

Centre de santé et de services sociaux
de la Montagne

Centre affilié universitaire

2011
DIRECTORY

Access
to **Health
Care** in your
Neighbourhood

www.csssdelamontagne.qc.ca





CSSS de la Montagne

This brochure was produced by the Centre de santé et de services sociaux (CSSS) de la Montagne. **The "Access to Health Care in your Neighborhood" brochure presents the main health and social services available near you.**

The CSSS de la Montagne was created in 2004. It is comprised of the CLSC de Côte-des-Neiges, the CLSC de Parc-Extension and the CSLC Métro. With more than 1000 employees, a medical team, and an annual budget of \$81M, it plays a leading role in the economic and community life of your Neighborhood. With its status of University Affiliated Center, it also contributes to the training of healthcare professionals.

The CSSS de la Montagne 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.
- Encourage you to adopt a healthy lifestyle.
- Contribute, with its local and regional partners, to the improvement of public health within its territory.

There are many community organizations in your neighborhood that work with health network institutions. Some are featured in this booklet. For more information on these organizations, or to learn about health and social resources available in your community, visit <http://www.santemontreal.qc.ca/aide-et-services/> or contact Information and Referral Center of Greater Montréal at 514 527-1375 or your CLSC.



Member of
Montreal Network of Health
Promoting Hospitals and CSSSs

A Network Initiated by the WHO

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USEFUL PHONE NUMBERS

INFO-SANTÉ

If you are concerned about your health or the health of a loved one, **contact Info-Santé at 811**. A nurse will answer you 24 hours a day, 7 days a week.

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 Neighborhood

A listing of medical clinics is available at your CLSC. The CSSS de la Montagne also offers medical services by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

Point de service Outremont 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.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. Some also offer on-site radiology and lab services.

The network clinics in your Neighborhood :

Herzl Family Practice Centre 514-340-8311

5858 Côte-des-Neiges Road, 5th Floor

Clinique médicale de la Cité 514-281-1722

300 Léo-Pariseau Street, 9th Floor

Clinique médicale Diamant 514-731-5994

5885 Côte-des-Neiges Road, Suite 201

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

1538 Sherbrooke West, Suite 100

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

1 Westmount Square

Pavillon A, suite C-180

A complete listing of Montreal Region Network Clinics is available at

<http://www.santemontreal.qc.ca/aide-et-services/>

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 Neighborhoods over the next few years.

The GMFs in your Neighborhood :

GMF Côte-des-Neiges 514-731-8531

GMF Herzl 514-340-8253

GMF Queen Elizabeth

Hillside Medical Centre : **514-931-2162**

Clinique médicale Roper : **514-937-8000**

GMF St. Mary 514-734-2677

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.

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 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

514-731-8531, extension 5208

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 of CSSS de Dorval-Lachine-LaSalle 514-362-8000

Hôpital de Verdun of CSSS du Sud-Ouest–Verdun 514-765-7324

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

**Hôpital Fleury of CSSS d'Ahuntsic et Montréal-Nord
514-384-2000, extension 5062**

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).

To consult a nurse, contact your CLSC. After the CLSC opening hours, call Info-Santé at 811.

CLSC de Côte-des-Neiges 514-731-8531

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

Saturdays, 8 :00 a.m. to 4 :00 p.m.

CLSC de Côte-des-Neiges

Point de service Outremont 514-731-8531

Monday to Friday, 9 :00 a.m. to 5 :00 p.m.

CLSC de Parc-Extension 514-273-9591

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

Saturdays, 8 :00 a.m. to 4 :00 p.m.

CLSC Métro 514-934-0354

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

Saturdays and Sundays, 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!

Talk to your pharmacist

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 la Montagne : 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 la Montagne Smoking Cessation Centre

514-731-8531

Support Groups :

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

The Better Living Without Smoking Centre 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 CSSS de la Montagne 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, medications, signs of deterioration, etc.

Individual meetings with a referral from a health professional.

FOR INFORMATION

CLSC de Parc-Extension 514-273-9591

Health Education Centre

The Health Education Centre of the CSSS de la Montagne 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

514-731-8531

Chronic Obstructive Pulmonary Disease (COPD)

The CSSS de la Montagne offers individual sessions for COPD sufferers within its territory.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

Nutrition, Diabetes and Cardiovascular Diseases

The CSSS de la Montagne offers an education program for people with diabetes or cardiovascular diseases so that they can better understand their illness and find ways to control it. A nutritionist is also available for those who have to adapt their diets to their health problems.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

Blood tests and other tests

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

CLSC Métro 514-934-0354

Without an appointment

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

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

St. Mary's Hospital Centre 514-345-3500, extension 3547

Montreal General Hospital (MUHC) 514-934-1934

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).

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

or contact your doctor.

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

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**

Men's health

Prostate cancer

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

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.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.cafaho.org/heberge.htm

Service d'aide aux conjoints 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 de la Montagne also provides information, advice and support regarding STBBIs, contraception and pregnancy.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

Services for seniors and people with decreased independence

The CSSS de la Montagne 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
- Evaluations of home adaptation needs
- Respite for caregivers
- Assistance with personal 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 Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

Domestic help

With a referral from the CLSC, 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. These services are offered by:

NOVaide 514-278-6767

(CLSC de Parc-Extension area)

La Grande Vadrouille 514-341-0443

(CLSC Côte-des-Neiges and CLSC Métro areas)

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 **1-888-489-2287** or ask your CSSS professional for advice :

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

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 services

Parents and future parents have access to a full range of services in their neighborhood. The CSSS de la Montagne offers advice on pregnancy, baby care, breastfeeding, nutrition, vaccinations, education, child behavior and family life. Parents can also benefit from prenatal and postnatal follow-up, prenatal classes and breastfeeding clinics.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

International adoption

For specialized services in international adoption.

CSSS Jeanne-Mance 514-521-7663

CSSS de l'Ouest-de-l'Île 514-697-4110

Breastfeeding

Breastfeeding clinics offer mothers, mothers-to-be, and their immediate families an opportunity to ask experts about breastfeeding and provide a place to talk and share with other mothers.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

Nourri-Source 514-948-9877

www.nourri-source.org

Prenatal courses

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

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

Birthing Centers 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

Services for children, parents and families

The CSSS de la Montagne provides health and social services and support to families.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.qc.ca

Youth Centers

Both youth centers 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 Centers 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 la Montagne or in Neighborhood schools.

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

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.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 Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.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, counseling and psychosocial consultations are offered at your CSSS, by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.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.

TRACOM 514-483-3033 (English services available)

Psychiatric emergency

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

Montreal General Hospital 514-934-1934, ext. 2216

Royal Victoria Hospital (MUHC) 514-934-1934, ext. 34271

Other resources

AMI-Quebec 514-486-1448

Support and help centre for families of people suffering from mental illness.

www.amiquebec.org

Centre Multi-Écoute 514-737-3604

Support, psychosocial assistance and reference centre. Services are offered out of respect for participants' culture and, whenever possible, in their language.

www.multiecoute.org

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 Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

* 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 Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

For travelers

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

1650 Cedar Avenue

Clinique Santé-voyage Saint-Luc 514-890-8332

1001 Saint-Denis Street, 6th Floor

Getting help

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 **1-888-489-2287** or ask your CSSS for professionals for advice.

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

Tel-Aînés 514-353-2463

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

www.tel-ecoute.org

Sexual assault

Montreal Sexual Assault Centre 514-934-4504

Bilingual service available at all times.

Family crisis

Youth protection

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 Centers 514-935-6196

Services in English.

www.batshaw.qc.ca

Other resources

Éducation Coup-de-fil 514 525-2573

Professional telephone consultation for family members

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).

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.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 questions related to sexual orientation. **www.gaiecoutte.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 + 514-273-5600, extension 6360

Assistance program that promotes moderate alcohol consumption.

www.dependances.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

The CSSS de la Montagne offers a used syringe recovery and exchange service for injection drug users (IDUs).

Without an appointment :

CLSC Métro 514-934-0354

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

Saturdays, Sundays and Holidays, 8 :00 a.m. to 4 :00 p.m.

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 Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

www.csssdelamontagne.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 (abortion) or to be referred to this service free of charge can contact their CLSC.

Grossesse-Secours 514-271-0554

Support and information for pregnant women and new mothers

www.grossesse-secours.org

Youth at risk

Director of Youth Protection (Le Directeur de la Protection de la jeunesse, DPJ)

To report situations where a child is abandoned, has severe behavioral 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 Centers 514-935-6196

Services in English.

www.batshaw.qc.ca

Other Resource

Tel-Jeunes 1-800-263-2266

Listening, guidance and referral service available at all times.

www.teljeunes.com

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 CSSS de la Montagne offers a variety of services to victims of spousal violence and to children who witness spousal violence.

FOR INFORMATION

CLSC de Côte-des-Neiges 514-731-8531

CLSC de Parc-Extension 514-273-9591

CLSC Métro 514-934-0354

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

www.sosviolenceconjugale.ca (French Web site)

WOMEN/AWARE 514-489-1110

www.womenaware.ca

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 la Montagne. 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 la Montagne 514-934-0354

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 la Montagne.

Other resources to help you lodge a complaint

**Users' Committee of the CSSS de la Montagne
514-731-8531, extension 5093**

**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

A Foundation that invests in your health and well-being

Since its creation, the Foundation du CSSS de la Montagne has been dedicated to decreasing poverty, isolation and despair. It intervenes to prevent child abuse and neglect and offers support and respite for families.

The Foundation engages in many activities: organizing leisure activities for children with learning difficulties, supporting area organizations, covering the cost for summer camp for children from low-income families, or contributing to a street festival for multiple families.

The Foundation is often the last option for the CSSS's professionals who generally come to us after knocking on many doors. This spirit of sharing and the professionalism of our staff are what guide the Foundation in granting funds.



Information:
514-731-1386, extension 2327

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

Access to Health Care in Your Neighborhood is a publication of the CSSS de la Montagne and is available at www.csssdelamontagne.qc.ca.

Une version française est disponible sur demande au 514 731-8531, poste 5539, ou au www.csssdelamontagne.qc.ca.