings.

www.education-coup-de-fil.com

Intellectual Disability (ID) and Pervasive Developmental Disorders (PDD)

Your HSSC offers many services to people affected by intellectual disabilities and pervasive developmental disorders and their families. When specialized services are required, the HSSC will refer people to the *Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement* (CRDI-TED).

Community services may also be available.

CLSC de Pierrefonds 514-626-2572, extension 3956

CLSC du Lac-Saint-Louis 514-697-4110, extension 1334

Depression

Déprimés anonymes 514-278-2130

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

www.deprimesanonymes.org

Gays and Lesbians Experiencing Distress or Violence

Gai Écoute 514-866-0103

Telephone helpline service, assistance and information centre for people with questions related to sexual orientation.

www.gaiecoute.org

Centre de solidarité lesbienne (CSL) 514-526-2452

A meeting place for lesbians, the CSL offers support through discussion groups, individual meetings and workshops.

www.solidaritelesbienne.qc.ca

Substance Abuse, Alcoholism and Compulsive Gambling

Al-Anon et Alateen 514-866-9803

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 Alateen, a recovery program for its young members.

www.al-anon-montreal.org

Alcochoix + 514-273-4508, extension 1888

Assistance program that promotes moderate alcohol consumption.

www.dependances.gouv.qc.ca

Alcoholics Anonymous (AA) 514-376-9230

Support groups for people who want to overcome their alcohol problems and help others recover.

www.aa-quebec.org/AA_Quebec

Centre Dollard-Cormier 514-385-1232

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

950 de Louvain Street East

www.centredollardcormier.qc.ca

Programme Jeunesse 514-982-1232

Urgence-Toxicomanie 514-288-1515

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

CRAN Inc. 514-527-6939

Medical and psychosocial services for people suffering from drug addiction.

110 Prince Arthur Street West

www.cran.qc.ca

Drugs: Help and Referral 514-527-2626

Information, referral and help line available day and night.

www.drogue-aidereference.qc.ca

Gambling: Help and Referral 514-527-0140

Information, referral and help-line available day and night.

www.jeu-aidereference.qc.ca

Le Portage 514-939-0202

Treatment and rehabilitation for people suffering from drug addiction.

865 Richmond Square

www.portage.ca

Maison Jean Lapointe 514-288-2611

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

111 Normand Street

www.maisonjeanlapointe.com

Pavillon Foster 514-486-1304

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

3285 Cavendish Boulevard, Suite 100

www.pavillonfoster.org

Other Resources

Cactus 514-847-0067

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

www.cactusmontreal.org

Spectre de rue 514-524-5197

Organization for marginalized people with problems related to mental health issues, substance abuse (injectable and non-injectable drugs) and prostitution. Day centre and street workers at night.

www.spectrederue.org

Unwanted Pregnancy

Support is offered to women who are making a decision about an unwanted pregnancy. These women are referred to appropriate resources, as required. Pregnancy tests are performed on-site, free of charge for young clientele only.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572, extension 4367

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

Emergency Oral Contraception

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

Voluntary Interruption of Pregnancy (VIP)

Women who want information about the voluntary interruption of pregnancy or who want to be referred to this service free of charge can contact their CLSC.

Grossesse-Secours 514-271-0554

Support and information for pregnant women and new mothers.

www.grossesse-secours.org

Youth at Risk

Director of Youth Protection (Le Directeur de la Protection de la jeunesse, DPJ)

To report situations where a child is abandoned, has severe behavioural problems, is a victim or has serious risks of being a victim of neglect, psychological mistreatment, sexual abuse or physical abuse.

Centre jeunesse de Montréal 514-593-3979

www.centrejeunessedemontreal.qc.ca

Batshaw Youth and Family Centres 514-935-6196

Services in English.

www.batshaw.qc.ca

Other Resource

Tel-Jeunes 1-800-263-2266

Helpline, guidance and referral services available at all times.

www.teljeunes.com

Suicide

Suicide Action Montréal 514-723-4000

Assistance and helpline service available 24 hours a day, 7 days a week for suicidal people and their loved ones, as well as for people bereaved by suicide.

www.suicideactionmontreal.org

Spousal and Domestic Violence

In partnership with other community resources, the West Island HSSC offers a variety of services to victims of spousal violence and to children who witness spousal violence.

FOR INFORMATION

CLSC de Pierrefonds 514-626-2572, extension 3956

CLSC du Lac-Saint-Louis 514-697-4110, extension 1334

Other Resources

Entraide pour hommes de Montréal 514-355-8300

Support centre for men.

www.entraidepourhommes.ca

Option 514-527-1657

For violent men and women.

www.optionalternative.ca

Pro-Gam 514-270-8462

For violent men.

www.pro-gam.ca

Refuge pour les femmes de l'Ouest-de-l'Île 514-620-4845

Telephone consultation services 24 hours a day. Temporary lodging, individual and group sessions for women and children who are victims of family or spousal violence.

Service d'aide aux conjoints (SAC) 514-384-6296

SAC offers assistance to men going through divorce, conflict, feelings of jealousy or problems of domestic violence.

www.serviceaideconjoints.org

S.O.S. Violence Conjugale 514-873-9010 or 1-800-363-9010

For battered women. (24 hours a day, 7 days a week)

www.sosviolenceconjugale.ca

Programme Côté Cour

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

www.educaloi.qc.ca/cotecour

Palais de justice de Montréal (Montreal Courthouse) 514-868-9577, extension 0

Municipal Court 514-861-0141

Improving services

All efforts are made to ensure quality services at the West Island HSSC. It could, nonetheless, happen that you are not satisfied with the services you receive. If this is the case, you may express your dissatisfaction and contact the manager 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, this person can assist you or refer you to an organization that has been mandated by the Ministry of Health and Social Services to provide assistance.

Local Service Quality and Complaints Commissioner of the West Island HSSC 514-630-2225, extension 5277

To lodge a complaint about the services received in a facility of your HSSC, contact the Local Service Quality and Complaints Commissioner of the West Island HSSC.

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 514-861-5998
www.caapidm.ca**

Quebec Ombudsman 514-873-2032

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

www.protecteurducitoyen.qc.ca

Becoming a Volunteer

The West Island HSSC always needs volunteers to accompany patients during hospital appointments or to help organize activities at the *centre d'hébergement* or at the hospital.

If you have spare time and you want to help improve the quality of life and well-being of people at the center or patients, contact our volunteer services:

**Centre d'hébergement Denis-Benjamin-Viger
and Day Centre for seniors 514-620-6310**

Seasonal Flu Vaccination Centres 514-626-2572, extension 3802

Lakeshore General Hospital 514-630-2119

Other Resources

To volunteer in your community, you can contact:

Volunteer West Island 514-457-5445

Recruitment, training and referrals for volunteers for more than 100 non-profit organizations serving the West Island.

www.volunteerwestisland.org

West Island Community Resource Centre 514-694-6404

Reference and information centre for all residents of the West Island.

www.crcinfo.ca

Foundations that Invest in your Health and Well-Being

Would you like to know more about the Foundations of the West Island HSSC and their fundraising activities? Would you like to make a donation or become a volunteer?

Do not hesitate to contact them.

The Lakeshore General Hospital Foundation 514-630-2081

Since 1964, the Lakeshore General Hospital Foundation has raised funds to support the development of the hospital by investing, among other things, in new leading-edge medical equipment. The Foundation organizes several fundraising events throughout the year which link the hospital with the community. The Foundation counts entirely on the support of donors and volunteers.

www.fondationlakeshore.ca

The Centre d'hébergement Denis-Benjamin-Viger Foundation 514-620-6310

Since 1997, the Centre d'hébergement Denis-Benjamin-Viger Foundation has helped improve the quality of life of residents at the *Centre d'hébergement* and the clientele at the Day Centre. It raises funds to finance such programs as music therapy, zoo therapy and gardening activities, as well as to acquire specialized and leisure equipment. It also helps the local Residents' Committee with decorations and gifts for various occasions.

The CLSC du Lac-Saint-Louis and the CLSC de Pierrefonds Foundation 514-697-4110, extension 1681, or 514-626-2572, extension 5245

The CLSC du Lac-Saint-Louis and the CLSC de Pierrefonds Foundation has existed for more than 10 years. It raises funds to carry out projects related to the health and social services provided by the CLSC du Lac-Saint-Louis and the CLSC de Pierrefonds. These funds make it possible to assist people with loss of autonomy and the families of children or teenagers with special needs: subsidies to help children or teenagers with a disability take part in a day camp, to offer respite to an overloaded family, buy specialized equipment, etc.

Access to Health Care in Your Neighbourhood is a publication of the West Island HSSC.

The masculine is used in its generic form and indicates both men and women.

La version française est disponible sur le site www.csssouestdelile.qc.ca

To obtain the short version, go to your local CLSC or visit www.westislandhssc.qc.ca.