

Health Problems?



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

1

8 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.

This booklet is available (see p. 13) at:

www.santemontreal.qc.ca

Centre de santé et de services sociaux
Cavendish
Health and Social Services Centre

Centre affilié universitaire

Access
to **Health Care** in your
Neighbourhood

2008
2009 *Quick Reference Guide*

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



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For additional copies please call 514-484-7878, extension 1304
or email: dana.kobernick.cvd@ssss.gouv.qc.ca

You have received this booklet because you live within the territory of the CSSS Cavendish (health and social services centre).

The CSSS Cavendish is comprised of:

Henri-Bradet Residential Centre
CLSC de Notre-Dame-de-Grâce—Montréal-Ouest
CLSC René-Cassin
Richardson Hospital*

* The executive offices and main administrative services of your CSSS are located at the Richardson Hospital.

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 Cavendish 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
www.cssscavendish.qc.ca
or call **514-484-7878**

MEDICAL RESOURCES*

- 1** **Cavendish Health Centre**
5742 Cavendish Blvd.
514-488-9913
- 2** **Clinique médicale Hampstead**
5141 Coolbrook Avenue
514-481-6399
- 3** **Clinique médicale urgence Vendôme**
5175 De Maisonneuve Blvd. West
Suite 100
514-484-4711
- 4** **Westside Medical Clinic**
2425 Grand Blvd.
Suite 2001
514-489-5753
- 5** **CLSC de Notre-Dame-de-Grâce—Montréal-Ouest**
2525 Cavendish Blvd.
Suite 110
514-484-7878
- 6** **CLSC René-Cassin**
5800 Cavendish Blvd.
Suite 500
514-484-7878
- 7** **Queen Elizabeth Health Complex**
2100 Marlowe Avenue
- **CR** Queen Elizabeth Urgent Care Clinic
514-481-4343
- **GMF** MUHC Family Medicine Clinic
514-934-8080
- 8** **Groupe médical Sainte-Catherine**
5025 Sherbrooke Street West
Suite 660
514-932-6122
- 9** **Médi-Centre Montréal-Ouest**
31 Westminster Avenue North
514-481-5155

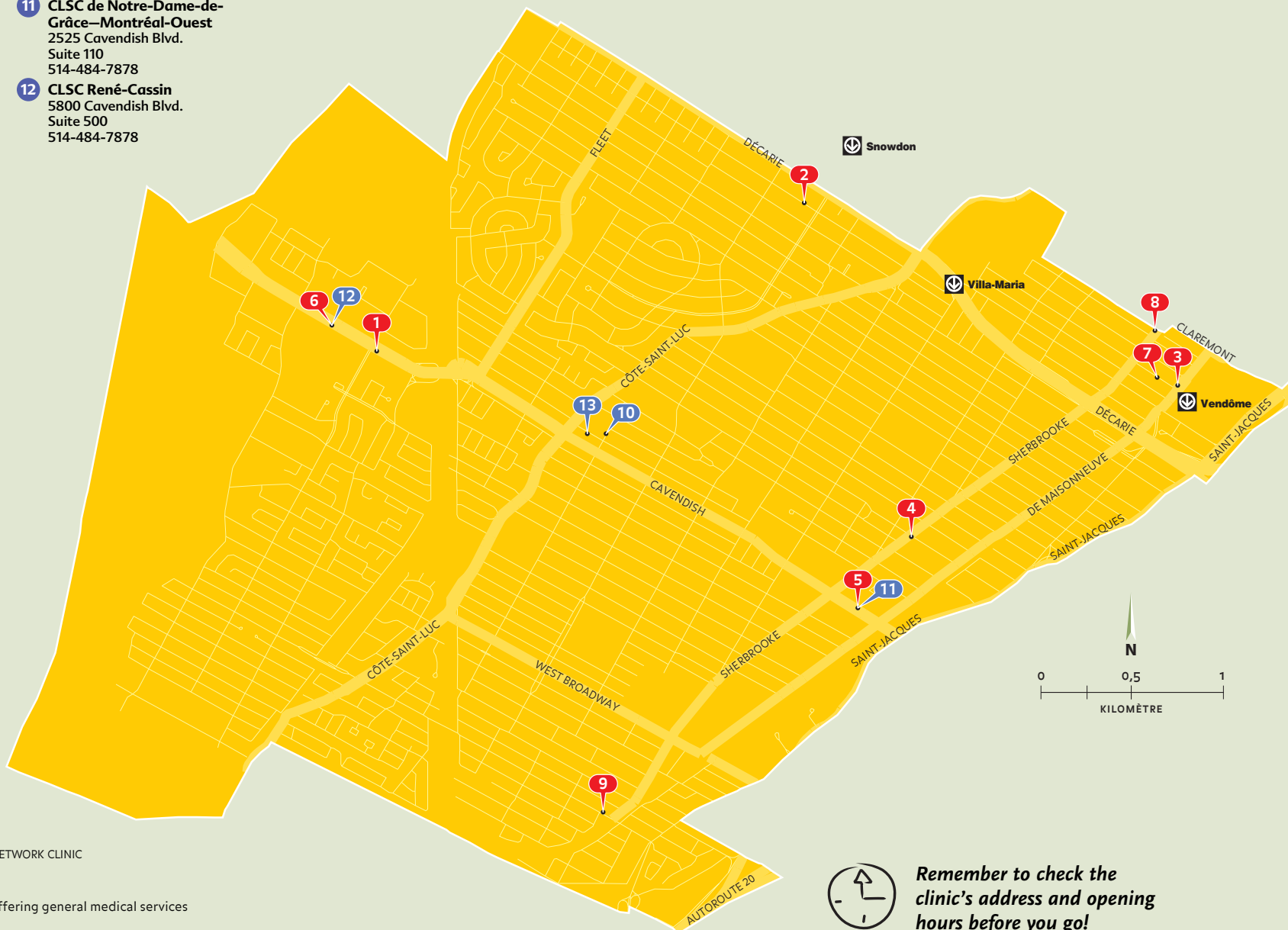
FACILITIES

- RESIDENTIAL CENTRE**
- 10** **Henri-Bradet Residential Centre**
6465 Chester Avenue
514-484-7878
- CLSCs**
- 11** **CLSC de Notre-Dame-de-Grâce—Montréal-Ouest**
2525 Cavendish Blvd.
Suite 110
514-484-7878
 - 12** **CLSC René-Cassin**
5800 Cavendish Blvd.
Suite 500
514-484-7878

- HOSPITAL**
- 13** **Richardson Hospital**
5425 Bessborough Avenue
514-484-7878

Centre de santé et de services sociaux
Cavendish
Health and Social Services Centre

Centre affilié universitaire



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!

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

In partnership with:

LES DIRECTIONS DE SANTÉ
PUBLIQUE DES AGENCES DE
LA SANTÉ ET DES SERVICES
SOCIAUX

Santé
et Services sociaux


Québec 

Table of Contents

Need a Doctor or Nurse? 3

Medical Resources in Your Neighbourhood 3

Network Clinics 3

Family Medicine Groups 6

If you are looking for a family doctor 6

Seeing a Specialist 8

The CSSS Cavendish: At Your Service 9

Specialized Clinics 9

Smoking Cessation 9

Health Education Centre 10

Diabetes 10

Hypertension 10

Chronic Obstructive Pulmonary Disease (COPD) 11

Blood Tests and Other Tests 11

Women's Health 12

Women's Health Clinic 12

Breast Cancer 12

Sexual Health 13

Services for Seniors and People with Decreasing Independence 14

Domestic Help 15

Services for Children, Parents and Families 16

Services for Young People 17

Home Care Services 18

Psychological and Social Support 19

Vaccination 20

Getting Help 21

Elder Abuse and Neglect 21

Sexual Assault 22

Family Crisis 22

Depression 22

Distress and Violence Among Gays and Lesbians 22

Substance Abuse, Alcoholism and Compulsive Gambling 23

Unwanted Pregnancy 25

Youth in Difficulty 25

Suicide 26

Spousal Abuse and Family Violence 26

Improving Services 27

Becoming a Volunteer 28

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

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 Cavendish also offers medical services by appointment or on a walk-in basis.

FOR INFORMATION

**CLSC de Notre-Dame-de-Grâce—Montréal-Ouest
CLSC René-Cassin**

One central number: 514-484-7878

Network Clinics

Network clinics have been set up to improve access to medical services in Montréal 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 clinic in your neighbourhood is:

Queen Elizabeth Urgent Care Clinic

2100 Marlowe Avenue

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

514-481-4343

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

**The other network clinics
in the Montréal 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

Centre médical Métro Monk 514-769-9999
2376 Allard Street
Sud-Ouest 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, 9th floor
Plateau-Mont-Royal Borough

Clinique médicale de l'Ouest 514-765-3600
4647 De Verdun Street, Verdun 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, 2nd floor
Côte-des-Neiges—Notre-Dame-de-Grâce Borough

**Hôpital de Verdun
Family Medicine Unit** 514-765-7325
3922 LaSalle Boulevard, Verdun 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

**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 Montréal, but they will continue to develop in all neighbourhoods in the next few years.

The GMF in your neighbourhood is:

MUHC Family Medicine Clinic: 514-934-8080

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 Montréal 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: 514-484-7878

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, nursing, 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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**
2525 Cavendish Boulevard

CLSC René-Cassin: 514-484-7878
5800 Cavendish Boulevard, Suite 500

With or without appointments
From Monday to Friday, from 8:00 a.m. to 8:00 p.m.
Saturday, Sunday and holidays,
from 8:00 a.m. to 4:00 p.m.

Or call Info-Santé: 8-1-1

The CSSS Cavendish: 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.

CSSS Cavendish Smoking Cessation Centre

CLSC de Notre-Dame-de-Grâce—Montréal-Ouest
and CLSC René-Cassin

514-484-7878, extension 3068 (by appointment)

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

Health Education Centre

The Health Education Centre of the CSSS Cavendish 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.

By appointment, with a referral from a doctor, nurse or health professional.

FOR INFORMATION

514-484-7878, extension 3474

Diabetes

The CSSS Cavendish 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 sessions.

FOR INFORMATION

CLSC de NDG—Montréal-Ouest:
514-484-7878, extension 3068

CLSC René-Cassin: 514-484-7878, extension 1543

Syringe and Needle Recovery and Elimination Service

Safe containers are available for this purpose.

For information: 514-484-7878

Hypertension

Do you suffer from hypertension? An education program is offered to help improve blood pressure, specifically by modifying lifestyle habits.

Individual sessions.

FOR INFORMATION

Hypertension Clinic of the CSSS Cavendish

CLSC de Notre-Dame-de-Grâce—Montréal-Ouest:

514-484-7878, extension 3098

Chronic Obstructive Pulmonary Disease (COPD)

The education program Live better with a COPD is offered by a nurse clinician: risk factors, maintenance of healthy lifestyle habits, prevention of symptoms, medication, breathing management, conservation of energy and management of stress and anxiety.

FOR INFORMATION

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878, extension 1543**

CLSC René-Cassin: 514-484-7878, extension 1543



Blood Tests and Other Tests

For blood tests or any other tests, go to one of the following locations:

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

St. Mary's Hospital Center: 514-345-3511

Jewish General Hospital: 514-340-8222

Mount Sinai Hospital: 514-369-2222

Don't forget to bring:

- 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.

**Remember to verify
the office hours
prior to your visit!**



Women's Health

Women's Health Clinic

The CSSS Cavendish promotes a global approach with respect to women's health and offers education on contraception, prevention of blood-borne and sexually transmitted infections, osteoporosis, menopause, etc. Pregnancy tests and information on the Quebec Breast Cancer Screening Program are also offered.

FOR INFORMATION

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878, extension 3067**

Breast Cancer

You need a requisition from your doctor to get a mammogram (breast x-ray).

FOR INFORMATION

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**
CLSC René-Cassin: 514-484-7878

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, go to *Santé publique, Espace Grand public, Cancer du sein* (in French); or visit 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 Montréal

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

Sexual Health

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

Screening for HIV/AIDS is provided with a doctor's requisition.

FOR INFORMATION

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**
CLSC René-Cassin: 514-484-7878

Services for Seniors and People with Decreasing Independence

The CSSS Cavendish 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 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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

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:

Clean Sweepers

514-484-4266

La grande vadrouille

514-341-0443



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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

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 Cavendish 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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

International Adoption

For specialized services in international adoption.

CSSS Jeanne-Mance: 514-521-7663

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

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**

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 Cavendish 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.

FOR INFORMATION

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

Other Resources

Head and Hands

Medical, social, legal services
for youth between the ages of 12 and 25
514-481-0277

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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878



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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

Psychiatric Emergency

**Jewish General Hospital
514-340-8222, extension 5011**

**Royal Victoria Hospital
514-934-1934, extension 34271**

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.

**TRACOM Crisis Centre
514-483-3033**

Other Resources

AMI-Québec Action on Mental Illness

Provides support and advocacy for parents and friends of people with a mental illness.

514-486-1448

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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

* 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 and to people with a chronic illness.

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

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

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

Depression

Déprimés anonymes

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

514-278-2130

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

Syringe Recovery Service

The CSSS Cavendish offers a used syringe recovery service for injection drug users.

CLSC de Notre-Dame-de-Grâce—Montréal-Ouest

CLSC René-Cassin

Without an appointment:

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

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

For information: 514-484-7878

Other Resources

Cactus

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

514-847-0067

Spectre de rue

Organization for marginalized people with problems of mental health, substance abuse (injectable and non-injectable drugs) and prostitution. Day centre and streetwork at night. (Services in French)

514-524-5197

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 Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

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).

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

Spousal Abuse and Family Violence

In partnership with other community resources, the CSSS Cavendish offers various services to victims of spousal abuse, and to children who witness domestic violence.

FOR INFORMATION

**CLSC de Notre-Dame-de-Grâce—
Montréal-Ouest: 514-484-7878**

CLSC René-Cassin: 514-484-7878

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)

WOMEN/AWARE

514-489-1110

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 Cavendish. 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 Cavendish

514-484-7878, extension 1383

Other Resources to Help You Lodge a Complaint:

Users' Committee of the CSSS Cavendish (for support)

514-484-7878, extension 1728

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 Cavendish always needs volunteers to accompany people to their hospital appointments, help organize activities in the residence, offer support to people receiving palliative care, assist during vaccination campaigns, etc.

If you have some free time and would like to contribute to improving the quality of life and well-being of people in your neighbourhood, contact our volunteer department:

CLSC de Notre-Dame-de-Grâce—Montréal-Ouest

514-484-7878, extension 3146

CLSC René-Cassin

514-484-7878, extension 1351

**Richardson Hospital and
Henri-Bradet Residential Centre**

514-484-7878, extension 2126

