Having trouble finding your way around the health care system?

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

Access to Health Care in Your Neighbourhood

Quick reference guide 2010

The CSSS Cavendish

You have received this booklet because you live within the territory of CSSS Cavendish, a health and social services centre. The CSSS Cavendish was created in 2004. It is comprised of the CLSC Notre-Dame-de-Grâce—Montréal-Ouest, the CLSC René-Cassin, the Richardson Hospital and the Henri-Bréard Residential Centre.

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

With 776 employees, 24 doctors and an annual budget of $53M, it plays a leading role in the economic and community life of your neighbourhood.

The CSSS Cavendish 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.

For more information on the CSSS Cavendish, visit: www.cssscavendish.qc.ca

Access to Health Care in Your Neighbourhood is a print publication of the CSSS Cavendish and the Agence de la santé et des services sociaux de Montréal.

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

Agence de la santé et des services sociaux de Montréal, 2009
Legal deposit — Bibliothèque nationale du Québec, 2009

Une version française est disponible sur demande.
Veuillez appeler au 514-484-7878, poste 1304.
For additional copies: 514-484-7878, extension 1304 or www.cssscavendish.qc.ca
**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
   - Check regularly [www.pandemiequebec.gouv.qc.ca](http://www.pandemiequebec.gouv.qc.ca)
   - To obtain information about vaccination and consultation points [www.santemontreal.qc.ca](http://www.santemontreal.qc.ca)

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

---

**MEDICAL RESOURCES**

- Cavendish Health Centre
  - 5742 Cavendish Boulevard
  - 514-484-9913

- Hampstead Medical Clinic
  - 5341 Lovelock Avenue
  - 514-481-6399

- Vendôme Medical Clinic
  - 5175 de Maisonneuve Boulevard West
  - Suite 100
  - 514-484-4711

- Clinique Santé d’abord
  - 4260 Côte-Sainte-Catherine Street
  - Suite 240
  - 514-489-5753

- CLSC de Notre-Dame-de-Grâce–Montréal-Ouest
  - 2525 Cavendish Boulevard
  - Suite 110
  - 514-484-7878

- CLSC René-Cassin
  - 5800 Cavendish Boulevard
  - Suite 500
  - 514-484-7878

- Queen Elizabeth Health Centre
  - 2100 Markham Avenue
  - *GMF* Family Medicine Clinic
  - 514-481-4345

- Sainte-Catherine Medical Group
  - 5025 Sherbrooke Street West
  - Suite 600
  - 514-932-6122

- Mont-Royal West Mid-Centre
  - 31 Westminster Avenue North
  - 514-481-5125

- Cavendish Medical Centre
  - 2545 Cavendish Boulevard
  - Suite 130
  - 514-483-2424

---

**FACILITIES**

- **RESIDENTIAL AND LONG-TERM CARE CENTRES**
  - Centre d’hébergement Henri-Brodet
    - 5400 Chester Avenue
    - 514-484-7878

- **HOSPITALS**
  - Richardson Hospital
    - 5425 Beauséjour Avenue
    - 514-484-7878

- **OTHER FACILITIES**
  - Maisonneuve Geriatric Hospital
    - 5795 Côte des Neiges
    - 514-483-2121

---

---

*Only the clinics with several doctors and that offer general medical services are included in this booklet.*
Table of Contents

Need to see a Doctor or Nurse? 3
- Medical Resources in Your Neighbourhood 3
- If You are Looking for a Family Doctor 7
- Seeing a Specialist 9
- Seeing a Nurse 10

The CSSS Cavendish: At Your Service 12
- Specialized Clinics 12
- Blood Tests and Other Tests 14
- Women's Health 15
- Men's Health 16
- Sexual Health 17
- Services for Seniors and People with Decreased Independence 18
- Birth and Children's Services 20
- Services for Children, Parents and Families 22
- Youth Services 23
- Home Care Services 24
- Psychological and Social Support 25
- Vaccinations 26

Getting Help 27
- Elder Abuse and Neglect 27
- Sexual Assault 27
- Family Crisis 27
- Intellectual Desability (ID) and Pervasive Developmental Disorders (PDD) 28
- Depression 28
- Gays and Lesbians Experiencing Distress or Violence 28
- Substance Abuse, Alcoholism and Compulsive Gambling 29
- Unwanted Pregnancy 32
- Youth at Risk 33
- Suicide 33
- Spousal and Domestic Violence 34

Improving Services 35

Becoming a Volunteer 36

A Foundation that Invests in your Health and Well-Being 37
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 CSSS Cavendish offers medical services by appointment or on a walk-in basis.

FOR INFORMATION

CLSC de Notre-Dame-de-Grâce—Montréal-Ouest
CLSC de René-Cassin
One central number: 514-484-7878

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 and radiology services.

The network clinics in your neighbourhood:
Queen Elizabeth
Urgent Care Clinic
2100 Marlowe Avenue
Côte-des-Neiges—Notre-Dame-de-Grâce Borough
514-481-4343
Other Montreal Region Network Clinics

WEST MONTREAL

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centre d’urgence Saint-Laurent</td>
<td>514-747-2555</td>
</tr>
<tr>
<td>300 Marcel-Laurin Boulevard, Suite 121</td>
<td></td>
</tr>
<tr>
<td>Saint-Laurent Borough</td>
<td></td>
</tr>
<tr>
<td>Centre d’urgence Salaberry</td>
<td>514-337-4772</td>
</tr>
<tr>
<td>2758 de Salaberry Street, Galeries Normandies</td>
<td></td>
</tr>
<tr>
<td>Ahuntsic-Cartierville Borough</td>
<td></td>
</tr>
<tr>
<td>Brunswick Medical Centre</td>
<td>514-426-6677</td>
</tr>
<tr>
<td>143 Frontenac Avenue</td>
<td></td>
</tr>
<tr>
<td>City of Pointe-Claire</td>
<td></td>
</tr>
<tr>
<td>Centre médical Métro Monk</td>
<td>514-769-9999</td>
</tr>
<tr>
<td>2376 Allard Street</td>
<td></td>
</tr>
<tr>
<td>Sud-Ouest Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique médicale de l’Ouest</td>
<td>514-765-3600</td>
</tr>
<tr>
<td>4647 Verdun Street (before January 2010)</td>
<td></td>
</tr>
<tr>
<td>4425 Bannantyne Street (after January 2010)</td>
<td></td>
</tr>
<tr>
<td>Verdun Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique médicale Le Plein Ciel</td>
<td>514-337-3171</td>
</tr>
<tr>
<td>475 Côte-Vertu Boulevard</td>
<td></td>
</tr>
<tr>
<td>Saint-Laurent Borough</td>
<td></td>
</tr>
<tr>
<td>Medistat Medical Clinic</td>
<td>514-624-4774</td>
</tr>
<tr>
<td>4965 Saint-Pierre Street</td>
<td></td>
</tr>
<tr>
<td>Pierrefonds-Roxboro Borough</td>
<td></td>
</tr>
<tr>
<td>Statcare Clinic</td>
<td>514-694-9282</td>
</tr>
<tr>
<td>175 Stillview Avenue, Suite 104</td>
<td></td>
</tr>
<tr>
<td>City of Pointe-Claire</td>
<td></td>
</tr>
<tr>
<td>CLSC de Bordeaux-Cartierville</td>
<td>514-331-2572</td>
</tr>
<tr>
<td>11822 du Bois-de-Boulogne Avenue</td>
<td></td>
</tr>
<tr>
<td>Ahuntsic-Cartierville Borough</td>
<td></td>
</tr>
<tr>
<td>Groupe Santé Physimed</td>
<td>514-747-8888</td>
</tr>
<tr>
<td>6363 Trans-Canada Highway, Suite 121</td>
<td></td>
</tr>
<tr>
<td>Saint-Laurent Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique-réseau intégré du CSSS du Sud-Ouest—Verdun</td>
<td>514-765-7325</td>
</tr>
<tr>
<td>3922 LaSalle Boulevard</td>
<td></td>
</tr>
<tr>
<td>Verdun Borough</td>
<td></td>
</tr>
</tbody>
</table>

CENTRAL MONTREAL

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinique médicale 1851</td>
<td>514-524-7564</td>
</tr>
<tr>
<td>1851 Sherbrooke Street East, Suite 101</td>
<td></td>
</tr>
<tr>
<td>Plateau Mont-Royal Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique médicale de la Cité</td>
<td>514-281-1722</td>
</tr>
<tr>
<td>300 Léo-Pariseau Street, Suite 900</td>
<td></td>
</tr>
<tr>
<td>Plateau-Mont-Royal Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique médicale Diamant</td>
<td>514-731-5994</td>
</tr>
<tr>
<td>5885 Côte-des-Neiges Road, Suite 201</td>
<td></td>
</tr>
<tr>
<td>Côte-des-Neiges—Notre-Dame-de-Grâce Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique Médimax</td>
<td>514-287-2683</td>
</tr>
<tr>
<td>Complexe Desjardins</td>
<td></td>
</tr>
<tr>
<td>150 Sainte-Catherine Street West, Hotel Tower, 4th Floor</td>
<td></td>
</tr>
<tr>
<td>Ville-Marie Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique médicale Métro Médic Centre-Ville</td>
<td>514-932-2122</td>
</tr>
<tr>
<td>1538 Sherbrooke Street West</td>
<td></td>
</tr>
<tr>
<td>Ville-Marie Borough</td>
<td></td>
</tr>
<tr>
<td>Groupe Santé Westmount Square</td>
<td>514-934-2334</td>
</tr>
<tr>
<td>1 Westmount Square, Pavilion A, Suite 230</td>
<td></td>
</tr>
<tr>
<td>Westmount</td>
<td>extension 222</td>
</tr>
<tr>
<td>Herzl Family Practice Centre</td>
<td>514-340-8253</td>
</tr>
<tr>
<td>5790 Côte-des-Neiges Road, 2nd Floor</td>
<td></td>
</tr>
<tr>
<td>Côte-des-Neiges—Notre-Dame-de-Grâce Borough</td>
<td></td>
</tr>
<tr>
<td>Médico Centre Mont-Royal</td>
<td>514-521-5555</td>
</tr>
<tr>
<td>4689 Papineau Avenue</td>
<td></td>
</tr>
<tr>
<td>Plateau-Mont-Royal Borough</td>
<td></td>
</tr>
</tbody>
</table>

MONTREAL EAST

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centre médical Hochelaga</td>
<td>514-353-8742</td>
</tr>
<tr>
<td>9080 Hochelaga Street</td>
<td></td>
</tr>
<tr>
<td>Mercier—Hochelaga-Maisonneuve Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique médicale 3000</td>
<td>514-376-7702</td>
</tr>
<tr>
<td>3000 Bélanger Street East</td>
<td></td>
</tr>
<tr>
<td>Rosemont—La Petite-Patrie Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique-réseau du Cœur-de-l’Île</td>
<td>514-722-0000</td>
</tr>
<tr>
<td>6930 Papineau Avenue</td>
<td></td>
</tr>
<tr>
<td>Villeray—Saint-Michel—Parc-Extension Borough</td>
<td></td>
</tr>
<tr>
<td>Clinique médicale Désy</td>
<td>514-326-9060</td>
</tr>
<tr>
<td>5636 Henri-Bourassa Boulevard East</td>
<td></td>
</tr>
<tr>
<td>Montreal-Nord Borough</td>
<td></td>
</tr>
</tbody>
</table>
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.

You can get a complete list of medical resources in your neighbourhood at CLSC de Notre-Dame-de-Grâce and CLSC René-Cassin or at www.cssscavendish.qc.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 (blood 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.

**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

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

**Hôpital Jean-Talon of CSSS du Cœur-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**

(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. 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 de Notre-Dame-de-Grâce—Montréal-Ouest: **514-484-7878**
2525 Cavendish Boulevard

CLSC René-Cassin: **514-484-7878**
5800 Cavendish Boulevard, Suite 500

With or without appointment
Monday to Friday, from 8:00 a.m. to 8:00 p.m.
Saturdays, Sundays and Holidays, from 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.
CSSS Cavendish: 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 Cavendish Smoking Cessation Centre
CLSC de Notre-Dame-de-Grâce–Montréal-Ouest and CLSC René-Cassin
514-484-7878, extension 3068 (by appointment)

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

Other Resources
Quit Smoking Line
1-866-527-7383
Quit Smoking Web site
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, extension 3474

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, extension 3066
CLSC René-Cassin: 514-484-7878, extension 1543
www.cssscavendish.qc.ca

Recovery and Elimination Service for Syringes and Needles
Safe containers are available for this purpose.

For information: 514-484-7878
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

Hypertension Clinic of CSSS Cavendish
CLSC de Notre-Dame-de-Grâce—Montréal-Ouest:
514-484-7878, extension 3098

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, extension 1543
CLSC René-Cassin: 514-484-7878, extension 1543
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
CLSC René-Cassin: 514-484-7878
St. Mary’s Hospital Centre: 514-345-3511
Sir Mortimer B. Davis Jewish General Hospital: 514-340-8222
Mount Sinai Hospital: 514-369-2222

Don’t 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.

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)

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

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

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

Maison Oxygène
Maison Oxygène is an environment for men experiencing marital and family difficulty. The service is addressed primarily to fathers with children. (Services in French)
514-523-9283
www.cafaho.org/heberge.htm (French only)

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

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.ccsscavendish.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, social workers at the hospital or CLSC can help you make a request for a residential placement.

Day Centre

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

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

FOR INFORMATION

CLSC de 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

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 a CSSS professional for advice:

CLSC de Notre-Dame-de-Grâce—Montréal-Ouest: 514-484-7878
CLSC René-Cassin: 514-484-7878

Tel-Aînés

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

514-353-2463
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 and vaccinations. 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.

FOR INFORMATION

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

Nourri-Source
The Nourri-Source breastfeeding clinic takes place every Tuesday from 10:00 a.m. to 12:00 p.m.
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.

FOR INFORMATION

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

Prenatal courses are offered in French and English on Tuesday and Wednesday evenings from 7:00 p.m. to 9:30 p.m.

CLSC René-Cassin: 514-484-7878

Prenatal courses are in English only and take place on Wednesday evenings from 7:00 p.m. to 9:00 p.m.
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 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

Programme Crise-Ado-Famille-Enfant (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

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

Ligne parents
A telephone service specialized in parent-child relationships.
For parents only.
514-288-5555

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 Cavendish or in neighbourhood schools.

The CSSS Cavendish also offers a walk-in clinic for youths at the CLSC René-Cassin on Wednesdays and Thursdays from 3:30 p.m. to 7:30 p.m.

Under the Civil Code of Quebec, youths 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)
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-montreal.org

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

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

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

Also see the Getting Help section on page 27.
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.

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.

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

Crisis Centre

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

TRACOM Crisis Centre
514-483-3033
(English Services available)

Psychiatric Emergency

Sir Mortimer B. Davis Jewish General Hospital
514-340-8222, extension 5650

Other Resources

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

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

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

FOR INFORMATION

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

**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](http://www.cssscavendish.qc.ca)

* Conditions apply for receiving certain vaccinations free of charge.

---

**Flu Vaccine**

A flu vaccine campaign is held every fall. The vaccine is free for people at high-risk for complications, such as people aged 60 years and over, very young children, people with chronic illnesses, as well as people in close contact with these individuals. The pneumococcal vaccine is also offered to people aged 65 years and over and to people with chronic illnesses.

**514-488-2900** (from September to February)

---

**For Travellers**

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

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

---

**Getting Help**

---

**Elder Abuse and Neglect**

**Info-Abuse**
If you are experiencing physical or psychological abuse or neglect or know of a senior who is, call: **514-489-2287** or **1-888-489-2287**, or ask your CSSS professionals for advice.

- **CLSC de Notre-Dame-de-Grâce—Montréal-Ouest**: 514-484-7878
- **CLSC René-Cassin**: 514-484-7878
- **Te l-Âî né s**: 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.centrejeunesseedomontreal.qc.ca](http://www.centrejeunesseedomontreal.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**

**Programme Crise-Ado-Famille-Enfant (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**
- **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 de Notre-Dame-de-Grâce—Montréal-Ouest: 514-484-7878
CLSC René-Cassin: 514-484-7878
www.cssscavendish.qc.ca

---

**Depression**

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**

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)

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

---

**Substance Abuse, Alcoholism and Compulsive Gambling**

**Al-Anon and Alateen**
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.
514-866-9803
www.al-anon-Montréal.org

**Alcochoix +**
Assistance program that promotes moderate alcohol consumption.
514-273-5600, extension 6360
www.dependances.gouv.qc.ca

**Alcoholics Anonymous (AA)**
Support groups for people who want to overcome their alcohol problems and help others recover.
514-376-9230
www.aa-quebec/AA_quebec

**Centre Dollard-Cormier**
Evaluation, treatment and rehabilitation for people suffering from alcoholism, drug addiction or compulsive gambling.
(Services in French)
950 de Louvain Street East
514-385-1232
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.**
Medical and psychosocial services for people suffering from drug addiction.
110 Prince Arthur Street West
514-527-6939
www.cran.qc.ca

**Drugs: Help and Referral**
Information, referral and help-line available 24 hours a day, 7 days a week.
514-527-2626
www.drogue-aidereference.qc.ca

(continued on next page)
Pavillon Foster
Treatment and rehabilitation for people suffering from alcoholism, drug addiction or gambling problems.
(English services available)
3285 Cavendish Boulevard, Suite 100
514-486-1304
www.pavillonfoster.org

Gambling: Help and Referral
Information, referral and help-line available 24 hours a day, 7 days a week.
514-527-0140
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

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
CLSC René-Cassin
Without an appointment:
Monday to Friday, from 8:00 a.m. to 8:00 p.m.
Saturday, Sunday and Holidays, from 8:00 a.m. to 4:00 p.m.
For more information: 514-484-7878

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

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
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

or

Grossesse-Secours

Support and information for pregnant women and new mothers.
514-271-0554
www.grossesse-secours.org

Youth at Risk

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

To report situations where a child is abandoned, has severe behavioural problems, is a victim (or has serious chances of being a victim) of neglect, physical or psychological violence or sexual abuse.

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

Batshaw Youth and Family Centres

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

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
**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**
Services in French.
514-527-1657
www.optionalternative.ca

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

**Resource for Violent Women**

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

**Resources for Victims of Violence**

**S.O.S. Violence Conjugale**
514-873-9010 or 1-800-363-9010
(24 hours a day, 7 days a week)
www.sosviolenceconjugale.ca (French Web site)

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

**Programme Côté Cour**
Professional assistance service for victims of spousal abuse and family violence who are required to appear in court.
www.educaloij.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 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**

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.

514-484-7878, extension 1383.

---

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

**CSSS Cavendish Users’ Committee**
514-484-7878, extension 1728

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

**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 CSSS Cavendish always needs volunteers to accompany patients during hospital appointments or to organize activities in residential and long-term care centres or hospitals.

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

CLSC de Notre-Dame-de-Grâce—Montréal-Ouest
514-484-7878, extension 3146

CLSC René-Cassin
514-484-7878, extension 1351

Richardson Hospital and Henri-Bradet Residential Centre
514-484-7878, extension 2126

A Foundation that Invests in your Health and Well-Being

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 Henri-Bradet Residential Centre, as well as for the activities of the CLSC Notre-Dame-de-Grâce—Montréal-Ouest and the CLSC René-Cassin.

FOR INFORMATION

514-484-7878, extension 2235
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 811

To obtain information about vaccination and consultation points

www.santemontreal.qc.ca

Services Québec
514 644-4545

Consult regularly

www.pandemiequebec.gouv.qc.ca