The CSSS Jeanne-Mance

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

The CSSS Jeanne-Mance was created in 2004. It is comprised of CLSCs and CHSLDs (residential and long-term care centres) in the Centre-Sud and Plateau-Mont-Royal neighbourhoods along with a part of the Mile-End neighbourhood.

The CSSS Jeanne-Mance 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.

The CSSS Jeanne-Mance is:
• A University-affiliated Centre.
• A member of the Montreal Network of Health Promoting Hospitals and CSSSSs, which is affiliated with the World Health Organization (WHO).
• Comprised of:
  - The CLSC des Faubourgs
  - The CLSC du Plateau-Mont-Royal
  - The CLSC Saint-Louis-du-Parc
  - The Clinique de médecine familiale Notre-Dame
  - The Centre d’hébergement Armand-Lavergne
  - The Centre d’hébergement Bruchési
  - The Centre d’hébergement du Centre-Ville-de-Montréal
  - The Centre d’hébergement du Manoir-de-l’Âge-d’Or
  - The Centre d’hébergement Émilie-Gamelin
  - The Centre d’hébergement Ernest-Routhier
  - The Centre d’hébergement Jean-De La Lande

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 health and social resources available in your community, contact Info-Santé by dialling 811.
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USEFUL PHONE NUMBERS

INFO-SANTÉ

• If you are concerned about your health or the health of a loved one
• If you don’t know how to access services or resources in the health and social services network
• Or to find out about the services in your neighbourhood:

contact Info-Santé at 811
A nurse will answer twenty-four hours a day, seven 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 Neighbourhood**

The CSSS Jeanne-Mance offers medical services by appointment or on a walk-in basis

**FOR INFORMATION**

- **CLSC des Faubourgs** 514-527-2361
- **CLSC du Plateau-Mont-Royal** 514-521-7663
- **CLSC Saint-Louis-du-Parc** 514-286-9657

**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:**

- **Clinique médicale 1851** 514-524-7564
  1851 Sherbrooke Street East, Suite101
  Plateau-Mont-Royal Borough

- **Clinique Milléния** 514-287-2683
  Complexe Desjardins
  150 Sainte-Catherine Street West
  Hyatt Hotel Tower, Level 4
  Ville-Marie Borough

- **Médico-Centre Mont-Royal** 514-521-5555
  4689 Papineau Avenue
  Plateau-Mont-Royal Borough

- **Clinique médicale du Plateau-Mont-Royal** 514-527-3997
  1374 Mont-Royal Avenue East, Suite 103
  Plateau-Mont-Royal 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

**Centreb 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 intégré 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 de la Cité**  514-281-1722  
300 Léo-Pariseau Street, Suite 900, Plateau-Mont-Royal Borough

**Clinique médicale Diamant**  514-731-5994  
5885 Côte-des-Neiges Road, Suite 201  
Côte-des-Neiges–Notre-Dame-de-Grâce Borough
CENTRAL MONTREAL (continued)

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, Pavilion A, Suite 230, City of Westmount

MONTREAL EAST

Centre médical Hochelaga  514-353-8742
9080 Hochelaga Street, Mercier–Hochelaga-Maisonneuve Borough

Clinique médicale 3000  514-376-7702
3000 Bélanger Street East, Rosemont–La Petite-Patrie Borough

Clinique-réseau du Coeur-de-l'Île  514-722-0000
6930 Papineau Avenue
Villeray–Saint-Michel–Parc-Extension Borough

Clinique médicale Désy  514-326-9060
5636 Henri-Bourassa Boulevard East, Montreal-Nord Borough

Clinique médicale Maisonneuve-Rosemont  514-257-7000
5345 de l’Assomption Boulevard, Suite RC-60
Rosemont–La Petite-Patrie Borough

Clinique médicale Viau inc.  514-326-7203
8465 Viau Boulevard, Saint-Léonard Borough

CLSC de Saint-Michel  514-374-8223
3355 Jarry Street East
Villeray–Saint-Michel–Parc-Extension Borough

Domus Médica  514-256-5011
5601 Bélanger Street East, Suite 401
Villeray–Saint-Michel–Parc-Extension Borough

Polyclinique Cabrini  514-256-5700
5700 Saint-Zotique Street East, Suite 200
Rosemont–La Petite-Patrie Borough

Polyclinique-réseau Pointe-aux-Trembles  514-498-4050
12905 Sherbrooke Street East, Suite 103
Rivière-des-Prairies–Pointe-aux-Trembles Borough
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.

The GMFs in your neighbourhood:
Clinique médicale l’Actuel  514-524-1001
GMF 1851  514-524-7564
GMF Médimax  514-287-2683
GMF des Faubourgs  514-527-2361
GMF Notre-Dame  514-890-8227
GMF Quartier Latin  514-285-5500
GMF Saint-Louis-du-Parc  514-286-9657

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

FOR INFORMATION
514-527-9565, poste 3333
www.csssjeannemance.ca
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, call Info-Santé at 8-1-1 or contact your CSSS.

CLSC des Faubourgs  514-527-2361
Parthenais Point of Service – 2260 Parthenais Street
Monday to Friday, 8:00 a.m. to 5:00 p.m.
Sanguinet Point of Service – 1250 Sanguinet Street
Monday to Friday, 8:00 a.m. to 5:00 p.m.
Visitation Point of Service – 1705 Visitation Street
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 du Plateau-Mont-Royal  514-521-7663
4625 De Lorimier Avenue
Monday to Friday, 8:00 a.m. to 6:00 p.m.

CLSC Saint-Louis-du-Parc  514-286-9657
15 du Mont-Royal Avenue West, Suite 100
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!

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 Jeanne-Mance : 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 Jeanne-Mance Smoking Cessation Centre
514-521-7663, extension 6557

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 Jeanne-Mance 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. A similar program is offered to people suffering from COPD.

Individual meetings with a medical referral.

FOR INFORMATION
Centre d’enseignement de l’asthme et de la maladie pulmonaire obstructive chronique (MPOC)
CLSC du Plateau-Mont-Royal 514-521-7663
4625 De Lorimier Avenue
Health Education Centre
The Health Education Centre of the CSSS Jeanne-Mance 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. By appointment only.

FOR INFORMATION
514-521-7663, extension 6559

Blood Tests and Other Tests
Go to one of the following locations for blood tests or any other type of laboratory test.
Hôpital Saint-Luc du CHUM  514-890-8349
Hôpital Notre-Dame du CHUM  514-890-8249
Hôtel-Dieu du CHUM  514-890-8149
www.csssjeannemance.ca

Do not forget to bring :
• The requisition provided by your doctor
• Your health insurance card

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

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

Breast Cancer
You need a requisition from your doctor to get a mammogram (see "Quebec breast cancer screening program" for women aged 50 to 69 on page 13).
Quebec Breast Cancer Screening Program

If you are between the ages of 50 and 69, you will automatically receive a letter from the Director of Public Health inviting you to have a mammogram at a designated screening centre. This letter serves as a medical prescription.

On the day of your appointment, you will be asked to fill out a consent form. You will then be registered in the Quebec Breast Cancer Screening Program and you will be invited to have a mammogram every two years.

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

Organizations Dedicated to Women’s Health

Montreal Women’s Health Centre  514-270-6110
The Montreal Women’s Health Centre is a community organization composed of women who primarily work in gynecological health. Services include voluntary interruption of pregnancy (VIP), contraception, gynecological consultation, etc.
www.csfmontreal.qc.ca (French Web site)

Women’s Centre of Montreal  514-842-4780
The Women’s Centre of Montreal helps women in difficulty or distress. It offers food and clothing assistance, linguistic integration services, legal information, various workshops and training, etc.
www.centredesfemmesdemtl.org
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 des Faubourgs  514-527-2361
CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
www.csssjeannemance.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.serviceaideconjointso.org
Sexual Health

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

FOR INFORMATION

CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
CLSC des Faubourgs  514-527-2361

STBBI screening with or without an appointment.

514-527-2361, extension 1995
www.csssjeannemance.ca

Services for Seniors and People with Decreased Independence

The CSSS Jeanne-Mance offers many services to seniors, people with decreased independence, their families and caregivers, including:

- Overall health evaluations
- Advice on nutrition, occupational therapy and physiotherapy
- Advice on exercise, healthy lifestyle habits and fall prevention
- 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.

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:
Plumeau, chiffon et compagnie 514-523-6626
www.plumeau.qc.ca

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 des Faubourgs 514-527-2361
CLSC du Plateau-Mont-Royal 514-521-7663
CLSC Saint-Louis-du-Parc 514-286-9657
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 Jeanne-mance offers advice on pregnancy, baby care, breastfeeding, nutrition, vaccinations, education, child behaviour and family life. Parents can also benefit from prenatal and postnatal follow-up, prenatal classes and breastfeeding clinics.

FOR INFORMATION

**CLSC des Faubourgs**  514-527-2361  
**CLSC du Plateau-Mont-Royal**  514-521-7663  
**CLSC Saint-Louis-du-Parc**  514-286-9657  
www.csssjeannemance.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 a place to talk and share with other mothers.

FOR INFORMATION

**CLSC des Faubourgs**  514-527-2361  
**CLSC du Plateau-Mont-Royal**  514-521-7663  
**CLSC Saint-Louis-du-Parc**  514-286-9657  
www.csssjeannemance.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 des Faubourgs  514-527-2361
CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
www.csssjeannemance.ca

Midwives and Birthing Centres
For mothers-to-be who would like to give birth with the help of a midwife at home or in a hospital.

*Service de sages-femmes du CSSS Jeanne-Mance*
CLSC des Faubourgs  514-527-2361
CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
www.csssjeannemance.ca
Côte-des-Neiges Birthing Centre  514-736-2323
West Island HSSC Birthing Centre  514-697-1199
Services for Children, Parents and Families

The CSSS Jeanne-Mance provides health and social services and family support to families in difficulty.

FOR INFORMATION

CLSC des Faubourgs  514-527-2361
CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
www.csssjeannemance.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.centrejeunessemontreal.qc.ca
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.
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 Jeanne-Mance or in neighbourhood schools.

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

Clinique jeunesse  514-844-9333

Street Kids Clinic  514-527-2361, extension 3682
On-site: doctors, nurses, dentists, psychologists, social workers and access to showers.
1250 Sanguinet Street

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
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 des Faubourgs  514-527-2361
CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
www.csssjeannemance.ca

Psychological and Social Support

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

FOR INFORMATION

CLSC des Faubourgs  514-527-2361, ext. 1466

Visitation Point of Service – 1705 Visitation Street
Monday to Friday, 8 :00 a.m. to 8 :00 p.m.
Saturdays and Holidays, 8 :00 a.m. to 4 :00 p.m.
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.

Le Transit 514-282-7753

Psychiatric Emergency
Hôpital Notre-Dame du CHUM 514-890-8230

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 des Faubourgs** 514-527-2361  
**CLSC du Plateau-Mont-Royal** 514-521-7663  
**CLSC Saint-Louis-du-Parc** 514-286-9657

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 des Faubourgs** 514-527-2361  
**CLSC du Plateau-Mont-Royal** 514-521-7663  
**CLSC Saint-Louis-du-Parc** 514-286-9657

For Travellers

**Centre for Tropical Diseases at the Montreal General Hospital of the MUHC** 514-934-8049  
1650 Cedar Avenue  
**Clinique du Voyageur** 514-521-0630  
4689 Papineau Avenue

**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:

**CLSC des Faubourgs** 514-527-2361
**CLSC du Plateau-Mont-Royal** 514-521-7663
**CLSC Saint-Louis-du-Parc** 514-286-9657
**Tel-Aînés** 514-353-2463
Listening, referral and prevention service for seniors and their loved ones. (Services in French)
[www.tel-ecoute.org](http://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](http://www.centrejeunessedemontreal.qc.ca) (French Web site)

**Batshaw Youth and Family Centres** 514-935-6196
Services in English.
[www.batshaw.qc.ca](http://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](http://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 des Faubourgs 514-527-2361  
CLSC du Plateau-Mont-Royal 514-521-7663  
CLSC Saint-Louis-du-Parc 514-286-9657

www.csssjeannemance.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.gaiecouted.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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.pavillonfoster.org)
Sterile Material Distribution and Exchange
The CSSS Jeanne-Mance offers a used syringe recovery service for injection drug users (IDUs).

Syringe Exchange
CLSC des Faubourgs, Sanguinet  514-527-2361
1250 Sanguinet Street
Monday to Friday, 9:30 a.m. to 5:00 p.m.

Syringe Recovery
CLSC des Faubourgs  514-527-2361
Parthenais Point of Service–2260 Parthenais Street
Sanguinet Point of Service–1250 Sanguinet Street
Visitation Point of Service–1705 Visitation Street
CLSC du Plateau-Mont-Royal  514-521-7663
4625 De Lorimier Avenue
CLSC Saint-Louis-du-Parc  514-286-9657
15 Mont-Royal Avenue West, Suite 100

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 des Faubourgs  514-527-2361
CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
www.csssjeannemance.ca

Emergency Oral Contraception

Emergency oral contraception, or the morning-after pill, may be obtained from a doctor, nurse or pharmacist (without a prescription)

Voluntary Interruption of Pregnancy (VIP)

Women who want information about VIP or to be referred to this service free of charge can contact their CLSC:

514-527-9565, extension 3674
Grossesse-Secours  514-271-0554
Support and information for pregnant women and new mothers.
www.grossesse-secours.org

Homelessness

The CSSS Jeanne-Mance has a team that specializes in working with homeless adults. To discuss a particular problem or learn more about the services offered, call:

514-527-2361
www.csssjeannemance.ca
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.centrejeunesseedemontreal.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 Jeanne-Mance offers a variety of services to victims of spousal violence and to children who witness spousal violence.

FOR INFORMATION

CLSC des Faubourgs  514-527-2361
CLSC du Plateau-Mont-Royal  514-521-7663
CLSC Saint-Louis-du-Parc  514-286-9657
www.csssjeannemance.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

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 Jeanne-Mance. 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 Jeanne-Mance 514-525-1900, extension 6207
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 Jeanne-Mance.

Other Resources to Help You Lodge a Complaint

Users’ Committee of the CSSS Jeanne-Mance 514-525-1900, extension 6649
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 Jeanne-Mance 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, you can get information from any of the residential and long-term care centres of the CSSS Jeanne-Mance:

Centre d’hébergement du Centre-Ville-de-Montréal
Centre d’hébergement du Manoir-de-l’Âge-d’Or
514-861-9331
Centre d’hébergement Ernest-Routhier
514-842-7181
Centre d’hébergement Émilie-Gamelin
Centre d’hébergement Armand-Lavergne
514-527-8921
Centre d’hébergement Bruchési
Centre d’hébergement Jean-De La Lande
514-526-4981
A Foundation that Invests in your Health and Well-Being

The Fondation CSSS Jeanne-Mance
The Fondation CSSS Jeanne-Mance is a charity organization that builds relationships with donors and the community and solicits donations to support the programs and services of the CSSS Jeanne-Mance.

The Fondation mainly finances projects to improve the quality of life of residents at the seven residential and long-term care centres of the CSSS Jeanne-Mance and also provides funding for community programs and research projects.

Thanks to the generosity of its invaluable donors, the Fondation has supported a number of worthwhile initiatives: holiday camps; the Bien dans mes baskets project, which aims to reduce drop-out rates; dental services for street youth; Christmas baskets; the creation of common rooms; the purchase of wheelchairs; and activities to help vulnerable clients and underprivileged families in the CSSS Jeanne-Mance territory.

514-842-7180, extension 7300