



SERVICES IN ENGLISH

Access

to Services in English
in the Health and Social
Services Network
in the Montérégie

This brochure presents the services offered in the English language by the health and social services institutions in the Montérégie region. To know where you should go to receive the services required, contact the institution you are interested in by calling the number indicated in the following descriptions.

For more detailed information about the Program of Access to Health and Social Services in the English language for the English-speaking Population of the Montérégie, please consult the Web site of the Agence de la santé et des services sociaux at www.rrsss16.gouv.qc.ca, section Publications.

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CSSS - CENTRE DE SANTÉ ET DE SERVICES SOCIAUX

The CSSS is the name derived from the merger of a hospital with one or more CLSC and a number of residential and long-term care centres (CHSLD) in a given territory. These organisations are responsible for determining the needs of their population and ensuring that services are organised to respond to these needs. Many of these services will be offered by the CSSS itself and for other services it will make formal arrangements with other organisations (specialized hospitals, rehabilitation centres, community organisations and other groups as required).

The CSSS in this first group offer nearly all their services in English.

CSSS CHAMPLAIN

Telephone: 450 445-4452 (Champlain); 450 443-7475 (Saint-Hubert)
Principal Territories Served: Brossard, Saint-Lambert, Greenfield Park, Saint-Hubert
Total Population: 182 195
Number of English-speaking people: 38 198
Percentage of the population – Anglophone: 21%

Services offered

Reception-Evaluation and Referral; Info-Santé; Services destined to children, youth and families; Basic Health and Social Services; Vaccinations; Laboratory tests; Health Travel Clinic; Home Care Services; Residential Care units; Day Hospital; Intensive Functional Rehabilitation; Day Centre; Mental Health-1st Line-Adults and Children; Health Promotion and Prevention (Public Health); School Health and Social Services.

Note

Charles LeMoyné Hospital offers hospital services for the territory of CSSS Champlain.

CSSS HAUT-SAINT-LAURENT

Telephone: 450 829-2321
Principal Municipalities Served: Huntingdon, Ormstown
Total Population: 21 605
Number of English-speaking People: 7 065
Percentage of the population – Anglophone: 32.7%

Services offered

Inpatient and outpatient medical services; Basic Health and Social Services; Reception-Evaluation and Referral; Info-Santé; Vaccinations; Home Care Services; Residential Care units; Laboratory Tests; Health Promotion and Prevention (Public Health); School Health and Social Services.

Note

This CSSS is recognised by the Charter of the French Language to offer all services in English and is designated as such in the Access Program.

CSSS LA POMMERAIE

Telephone: 450 266-4342 – option 5

Principal Municipalities Served: Cowansville, Lac-Brome, Sutton, Bedford

Total Population: 48 080

Number of English-speaking People: 11 138

Percentage of the population – Anglophone : 23.2%

Services offered

Reception-Evaluation and Referral; Surgery (inpatient and outpatient); Laboratory Tests; Emergency; Intensive Care; Vaccinations; Psychosocial Services for children, youth and adults; Mental Health Services; School Health and Social Services; Home Care Services; Residential Care; Info-Santé.

CSSS JARDINS-ROUSSILLON

Telephone: 450 699-2425

Principal Municipalities Served: Châteauguay, Candiac, La Prairie, Hemmingford

Total population: 164 585

Number of English-speaking People: 21 750

Percentage of the population – Anglophone: 13.2%

Services offered

Reception-Evaluation and Referral; Info-Santé; Services destined to children youth and families; Basic Health and Social Services; Vaccinations; Laboratory tests; Home Care Services; Residential Care units; Day Hospital; Intensive Functional Rehabilitation; Day Centre; Mental Health-1st Line-Adults and Children; Specialised Mental Health Services for Children and Adults; Health Promotion and Prevention (Public Health); School Health and Social Services; Palliative Care.

CSSS VAUDREUIL-SOULANGES

Telephone: 450 455-6171

Principal Municipalities Served: Vaudreuil-Dorion, Pincourt, Île Perrot, Hudson, Saint-Lazare

Total Population: 101 280

Number of English-speaking People: 22 748

Percentage of the Population – Anglophone: 22.5%

Services offered

Reception-Evaluation and Referral; Basic Health and Social Services; School Health and Social Services; Services due to Loss of Autonomy (Health, Social and Rehabilitation Services); Home Care Services; Residential Care; Day Centres.

Note

CSSS du Suroît offers hospital services for the territory of CSSS Vaudreuil-Soulanges

The CSSS in this second group offer some of their services in English.

CSSS DU SUROÎT

Telephone: 450 371-9920, ext. 2000

Principal Municipalities Served: Salaberry-de-Valleyfield, Beauharnois

Total Population: 53 195

Number of English-speaking People: 1 840

Percentage of the population – Anglophone: 3.5%

Services offered

Services for People with a loss of autonomy; Mental Health Services (Adult and Children); General Health and Social Services; Medical and Surgery Services; Diagnostic and Therapeutic Services; Health Promotion and Prevention (Public Health).

Note

The Suroît Hospital offers services to residents of the CSSS Vaudreuil-Soulanges territory as well.

CSSS HAUT-RICHELIEU-ROUVILLE

Telephone: 450 358-2572

Principal Municipalities Served: Saint-Jean-sur-Richelieu, Chambly, Noyan, Lacolle

Total Population: 149 025

Number of English-speaking people: 6 623

Percentage of the population – Anglophone: 4.4%

Services offered

Psychosocial Services (Follow up); Info-Santé; Intensive Functional Rehabilitation; Day Centre.

CSSS PIERRE-BOUCHER

Telephone: 450 468-8111

Principal Municipalities Served: Longueuil, Boucherville

Total Population: 226 150

Number of English-speaking People: 8 603

Percentage of the population – Anglophone: 3.8%



Services offered

Reception-Evaluation and Referral; Specialized Outpatient Clinics; Assistance Program for Victims of Sexual Assault; Laboratory tests; Home Care Services; Psychosocial Services; Palliative Care Program.

The CSSS Territories

in the Montérégie

Legend

-  The CSSS in beige offer nearly all their services in English
-  The CSSS in green offer some of their services in English

CSSS VAUDREUIL-SOULANGES

Vaudreuil-Dorion, Pincourt, Île Perrot, Hudson, Saint-Lazare

CSSS PIERRE-BOUCHER

Longueuil, Boucherville

CSSS CHAMPLAIN

Brossard, Saint-Lambert,
Greenfield Park, Saint-Hubert

CSSS SOREL-TRACY

Sorel

CSSS RICHELIEU-YAMASKA

Saint-Bruno-de-Montarville, Saint-Hyacinthe, Beloeil

CSSS HAUTE-YAMASKA

Granby, Waterloo

CSSS JARDINS-ROUSSILLON

Châteauguay, Candiac,
La Prairie, Hemmingford

CSSS HAUT-RICHELIEU-ROUVILLE

Saint-Jean-sur-Richelieu, Chambly,
Noyan, Lacolle

CSSS LA POMMERAIE

Cowansville, Lac-Brome, Sutton, Bedford

CSSS DU SUROÎT

Valleyfield

CSSS HAUT-SAINT-LAURENT

Huntingdon, Ormstown

CSSS RICHELIEU-YAMASKA

Telephone: 450 771-3333

Principal Municipalities Served: Saint-Bruno-de-Montarville, Saint-Hyacinthe, Beloeil

Total Population: 184 485

Number of English-speaking People: 7 375

Percentage of the population – Anglophone: 4%

Services offered

School Health and Social Services; Home Care Services; Basic Health and Social Services.

CSSS HAUTE-YAMASKA

Telephone: 450 375-8000

Principal Municipalities Served: Granby, Waterloo

Total Population: 80 380

Number of English-speaking people: 3 348

Percentage of the population – Anglophone: 4.2%

Services offered

Basic Health and Social Services, Mental Health Services (including Specialised Services); Home Care Services and Residential Services.

CHARLES LEMOYNE HOSPITAL

This hospital is a university affiliated teaching hospital which offers a wide range of specialised and ultra-specialised services. Many of these services are offered to the entire Montérégie region. As well, it offers general hospital services for people in the territory of CSSS Champlain.

Telephone: 450 466-5000

Services offered

Reception; Emergency Services; Ambulatory Care; Intensive Care unit; Rehabilitation; Social Services; Child Psychiatry (External and internal); Patient Care units.

REGIONAL SERVICES

The following services serve, in general, the entire region of the Montérégie. Often these services will have offices spread over the region for the convenience of their clients. Also these services will often have formal arrangements with the CSSS regarding the type and amount of services required in the different CSSS territories. Most of these services require a referral by a health professional in order to access their services.

REHABILITATION CENTRES

Rehabilitation centres are intended principally for people with physical or intellectual deficiencies, with psychosocial, family or behaviour problems and alcohol/drug dependency. They offer rehabilitation and social integration, as well as accompaniment and support for individuals, families and their entourage.

INTELLECTUAL DEFICIENCIES AND AUTISM

For the territories of CSSS Champlain, Haute-Yamaska, Richelieu-Yamaska, Sorel-Tracy, La Pommerai and Pierre-Boucher:

CRDI Montérégie-Est

Telephone: 450 679-6511

For the territories of CSSS Jardins-Roussillon, Vaudreuil-Soulanges, du Suroît, Haut-Richelieu–Rouville and Haut-Saint-Laurent:

Les Services de réadaptation du Sud-Ouest et du Renfort

450 692-1010

Services offered

Access, Evaluation and Orientation Services; Adaptation and Rehabilitation Services (at home, at work, in the community); Specialised Educational Assistance Services to families and relatives; Residential Services.

ALCOHOLISM/DRUG DEPENDENCY/GAMBLING

Foster Pavillon

450 659-8911

Foster Pavillon offers both inpatient and outpatient services to those with dependency problems. They offer their services in collaboration with various CSSS and schools in the region.

Note

This organisation is recognised by the Charter of the French Language to offer all services in English and is designated as such in the Access Program.

YOUTH CENTRES

The Centre jeunesse de la Montérégie receives youth protection reports directly for children and youth at risk. For other specialised services, individuals and/or families are referred by a CSSS or other healthcare institution as needed. They have offices throughout the region.

Centre jeunesse de la Montérégie

450 679-0140

Services offered

Youth protection Services; Psychosocial Services for children and adolescents; Residential Services (Foster homes and supervised apartments); Rehabilitation Services; Adoption; Reunification Services; Expertise to the Superior Court.

Note

This institution has a formal agreement with Batshaw Youth and Families Centre (Montreal) concerning residential rehabilitation services.

VISUAL DEFICIENCIES

People with a visual impairment or low vision may be referred to this institution for services. People must have a vision evaluation to be eligible to access their services.

Institut Nazareth et Louis-Braille

450 463-1710

Services offered

Professional Support; Early Childhood Development and Integration into School; Community Integration and Home Care Services; Technical Aides Service; Toy Library; Adaptation of information into substitute media.

Note

This institution has a formal agreement with the MAB-Mackay Rehabilitation Centre (Montreal) for certain services for the English-speaking population.

PHYSICAL DEFICIENCIES

Centre Montérégien de réadaptation

450 676-7447 (Toll free: 1 800 667-4369)

Services offered

Youth Program: Motor Deficiency; Language Deficiency; Hearing Deficiency (oralist mode); Traumatology; Residential Services; Specialised Clinics.
Adult Program: Motor Deficiency; Auditory Deficiency; Traumatology; other personalised services.

For all ages: Technical Aides Program.

PRIVATE RESIDENTIAL SERVICE

(This is a private residence for senior citizens)

Centre d'hébergement C.P.L. Argyle Inc. (Résidence du Parc)

450 465-1401

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COMMUNITY ORGANISATIONS

While not included in the Access Program for services in English it should be noted that many community organisations across the Montérégie offer many varied services in English. Many organisations are under contract with a local CSSS to offer certain services to the population in their territory. These services can be very helpful in a variety of situations.

INFO-SANTÉ

The Info-Santé service allows you to contact a nurse by phone who can answer your questions and give you advice. This service is offered 24 hours a day, 7 days a week. Consult your local telephone directory for the number in your area.

COMPLAINTS

As in any situation, dialogue is always welcome and you can discuss your dissatisfactions with the personnel without fear of reprisal. You may also submit a formal complaint to the local commissioner for service quality and complaints. Ask at the reception of any of the services mentioned for the complaint's procedure.

**Agence de la santé
et des services sociaux
de la Montérégie**

Québec

