The CSSS Cavendish

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

The CSSS Cavendish was created in 2004. It is comprised of CLSC Notre-Dame-de-Grâce–Montréal-Ouest, CLSC René-Cassin, Catherine-Booth Hospital, Richardson Hospital and the Father-Dowd, Henri-Bradet, St. Andrew's and St. Margaret’s Residential Centres.

The CSSS Cavendish 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 1,255 employees, 30 doctors and an annual budget of $89M, it plays a leading role in the economic and community life of your neighbourhood.

The CSSS Cavendish is a member of the Montréal 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/en/care-and-services, contact the Information and Referral Centre of Greater Montreal at 514-527-1375, or get in touch with your CLSC.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Need to See a Doctor or Nurse?</strong></td>
<td>3</td>
</tr>
<tr>
<td>Medical Resources in Your Neighbourhood</td>
<td>3</td>
</tr>
<tr>
<td>If You are Looking for a Family Doctor</td>
<td>4</td>
</tr>
<tr>
<td>Seeing a Specialist</td>
<td>5</td>
</tr>
<tr>
<td>Seeing a Nurse</td>
<td>6</td>
</tr>
<tr>
<td><strong>The CSSS Cavendish: At Your Service</strong></td>
<td>7</td>
</tr>
<tr>
<td>Specialized Clinics</td>
<td>7</td>
</tr>
<tr>
<td>Blood Tests and Other Tests</td>
<td>8</td>
</tr>
<tr>
<td>Women's Health</td>
<td>8</td>
</tr>
<tr>
<td>Men's Health</td>
<td>9</td>
</tr>
<tr>
<td>Sexual Health</td>
<td>9</td>
</tr>
<tr>
<td>Services for Seniors and People with Decreased Independence</td>
<td>10</td>
</tr>
<tr>
<td>Birth and Children's Services</td>
<td>11</td>
</tr>
<tr>
<td>Services for Children, Parents and Families</td>
<td>12</td>
</tr>
<tr>
<td>Youth Services</td>
<td>13</td>
</tr>
<tr>
<td>Home Care Services</td>
<td>13</td>
</tr>
<tr>
<td>Psychological and Social Support</td>
<td>14</td>
</tr>
<tr>
<td>Vaccinations</td>
<td>14</td>
</tr>
<tr>
<td><strong>Getting Help</strong></td>
<td>15</td>
</tr>
<tr>
<td>Elder Abuse and Neglect</td>
<td>15</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>15</td>
</tr>
<tr>
<td>Family Crisis</td>
<td>15</td>
</tr>
<tr>
<td>Intellectual Disability (ID) and Pervasive Developmental Disorders (PDD)</td>
<td>15</td>
</tr>
<tr>
<td>Depression</td>
<td>15</td>
</tr>
<tr>
<td>Homosexuals Experiencing Distress or Violence</td>
<td>16</td>
</tr>
<tr>
<td>Substance Abuse, Alcoholism and Compulsive Gambling</td>
<td>16</td>
</tr>
<tr>
<td>Unwanted Pregnancy</td>
<td>17</td>
</tr>
<tr>
<td>Youth at Risk</td>
<td>18</td>
</tr>
<tr>
<td>Suicide</td>
<td>18</td>
</tr>
<tr>
<td>Spousal and Domestic Violence</td>
<td>18</td>
</tr>
<tr>
<td><strong>Improving Services</strong></td>
<td>19</td>
</tr>
<tr>
<td><strong>Becoming a Volunteer</strong></td>
<td>19</td>
</tr>
<tr>
<td><strong>Foundations that Invest in your Health and Well-Being</strong></td>
<td>20</td>
</tr>
</tbody>
</table>
### 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 Québec, 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 Nabil Chikh
5122 Côte-des-Neiges Road
514-737-4415

### POISON CONTROL CENTRE

1-800-463-5060

### FOR ALL EMERGENCIES

9-1-1
The majority of these clinics are accessible without an appointment seven days a week, including holidays.
Other Montreal Region
Network Clinics (cont’d)

Clinique médicale Plateau Mont-Royal  514-527-3997
1374 Mount-Royal Avenue, Suite 103

Groupe Santé Westmount Square  514-934-2334
1 Westmount Square, Tower 1, Suite 550

Herzl Family Practice Centre  514-340-8253
5790 Côte-des-Neiges Road, Suite E-0010

Médico Centre Mont-Royal  514-521-5555
4689 Papineau Avenue

MONTREAL EAST

Centre médical Hochelaga  514-353-8742
9080 Hochelaga Street

Clinique médicale 3000  514-376-7702
3000 Bélanger Street East

Clinique-réseau du Coeur-de-l’Île  514-722-0000
6930 Papineau Avenue

Clinique médicale Désy  514-326-9060
5636 Henri-Bourassa Boulevard East

Clinique médicale Maisonneuve-Rosemont  514-257-7000
5345 de l’Assomption Boulevard, Suite RC-60

Clinique médicale Viau inc.  514-326-7203
8465 Viau Boulevard

CLSC de Saint-Michel  514-374-8223
3355 Jarry Street East

Domus Médica  514-256-5011
5601 Bélanger Street East, Suite 401

Forcemédic  514-787-1818
1021 Jean-Talon Street East, Suite 200

Polyclinique Cabrini  514-256-5700
5700 Saint-Zotique Street East

Polyclinique-réseau Pointe-aux-Trembles  514-498-4050
12905 Sherbrooke Street East, Suite 103

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 Québec’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.

If You Are Looking for a Family Doctor

There is a shortage of doctors throughout Québec. 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 and 4).

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
FOR INFORMATION
514-484-7878
www.cssscavendish.qc.ca

The GMF in your neighbourhood
Centre de santé Queen-Elizabeth
514-934-8080

Kildare Medical Centre
514-397-0777
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 first speak with your family doctor or a doctor at a walk-in clinic.

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 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

Hôpital Fleury of CSSS d’Ahuntsic et Montréal-Nord 514-384-2000

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

Jewish General Hospital 514-340-8222

Lakeshore General Hospital of CSSS de l’Ouest-de-l’Île 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 or you can call Info-Santé at 811.

**CLSC de Notre-Dame-de-Grâce–Montréal-Ouest**
514-484-7878
2525 Cavendish Boulevard

For nursing services, please call before coming to the CLSC.

**CLSC René-Cassin**
514-484-7878
5800 Cavendish Boulevard, Suite Y201
(on the ground floor of Cavendish Mall opposite Pharmaprix or through the north-west entrance of the Mall)

For nursing services, please call before coming to the CLSC.

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.

**CSSS Cavendish Smoking Cessation Centre**  
514-484-7878 (by appointment)  
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest and CLSC René-Cassin

**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  
Jewish General Hospital

**Other Resources**

**Quit Smoking Line**  
1-866-527-7383 (toll-free)

**Quit Smoking website**  
www.jarrete.qc.ca/en

**Health Education Centre**

The Health Education Centre of the CSSS Cavendish 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 with a referral from a doctor, nurse or other health professional.

**FOR INFORMATION**  
514-484-7878

Diabetes

The CSSS Cavendish offers an education program for people with diabetes so that they can better understand their illness and find ways to control it. Topics include living day-to-day with diabetes, medications, complications, foot care, hypoglycemia and hyperglycemia, etc.

Individual sessions.

**FOR INFORMATION**

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

**CLSC René-Cassin**  
514-484-7878

www.cssscavendish.qc.ca

**Recovery and Elimination Service for Syringes and Needles**

Safe containers are available for this purpose.

**FOR INFORMATION**

514-484-7878

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.

Individual sessions.

**FOR INFORMATION**

**Hypertension Clinic of CSSS Cavendish**  
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest  
514-484-7878

(cont'd on next page)
Specialized Clinics (cont’d)

Chronic Obstructive Pulmonary Disease (COPD)

The Live Better with COPD education program is provided by a clinical nurse and addresses risk factors, the maintenance of a healthy lifestyle, symptom prevention, medication, breathing management, energy conservation and anxiety/stress management.

FOR INFORMATION
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.ca

Blood Tests and Other Tests

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

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
Monday to Friday, from 7:30 a.m. to 9:30 a.m.

CLSC René-Cassin
514-484-7878
Monday to Friday, from 7:30 a.m. to 9:30 a.m.

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

Jewish General Hospital
514-340-8222

Mount Sinai Hospital
514-369-2222

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

Women’s Health Clinic

The CSSS Cavendish promotes a comprehensive approach to women’s health and offers education on contraception, the prevention of sexually transmitted and blood-borne diseases (STBBIs), osteoporosis, menopause, etc.

Pregnancy tests and information on the Quebec Breast Cancer Screening Program are also offered.

FOR INFORMATION
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878, extension 3067

Breast Cancer

You need a requisition from your doctor to get a mammogram (see “Quebec Breast Cancer Screening Program” for women aged 50 to 69 at the bottom of the page).

FOR INFORMATION
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.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 more information:
• Consult your doctor
• Visit www.santemontreal.qc.ca
• Call the Centre de coordination des services régionaux: 514-528-2424

(Cont’d on next page)
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.cssmontreal.qc.ca (French website)

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

The CSSS Cavendish offers many services for men to help them maintain good health. These services include advice on nutrition, exercise and a healthy lifestyle as well as health assessments, etc. The CSSS also helps men in difficulty find solutions to various problems such as relationship or family stress, work-related problems, isolation, addiction, etc.

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.ca

Prostate Cancer

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

FOR INFORMATION

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.ca

If you have been diagnosed with cancer, you can join a support group.

Canadian Cancer Society
1-888-939-3333
www.cancer.ca

Organizations Dedicated to Men’s Health

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

Entraide pour hommes de Montréal
514-355-8300
Entraide pour hommes de Montréal offers support groups for men on fatherhood, marriage, depression, job loss, personal development, etc. (Groups in French)
www.entraidepourhommes.ca

Maison Oxygène
514-523-9283
Maison Oxygène is an environment for men experiencing marital and family difficulty. The service is intended primarily for fathers with children. (Services in French)
www.maisonoxygene.com

Service d’aide aux conjoints (SAC)
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 Cavendish also provides information, advice and support regarding STBBIs, contraception and pregnancy.

FOR INFORMATION

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.ca
Services for Seniors and People with Decreased Independence

The CSSS Cavendish 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
- 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, CSSS social workers can help you make a request for a residential placement.

Day Centres
The day centres work jointly with the CLSC’s home care services. Activities enable seniors to live at home, avoid social isolation, maintain their physical capacities and social skills, and provide respite to their caregivers.

If you feel that you need one of these services for yourself or a loved one, contact your CSSS. A professional will evaluate your situation in order to best meet your needs.

FOR INFORMATION
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

CLSC René-Cassin
514-484-7878

www.cssscavendish.qc.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:

Clean Sweepers/Coup de balai
514-484-4266
www.coupdebalai.com

La grande vadrouille
514-341-0443

Other Resources

Elder Abuse and Neglect
Aide Abus Aînés
If you are experiencing physical or psychological abuse or neglect or know of a senior who is, call 514-489-2287 or 1-888-489-2287 or ask your CSSS professional for advice.

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

CLSC René-Cassin
514-484-7878

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 Cavendish 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 de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

CLSC René-Cassin
514-484-7878

www.cssscavendish.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.

Côte-des-Neiges Birthing Centre
514-736-2323

West Island HSSC Birthing Centre
514-697-1199

Breastfeeding

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

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

Nourri-Source
514-948-9877

www.nourri-source.org

International Adoption

For specialized services in international adoption.

CSSS Jeanne-Mance
514-521-7663

CSSS de l'Ouest-de-l'Île
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.

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

In English and French.

CLSC René-Cassin
514-484-7878

In English only.
Services for Children, Parents and Families

The CSSS Cavendish provides health and social services and family support to families in difficulty.

FOR INFORMATION

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

CLSC René-Cassin
514-484-7878

www.cssscavendish.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 their 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
514-935-6196
Services in English.
www.batshaw.qc.ca

Other Resources

Crise-Ado-Famille-Enfant Program (CAFE)
For support and rapid response in the event of a family crisis
Seven days a week from 3:00 p.m. to 10:00 p.m.

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

CLSC René-Cassin
514-484-7878

Or after CLSC hours:
Info-Santé at 811

Centre jeunesse de Montréal
514-896-3100
www.centrejeunessedemontreal.qc.ca

Batshaw youth and Family Centres
514-935-6196
Services in English.
www.batshaw.qc.ca

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 young people 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 Cavendish or in neighbourhood schools.

The CSSS Cavendish also offers a youth walk-in clinic at the CLSC René-Cassin on Wednesdays from 3 p.m. to 5:30 p.m.

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

FOR INFORMATION
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.ca

Other Resources

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

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

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

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

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

Home Care Services

Following an evaluation, home care services are offered to individuals with temporary or permanent impairments, such as seniors or people with disabilities, who are in recovery, who have AIDS or a chronic illness, or who are in the end-stages of life.

These services can include medical, nursing, psychosocial, rehabilitation, nutrition and domestic services as well as palliative care, bereavement support, caregiver services and referrals to residential resources.

FOR INFORMATION
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.ca
Psychological and Social Support

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

**FOR INFORMATION**

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest  
514-484-7878

CLSC René-Cassin  
514-484-7878

www.cssscavendish.qc.ca

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**Crisis Centre**

Individuals dealing with a difficult situation or a crisis should, in the first place, communicate with a crisis centre where professionals offer services 24 hours a day, seven days a week: consultation, evaluation, reference, orientation, follow-up and, in some cases, housing.

**TRACOM Crisis Centre**  
514-483-3033  
(English services available)

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**Psychiatric Emergency**

**Jewish General Hospital**  
514-340-8222, extension 5650

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*Other Resources*

**AMI-Quebec Action on Mental Illness**  
514-486-1448  
Provides support and advocacy for parents and friends of people with mental illness.

**Déprimés anonymes**  
514-278-2130  
Listening service and weekly meetings for people suffering from depression.  
www.deprimesanonymes.org (French website)

**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

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**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 Notre-Dame-de-Grâce–Montréal-Ouest**  
514-484-7878

**CLSC René-Cassin**  
514-484-7878

www.cssscavendish.qc.ca

*Conditions apply for receiving certain vaccinations free of charge.

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**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.

514-488-2900 (from September to February)

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**For Travellers**

**Centre for Tropical Diseases at the Montreal General Hospital of the MUHC**  
514-934-8049  
1650 Cedar Avenue

**Clinique Santé-voyage de la Fondation du CHUM**  
514-890-8332  
1001 Saint-Denis Street, 6th Floor
Elder Abuse and Neglect

**Aide Abus Aînés**
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 de Notre-Dame-de-Grâce–Montréal-Ouest**
514-484-7878

**CLSC René-Cassin**
514-484-7878

**Tel-Aînés**
514-353-2463
Listening, referral and prevention service for seniors and their loved ones. (Services in French)

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**Sexual Assault**

**Montreal Sexual Assault Centre**
514-934-4504
Bilingual service available at all times.

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**Family Crisis**

**Youth Protection**
For support in case of a family crisis or to report on a child in danger.

**Centre jeunesse de Montréal**
514-896-3100
www.centrejeunessedemontreal.qc.ca (French website)

**Batshaw Youth and Family Centres**
514-935-6196
Services in English.
www.batshaw.qc.ca

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**Other resources**

**Crise-Ado-Famille-Enfant Program (CAFE)**
For support and rapid response in the event of a family crisis
Seven days a week from 3:00 p.m. to 10:00 p.m.

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

**CLSC René-Cassin**
514-484-7878

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**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.

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**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 Notre-Dame-de-Grâce–Montréal-Ouest**
514-484-7878

**CLSC René-Cassin**
514-484-7878

www.cssscavendish.qc.ca

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**Depression**

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

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 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-montreal.org

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

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-aideresource.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

Syringe Recovery Service
The CSSS Cavendish offers a used syringe recovery service for injection drug users (IDU).

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
Without an appointment:
Monday to Friday, from 8:00 a.m. to 6:00 p.m.
Saturday, Sunday and Holidays, closed.

CLSC René-Cassin
Without an appointment:
Monday to Friday, from 8:00 a.m. to 6:00 p.m.
Saturday, Sunday and Holidays, from 8:00 a.m. to 4:00 p.m.

For Information
514-484-7878

Other Resources
Cactus
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.

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 certain clientele.

For Information
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
www.cssscavendish.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:
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878
CLSC René-Cassin
514-484-7878
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

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 Cavendish offers a variety of services to victims of spousal violence and to children who witness spousal violence.

FOR INFORMATION

CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
514-484-7878

CLSC René-Cassin
514-484-7878
www.cssscavendish.qc.ca

Resources for Violent Men

Entraide pour hommes de Montréal
514-355-8300
(Services in French)
www.entraidepourhommes.ca

Option
514-527-1657
(Services in French)
www.optionalternative.ca

Pro-Gam
514-270-8462
www.pro-gam.ca

Resource for Violent Women

Option
514-527-1657
(Services in French)
www.optionalternative.ca

Resources for Victims of Violence

S.O.S. Violence conjugale
514-873-9010 or 1-800-363-9010
www.sosviolenceconjugale.ca (French website)

WOMEN/AWARE
514-489-1110
www.womenaware.ca

Programme Côté Cour
Professional assistance service for victims of spousal abuse and family violence who are required to appear in court.
www.educaloj.qc.ca/cotecour

Montreal Courthouse
514-868-9577

Municipal Court
514-861-0141
All efforts are made to ensure quality services at the CSSS Cavendish. 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 Cavendish**  
514-484-7878, extension 1383

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 Cavendish.

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**Becoming A VOLUNTEER**

The CSSS Cavendish always needs volunteers to accompany residents in residential centres, patients during hospital appointments, to organize activities in residential centres, to offer support to people receiving palliative care, support during vaccination campaigns, etc.

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:

**To volunteer at CLSC de Notre-Dame-de-Grâce–Montréal-Ouest and the St. Andrew’s and St. Margaret’s Residential Centres**  
514-484-7878, extension 3146

**To volunteer at CLSC René-Cassin and Father-Dowd Residential Centre**  
514-484-7878, extension 1351

**To volunteer at Richardson Hospital and Henri-Bradet Residential Centre**  
514-484-7878, extension 2126

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

**CSSS Cavendish Users’ Committee**  
514-484-7878, extension 1728  
(pour accompagnement)

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

**Protecteur du citoyen**  
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](http://www.protecteurducitoyen.qc.ca/en)
The Julius Richardson Foundation of the CSSS Cavendish

The Julius Richardson Foundation collects funds for projects that support all facilities of the CSSS Cavendish, including the Richardson Hospital and the Father-Dowd, Henri-Bradet, St. Andrew's and St. Margaret's Residential Centres, as well as for the activities of the CLSC de Notre-Dame-de-Grâce–Montréal-Ouest and the CLSC René-Cassin.

**FOR INFORMATION**

514-484-7878, extension 2235