



2011
DIRECTORY



Access
to **Health
Care** in your
Neighbourhood

www.csssbcstl.qc.ca



CSSS de Bordeaux-Cartierville–Saint-Laurent

This brochure was produced by the Centre de santé et de services sociaux (CSSS) de Bordeaux-Cartierville–Saint-Laurent. **The "Access to Health Care in your Neighbourhood" brochure presents the main health and social services available near you.**

You have received this booklet because you live within the territory of the CSSS de Bordeaux-Cartierville–Saint-Laurent, a health and social services centre.

The CSSS de Bordeaux-Cartierville–Saint-Laurent was created in 2004. It is comprised of the CLSC Bordeaux-Cartierville, the CLSC Saint-Laurent, the Pavillon des Bâisseurs as well as the Cartierville, Saint-Laurent, Notre-Dame-de-la-Merci, and Saint-Joseph-de-la-Providence CHSLDs (residential and long-term care centres).

The CSSS de Bordeaux-Cartierville–Saint-Laurent works closely with the medical clinics and community organizations within its territory.

The mission of the CSSS is to :

- Help you obtain the health and social services you need as soon as possible.
- Offer high-quality services to its users, including 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 public health within its territory.

With nearly 2100 employees, 63 general practitioners, 19 specialists and an annual budget of \$120M, it plays a leading role in the economic and community life of your neighbourhood.

The CSSS de Bordeaux-Cartierville–Saint-Laurent is a member of the Montreal Network of Health Promoting Hospitals and CSSSs, which is affiliated with the World Health Organization (WHO).

A number of community organizations in your neighbourhood work with institutions in the network. For more information about these organizations or to find the health and social services resources available in your area, visit the Santé Montréal Portal at www.santemontreal.gc.ca/aide-et-services, contact the Information and Referral Centre of Greater Montreal at 514-527-1375, or get in touch with your CLSC.

Table of Contents

Need to See a Doctor or Nurse?	4
Medical Resources in Your Neighbourhood	4
If You Are Looking for a Family Doctor	7
Seeing a Specialist.....	9
Seeing a Nurse	10
CSSS de Bordeaux-Cartierville–Saint-Laurent : At Your Service	12
Specialized Clinics	12
Blood Tests and Other Tests.....	14
Women’s Health	14
Men’s Health	16
Sexual Health	17
Services for Seniors and People with Decreased Independence	17
Birth and Children’s Services	19
Services for Children, Parents and Families	21
Youth Services.....	22
Home Care Services	23
Psychological and Social Support	23
Vaccinations.....	24
Getting Help	25
Elder Abuse and Neglect.....	25
Sexual Assault	25
Family Crisis	25
Intellectual Disability (ID) and Pervasive Developmental Disorders (PDD).....	26
Depression	26
Gays and Lesbians Experiencing Distress or Violence	26
Substance Abuse, Alcoholism and Compulsive Gambling.....	26
Unwanted Pregnancy	28
Youth at Risk	29
Ethno-Cultural Resources	29
Suicide.....	30
Spousal and Domestic Violence.....	30
Improving services	31
Becoming a Volunteer.....	32
A Foundation that Invests in your Health and Well-Being	32

USEFUL PHONE NUMBERS

INFO-SANTÉ

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

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

HEALTH INSURANCE CARD

In Quebec, you must have a health insurance card to receive services free of charge in a health care institution. It is therefore important to get a card and 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 the required photos and documents so that your renewal can be validated. Ensure that you change your address with the RAMQ when you move.

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

www.ramq.gouv.qc.ca

THE ONLY 24 HOUR PHARMACY

Pharmacie Nabil Chikh

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 CSSS de Bordeaux-Cartierville–Saint-Laurent offers medical services by appointment or on a walk-in basis

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Network Clinics

Network Clinics were created to improve access to medical services in Montreal and to reduce the number of visits to hospital emergency departments. Most of these clinics are accessible without an appointment seven days a week, including Holidays. They also offer on-site radiology and lab services.

The network clinics in your neighbourhood :

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 Salaberry Street, Galeries Normandie

Ahuntsic-Cartierville Borough

Clinique médicale Le Plein Ciel 514-337-3171

475 Côte-Vertu Boulevard

City of St-Laurent

CLSC de Bordeaux-Cartierville 514-331-2572

11822 Bois-de-Boulogne Avenue

Ahuntsic-Cartierville Borough

Groupe Santé Physimed 514-747-8888

6363 Trans-Canada Highway, Suite 121

Saint-Laurent Borough

Other Montreal Region Network Clinics

WEST MONTREAL

Brunswick Medical Centre 514-426-6677

955 St-Jean Boulevard, City of Pointe-Claire

Centre médical Métro Monk 514-769-9999

2376 Allard Street, Sud-Ouest Borough

Queen Elizabeth Urgent Care Clinic 514-934-8080

2100 Marlowe Avenue

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

Clinique médicale de l'Ouest 514-765-3600

4475 Bannantyne Street, Verdun Borough

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

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

514-765-7325

4000 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

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 Complexe Desjardins, basilaire 1, Suite 303

Ville-Marie Borough

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

1538 Sherbrooke Street West, Ville-Marie Borough

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

1 Westmount Square, Pavillon A, Suite 230, City of Westmount

Médico Centre Mont-Royal 514-521-5555

4689 Papineau Avenue, Plateau-Mont-Royal Borough

MONTREAL EAST

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, 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

Forcemedic 514-787-1818

1021 Jean-Talon East, Suite 200

Family Medicine Groups

A family medicine group (or GMF) is a clinic where patients register with their doctor. This allows doctors to develop a relationship of trust with their patients and to 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. While there are still relatively few GMFs in Montreal, they will continue to develop in all neighbourhoods over the next few years.

The GMFs in your neighbourhood :

GMF Cosmopolite de Saint-Laurent 514-514-337-3171

GMF L'Envolée 514-331-2323

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

CLSC de Bordeaux-Cartierville 514-331-2572



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 several years before this situation is resolved. At present, not all Montreal residents have access to family doctors.

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

If possible, always go to the same clinic. The medical team will have access to your records and will be able to offer you better long-term care. Remember to call ahead to confirm opening hours to avoid wasting 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

514-331-5311

Be Well-Prepared for Your Appointment

Here are some 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, and when and under which circumstances they appear.
 - Your personal history, such as illnesses, injuries, hospitalizations and operations, along with their dates.
 - Vaccinations that you have received, along with their dates.
 - Any specific conditions (allergies, disabilities, pregnancy, nursing, etc.).
 - The results of your latest tests (bloods tests, urine analyses) and recent X-rays, etc.
2. Take a complete, up-to-date list of your medications. Your pharmacist can provide a list of your prescribed medications. You should also include any nonprescription 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

Specialists usually only see patients who have been referred by a general practitioner. 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 or she will refer you to the appropriate resource. If the consultation is not urgent, your doctor or the clinic staff 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.

Centre hospitalier de l'Université de Montréal (CHUM)

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

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

Hôtel-Dieu : **514-890-8000**

Hôpital de LaSalle 514-362-8000

Hôpital de Verdun 514-362-1000

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

Hôpital Fleury 514-384-2000

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

Hôpital Maisonneuve-Rosemont 514-252-3400

Hôpital Santa Cabrini 514-252-6000

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

Lakeshore General Hospital 514-630-2225

McGill University Health Centre (MUHC)

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

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

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

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

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

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

Montreal Heart Institute (MHI) 514-376-3330

Sainte-Justine University Hospital Centre 514-345-4931

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

Seeing a Nurse

Nurses can offer advice and provide care following an injury or surgical procedure or for a chronic illness. They can also remove stitches, perform wound care, apply dressings, provide catheter and colostomy care, or administer intravenous medication, etc. You can also see a nurse for questions about your health or to obtain emergency oral contraception (morning-after pill).

For health consultations or follow-up with a nurse, contact your CLSC. After the CLSC's office hours, **call Info-Santé by dialing 8-1-1.**

CLSC de Bordeaux-Cartierville 514-331-2572

11822 Bois-de-Boulogne Avenue

Without an appointment, Monday to Friday, 8 :00.a.m. to 8 :00 p.m.

With an appointment, Monday to Friday, 8 :00 a.m. to 4 :00 p.m.

Saturdays, Sundays and Holidays, 9 :00 a.m. to 4 :00 p.m.

CLSC de Saint-Laurent 514-748-6381

1055 Sainte-Croix Avenue

By appointment only

Monday to Friday, 7 :30 a.m. to 8 :00 p.m.

Saturdays, Sundays and Holidays, 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 (both prescription and non-prescription).

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.
- Recommendations on pharmacological therapies for quitting smoking and directions for their use.

Many pharmacists work with other health professionals to offer services such as vaccination clinics, lipid profiles, and follow-up for asthma, hypertension and 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 help you.

You must notify the pharmacist :

- Of all medications you are currently taking (both prescription or 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.

CSSS de Bordeaux-Cartierville–Saint-Laurent : 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. Specialists will advise you on the best ways to quit.

CSSS de Bordeaux-Cartierville–Saint-Laurent Smoking Cessation Centre
514-331-2572, extension 4455

Smoking Cessation Program (PACT) 514-338-2222, extension 3131

Hôpital du Sacré-Coeur de Montréal

With a referral from a health professional.

Support Groups :

Join a group to help you quit smoking and avoid relapses.

Centre Vivre mieux sans fumer 514-849-3804

Cancer Prevention Centre 514-340-8222, extension 3870

Sir Mortimer B. Davis Jewish General Hospital

Other Resources :

Quit Smoking Line 1-866-527-7383

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

Asthma

The Centre d'enseignement sur l'asthme (CEA) offers an educational program to help asthma sufferers better understand and manage their condition. The program looks at asthma and its symptoms, its triggers and how to prevent them, medication, signs of deterioration, etc.

Individual meetings and group sessions.

FOR INFORMATION

Centre d'enseignement sur l'asthme

Hôpital du Sacré-Coeur de Montréal 514-338-3131

Health Education Centre

The Health Education Centre of the CSSS de Bordeaux-Cartierville–Saint-Laurent can help you adopt healthy lifestyle habits, like quitting smoking, eating better and exercising. Speak to your doctor, nurse or another health professional or contact the Centre directly by phone.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572, extension 4477

CLSC de Saint-Laurent 514-331-2572, extension 4477

Chronic Obstructive Pulmonary Disease (COPD)

A CSSS nurse offers personalized follow-up for people with a COPD. By appointment only.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2577

CLSC de Saint-Laurent 514-748-1730

Other Resource

COPD Educational Centre

Hôpital du Sacré-Coeur de Montréal 514-338-3131

The goal is to help people with COPD better understand their illness and manage the symptoms. Group education sessions.

Stand-Up Program (PIED)

To help those 65 years and older improve their balance and leg strength, the CSSS offers a free, intensive 12-week program. The program offers group exercise and discussions twice per week along with a routine to be performed at home.

FOR INFORMATION

514-331-2572, extension 4479

Blood Tests and Other Tests

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

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

On a walk-in basis, Monday to Friday, 7:30 a.m. to 10:30 a.m.
The service is closed on Holidays.

Do not forget to bring :

- The requisition provided by your doctor
- Your health insurance card

Ask your doctor if you have to stop eating, drinking or taking your medication prior to the test.

Women's Health

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

Breast Cancer

You need a requisition from your doctor to get a mammogram (see "Quebec breast cancer screening program" for women aged 50 to 69 on page 14).

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

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. This 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 information :

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

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 (French Web site)

Women's Centre of Montreal 514-842-4780

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

www.centredesfemmesdemtl.org

Centre des femmes de Saint-Laurent 514-744-3513

The Centre des femmes de Saint-Laurent offers educational and collective activities on various women's issues, such as isolation, violence, mental health, poverty and impoverishment, to all women who need them.

www.cfstl.org

Concertation-Femme 514-336-3733

Concertation-Femme is a drop-in centre where women can meet and converse. It offers walk-in services and referral, legal information, immigrant integration, economic development programs, educational activities, family cultural trips and a day care service.

Men's Health

Prostate Cancer

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

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

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

Canadian Cancer Society

1-888-939-3333

www.cancer.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, job loss, personal development, etc. (Groups in French)

www.entraidepourhommes.ca

Maison Oxygène 514-523-9283

Maison Oxygène is an environment for men experiencing marital and family difficulty. The service is addressed primarily to fathers with children. (Services in French)

www.maisonoxygene.com

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

Sexual Health

Screening for HIV/AIDS and other sexually transmitted and blood-borne infections (STBBIs) is free and completely confidential. The CSSS d'Ahuntsic et Montréal-Nord also provides information, advice and support regarding STBBIs, contraception and pregnancy.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Services for Seniors and People with Decreased Independence

The CSSS of Bordeaux-Cartierville–Saint-Laurent offers many services to seniors, people with decreased independence, their families and caregivers, including :

- Overall health evaluations
- Advice on nutrition, exercise, healthy lifestyle habits and fall prevention
- Rehabilitation
- Evaluations 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 collaboration with community organizations.

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

Day Centre

The day centre works jointly with the CLSC's home care services. Activities 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 CSSS. A professional will evaluate your situation in order to best meet your needs.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca



Domestic Help

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

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 the Financial Assistance Program for Domestic Help Services.

This program makes it possible for people to obtain affordable domestic help while supporting a local company.

In your area, these services are offered by :

Les Services d'aide Remue-Ménage 514-383-1222

Other Resources

Elder Abuse and Neglect

Elder Abuse Help Line

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 CSSS professional for advice :

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

Tel-Aînés 514-353-2463

A listening, referral and prevention service for seniors and their loved ones. (Services in French)

www.tel-ecoute.org

Birth and Children's Services

Parents of babies or young children and parents-to-be have access to a full range of services in their neighbourhood. The CSSS de Bordeaux-Cartierville–Saint-Laurent offers advice on pregnancy, baby care, breastfeeding, nutrition, vaccinations, education, child behaviour and family life. Parents can also benefit from prenatal and postnatal follow-up, prenatal classes and breastfeeding clinics.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Birthing Centres and Midwives

For mothers-to-be who would like to give birth with the help of a midwife in a birthing centre, at home or in a hospital.

Côte-des-Neiges Birthing Centre 514-736-2323

West Island HSSC Birthing Centre 514-697-1199

Prenatal Courses

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

The CLSC de Bordeaux-Cartierville offers a weekly course in French.

The CLSC de Saint-Laurent offers two courses per week, one in French and the other in English.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Breastfeeding

The CSSS offers breastfeeding clinics to mothers, mothers-to-be, and their immediate families. These clinics provide them with an opportunity to ask experts about breastfeeding as well as a place to talk and share with other mothers.

The CLSC de Bordeaux-Cartierville offers these appointments in French.

The CLSC de Saint-Laurent offers these appointments in both French and English.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Nourri-Source 514-948-9877

www.nourri-source.org

International Adoption

For specialized services in international adoption.

CSSS Jeanne-Mance 514-521-7663

CSSS de l'Ouest-de-l'Île 514-697-4110



Services for Children, Parents and Families

The CSSS de Bordeaux-Cartierville–Saint-Laurent provides health and social services and family support to families in difficulty.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Youth Centres

Both youth centres on the Island of Montreal offer services to children and young people aged 0 to 18. They are mandated to ensure the protection of young people and to intervene with young offenders, while offering support to these youths' parents. They offer services in family mediation, adoption, biological family background research and reunion.

Centre jeunesse de Montréal 514-593-3979

www.centrejeunessedemontreal.qc.ca

Batshaw Youth and Family Centres 514-989-1885

Services in English.

www.batshaw.qc.ca

Other Resources

Éducation Coup-de-fil 514-525-2573

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

www.education-coup-de-fil.com

Ligne parents 514-288-5555

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

Youth Services

When youths have questions about general health, sexuality (contraception, sexually transmitted infections [STIs], etc.), pregnancy, drug addiction, family problems or other topics, a team of professionals can help them at the CSSS de Bordeaux-Cartierville–Saint-Laurent or in neighbourhood schools.

Under the *Civil Code of Quebec*, youths 14 years and older may receive health services that are completely confidential.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Other Resources

Ado-Cause (Sacado) 514-572-2236

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

www.ado-cause.ca

Alateen 514-866-9803

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

www.al-anon-montreal.org

Street Kids Clinic 514 527-2361, extension 3682

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

1250 Sanguinet Street

Tel-Jeunes 1-800-263-2266

Listening, guidance and referral service available at all times.

www.teljeunes.com

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, who are in recovery, who have AIDS or a chronic illness, or who are in the end-stages of life.

These services can include medical, nursing, psychosocial, rehabilitation, nutrition and domestic services as well as palliative care, bereavement support, caregiver services and referrals to residential resources.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Psychological and Social Support

Our teams can help you with problems related to mental health, addiction, violence and abuse, poverty, social exclusion, and emotional or psychological distress. Intake services, follow-ups, counselling and psychosocial consultations are offered at your CSSS, by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Crisis Centre

Individuals dealing with a difficult situation or a crisis should, in the first place, communicate with a crisis centre where professionals offer services 24 hours a day, seven days a week : consultation, evaluation, reference, orientation, follow-up and, in some cases, housing.

Association Iris Crisis Centre 514-388-9233

TRACOM 514-483-3033

(English services available)

Psychiatric Emergency

Hôpital du Sacré-Coeur de Montréal 514-338-4212

Albert-Prévost Pavilion
6555 Gouin Boulevard West

Other Resources

Déprimés anonymes 514-278-2130

Listening service and weekly meetings for people suffering from depression.

www.deprimesanonymes.org (French web site)

Tel-Aide 514-935-1101

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

www.telaide.org

Vaccinations

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

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

* Conditions apply for receiving certain vaccinations free of charge.

Flu Vaccine

A flu vaccine campaign is held every fall. The vaccine is free for people at high-risk for complications, such as people aged 60 years and over, very young children, people with chronic illnesses, as well as people in close contact with these individuals. The pneumococcal vaccine is also offered to people aged 65 years and over and to people with chronic illnesses.

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

For Travellers

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

1650 Cedar Avenue

Travel Health Clinic of the Hôpital du Sacré-Coeur de Montréal 514-338-3169

5400 Gouin Boulevard West

Clinique Santé-voyage de la Fondation du CHUM 514-890-8332

1001 Saint-Denis Street, 6th Floor

Getting Help

Elder Abuse and Neglect

Elder Abuse Help Line

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 CSSS :

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

Tel-Aînés 514-353-2463

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

Sexual Assault

Montreal Sexual Assault Centre 514-934-4504

Bilingual service available at all times.

Family Crisis

Youth Protection

For support in case of a family crisis or to report on an endangered child.

Centre jeunesse de Montréal 514-896-3100

www.centrejeunessedemontreal.qc.ca (French Web site)

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 family members, including minors and their friends.

www.education-coup-de-fil.com

Ligne parents 514 288-5555

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

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

Your CSSS offers many services to people affected by intellectual disabilities or pervasive developmental disorders and their families. When specialized services are required, the CSSS 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.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Depression

Déprimés anonymes 514-278-2130

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

www.deprimesanonymes.org (French Web site)

Gays and Lesbians Experiencing Distress or Violence

Gai Écoute 514-866-0103

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

www.gaiecoute.org (French Web site)

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

A meeting place for lesbians, the CSL offers support through discussion groups, individual meetings and workshops. (Activities in French)

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/english

Alcochoix + 514-376-4141, extension 1888

Assistance program that promotes moderate alcohol consumption.

www.alcochoixplus.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

**SUBSTANCE ABUSE, ALCOHOLISM AND
COMPULSIVE GAMBLING** (continued)

Centre Dollard-Cormier 514-385-1232

Evaluation, treatment and rehabilitation for people suffering from alcoholism, drug addiction or compulsive gambling. (Services in French)
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 24 hours a day, 7 days a week.

www.drogue-aidereference.qc.ca

Gambling : Help and Referral 514-527-0140

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

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. (Services in French)

111 Normand Street

www.maisonjeanlapointe.com

Pavillon Foster 514-486-1304

Treatment and rehabilitation for people suffering from alcoholism, drug addiction or gambling problems. (English services available)

3285 Cavendish Boulevard, Suite 100

www.pavillonfoster.org

Sterile Material Distribution and Exchange

A service for the distribution and exchange of sterile material is offered by Accès-Soir de Rap Jeunesse, a mobile clinic that distributes injection materials and condoms for people aged 13 years and over in the Saint-Laurent, Bordeaux-Cartierville, Ahuntsic and Montreal-Nord territories.

Variable hours, between 3 :30 p.m. and 11 :00 p.m.

For more information : **514-347-4207**

Other Resources

Cactus 514-847-0067

Organization for drug addicts (injectable and noninjectable 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. and 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 work at night. (Services in French)

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 INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

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 VIP or to be referred to this service free of charge can contact their CLSC.

514-527-9565, extension 3674.

Grossesse-Secours 514-271-0554

Support and information for pregnant women and new mothers.

www.grossesse-secours.org

Youth at Risk

The CSSS Bordeaux-Cartierville–Saint-Laurent offers many services for youth at risk.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

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 chances of being a victim) of neglect, physical or psychological violence or sexual abuse.

Centre jeunesse de Montréal 514-896-3100

www.centrejeunessedemontreal.qc.ca (French Web site)

Batshaw Youth and Family Centres 514-935-6196

Services in English.

www.batshaw.qc.ca

Other Resource

Crise-Ado-Famille-Enfant (CAFE)

514-748-6381 extension 3466

514-331-2572 extension 4484

Tel-Jeunes 1-800-263-2266

Listening, guidance and referral service available at all times.

www.teljeunes.com

Ethno-Cultural Resources

Centre d'accueil et de référence pour immigrants de Saint-Laurent (CARI) 514-748-2007

1179 Décarie, Suite 10

Centre d'encadrement pour jeunes filles immigrantes (CEJFI) 514-744-2252

677 Décarie Boulevard

Centre d'appui aux communautés immigrantes de Bordeaux-Cartierville (CACI) 514-856-3511

4770 de Salaberry Street, Suite 201

Suicide

Suicide Action Montréal 514-723-4000

Help and listening service available 24 hours a day, 7 days a week for suicidal people and their loved ones and for those bereaved by suicide.

www.suicideactionmontreal.org

Spousal and Domestic Violence

In partnership with other community resources, the Bordeaux-Cartierville–Saint-Laurent offers a variety of services to victims of spousal violence and to children who witness spousal violence.

FOR INFORMATION

CLSC de Bordeaux-Cartierville 514-331-2572

CLSC de Saint-Laurent 514-748-6381

www.csssbcstl.qc.ca

Resources for Violent Men

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

www.entraidepourhommes.ca

Option 514-527-1657 (Services in French)

www.optionalternative.ca

Pro-Gam 514-270-8462

www.pro-gam.ca

Resource for Violent Women

Option 514 527-1657 (Services in French)

www.optionalternative.ca

Resources for Victims of Violence

S.O.S. Violence conjugale 514-873-9010 ou 1-800-363-9010

(24 hours a day, 7 days a week)

www.sosviolenceconjugale.ca (French Web site)

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

Montreal Courthouse **514-868-9577, extension 0**

Municipal Court **514-861-0141**

Improving services

All efforts are made to ensure quality services at the CSSS de Bordeaux-Cartierville–Saint-Laurent. If you are not satisfied with the services you receive, you can contact 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 Commissioner can assist you or refer you to an organization that has been designated by the Ministry of Health and Social Services to provide assistance.

Local Service Quality and Complaints Commissioner of the CSSS de Bordeaux-Cartierville–Saint-Laurent 514-331-3020, extension 1003

To lodge a complaint or express your satisfaction about the services received from your CSSS, contact the Local Service Quality and Complaints Commissioner of the CSSS de Bordeaux-Cartierville–Saint-Laurent.

Other Resources to Help You Lodge a Complaint

Users' Committee

514-331-3020, extension 1306

Centre d'assistance et d'accompagnement aux plaintes de l'île de Montréal 514-861-5998

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/en

Becoming a Volunteer

The CSSS de Bordeaux-Cartierville–Saint-Laurent always needs volunteers to accompany patients during hospital appointments or to organize activities in residential and long-term care centres or hospitals.

If you have spare time and you want to help improve the quality of life and well-being of people in your neighbourhood, contact our volunteer services :

514-331-2288, extension 4305



A Foundation that Invests in your Health and Well-Being

The Fondation Gracia

The Fondation Gracia is made up of the five foundation partners of the CSSS de Bordeaux-Cartierville–Saint-Laurent: the Fondation du Manoir Cartierville, the Fondation du Centre d’hébergement et CLSC Saint-Joseph-de-la-Providence, the Fondation du Centre d’hébergement et CLSC Saint-Laurent, the Fondation Marie-Anne-Lavallée and the Fondation Notre-Dame-de-la-Merci.

The Fondation Gracia’s mission is to optimize the care and services offered throughout the CSSS to ensure that the best conditions are created so that all clients can maintain their health and improve their quality of life.

For more information, we invite you to visit:

www.fondationgracia.com

or call **514-331-3025, extension 1931.**

Access to Health Care in Your Neighbourhood is a publication of the CSSS de Bordeaux-Cartierville–Saint-Laurent.

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

Une version française est disponible sur demande

Veillez appeler au 514 331-3025, poste 1002.

For additional copies, please call 514-331-3025, extension 1002, or visit www.csssbordeauxcartiervillesaintlaurent.ca