



2011
DIRECTORY



Access
to **Health
Care** in your
Neighbourhood

www.cssspointe.ca

The CSSS de la Pointe-de-l'Île

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

The CSSS de la Pointe-de-l'Île was created in 2004. It is comprised of the CLSC Mercier-Est-Anjou, the CLSC Pointeaux-Trembles-Montréal-Est, the CLSC Rivière-des-Prairies and the Biermans, François-Séguenot, Judith-Jasmin and Pierre-Joseph-Triest CHSLDs (residential and long-term care centres).

The CSSS de la Pointe-de-l'Île 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 1476 employees, 49 doctors and an annual budget of \$86M, it plays a leading role in the economic and community life of your neighbourhood.

The CSSS de la Pointe-de-l'Île 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.qc.ca/aide-et-services**, contact the **Information and Referral Center of Greater Montreal** at **514 527-1375**, or get in touch with your CLSC.

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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 la Pointe-de-l'Île offers medical services by appointment or on a walk-in basis

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.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 médical Hochelaga 514-353-8742

9080 Hochelaga Street

Mercier–Hochelaga-Maisonneuve Borough

Polyclinique-réseau Pointe-aux-Trembles 514-498-4050

12905 Sherbrooke Street East, Suite 103

Rivière-des-Prairies–Pointe-aux-Trembles Borough

Other Montreal Region Network Clinics

WEST MONTREAL

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 de Salaberry Street, Galeries Normandie
Ahuntsic-Cartierville Borough

Brunswick Medical Centre 514-426-6677

143 Frontenac Avenue, City of Pointe-Claire

Centre médical Métro Monk 514-769-9999

2376 Allard Street, Sud-Ouest Borough

Queen Elizabeth Urgent Care Clinic 514-481-4343

2100 Marlowe Avenue
Côte-des-Neiges–Notre-Dame-de-Grâce Borough

Clinique médicale de l'Ouest 514-765-3600

4475 Bannantyne Street, Verdun Borough

Clinique médicale Le Plein Ciel 514-337-3171

475 Côte-Vertu Boulevard, Saint-Laurent 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

CLSC de Bordeaux-Cartierville 514-331-2572

11822 du Bois-de-Boulogne Avenue
Ahuntsic-Cartierville Borough

Groupe Santé Physimed 514-747-8888

6363 Trans-Canada Highway, Suite 121
Saint-Laurent Borough

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

514-765-7325

3922 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



CENTRAL MONTREAL (continued)

Clinique médicale Diamant 514-731-5994

5885 Côte-des-Neiges Road, Suite 201
Côte-des-Neiges–Notre-Dame-de-Grâce Borough

Clinique Médimax 514-287-2683

Complexe Desjardins
150 Sainte-Catherine Street West, Hotel Tower, 4th Floor
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, Pavillion A, Suite 230, City of Westmount

Médico Centre Mont-Royal 514-521-5555

4689 Papineau Avenue, Plateau-Mont-Royal Borough

MONTREAL EAST

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

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 GMF in your neighbourhood :

GMF Saint-André 514-648-6888

GMF Clinique-réseau Polyclinique Pointe-aux-Trembles 514 498-4050

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

514-356-2574, extension 3612



**Remember to check
the office hours
before you go!**

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).

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 Mercier-Est–Anjou 514-356-2572

9503 Sherbrooke Street East

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

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

Sundays, 8 :00 a.m. to 4 :00 p.m. (by appointment only)

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

13926 Notre-Dame Street East

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.

CLSC de Rivière-des-Prairies 514-494-4924

8655 Perras Boulevard

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.

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.

The CSSS de la Pointe-de-l'Île : 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 Pointe-de-l'Île Smoking Cessation Centre

514-642-4050, extension 399

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 and Chronic Obstructive Pulmonary Disease (COPD)

The CSSS de la Pointe-de-l'Île offers an educational program to help asthma sufferers aged 15 and older 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. A similar program is offered to people suffering from COPD.

Individual meetings, with or without medical referral.

FOR INFORMATION

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

For minors 14 years and under :

Hôpital Maisonneuve-Rosemont 514-252-3400, ext. 4836

Health Education Centre

The Health Education Centre of the CSSS de la Pointe-de-l'Île 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

514-642-4050, extension 506



Diabetes

The CSSS de la Pointe-de-l'Île offers an education program for people with diabetes so that they can better understand their illness and find ways to control it. Topics include living day-to-day with diabetes, medications, complications, foot care, hypoglycemia and hyperglycemia, etc. With a medical referral.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca

Hypertension

Do you suffer from hypertension? You can enroll in an education program to help improve your blood pressure, specifically by modifying your lifestyle habits. With a medical referral.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca

Blood Tests and Other Tests

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

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

Testing services are offered without an appointment from Monday to Friday (except Holidays), 7 :30 a.m. to 11 :00 a.m.

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.



Radiology

Radiology services are located at the CLSC de Pointe-aux-Trembles–Montréal-Est and are offered by appointment or on a walk-in basis from Monday to Friday, 8 :00 a.m. at 8 :00 p.m., and Saturdays, Sundays and Holidays, 8 :00 a.m. to 12 :00 a.m. and 1 :00 p.m. to 4 :00 p.m. A medical referral and your health card are required.

514-642-4050, extension 497

Women's Health

Do you need information on breast cancer screening? Your CSSS can help and guide you whenever necessary.

Mammograms

To obtain a screening mammogram (breast X-ray), you need a referral from your doctor (see "Quebec breast cancer screening program" for women aged 50 to 69 on page 14). Your local CLSC can inform you about where to find the closest screening centre.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca

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

Carrefour des femmes d'Anjou 514-351-7974

An organization that defends women's rights and interests and that offers educational and social activities as well as listening, reference and group activities for women.

Centre de femmes de Pointe-aux-Trembles 514-645-6068

An organization that offers assistance to women and defends and promotes their rights. Help and reference services and personal growth and employability workshops. Services for immigrant women, housing assistance, respite, and social activities.

Centre des femmes de Rivière-des-Prairies 514-648-1030

An organization that provides assistance, mutual support, information, and education activities and that promotes social action. Help and reference services, personal growth, defence of rights and interests, food safety, outings and social activities.

Info-Femmes 514-355-4529

A support organization in Mercier-Est that helps women start and continue with training. Help and reference, personal growth, social activities and meals, training and information, assistance with writing documents.

WOMEN'S HEALTH (continued)

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

Men's Health

Prostate Cancer

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

FOR INFORMATION

514-356-2574, extension 3612

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 Pointe-de-l'Île also provides information, advice and support regarding STBBIs, contraception and pregnancy.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca

Services for Seniors and People with Decreased Independence

The CSSS de la Pointe-de-l'Île 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.

Centre de jour de Rivière-des-Prairies 514-494-4924

Centre de jour Triest 514-353-1220

Centre de jour de Pointe-aux-Trembles–Montréal-Est 514-642-4050

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.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 :

Répit-ressource de l'Est de Montréal 514-353-1479

www.repit-ressource.com



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**

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

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 la Pointe-de-l'Île 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. Health services, social services and family support are also available.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.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 women with a place to talk and share with other mothers.

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca

Nourri-Source 514-948-9877

www.nourri-source.org

La Ligue Leche 1-866-255-2483

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 Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca

Prenatal Service Organizations

Les Relevailles de Montréal 514-640-6741

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



Services for Children, Parents and Families

The CSSS de la Pointe-de-l'Île provides health and social services and family support to families in difficulty.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.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 la Pointe-de-l'Île 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 Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.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

Tel-Jeunes 1-800-263-2266

Listening, guidance and referral service available at all times.

www.teljeunes.com

Street Kids Clinic 514 527-2361, extension 3682

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

1250 Sanguinet Street

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 Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca



Psychological and Social Support

Our teams can help you with problems related to mental health, addiction, violence, abuse, poverty, social exclusion, and emotional or psychological distress. Drop-in services, follow-up, orientation and psychosocial consultation are offered at your CSSS with or without an appointment.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.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.

L'Entremise 514-351-9592

L'Appoint 514-351-6661

Psychiatric Emergency

Hôpital Louis-H. Lafontaine 514-251-4000, extension 4050

7401 Hochelaga Street (18 years+)

Hôpital Maisonneuve Rosemont 514-252-3400, extension 4800

5415 Assomption Boulevard (all ages)

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 Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

* 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 Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

For Travellers

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

1650 Cedar Avenue

Clinique Santé-Voyage de Montréal 514-252-3890

By appointment only

6865 Sherbrooke Street East

2nd Floor (near the Langelier Metro)

Clinique Santé-voyage de la Fondation du CHUM 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 professionals for advice.

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

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

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).

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.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 + 514-273-5600, 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

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. This service is offered at the CLSC de Rivière-des-Prairies regardless of residential address.

FOR INFORMATION

CLSC de Rivière-des-Prairies 514-494-4924

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.

514-494-4924

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 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

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 Pointe-de-l'Île offers a variety of services to victims of spousal violence and to children who witness spousal violence.

FOR INFORMATION

CLSC de Mercier-Est–Anjou 514-356-2572

CLSC de Pointe-aux-Trembles–Montréal-Est 514-642-4050

CLSC de Rivière-des-Prairies 514-494-4924

www.cssspointe.ca

Resources for Violent Men

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

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

Centre Halte-Femmes de Montréal-Nord 514-328-2055

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

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 la Pointe-de-l'Île. 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 Pointe-de-l'Île 514-356-2572, extension 3251 (Mr. Pierre Jolin)

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 Pointe-de-l'Île.

Other Resources to Help You Lodge a Complaint

Someone that you can trust, such as a parent or friend.

Users' Committee of the CSSS de la Pointe-de-l'Île

514-351-9891, extension 4010

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 la Pointe-de-l'Île 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 :

Volunteer services manager 514-356-2574, extension 3500



A Foundation that Invests in your Health and Well-Being

The Fondation du CSSS de la Pointe-de-l'Île

The Fondation du CSSS de la Pointe-de-l'Île collects donations to support CSSS activities and develop innovative health projects. The funds are invested in specialized equipment for the care and services that the CSSS provides its clients, some of whom suffer from chronic diseases. This money is also used to restore CSSS residential centres in order to create a warm and pleasant environment for residents.

For information:

- Call us at **514-356-2572, extension 3800**
- E-mail us at **fondation.pdi@ssss.gouv.qc.ca**
- Visit the CSSS de la Pointe-de-l'Île Web site: **www.cssspointe.ca**

Access to Health Care in Your Neighbourhood is a publication of the CSSS de la Pointe-de-l'Île. The masculine is used in its generic form and indicates both men and women. Une version française est disponible sur demande. Veuillez appeler au 514 356-2572, poste 3613. For additional copies, please call 514-356-2572, extension 3613 or visit www.cssspointe.ca