

**ACCESS TO
HEALTH CARE
IN YOUR
NEIGHBOURHOOD**

KEEP ON HAND



Centre de santé et de services sociaux
de la Petite Patrie et Villeray

What
should you do?

Where
should you go?

Who
should you see?

To find answers
to these questions
call your neighbourhood

Info-Santé health hotline

See details on back

Info-Santé health hotline

If

you have
a medical problem

If

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

If

you don't know how to go about getting
access to the services and resources
of the health and social services network

Or

to find out about the services offered
in your neighbourhood

Call the

Info-Santé health hotline

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

If your
postal code
begins
with:

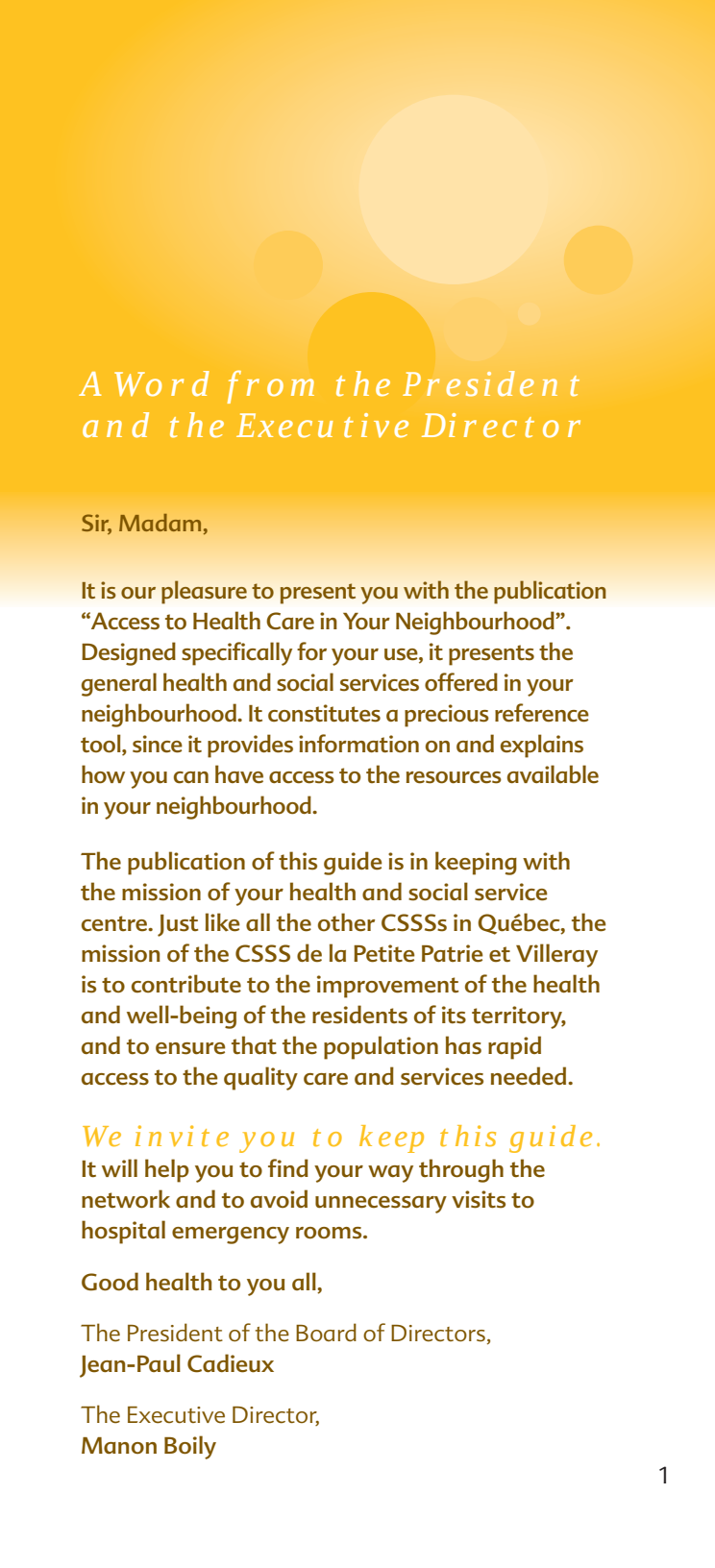
Info-Santé
in your neighbourhood:

H2E
H2P
H2R

(514) 376-4141

H2G
H2S

(514) 273-4508



A Word from the President and the Executive Director

Sir, Madam,

It is our pleasure to present you with the publication “Access to Health Care in Your Neighbourhood”. Designed specifically for your use, it presents the general health and social services offered in your neighbourhood. It constitutes a precious reference tool, since it provides information on and explains how you can have access to the resources available in your neighbourhood.

The publication of this guide is in keeping with the mission of your health and social service centre. Just like all the other CSSSs in Québec, the mission of the CSSS de la Petite Patrie et Villeray is to contribute to the improvement of the health and well-being of the residents of its territory, and to ensure that the population has rapid access to the quality care and services needed.

We invite you to keep this guide.
It will help you to find your way through the network and to avoid unnecessary visits to hospital emergency rooms.

Good health to you all,

The President of the Board of Directors,
Jean-Paul Cadieux

The Executive Director,
Manon Boily

Your health and social service centre

This brochure has been sent to you as a resident of the territory of the health and social service centre CSSS de la Petite Patrie et Villeray. This territory comprises that of the CLSC La Petite Patrie and of the CLSC Villeray. In July 2004, the public health establishments located in these neighbourhoods were grouped to form your CSSS and thus combine their forces to more efficiently meet your needs.

Your CSSS includes the following facilities:

CLSC La Petite Patrie

CLSC Villeray

CHSLD Paul-Gouin

Pavillon Auclair

Hôpital Jean-Talon*

* Administrative centre of your CSSS

Refer to the map at the end of this guide to find the location of these facilities.

For further information on your CSSS, visit www.santemontreal.qc.ca/csss/petitepatrievilleray or call (514) 495-6770

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Nursing and medical services

The CSSS de la Petite Patrie et Villeray offers nursing and medical services, with or without an appointment.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Medical clinics — with or without an appointment

A list of the medical clinics located in your neighbourhood is included at the end of this guide.

Just ask: Certain clinics can also provide you with access to nursing care.

**Don't forget to call ahead
to verify the opening hours!**

Blood tests and other tests

For blood tests, or any other tests, call one of the following facilities:

CLSC Villeray: (514) 376-4141

Hôpital Jean-Talon: (514) 495-6767

Don't forget to bring:

- **your analysis prescription provided by your doctor**
- **and your health insurance card.**

Screening

Screening for HIV (AIDS) and STIs

Screening services for HIV (AIDS) and blood-borne and sexually transmitted infections (STIs) are offered free of charge and in the strictest of confidence.

In certain cases, it is important to make an appointment.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Screening for breast cancer

In order to obtain a screening mammography (breast X-ray), you must have a test prescription from your doctor who will indicate where you must go. If you are between 50 and 69 years of age, you will receive a letter inviting you to pass a mammography in a designated screening centre. This letter will have the same value as a test prescription.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

or contact your doctor.

**Don't forget to call ahead
to verify the opening hours!**

Vaccination

Vaccination is the best way to protect yourself against several serious diseases. Don't hesitate to ask for vaccines for yourself, your children or your loved ones.

Basic vaccines for children, as well as vaccines against tetanus, hepatitis and influenza for adults, are offered at the following facilities:

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Note: The vaccination campaigns generally target specific clientele.

For travellers

Clinique Santé-Voyage Saint-Luc

1001 Saint-Denis Street, 6th floor

(514) 890-8332

**McGill University Centre for Tropical Diseases,
Montreal General Hospital, MUHC**

1650 Cedar Street

(514) 934-8049

Services for children, parents and families

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

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Parental crisis

For support in the event of a family crisis

Social emergency

(514) 896-3100

Ligne parents

(514) 288-5555

Éducation Coup-de-fil

(514) 525-2573

International adoption

To obtain specialized services in the area of international adoption

CSSS Jeanne-Mance

(514) 286-9657

CSSS de l'Ouest-de-l'Île

(514) 697-4110

Services for youth

A team of professionals is available at the CSSS de la Petite Patrie et Villeray or in schools throughout the neighbourhood to help young people deal with a range of issues, including general health, sexuality (contraception, blood-borne and sexually transmitted infections, etc.), pregnancy, substance abuse, family problems, and other concerns.

Note that in accordance with the rights granted under the Civil Code of Québec, anyone who is 14 or over can obtain health services in the strictest of confidence.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Troubled youth and mental health problems

Emergency Ward

Hôpital Jean-Talon

(514) 495-6767

PACT de rue

For young people from 12 to 25 years of age, living problem situations: poverty, family breakdown, violence, substance abuse, prostitution, dropping out of school, etc.

(514) 278-9181

Sacado

Counseling services for teenagers and young adults

(514) 572-2236

Youth Protection

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

Centre jeunesse de Montréal

(514) 896-3100

Batshaw Youth and Family Centres

(514) 935-6196

Tel-Jeunes

Hotline, counseling and referral services available
at all times

(514) 288-2266

Home care services

Home care services are offered, following an evaluation, to persons who are experiencing temporary or permanent disabilities, for example senior citizens, handicapped or convalescent persons, persons with AIDS or chronic illnesses, or the terminally ill.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Services for seniors

The CSSS de la Petite Patrie et Villeray offers several services tailored specifically to the needs of senior citizens. Other services are offered to the families and informal caregivers.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Abuse and negligence

If you notice that a senior citizen is the victim of negligence or of physical or psychological abuse, call Info-Abus:

(514) 489-2287

or ask for the advice of the professionals at your CSSS:

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Tel-Aînés

Hotline, referral and prevention services designed for senior citizens and their loved ones

(514) 353-2463

Domestic help

Regular housekeeping or big cleanup services are offered at a reduced rate, based on family income, to people aged 65 or more, through the Government of Québec Financial Assistance Program. People under 65 who require domestic assistance after surgery or as a result of illness or other incapacity need a referral from their CLSC to qualify for the reduced rate. This solution allows people to obtain affordable, quality domestic help while supporting a local business.

**In your neighbourhood,
these services are offered by:**

NOVaide

(514) 278-6767

Smoking cessation

You have decided to stop smoking for good but you need help? Take advantage of the resources offered to you free of charge.

The toll-free hotline J'arrête 1 866 527-7383

Ask for the advice of an expert in the area of tobacco cessation who will provide you with the appropriate information and documentation, suggest ways to stop smoking that meet your needs or direct you to other resources. This service is available from Monday to Thursday, from 8 a.m. to 9 p.m., and Friday, from 8 a.m. to 8 p.m.

The website www.jarrete.qc.ca

Browse through this interactive portal to obtain information on the smoking cessation services available online; join a chat or a support group; or refer to the list of smoking cessation centres to find the one closest to your home.

The smoking cessation centre in your neighbourhood

Take advantage of the customized services offered free of charge by the smoking cessation centre and receive advice on the best ways to stop smoking once and for all.

Smoking Cessation Centre of the CLSC Villeray (514) 376-4141, extension 494

Centre Vivre mieux sans fumer

Hôpital Notre-Dame, CHUM

(514) 849-3804

to get help

For all emergencies

9-1-1

Sexual assault

Centre pour victimes d'agression sexuelle de Montréal

Bilingual hotline available at all times

(514) 934-4504

Substance abuse, alcoholism, compulsive gambling

Centre Dollard-Cormier

950 de Louvain Street East

(514) 385-0046

Maison Jean Lapointe

111 Normand Street

(514) 288-2611

Urgence Toxico

Information, assistance and referral services for persons experiencing problems in the areas of substance abuse, alcoholism or gambling

(514) 288-1515

Le Transit

Crisis centre for compulsive gamblers

(514) 282-7753

Gambling: Help and Referral

(514) 527-0140

to get help

Substance abuse, alcoholism

CRAN inc.

110 Prince-Arthur Street West

(514) 527-6939

Le Portage

865 Richmond Square

(514) 939-0202

Needle Exchange Program

CSSS de la Petite Patrie et Villaray

(514) 273-4508

Alcochoix +

Information, assistance and referral services

(514) 273-4508

Unwanted pregnancy

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villaray: (514) 376-4141

Grossesse-Secours

Information and support services for pregnant women or for women who have just given birth

(514) 271-0554

Homelessness

For further information on the services offered by the CSSS de la Petite Patrie et Villaray to the homeless and the destitute, call:

CLSC La Petite Patrie: (514) 273-4508

CLSC Villaray: (514) 376-4141

Pharmacy open 24 hours a day

Pharmacie Gilles Dubois

5122 Chemin de la Côte-des-Neiges

(514) 737-4415

Mental health

The CSSS de la Petite Patrie et Villeray offers reception, follow-up, counseling and consultation services, with or without an appointment.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Psychiatric emergency

Hôpital Notre-Dame, CHUM

(514) 890-8230

Hôpital Jean-Talon

(514) 495-6767

Tel-Aide

Hotline services, free of charge, anonymous and confidential, for persons in distress; available 24 hours a day, 7 days a week

(514) 935-1101

Déprimés anonymes

Telephone help line and weekly meetings for people suffering from depression

(514) 278-2130

Suicide

Suicide-Action Montréal

Hotline and support services available at all times for suicidal people, loved ones and those who are bereaved following a suicide

(514) 723-4000

to get help

Spousal abuse

In partnership with other community resources, the CSSS de la Petite Patrie et Villeray offers various services to victims of spousal abuse, as well as to children who witness domestic violence.

FOR INFORMATION

CLSC La Petite Patrie: (514) 273-4508

CLSC Villeray: (514) 376-4141

Resources for violent men

Option: **(514) 527-1657**

Pro-Gam: **(514) 270-8462**

Entraide pour hommes de Montréal: **(514) 355-8300**

Resource for violent women

Option: **(514) 527-1657**

Resources for women victims of violence

S.O.S. Violence conjugale

(514) 873-9010 or

1 800 363-9010 (24 h/7 days)

Programme Côté Cour

Professional assistance services offered in the Greater Montréal area to victims of spousal and domestic violence who are required to appear in court

Montréal Courthouse: **(514) 868-9577**

Municipal court: **(514) 861-0141**

Resources for gays and lesbians

Gai Écoute: **(514) 866-0103**

Groupe d'intervention en violence conjugale chez les lesbiennes: **(514) 526-2452**

To improve services

All efforts are made to ensure the quality of the services offered at the CSSS de la Petite Patrie et Villaray. However, you may not be satisfied with the services you have received. If such is the case, you can share your dissatisfaction with the person responsible for the service concerned.

If you are still dissatisfied, you can address a complaint to the local service quality and complaints commissioner. In addition, if you need help in filing your complaint, the local service quality and complaints commissioner can assist you or refer you to an organization that has been commissioned by the minister to do so.

Local service quality and complaints commissioner

(514) 495-6770, extension 6

Other possible resource

If you are not satisfied with the conclusions of the local service quality and complaints commissioner, call:

Health and Social Services Ombudsman

(514) 873-3205

To become a volunteer

The CSSS de la Petite Patrie et Villeray is regularly in need of volunteers to accompany people to a hospital appointment or to lend a hand in the organization of activities in the long term care centres.

If you have some free time and wish to contribute to improving the quality of life and well-being of the residents, call the following facilities to find out how:

CHSLD Paul-Gouin

5900 De Saint-Vallier Street
(514) 273-3681

Pavillon Auclair

6910 Boyer Street
(514) 272-3011

Hôpital Jean-Talon

1385 Jean-Talon Street East
(514) 495-6767

Centre de santé et de services sociaux
de la Petite Patrie et Villeray



MEDICAL RESOURCES*

- 1 **Centre médical Columbus**
1140 Jean-Talon Street East
(514) 270-2141
- 2 **Clinique d'urgence
St-Denis**
8415 Saint-Denis Street
(514) 388-5723
- 3 **Clinique médicale
& dentaire Beaubien**
1299 Beaubien Street East
(514) 273-5445
- 4 **Clinique médicale 1969**
1969 Rosemont Blvd.
(514) 274-7344
- 5 **Clinique médicale 6930
Papineau**
6930 Papineau Avenue
(514) 722-0000
- 6 **Clinique médicale
Beaubien – Des Érables**
2175 Beaubien Street East
(514) 721-6560
- 7 **Clinique médicale
De Castelnau**
785 De Castelnau Street East
(514) 277-4143
- 8 **Clinique médicale Jarry**
150 Jarry Street East
(514) 382-2571
- 9 **Clinique médicale
Jeanne-Mance**
7820 Marquette Street
(514) 729-6371
- 10 **Clinique médicale
Jean-Talon et Des Érables**
2125 Jean-Talon Street East
(514) 725-2125
- 11 **Clinique médico-dentaire
St-Denis**
8344 Saint-Denis Street
(514) 383-4867
- 12 **CLSC La Petite Patrie**
6520 De Saint-Vallier Street
(514) 273-4508
- 13 **CLSC Villeray**
1425 Jarry Street East
(514) 376-4141
- 14 **Polyclinique 6897**
6897 Saint-Denis Street
(514) 271-4693
- 15 **Polyclinique médicale
Métro Jarry**
8415 Saint-Denis Street
(514) 388-0055

FACILITIES

CLSCs

- 16 **CLSC La Petite Patrie**
6520 De Saint-Vallier Street
(514) 273-4508
- 17 **CLSC Villeray**
1425 Jarry Street East
(514) 376-4141

RESIDENTIAL CENTRES

- 18 **CHSLD Paul-Gouin**
5900 De Saint-Vallier Street
(514) 273-3681
- 19 **Pavillon Auxclair**
6910 Boyer Street
(514) 272-3011

HOSPITAL

- 20 **Hôpital Jean-Talon**
1385 Jean-Talon Street East
(514) 495-6767

* Only group practice clinics offering the usual general medical services are included in this list.
The locations indicated by pins on the map are approximate.