

# Health Problems?



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

**8 1 1**

**1**

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



**If the Info-Santé nurse recommends seeing a doctor**

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

**2**

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



**If the Info-Santé nurse recommends going to emergency**

**Go to a hospital emergency department.**

**3**

**The emergency nurse will assess your health condition.**

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



## 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



*Access to Health Care in Your Neighbourhood* is published jointly by the CSSS du Sud-Ouest–Verdun and the Agence de la santé et des services sociaux de Montréal.

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For additional copies please call 514-762-2777, extension 3291.

You have received this booklet because you live within the territory of the CSSS du Sud-Ouest–Verdun (health and social services centre).

### The CSSS du Sud-Ouest–Verdun is comprised of:

Centre d'hébergement Champlain  
Centre d'hébergement de Saint-Henri  
Centre d'hébergement des Seigneurs  
Centre d'hébergement du Manoir-de-Verdun  
Centre d'hébergement Louis-Riel  
Centre d'hébergement Réal-Morel  
Centre d'hébergement Yvon-Brunet  
CLSC de Saint-Henri  
CLSC de Verdun  
CLSC de Ville-Émard—Côte-Saint-Paul\*  
Hôpital de Verdun  
The CSSS works closely with the Clinique communautaire de Pointe-Saint-Charles.

\* The executive offices and main administrative services of your CSSS are located at the CLSC de Ville-Émard—Côte-Saint-Paul.

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



Montreal Network of Health  
Promoting Hospitals and CSSSs

A WHO Network

The CSSS du Sud-Ouest–Verdun is a member of the *Montreal Network of Health Promoting Hospitals and CSSSs*, a World Health Organization (WHO) Network. It is committed to improving the health of its clients, their loved ones, the staff and the community.

To find out more about your CSSS, visit  
[santemontreal.qc.ca/csss/sudouestverdun](http://santemontreal.qc.ca/csss/sudouestverdun)  
or call **514-762-2777**

## MEDICAL RESOURCES\*

- 1 **GMF** **NC** Centre médical  
Métro Monk  
2376 Allard Street  
514 769-9999
- 2 Clinique communautaire  
de Pointe-Saint-Charles  
500 Ash Street  
514 937-9251
- 3 Clinique communautaire  
de Pointe-Saint-Charles  
(point of service)  
1955 Centre Street  
514 937-9251
- 4 **GMF** **NC** Clinique  
médicale de l'Ouest  
(GMF du Sud-Ouest)  
4647 De Verdun Street  
514 765-3600
- 5 Clinique médicale  
des Deux Tours  
1001 University Street  
Level A, Suite C-14  
514 954-4444
- 6 Clinique médicale Hickson  
3805 De Verdun Street  
514 769-9671
- 7 Clinique médicale  
le Village  
49 Du Commerce Place  
Suite 12  
514 761-2152
- 8 Clinique médicale Monk  
6023 Monk Blvd.  
514 761-5527
- 9 Clinique médicale  
Saint-Gabriel  
2041 Wellington Street  
514 931-8661
- 10 Clinique médicale  
Saint-Henri  
4227 Saint-Jacques  
Street West  
514 935-4330
- 11 **GMF** Clinique médicale  
Soleil des Tanneries  
(GMF St. Mary)  
3767 Notre-Dame Street West  
514 932-8441
- 12 Clinique médicale  
Verdun LaSalle  
5989 De Verdun Street  
514 766-2246
- 13 Clinique médicale  
Ville-Émard  
5824 Monk Blvd.  
514 767-5307
- 14 CLSC de Saint-Henri  
3833 Notre-Dame Street West  
514 933-7541
- 15 CLSC de Verdun  
400 De l'Église Street  
514 766-0546
- 16 CLSC de Ville-Émard–  
Côte-Saint-Paul  
6161 Lauredeau Street  
514 766-0546
- 17 Clinique Médico-  
chirurgicale de Verdun  
55 De l'Église Street  
514 768-1652  
- **GMF** **GMF** de Verdun  
(3<sup>rd</sup> floor)  
514 737-2496
- 18 Dr. Dauphin, Savard  
& Associés  
55 De l'Église Street  
514 766-8700
- 19 Polyclinique Île-des-Sœurs  
2010 René-Lévesque Blvd.  
2<sup>nd</sup> floor  
514 767-2683
- 20 **GMF** **NC** Family Medicine  
Unit of the Hôpital de  
Verdun (GMF de Verdun)  
3922 LaSalle Blvd.  
514 765-7325

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

Map indications are approximate.

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



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

## FACILITIES

### RESIDENTIAL CENTRES

- 21 Centre d'hébergement  
Champlain  
1325 Crawford Street  
514 766-8513
- 22 Centre d'hébergement  
de Saint-Henri  
5205 Notre-Dame Street West  
514 931-0851
- 23 Centre d'hébergement  
des Seigneurs  
1800 Saint-Jacques Street West  
514 935-4681
- 24 Centre d'hébergement  
du Manoir-de-Verdun  
5500 LaSalle Blvd.  
514 769-8801
- 25 Centre d'hébergement  
Louis-Riel  
2120 Augustin-Cantin Street  
514 931-2263
- 26 Centre d'hébergement  
Réal-Morel  
3500 Wellington Street  
514 761-5874
- 27 Centre d'hébergement  
Yvon-Brunet  
6250 Newman Avenue  
514 765-8000

### CLSCs

- 28 CLSC de Saint-Henri  
3833 Notre-Dame Street West  
514 933-7541
- 29 CLSC de Verdun  
400 De l'Église Street  
514 766-0546
- 30 CLSC de Ville-Émard–  
Côte-Saint-Paul  
6161 Lauredeau Street  
514 766-0546

### HOSPITAL

- 31 Hôpital de Verdun  
4000 LaSalle Blvd.  
514 765-7325



530healthchallenge.ca



# 5/30 Health Challenge™

**Eat** 5 portions of  
fruit and vegetables  
**Move** 30 minutes

An initiative of:



INSTITUT DE  
CARDIOLOGIE  
DE MONTRÉAL

Direction de la prévention



Société  
canadienne  
du cancer

Canadian  
Cancer  
Society

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PUBLIQUE DES AGENCES DE  
LA SANTÉ ET DES SERVICES  
SOCIAUX

Santé  
et Services sociaux

Québec



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## RAMQ

### Régie de l'assurance maladie du Québec (RAMQ)

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

**For more information, contact the RAMQ:**

**514 864-3411** or **1 800 561-9749**

## PHARMACY

### The Only Pharmacy Open 24 Hours a Day

Gilles Dubois Pharmacy  
5122 Côte-des-Neiges Road  
**514 737-4415**

## HEALTH GUIDE

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

[www.guidesante.gouv.qc.ca](http://www.guidesante.gouv.qc.ca)

## Need a Doctor or Nurse?

### Medical Resources in Your Neighbourhood

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

The CSSS du Sud-Ouest–Verdun also offers medical services by appointment or on a walk-in basis.

#### FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard–Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

### Network Clinics

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

#### *The Network Clinics in Your Neighbourhood Are:*

##### **Centre médical Métro Monk**

2376 Allard Street, Sud-Ouest Borough  
**514 769-9999**

##### **Clinique médicale de l'Ouest**

4647 De Verdun Street, Verdun Borough  
**514 765-3600**

##### **Hôpital de Verdun**

##### **Family Medicine Unit**

3922 LaSalle Boulevard, Verdun Borough  
**514 765-7325**

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

## The Other Network Clinics in the Montreal Region Are:

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

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

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

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

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

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

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

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

**Clinique médicale de la Cité** 514 281-1722  
300 Léo-Parizeau Street, 9<sup>th</sup> floor  
Plateau-Mont-Royal Borough

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

**Clinique médicale Diamant** 514 731-5994  
5885 Côte-des-Neiges Road, Suite 201  
Côte-des-Neiges—Notre-Dame-de-Grâce Borough

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

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

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

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

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

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

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

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

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

**Groupe Santé Westmount Square** 514 934-2334  
ext. 222  
1 Westmount Square  
Pavilion A, Suite 230, City of Westmount

**Herzl Family Practice Centre** 514 340-8253  
5790 Côte-des-Neiges Road, 2<sup>nd</sup> floor  
Côte-des-Neiges—Notre-Dame-de-Grâce Borough

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

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

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

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

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



## Family Medicine Groups

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

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

The GMFs in your neighbourhood are:

**GMF du Sud-Ouest: 514 765-3600**

**GMF de Verdun: 514 737-2496**

Family Medicine Unit  
of the Hôpital de Verdun: **514 765-7325**

**GMF Métro Monk: 514 769-9999**

## If You Are Looking for a Family Doctor

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

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

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

### **Your CSSS Can Help You Find a Family Doctor if:**

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

**For information: 514 766-0546**

## **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 de Saint-Henri: 514 933-7541**

3833 Notre-Dame Street West  
Monday to Friday, from 8:00 a.m. to 8:00 p.m.  
and Saturday from 8:00 a.m. to 4:00 p.m.

**CLSC de Verdun: 514 766-0546**

400 De l'Église Street  
Monday to Friday, from 8:00 a.m. to 8:00 p.m.  
and Saturday from 8:00 a.m. to 4:00 p.m.

**CLSC de Ville-Émard—Côte-St-Paul: 514 766-0546**

6161 Laurendeau Street  
Monday to Friday, from 8:00 a.m. to 5:00 p.m.

**Clinique communautaire de**

**Pointe-Saint-Charles: 514 937-9251**

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

**Or call Info-Santé: 8-1-1**

## The CSSS du Sud-Ouest–Verdun: 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 du Sud-Ouest–Verdun**

CLSC de Verdun

**514 766-0546, extension 4891**

##### *Support Groups*

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

##### **Centre Vivre mieux sans fumer**

**514 849-3804**

##### **Cancer Prevention Centre**

Jewish General Hospital

**514 340-8222, extension 3870**

##### *For Teenagers*

##### **Pediatric Quit Smoking Centre**

Montreal Children's Hospital

For all teenagers who want to stop smoking.

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

##### *Other Resources*

##### **Smokers' Helpline**

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

##### **Quit to Win Challenge**

**[www.defitabac.qc.ca/defi/en/index.html](http://www.defitabac.qc.ca/defi/en/index.html)**

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



## Asthma

The CSSS du Sud-Ouest–Verdun offers an education program aimed at helping asthma sufferers better understand and manage their asthma. The program looks at: asthma and its manifestations, asthma triggers and how to prevent them, medications, signs of deterioration, etc. Individual and group sessions.

### FOR INFORMATION

**CLSC de Verdun: 514 766-0546, extension 4888**

**CLSC de Saint-Henri: 514 933-7541, extension 502**

**Hôpital de Verdun: 514 362-1000, extension 2479**

## Health Education Centre

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

### FOR INFORMATION

**514 766-0546, extension 2204**

## Diabetes Reference Centre

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

Individual and group sessions.

### FOR INFORMATION

**Diabetes Reference Centre: 514 766-0546, extension 2265**

### ***Syringe and Needle Recovery and Elimination Service***

Safe containers are available for this purpose.  
Just call or come in during opening hours.

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard–Côte-Saint-Paul: 514 766-0546**

## Blood Tests and Other Tests

For blood tests or any other tests, go to:

**Hôpital de Verdun: 514 362-1000**

Test Centre

4000 LaSalle Boulevard

With or without an appointment

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

### **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).

#### FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

or contact your doctor.

### Quebec Breast Cancer Screening Program

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

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

For more information:

- consult your doctor;
- visit [www.santemontreal.qc.ca](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.

## SANTÉ MONTRÉAL

### If You Are Looking for Health Information in Montreal

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

[www.santemontreal.qc.ca](http://www.santemontreal.qc.ca)

## Sexual Health

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

#### FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

## Services for Seniors and People with Decreasing Independence

The CSSS du Sud-Ouest–Verdun offers many services to seniors, people with decreasing independence and their family and caregivers. For example:

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

These services may be offered at the CLSC, at home, in a day centre or day hospital, in a rehabilitation unit, or in a temporary or long-term residence. Some services are also provided in conjunction with community organizations.

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

### Day Centre

The day centre works jointly with the CLSC's home care services. Activities are offered during the day at a residential centre. They 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 de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard–Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

### Domestic Help

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

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

In your neighbourhood, these services are offered by:

**La Maisonnette du Sud-Ouest  
514 932-2433**



### Other Resources

#### Elder Abuse and Neglect

##### Info-Abuse

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

**514 489-2287**

or ask your CSSS professionals for advice:

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard–Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

##### 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 du Sud-Ouest–Verdun offers advice on pregnancy, baby care, breastfeeding, nutrition, vaccinations, education, child behaviour and family life. Parents-to-be can benefit from prenatal classes, postnatal visits and breastfeeding clinics. Health services, social services and family support are also available.

### FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard–Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

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### International Adoption

For specialized services in international adoption.

**CSSS Jeanne-Mance: 514 521-7663**

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

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### 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**

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### 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 du Sud-Ouest-Verdun 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.

Consult our youth clinics!

### FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard–Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

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### Other Resources

#### Ado-Cause (Sacado)

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

**514 572-2236**

#### Alateen

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

**514 866-9803**

#### Street Kids Clinic

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

1250 Sanguinet Street

**514 527-2361, extension 3682**

#### Tel-Jeunes

Listening, guidance and referral service available at all times.

**514 288-2266**

*Also see the “Getting Help” section on page 25.*

## Home Care Services

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

### FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

For Saint-Henri and Petite-Bourgogne

**CLSC de Verdun and CLSC de Ville-Émard—  
Côte-Saint-Paul: 514 766-0546**

For Verdun, Ville-Émard and Côte Saint-Paul

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

For Pointe-Saint-Charles

## Psychological and Social Support

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

### FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

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### Psychiatric Emergency

**Douglas Hospital**

6875 LaSalle Boulevard

**514 761-6131, extension 2221**

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### Crisis Centre

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

**L'Autre Maison Crisis Centre**

**514 768-7225**

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### Other Resources

**Déprimés anonymes**

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

**514 278-2130**

**Tel-Aide**

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

**514 935-1101**



*If a person is a danger to his or her life  
or to that of another person, call*

**9-1-1**

## Vaccination

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

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

\* Conditions apply for receiving certain vaccinations free of charge.

### Flu Vaccine

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

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

### For Travelers

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

1650 Cedar Avenue

**514 934-8049**

**Clinique Santé-Voyage Saint-Luc**

1001 Saint-Denis Street, 6th floor

**514 890-8332**



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

## Getting Help

FOR ALL EMERGENCIES

**9-1-1**

POISON CONTROL  
CENTRE

**1 800 463-5060**



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

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

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

**Call the Info-Santé health line!**



**A nurse will answer your questions  
24 hours a day, 7 days a week.**

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

## Elder Abuse and Neglect

### Info-Abuse

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

**514 489-2287**

or ask your CSSS professionals for advice:

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

### Tel-Aînés

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

**514 353-2463**

## Sexual Assault

### Montreal Sexual Assault Centre

Bilingual service available at all times.

**514 934-4504**

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## 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**

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## Depression

### Déprimés anonymes

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

**514 278-2130**

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## Distress and Violence Among Gays and Lesbians

### Gay Line

**514 866-5090**

### Centre de solidarité lesbienne (CSL)

**514 526-2452**

## Substance Abuse, Alcoholism and Compulsive Gambling

### Al-Anon and Alateen

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

**514 866-9803**

### Alcochoix +

Assistance program for moderate alcohol consumption.

**514 273-5600, extension 6360**

### Alcoholics Anonymous (AA)

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

**514 376-9230**

### Centre Dollard-Cormier

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

(Services in French)

950 de Louvain Street East

**514 385-0046**

*Programme jeunesse* (Services in French)

**514 982-4531**

### Emergency Situations:

#### *Urgence-Toxicomanie*

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

**514 288-1515**

### CRAN inc.

Medical and psychosocial services for drug addicts.

110 Prince Arthur Street West

**514 527-6939**

### Drugs: Help and Referral

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

**514 527-2626**

### Gambling: Help and Referral

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

**514 527-0140**

### Le Portage

Treatment and rehabilitation for people suffering from drug addiction.

865 Richmond Square

**514 939-0202**

### **Maison Jean Lapointe**

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

(Services in French)

111 Normand Street

**514 288-2611**

### **Pavillon Foster**

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

3285 Cavendish Boulevard, Suite 100

**514 486-1304**

## ***Sterile Material Distribution and Exchange***

The CSSS du Sud-Ouest—Verdun offers a used syringe exchange and recovery service for injection drug users.

Without an appointment:

### **CLSC de Verdun**

400 De l'Église Street

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

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

**For information: 514 766-0546**

## ***Unwanted Pregnancy***

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

### **FOR INFORMATION**

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire  
de Pointe-Saint-Charles: 514 937-9251**

### **Grossesse-Secours**

Support and information for pregnant women and new mothers.

**514 271-0554**

### **Emergency Oral Contraception**

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

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## ***Youth in Difficulty***

### **Tel-Jeunes**

Listening, orientation and referral service available at all times.

**514 288-2266**

### **Youth Protection**

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

### **Centre jeunesse de Montréal**

**514 896-3100**

### **Batshaw Youth and Family Centres**

**514 935-6196**

### ***The DYP Intervenes Primarily in Situations Where a Child Is:***

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

# Suicide

## Suicide-Action Montréal

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

**514 723-4000**

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# Spousal Abuse and Family Violence

In partnership with other community resources, the CSSS du Sud-Ouest—Verdun offers various services to victims of spousal abuse, and to children who witness domestic violence.

## FOR INFORMATION

**CLSC de Saint-Henri: 514 933-7541**

**CLSC de Verdun: 514 766-0546**

**CLSC de Ville-Émard—Côte-Saint-Paul: 514 766-0546**

**Clinique communautaire de Pointe-Saint-Charles: 514 937-9251**

## Resources for Violent Men

**Entraide pour hommes de Montréal** (Services in French)  
**514 355-8300**

**Option** (Services in French)  
**514 527-1657**

**Pro-Gam**  
**514 270-8462**

## Resources for Violent Women

**Option** (Services in French)  
**514 527-1657**

## Resources for Abused Women

**S.O.S. Conjugal Violence**  
**514 873-9010 or 1 800 363-9010**  
(24 hours a day, 7 days a week)

## Programme Côté Cour

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

**Montreal Courthouse**  
**514 868-9577**

**Municipal court**  
**514 861-0141**

# Improving Services

All efforts are made to ensure quality services at the CSSS du Sud-Ouest—Verdun. 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 du Sud-Ouest—Verdun**  
**514 765-7331**

## Other Resources to Help You Lodge a Complaint:

**Users' Committee**  
**514 362-1000, extension 2868**

**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 du Sud-Ouest–Verdun always needs volunteers to accompany people to their hospital appointments or to help organize activities in residences or at the hospital.

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

## **Martine Dallaire**

Hôpital de Verdun

**514 362-1000, extension 2891**

## **Julie Tremblay**

Centres d'hébergement Réal-Morel, Louis-Riel et Yvon-Brunet

**514 761-5874, extension 231**

## **Gisèle Bourelle**

Centre d'hébergement Champlain

**514 766-8513, extension 8311**

Centre d'hébergement du Manoir-de-Verdun

**514 769-8801, extension 243**

## **Céline Lavoie**

Centres d'hébergement de Saint-Henri et des Seigneurs

**514 931-0851, extension 4191**

