Having trouble finding your way around the health care system?
Visit www.santemontreal.qc.ca
the virtual portal of the Montreal Health Care Network

The West Island Health and Social Services Centre
(CSSS de l’Ouest-de-l’Île)
You have received this booklet because you live within the territory of the West Island Health and Social Services Centre (referred to in this booklet as the West Island HSSC).

The West Island HSSC was created in 2004. It is comprised of the Lakeshore General Hospital, the CLSC de Pierrefonds, the CLSC du Lac-Saint-Louis as well as the Centre d’hébergement Deris-Benjamin-Viger (a residential and long-term care centre).

The West Island HSSC 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 centres.
• Encourage you to adopt a healthy lifestyle.
• Contribute, with its local and regional partners, to the improvement of public health within its territory.

With 2000 employees, 250 doctors and an annual budget of $150M, it plays a leading role in the economic and community life of your neighbourhood.

The West Island HSSC is a member of the Montreal Network of Health Promoting Hospitals and CSSSs, which is affiliated with the World Health Organization (WHO).

Worried about your health or the health of a loved one? Looking to improve your quality of life?
This “Access to Health Care in Your Neighbourhood” booklet provides an overview of the main health and social services near you. Keep this booklet: it will help guide you and keep you out of hospital emergency rooms to the extent possible.

There are many community organizations in your neighbourhood that work with health network institutions. Some are featured in this booklet. For more information on these organizations, or to learn about the health and social resources available in your community, contact Info-Santé by dialing 811.

You can also visit:
• the West Island Community Resource Centre: 514-694-6404, www.westislandhssc.qc.ca

Access to Health Care in Your Neighbourhood is a joint publication of the West Island Health and Social Services Centre and the Agence de la santé et des services sociaux de Montréal.

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The masculine is used in its generic form and indicates both men and women.
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Version française disponible sur demande.
Veuillez appeler au 514 626-2572, poste 4352.
For additional copies: 514-626-2572, extension 4352
www.westislandhssc.qc.ca
Prevention and good hygiene are the first actions to take:
1. Wash your hands often.
2. Cough or sneeze into your elbow or shoulder instead of your hands.
3. Use soap and water or a domestic disinfectant to clean contaminated surfaces.

Pay attention to information campaigns about vaccination, particularly if you, or a loved one, are among the groups most likely to suffer complications:
1. Pregnant women
2. Children 6 months to less than 5 years
3. The chronically ill under 65 years
4. Household contacts and care providers of infants under 6 months or persons who are immunocompromised

Keep informed about the actions to take if you have flu symptoms:
1. Consult the Self-Care Guide
2. Call Info-Santé 1.800.767.9379
3. Visit www.santemontreal.qc.ca
4. Visit www.pandemiequebec.gouv.qc.ca

To obtain information about vaccination and consultation points
- Services Québec
  514 644-4545
- Consult regularly www.pandemiequebec.gouv.qc.ca

Remember to check the office hours before you go.
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Need to see a Doctor or Nurse?

Medical Resources in Your Neighbourhood

The list of medical clinics in your neighbourhood appears on the map at the front of this booklet.

The West Island HSSC also offers medical services by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
www.westislandhssc.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. They also offer on-site lab services.

The network clinics in your neighbourhood:

Brunswick Medical Centre: 514-426-6677
143 Frontenac Avenue
City of Pointe-Claire

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

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

PHARMACY

The only 24-hour pharmacy
Pharmacie Gilles Dubois
5122 Côte-des-Neiges Road
514-737-4415
The majority of these clinics are accessible without an appointment seven days a week, including Holidays.

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 Salaberry Street, Galeries Normandie
Ahuntsic-Cartierville Borough

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
4647 Verdun Street (before January 2010)
4475 Bannantyne Street (after January 2010)
Verdun Borough

Clinique médicale Le Plein Ciel 514-337-3171
475 Côte-Vertu Boulevard
Saint-Laurent Borough

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 Borough

Clinique médicale 1851 514-524-7564
1851 Sherbrooke Street East, Suite 101
Plateau Mont-Royal Borough

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 Cœur-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 Assomption Boulevard, Suite RC-60
Rosemont—La Petite-Patrie Borough

(continued on next page)
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, 5 and 6).

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.

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 GMFs in your neighbourhood:

Medistat Medical Clinic: 514-624-4774
Stillview Medical Group: 514-694-9282

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 non-prescription medications, vitamins, food supplements and natural products that you are taking. If this is not possible, take all your medications with you.

3. Prepare a list of questions that you would like to ask.

4. On the day of your appointment:
   - Arrive on time with a pen and paper so that you can take notes.
   - If you are unable to arrive at the scheduled time, notify the clinic as early as possible so that your appointment can be given to another patient.
   - Do not hesitate to ask questions and write down the answers.
   - If necessary, ask a relative or friend to accompany you.

---

**Seeing a Specialist**

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.

The ambulatory care centre of the Lakeshore General Hospital offers services in many specialities with a doctor’s referral.

For appointments: 514-630-2225

- Anticoagulation, extension 1702
- Cardiology, extension 1630
- Diabetes centre, extension 1821
- General surgery, extension 1799
- Fertility, extension 1799
- Hemato-oncology, extension 1999
- Heart failure, extension 1799
- Infectious diseases, extension 1799
- Chronic obstructive pulmonary disease (COPD) extension 1721
- Day medicine, extension 1901
- Internal medicine, extension 1901
- Nephrology, extension 1841
- Neurology, extension 1799
- Orthopedics, extension 1799
- Otorhinolaryngology, extension 1799
- Pediatrics, extension 1799
- Plastic surgery, extension 1799
- Preoperative care, extension 1701
- Emergency follow-up, extension 1799

To reach other hospitals in Montreal

**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-Cœur de Montréal**
514-338-2222

(continued on next page)
**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.

To consult a nurse, call **Info-Santé at 8-1-1** or contact your HSSC.

**CLSC de Pierrefonds: 514-626-4019**
Monday to Friday, from 7:00 a.m. to 8:00 p.m.  
Saturdays, from 8:00 a.m. to 4:00 p.m.

The appointment centre is open Monday to Friday, from 8:00 a.m. to 4:00 p.m.

**CLSC du Lac-Saint-Louis: 514-697-4110**
Monday to Friday, from 8:00 a.m. to 8:00 p.m.  
Saturdays, from 8:00 a.m. to 4:00 p.m.

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**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.
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.

Smoking Cessation Centre of the West Island HSSC
By appointment.
514-626-2572, extension 4463

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
Sir Mortimer B. Davis Jewish General Hospital
514-340-8222, extension 3870

Health Education Centre
The Health Education Centre of the West Island HSSC 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

West Island HSSC: 514-626-2572, extension 4566

Diabetes
The West Island HSSC 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, nutrition, hypoglycemia and hyperglycemia, etc.

Individual or group sessions available by appointment only.

FOR INFORMATION

CLSC de Pierrefonds: 514-626-4019
CLSC du Lac-Saint-Louis: 514-697-4110
Individual sessions only.

Asthma and Chronic Obstructive Pulmonary Disease (COPD)
The West Island HSSC 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.

FOR INFORMATION

Lakeshore General Hospital
Individual sessions.
By appointment with a doctor’s referral.
514-630-2225, extension 1799

Recovery and Elimination Service for Household Syringes and Needles
Safe containers are available for this purpose.
CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
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. Group sessions.

FOR INFORMATION

West Island HSSC: 514-626-4019

Blood Tests and Other Tests

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

CLSC de Pierrefonds: 514-626-2572
Test Centre
From Tuesday to Friday, 7:00 a.m. to 10:00 a.m.
By appointment only for those 0-6 years.

Lakeshore General Hospital: 514-630-2225, ext. 1423
Test Centre
From Monday to Friday, 7:00 a.m. to 2:45 p.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.

Women’s Health

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

FOR INFORMATION

Health Education Centre
514-626-2572, extension 4566
www.westislandhssc.qc.ca
or contact your doctor.

Breast Cancer

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

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
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.
514-270-6110
www.csfmontreal.qc.ca (French Web site)

Centre des femmes West Island
Centre for women: health education, leisure and work programs; art, music and gymnastics programs for children.
514-695-8529
www.wiwc.ca

Cloverdale Multi-Ressources
Help, support and resources for immigrant women.
514-684-8228
www.cloverdalemulti-ressources.org

Elizabeth House
Day centre, short or long-term housing for pregnant women or those with small children. Integration program.
514-482-2488

Refuge pour les femmes de l’Ouest-de-l’Île
Twenty-four-hour telephone consultation. Temporary housing, individual sessions and support groups for women and children who are victims of domestic violence.
514-620-4845

Women’s Centre of Montreal
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.
514-842-4780
www.centredesfemmesdemtl.org

Montreal West Island Prostate Cancer Support Group
Invited speakers, discussion groups, coffee breaks.
514-694-6412
www.mtlwiprostcansupportgrp.ca

Organizations Dedicated to Men’s Health

Criphase
Criphase is a resource and intervention centre for men who were victims of sexual abuse in their childhood.
514-529-5567
www.criphase.org

You may also consult the information in the Getting Help section starting on page 30.
Services for Seniors and People with Decreased Independence

The West Island HSSC offers many services to seniors, people with decreased independence, their families and caregivers, including:

- Overall health evaluations
- Advice on nutrition, 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 HSSC 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 HSSC. A professional will evaluate your situation in order to best meet your needs.

FOR INFORMATION

| CLSC de Pierrefonds: 514-626-2572, extension 4367 |
| CLSC du Lac-Saint-Louis: 514-697-4110, extension 1313 |
| www.westislandhssc.qc.ca |

Also consult the Youth Services section on pages 24 and 25.
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 West Island HSSC offers advice on pregnancy, baby care, breastfeeding, nutrition and vaccinations. Parents can also benefit from prenatal and postnatal follow-up, prenatal classes, haltes-nourrison and breastfeeding clinics.

The Programme OLO (eggs, milk and oranges) also provides low-income mothers-to-be with free healthy food and vitamin supplements.

FOR INFORMATION

CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
Lakeshore General Hospital
Mother-Child Unit: 514-630-2225
www.westislandhssc.qc.ca

International Adoption
For specialized services in international adoption.
West Island HSSC: 514-697-4110

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 Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
www.westislandhssc.qc.ca

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.
West Island HSSC Birthing Centre
514-697-1199

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 HSSC, 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:

Services West-Nette
514-626-1296

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 HSSC professional for advice:

CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110

Tel-Aînés
A listening, referral and prevention service for seniors and their relatives. (Services in French)
514-353-2463
www.tel-ecoute.org

Other community organizations offer services for people with decreased independence. You can get information from the West Island Community Resource Centre: 514-694-6404 or www.crcinfo.ca

You may also consult the information in the Getting Help section starting on page 30.
Assisted Reproduction
Women who wish to consult the West Island HSSC’s fertility clinic can ask their doctor for a referral and make an appointment with the ambulatory care centre of the Lakeshore General Hospital.
514-630-2225, extension 1799

Breastfeeding
The HSSC offers breastfeeding clinics to mothers, mothers-to-be, and their immediate families. These clinics provide them with an opportunity to ask experts about breastfeeding as well as a place to talk and share with other mothers.

Other Resources
Ligue La Leche
Telephone assistance service, monthly information meetings, infant breastfeeding meetings, breastfeeding and motherhood books, breastfeeding accessories, training for health professionals.
1-866-855-2483
www.allaitement.ca

Nourri-Source
Breastfeeding support organization
514-948-9877
www.nourri-source.org

Other community organizations offer services to women, parents and families. You can get information from the West Island Community Resource Centre: 514-694-6404 or www.crcinfo.ca

You may also consult the information in the Getting Help section starting on page 30.

Services for Children, Parents and Families
The West Island HSSC provides health and social services and family support to families in difficulty.

FOR INFORMATION
CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
www.westislandhssc.qc.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 (French Web site)

Batshaw Youth and Family Centres
Services in English.
514-989-1885
www.batshaw.qc.ca

Other Resources
AMCAL
Consultation for young victims of abuse, anger management, home intervention program for teenagers, and family therapy.
514-694-3161
www.amcal.ca

Bartimaeus Inc.
Mediation for children, adults and families offered at affordable rates. Intervention in many fields: academic, health, etc. Psychosocial intervention during a crisis.
514-234-3645
www.bartimaeus.com

Éducation Coup-de-fil
Professional telephone consultation service for family members, youth and their friends.
514-525-2573
www.education-coup-de-fil.com

(continued on next page)
Other Resources

Ado-Cause (Sacado)
Anonymous psychological consultation for adolescents and young adults. (Services in French)
514-572-2236
www.ado-cause.ca

Alateen
Alateen is a mutual support group for youth whose lives have been affected by the alcoholism of a family member or close friend.
514-866-9803
www.al-anon.alateen.org/english

Pavillon Foster — Youth Services
Treatment and rehabilitation for youth suffering from alcoholism, drug addiction or gambling problems. (English services available)
514-697-4111, extension 1553
www.pavillonfoster.org

Tel-Jeunes
Listening, guidance and referral service available at all times.
1-800-263-2266
www.teljeunes.com

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

Other community organizations offer youth services. You can get information from the West Island Community Resource Centre: 514-694-6404 or www.crcinfo.ca

You may also consult the information in the Getting Help section starting on page 30.

Youth Services

Services designed specially for youth are offered at the West Island HSSC and in elementary and secondary schools in the district.

Youth Clinics
Youth aged 12-24 can get information, advice or assistance about sexually transmitted and blood-borne infections (STBBIs), contraception, and pregnancy. Screening services for HIV/AIDS and STBBIs, emergency contraception (morning-after pill) and pregnancy tests are offered for free and with complete confidentiality.

For Information

CLSC de Pierrefonds: 514-626-2572, extension 4367
CLSC du Lac-Saint-Louis: 514-697-4110, extension 1313
www.westislandhssc.qc.ca

Psychosocial Services
For drug addiction, family or other problems, a team of professionals can help any youth at risk.

For Information

CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
www.westislandhssc.qc.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. Each CLSC offers psychosocial consultations. Staff assess your situation and needs and provide you with follow-up or refer you to the right service.

FOR INFORMATION

CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
www.westislandhssc.qc.ca

You can also consult your family doctor. If you do not have a family doctor, there are walk-in clinics throughout the area. The list of network clinics can be found on pages 3, 4, 5 and 6.

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.

Montreal West Island Crisis Centre
514-684-6160
www.centredecriseoi.com (French Web site)

Other Resources

Alliance communautaire autonome
Promotion and collective defence of mental health rights.
514-525-5060

Friends for Mental Health
Bilingual association for parents and friends of people affected by mental illness.
514-636-6885
www.asmfmh.org

ANEB – The Quebec Association for Assistance to Persons Suffering from Anorexia Nervosa and Bulimia
Helps people directly or indirectly affected by a food disorder.
514-630-0907
www.anebquebec.com

(continued on next page)
For Travellers
To travel and come back in good health, visit the West Island HSSC Traveller’s Health Clinic, where you can get useful information and any required vaccines (including the vaccine against yellow fever) so that you can fully enjoy your trip.

By appointment only.

West Island HSSC Traveller’s Health Clinic
Lakeshore General Hospital
160 Stillview Avenue
Pointe-Claire
By appointment only
514-630-2225, extension 1709

Vaccinations
Vaccinations are your best protection against many serious illnesses. Do not hesitate to get them. Basic vaccines for children are offered free of charge at the following facilities:

CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110

Note: Certain vaccines are available in borough schools.

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 Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110

OTHER RESOURCES (continued)

Arrimage
Employment integration and retention for people living with serious mental health disorders.
514-389-9393

Centre Bienvenue
Orientation for employment, studies or volunteering. Employment searches and retention along with intensive follow-up. Day Centre.
514-421-2212
www.centrebienvenu.org

West Island Council for Psychiatric Needs Inc.
Group homes and supervised apartments.
514-683-1647
www.omegacentre.org

West Island Citizen Advocacy
Support for the elderly and people with a mental health problem or a disability. Supervised residences.
514-694-5850
www.westislandcitizenadvocacy.com

Community Perspective in Mental Health
Community follow-up and assistance.
Assistance with housing searches.
514-696-0972
www.pcsm-cpmh.org

Tel-Aide
Free and confidential listening service for people in distress, available 24 hours a day, 7 days a week.
514-935-1101

Other community organizations offer psychological and support services. You can get information from the West Island Community Resource Centre: 514-694-6404 or www crcinfo.ca

You may also consult the information in the Getting Help section starting on page 30.
**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 HSSC professionals for advice.

**CLSC de Pierrefonds**: **514-626-2572**  
**CLSC du Lac-Saint-Louis**: **514-697-4110**  
**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**

**West Island CALACS (Centre d’aide et de lutte contre les agressions à caractère sexuel)**
Prevention and education to counter sexual violence.  
**514-620-4333**

**Centre pour victimes d’agression sexuelle de Montréal**
Bilingual service accessible at all times.  
**514-934-4504**

**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, youth 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.

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**Intellectual Disability (ID) and Pervasive Developmental Disorders (PDD)**

Your HSSC offers many services to people affected by intellectual disabilities or pervasive developmental disorders and their families. When specialized services are required, the HSSC will refer people to the Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement (CRDI-TED). Community services may also be available.

**FOR INFORMATION**

**CLSC de Pierrefonds**: **514-626-2572**  
**CLSC du Lac-Saint-Louis**: **514-697-4110**  
www.westislandhssc.qc.ca

**Depression**

**Depression & Bipolar Support Alliance**
Support group for people suffering from depression and bipolar disorder.  
**514-458-6342**

**Déprimés anonymes**
Telephone listening service and weekly meetings for people suffering from depression.  
**514-278-2130**  
www.deprimesanonymes.org (French Web site)

**Gays and Lesbians Experiencing Distress or Violence**

**Centre de solidarité lesbienne (CSL)**
A meeting place for lesbians, the CSL offers support through discussion groups, individual meetings and workshops. (Activities in French)  
**514-526-2452**  
www.solidaritelesbienne.qc.ca

**Gai Écoute**
Telephone listening service, assistance and information centre for people with questions related to sexual orientation.  
**514-866-0103**  
www.gaiecoute.org (French Web site)
Substance Abuse, Alcoholism and Compulsive Gambling

Al-Anon and 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.alateen.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/AA_quebec

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
Information, help and referral service for people with drug addiction, alcoholism or gambling problems, available 24 hours a day, 7 days a week.
514-288-1515

CRAN inc.: 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 helpline available 24 hours a day, 7 days a week.
www.drogue-aidereference.qc.ca

Gambling: Help and Referral: 514-527-0140
Information, referral and helpline available 24 hours a day, 7 days a week.
www.jeu-aidereference.qc.ca

Le Portage
Treatment and rehabilitation for people suffering from drug addiction.
865 Richmond Square
514-939-0202
www.portage.ca

Maison Jean Lapointe
Treatment and rehabilitation for people suffering from alcoholism, drug addiction or gambling problems. (Services in French)
111 Normand Street
514-288-2611
www.maisonjeanlapointe.com

Pavillon Foster
Treatment and rehabilitation for people suffering from alcoholism, drug addiction or gambling problems.
(English services available)
514-486-1304
www.pavillonfoster.org

Youth Services
180 Cartier Avenue
514-697-4111, extension 1553

Adult Services
175 Stillview Avenue, Suite 310
514-630-2010, extension 6002

Sterile Material Distribution and Exchange
The West Island HSSC offers a used syringe and needle recovery and exchange service for injection drug users (IDUs).

CLSC de Pierrefonds: 514-626-2572
Monday to Friday from 7:00 a.m. to 8:00 p.m.
Saturdays from 8:00 a.m. to 4:00 p.m.

CLSC du Lac-Saint-Louis: 514-697-4110
Monday to Friday from 8:00 a.m. to 8:00 p.m.
Saturdays from 8:00 a.m. to 4:00 p.m.

Other Resources

Cactus
Organization for drug addicts (injectable and non-injectable 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.
514-847-0067
www.cactusmontreal.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
Services in English.
514-935-6196
www.batshaw.qc.ca

Other Resource
Tel-Jeunes
Listening, guidance and referral service available at all times.
1-800-263-2266
www.teljeunes.com

Also consult the Youth Services section on pages 24 and 25.

Suicide

Suicide Action Montréal
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.
514-723-4000
www.suicideactionmontreal.org

OTHER RESOURCES (continued)

Spectre de rue
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)
514-524-5197
www.spectrederue.org

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 certain clientele.

FOR INFORMATION

CLSC de Pierrefonds: 514-626-2572
CLSC du Lac-Saint-Louis: 514-697-4110
www.westislandhssc.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 or to be referred to this service free of charge can contact their CLSC.

Grossesse-Secours
Support and information for pregnant women and new mothers.
514-271-0554
www.grossesse-secours.org (French Web site)
**Spousal and Domestic Violence**

In partnership with other community resources, the West Island HSSC offers a variety of services to victims of spousal violence and to children who witness spousal violence.

**FOR INFORMATION**

CLSC de Pierrefonds: 514-626-2572  
CLSC du Lac-Saint-Louis: 514-697-4110  
www.westislandhssc.qc.ca

*Other Resources*

**Entraide pour hommes de Montréal**  
Support centre for men. (Services in French)  
514-355-8300  
www.entraidepourhommes.ca

**Option**  
For violent men and women. (Services in French)  
514-527-1657  
www.optionalternative.ca

**Pro-Gam**  
For violent men.  
514-270-8462  
www.pro-gam.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

**Refuge pour les femmes de l’Ouest-de-l’Île**  
Telephone consultation 24 hours a day. Temporary lodging, individual and group sessions for women and children who are victims of family or spousal violence.  
514-620-4845

**Service d’aide aux conjoints (SAC)**  
SAC offers assistance to men going through divorce, conflict, feelings of jealousy or problems of domestic violence.  
514-384-6296  
www.serviceaideconjoints.org

**S.O.S. Violence Conjugale**  
For battered women.  
1-800-363-9010 (24 hours a day, 7 days a week)  
www.sosviolenceconjugale.ca (French Web site)

**Improving Services**

All efforts are made to ensure quality services at the West Island HSSC. 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 West Island HSSC**  
To lodge a complaint about the services received from your HSSC, contact the Local Service Quality and Complaints Commissioner of the West Island HSSC.  
514-630-2225, extension 4950

**Other Resources to Help You Lodge a Complaint**

**Users’ Committee of the West Island HSSC**  
514-630-2225, extension 1453

**Residents’ Committee of the West Island HSSC**  
514-620-6310, extension 500

**Centre d’assistance et d’accompagnement aux plaintes de l’Île de Montréal**  
514-861-5998  
www.caapidm.ca

**Ombudsman**  
If you are not satisfied with the response or conclusions of the Local Service Quality and Complaints Commissioner, you may contact the Quebec Ombudsman.  
514-873-2032  
www.protecteurducitoyen.qc.ca/en
Becoming a Volunteer

The West Island HSSC always needs volunteers to accompany patients during hospital appointments or to organize activities at the centre d’hébergement or at the hospital.

If you have spare time and you want to help improve the quality of life and well-being of people in your neighbourhood, contact our volunteer services:

**Lakeshore General Hospital**
514-630-2119

**Centre d’hébergement Denis-Benjamin-Viger and Day Centre for seniors**
514-620-6310

Other Resources
To volunteer in your community, contact:

**Volunteer West Island**
Recruitment, training and referrals for volunteers for more than 100 non-profit organizations serving the West Island.
514-457-5445
www.volunteerwestisland.org

**West Island Community Resource Centre**
Reference and information centre for residents of the West Island.
514-694-6404
www.crcinfo.ca

Foundations that Invest in your Health and Well-Being

Would you like to know more about the Foundations of the West Island HSSC and their fundraising activities? Would you like to make a donation or become a volunteer? If yes, do not hesitate to contact them.

**The Lakeshore General Hospital Foundation**
Since 1964, the Lakeshore General Hospital Foundation has raised funds to support the development of the hospital by investing in new leading-edge medical equipment. It also contributes to the Cœur en santé program, to transportation for hemodialysis patients, and to the psychological support program for cancer patients and their families.
514-630-2081
www.fondationlakeshore.ca

**The Centre d’hébergement Denis-Benjamin-Viger Foundation**
Since 1997, the Centre d’hébergement Denis-Benjamin-Viger Foundation has helped improve the quality of life of residents at the Centre d’hébergement and clientele of the Day Centre.
It raises funds to finance such programs as music therapy, zoo therapy and gardening activities as well as to acquire specialized and leisure equipment. It also helps the local residents’ committee with decorations and gifts for various occasions.
514-620-6310

**The Friends Fondation**
The Friends Fondation has existed for more than 10 years. It raises founds to carry out projects related to the health and social services provided by the CLSC du Lac-Saint-Louis and the CLSC de Pierrefonds. These funds make it possible to assist people with decreased independence and the families of children or teenagers with particular needs. The Fondation provides subsidies to help children or teenagers with a disability take part in a day camp, to offer respite to an overloaded family, or to buy specialized equipment.
514-697-4110, extension 1401
Having trouble finding your way around the health care system?

Visit www.santemontreal.qc.ca
the virtual portal of the Montreal Health Care Network

**H1N1 Flu Virus**

You are worried for yourself or a family member?

1. **Prevention and good hygiene are the first actions to take:**
   - Wash your hands often.
   - Cough or sneeze into your elbow or shoulder instead of your hands.
   - Use soap and water or a domestic disinfectant to clean contaminated surfaces.

2. **Pay attention to information campaigns about vaccination, particularly if you, or a loved one, are among the groups most likely to suffer complications:**
   - Pregnant women
   - Children 6 months to less than 5 years
   - The chronically ill under 65 years
   - Household contacts and care providers of infants under 6 months or persons who are immunocompromised

3. **Keep informed about the actions to take if you have flu symptoms:**
   - Consult the Self-care Guide
   - Call Info-Santé

To obtain information about vaccination and consultation points

www.santemontreal.qc.ca

Services Québec

514 644-4545

Consult regularly

www.pandemiequebec.gouv.qc.ca