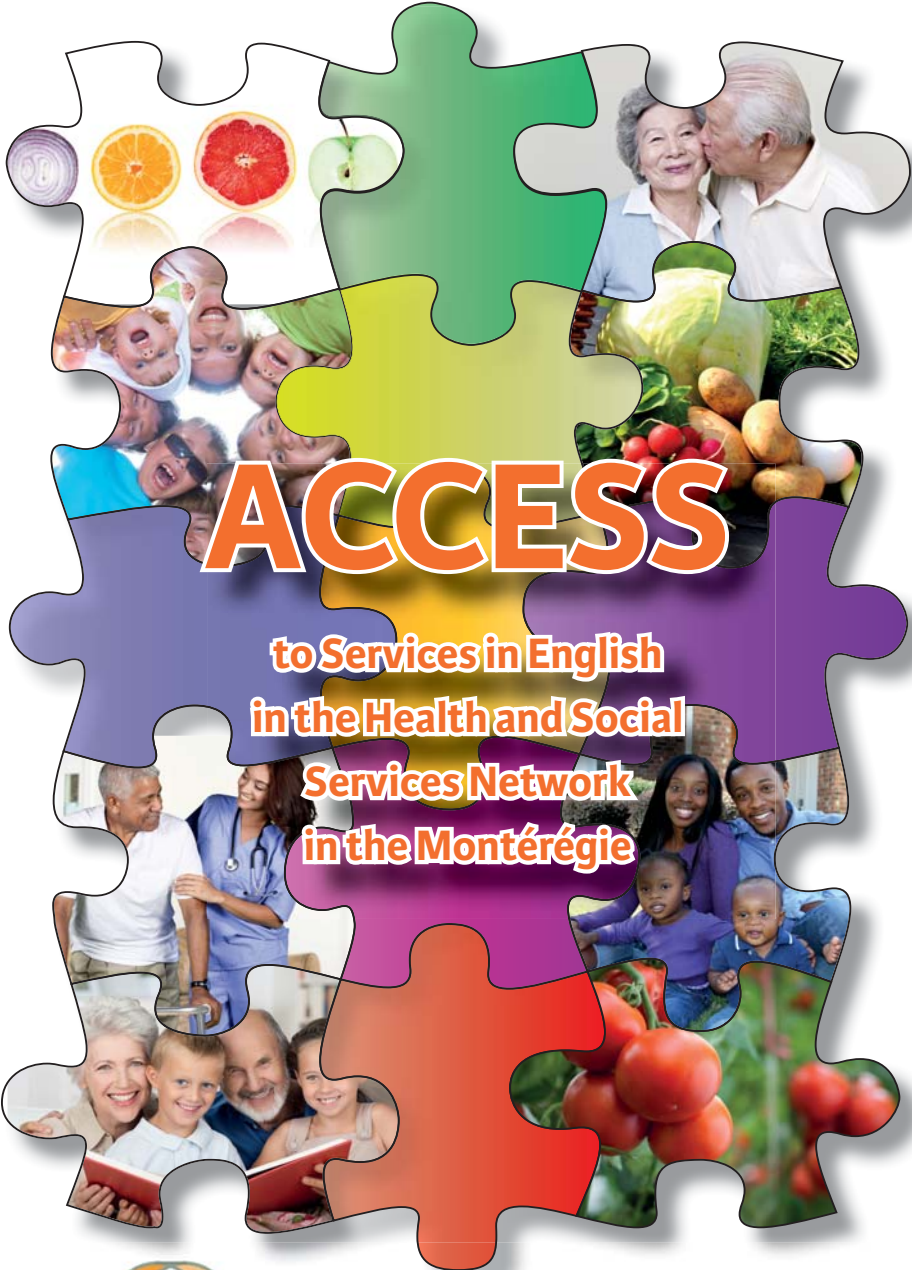


SERVICES IN ENGLISH



# ACCESS

to Services in English  
in the Health and Social  
Services Network  
in the Montréal



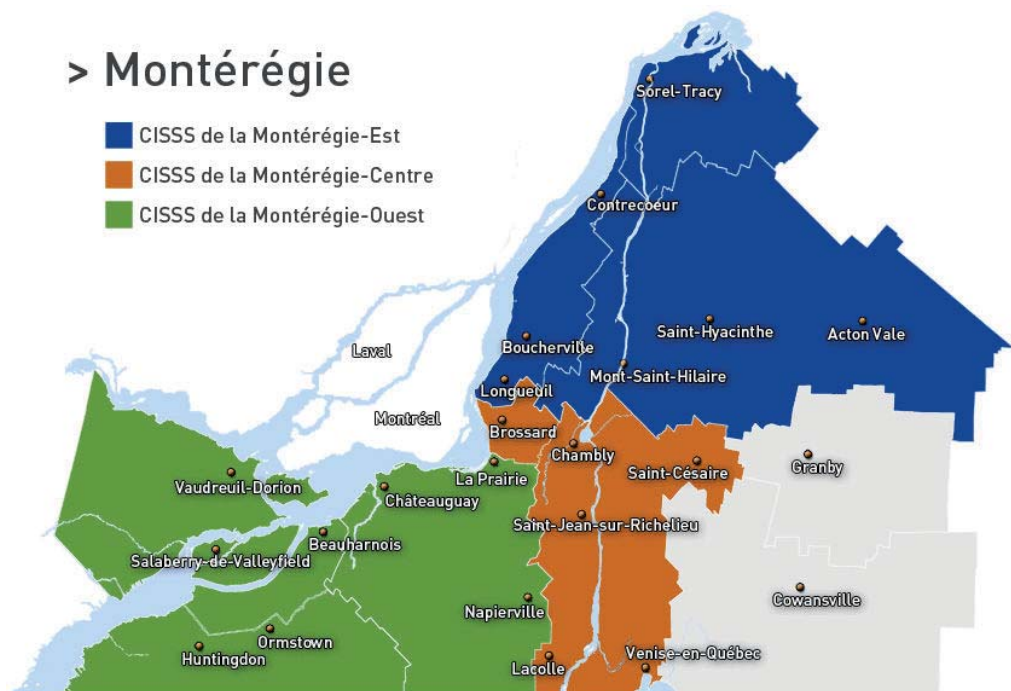
ASSISTANCE and REFERRAL CENTRE  
Health and Social Services

This brochure presents the services offered in the English language by the health and social services institutions in the Montérégie region. To know where you should go to receive the services required, contact the institution you are interested in by calling the number indicated in the following descriptions.

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## > Montérégie

- CISSS de la Montérégie-Est
- CISSS de la Montérégie-Centre
- CISSS de la Montérégie-Ouest



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## REORGANISED HEALTH AND SOCIAL SERVICES NETWORK AS APPLIED TO THE MONTÉRÉGIE REGION

Pursuant to the health system reorganisation, most of the health and social services offered within a services network territory (RTS – Réseau territorial de services) have been entrusted to a Centre intégré de santé et de services sociaux (CISSS) or a Centre intégré universitaire de santé et de services sociaux (CIUSSS). This reorganisation is an opportunity to harmonize practices and improve the flow of services through the merger of several facilities, for the greater benefit of users and the population in general.

### CISSS – CENTRES INTÉGRÉS DE SANTÉ ET DE SERVICES SOCIAUX

In view of its large population, the Montérégie Region has been divided into three CISSS territories:

CISSS de la Montérégie-Centre  
CISSS de la Montérégie-Est  
CISSS de la Montérégie-Ouest

each regrouping various facilities.

## CISSS de la Montérégie-Centre

### Champlain – Charles-Le Moyne Territory

3120 Taschereau Blvd., Greenfield Park, 450 466-5000

*Principal municipalities served:* Brossard, Saint-Lambert, Greenfield Park, Saint-Hubert

*Total population:* 200 460

*Number of English speakers:* 43 740

*Percentage of the population:* 21.8 %

### CLSC Samuel-de-Champlain

5811 Taschereau Blvd., Brossard, 450 445-4452

### CLSC Saint-Hubert

6800 Cousineau Blvd., 450 443-7400

## FAMILY-CHILDHOOD-YOUTH

- Parent and child health, integrated perinatal and early childhood services, preventive dental services;



- Health and social services in the schools;
- Psychosocial services for children, youth and their families and for persons with an intellectual impairment or pervasive developmental disorder (PDD);
- Mental health services for youth – Crise-Ado-Famille-Enfance (CAFE) (family-youth crisis team);
- Community organization service

### GENERAL SERVICES

- Psychosocial and mental health services for adults, psychosocial reception;
- Nursing and routine service clinics, Travelers' Health, Diabetes Clinic, Elective Abortion Clinic
- Specimen collection, Asthma Education Centre, Stop Smoking Centre
- Medical and nutrition services
- Reception/Intake

### HOME SUPPORT AND GERIATRIC SERVICES

Home support – Psychosocial – Physiotherapy – Occupational therapy – Nursing care – Inhalation therapy – Assistance and nutrition – Day Centre – Day hospital – Accommodation Care Unit and Intensive Functional Rehabilitation Unit.

### *Hôpital Charles LeMoyne*

3120 Taschereau Blvd., Greenfield Park, 450 466-5000

Reception – Pastoral – Emergency – Out-patient clinics – Laboratories – Intensive Care – Prenatal and Pediatric Clinics – Social Services – Ambulatory Services and Rehabilitation – Local Complaints Commissioner's Office – Users' Committee

### UNITS:

Perinatalité – Pédiatrie – Gynécologie – Traumatologie – Chirurgie – Neurologie et Sciences Orthopédiques – Gériatrie – Transition Unit – Médecine Générale – Soins Palliatifs – Oncologie – Cardiologie – Gastroentérologie – Médecine – In patient and out-patient Child Psychiatry 0-17 years – Medical Imaging – Operating Suite

### *Institut Nazareth et Louis-Braille (INLB)*

1111 Saint-Charles Street West, Longueuil, 450 463-1710

*\* Refer to Regional Services section for more information.*

## Haut-Richelieu–Rouville Territory

978 du Séminaire Blvd. North, Saint-Jean-sur-Richelieu, 450 358-2572

*Principal municipalities served:* Saint-Jean-sur-Richelieu, Chambly, Noyan, Lacolle.

*Total population:* 182 540

*Number of English speakers:* 7 320

*Percentage of the population:* 4.0 %

### **CLSC de la Vallée-des-Forts**

978 du Séminaire Blvd. North, Saint-Jean-sur-Richelieu, 450 358-2572

### **CLSC du Richelieu**

300 chemin de Marieville (at the corner of chemin des Patriotes), Richelieu, 450 658-7561

- Social Reception
- Social Services - Adults and Youth

### **Centre d'hébergement Sainte-Croix**

300 Dr Poulin, Marieville, 450 460-4475

- Intensive Functional Rehabilitation and Day Centre
- Info-Santé and Info-Social 8-1-1

## CISSS de la Montérégie-Est

2750, boul. Laframboise, Saint-Hyacinthe, 450-771-3333

*Principal municipalities served:* Longueuil (Vieux-Longueuil), Boucherville, Sorel-Tracy, Saint-Hyacinthe, Saint-Bruno-de-Montarville and surrounding areas

*Total Population:* 510 000

*Number of English speakers:* 22 395

*Percentage of the population:* 4.4%

## Pierre-Boucher Territory

1333 Jacques-Cartier Blvd. East, Longueuil, 450 468-8111

*Principales municipalities served:* Longueuil, Boucherville, Varennes, Contrecoeur.



## ***Centres d'hébergement Jeanne-Crevier***

151 De Muy, Boucherville, 450 641-0590

- Nursing care and assistance (reception centre attendants)
- Services in the living environment: Social, Occupational Therapy, Nutrition Clinic
- Leisure activities
- Day Centre
- Reception
- Food
- Bus transportation for users

## ***Centre d'hébergement du Manoir-Trinité***

1275 Jacques-Cartier Blvd. East, Longueuil, 450 674-4948

- Nursing care and assistance (reception centre attendants)
- Services in the living environment: occupational therapy and Nutrition Clinic
- Leisure activities
- Palliative Care Program
- Reception
- Food

## ***Centre d'hébergement de Monseigneur-Coderre***

2761 Beauvais, Longueuil, 450 448-3111

- Nursing care and assistance (reception centre attendants)
- Services in the living environment: occupational therapy and Nutrition Clinic
- Leisure activities
- Palliative Care Program
- Food
- Reception

## ***Centre d'hébergement Chevalier-de-Lévis,***

40 Lévis, Longueuil, 450 670-5110

- Nursing care and assistance (reception centre attendants)
- Leisure activities
- Palliative Care Program
- Reception

## ***Centre d'hébergement René-Lévesque***

1901 Claude, Longueuil, 450 651-2210

- Nutrition Clinic in the living environment.

## ***Multiple Purpose Centre***

90 Ste-Foy, Longueuil, Crisis centre : 450 468-8042

- Intensive follow-up in the environment and crisis centre (psychiatric services)



### ***CLSC de Longueuil-Ouest***

201 Curé-Poirier West, 450 651-9830

- Clinic Reception
- Records Reception
- Home Support
- Routine health services
- Services for youth in difficulty, early childhood and in the schools
- Youth mental health
- Parent and infant health
- Psychosocial services
- School nurse
- Specimen collection
- Adult and early childhood nutrition
- Supervision and follow-up of users (non-institutionalized resources)
- Home services: inhalation therapy, occupational therapy and physiotherapy

### ***CLSC Simonne-Monet-Chartrand***

303 Jacques-Cartier Blvd. East, 450 463-2850

- Clinic Reception
- Records Reception
- Supervision and follow-up of users (non institutionalized resources)
- Infection Prevention Service
- Services for youth in difficulty, early childhood
- Rehabilitation
- Youth mental health
- Parent and infant health
- Specimen collection
- Home Support Program
- Routine health services
- Adult and early childhood nutrition
- Psychosocial services
- Inhalation therapy and occupational therapy in the home

### ***CLSC des Seigneuries de Boucherville***

160 Montarville Blvd., Boucherville, 450 655-3630

- Clinic Reception
- Records Reception
- Specimen collection
- Services for youth in difficulty, early childhood
- Rehabilitation
- Youth mental health
- Parent and infant health
- Adult and early childhood nutrition
- Home Support
- Routine health services
- School nurse
- Psychosocial services
- Inhalation therapy and occupational therapy in the home
- Supervision and follow-up of users (non institutionalized resources)

### ***Tremblay Building***

1215 du Tremblay, Longueuil, 450 468-8109

- Operations with the clientele (finances), Occupational Health and Safety
- Manpower planning, recruitment, staffing and career management





## **Hôpital Pierre-Boucher**

1333 Jacques-Cartier Blvd. East, Longueuil, 450 468-8111

- Reception
- Documentation Centre
- Day Surgery
- Emergency care
- Anesthesiology
- Specialized out-patient consultations
- Audiology
- Physiotherapy service
- General Surgery
- Orthopedic care
- Assistance for Victims of Sexual Assault Program
- Pre-admissions the day of the surgery
- Inhalation therapy
- Natality
- Specimen collection
- Respiratory physiology
- Electroencephalogram
- Electrocardiogram
- Hemodynamics
- Pharmacy
- Medical teaching
- Clinical nutrition

## **Richelieu-Yamaska Territory**

2750 Laframboise Blvd., 450 771-3333

*Principal municipalities served:* Saint-Bruno-de-Montarville, Saint-Hyacinthe, Beloeil.

## **CLSC des Patriotes**

300 Serge-Pepin, Beloeil, 450 536-2572

- Services in the schools
- Home Support
- Routine health and social services

## **Centre jeunesse de la Montérégie (Youth Centre)**

*\* Refer to Regional Services section for more information.*



## **CISSS de la Montérégie-Ouest**

200, Brisebois Blvd., Châteauguay, 450 699-2425

*Principal municipalities served:* Châteauguay, La Prairie, Huntingdon, Salaberry-de-Valleyfield, Vaudreuil-Dorion and surrounding areas

*Total Population:* 430 000

*Number of English speakers:* 76 000

*Percentage of the population:* 18.0%

## **Jardins-Roussillon territory**

200 Brisebois Blvd., Châteauguay, 450 699-2425

*Principal municipalities served:* Chateauguay, Candiac, La Prairie, Hemmingford.

## **Hôpital Anna-Laberge,**

200 Brisebois Blvd., Châteauguay, 450 699-2425

- Prevention and promotion
- Reception-Admissions-Preadmissions
- Operating Suite
- Day Surgery
- Emergency
- Intensive Care
- Care units
- Out-patient surgery and medicine services
- Endoscopy
- Inhalation therapy
- Rehabilitation
- Clinical nutrition
- Program to assist victims of sexual assault
- Specimen collection
- Medical Imaging
- Active Geriatrics
- Palliative care
- Hemato-Oncology
- Birthing Pavilion
- Family Planning
- Pediatrics
- Psychiatry
- Child Psychiatry
- Psychosocial Services
- Breast Cancer Screening

## **Centre d'hébergement de Châteauguay**

95 chemin de la Haute-Rivière, Chateauguay, 450 692-8231

## **Centre d'hébergement de La Prairie**

500 Balmoral Ave., La Prairie, 450 659-9148

## **Centre d'hébergement de Saint-Rémi**

110 Collège, Saint-Rémi, 450 454-4694

- Residential accommodation
- Rehabilitation
- Day Centre

### ***CLSC Châteauguay***

95 de la Verdure Avenue, 450 699-3333

### ***CLSC Kateri***

90 Marie-Victorin Blvd., Candiac, 450 659-7661

### ***CLSC Jardin du Québec – Saint-Rémi***

2 Sainte-Famille, 450 454-4671

### ***CLSC Jardin du Québec – Point de service Napierville***

509 Saint-Jacques, 450 245-3336

- Promotion-prevention-protection (including the Stop Smoking Centre, Over 50 Years and Health and Fall Prevention)
- Reception-Assessment-Treatment-Orientation
- First-line services and medical, nursing, psychosocial and mental health follow-ups
- Info-Santé
- Specimen Collection Clinic
- Maternal, Infant and School Health
- Youth Clinics
- Crise-Ado-Famille-Enfance
- (family-youth crisis team)
- School Social Services
- Dental Health
- Nutrition Clinic
- Rehabilitation
- Inhalation therapy
- Home Support Services
- Services offered for persons with physical or intellectual impairments or pervasive developmental disorders (PDD)
- Social and Community Development
- Community interventions

### ***Chateauguay Out-patient Clinic***

237 St-Jean-Baptiste, room 202, 450 692-0002

- Mental Health Services - Adult Clientele
- Child Psychiatry
- Intensive follow-up in the community
- Non-institutional resources in Mental Health

### ***Saint-Constant Out-patient Clinic***

26 St-Pierre, 450 635-8807

- Mental Health Services - Adult Clientele
- Day Centre
- Other Services without a designated facility
- Non-institutional services in occupational health.



## Suroît territory

150 Saint-Thomas, Salaberry-de-Valleyfield, 450 371-9920

*Principal municipalities served:* Salaberry-de-Valleyfield, Beauharnois.

### NETWORK DEPARTMENTS:

- Physical Health
- Mental Health
- Persons with loss of autonomy
- Families
- General Services
- Public Health

### DEPARTMENTS:

- Nursing
- Medical Affairs
- Financial Resources
- Communications
- Executive Director
- Complaints Commissioner

## Haut-Saint-Laurent Territory

*Principal municipalities served:* Huntingdon, Ormstown

According to the Access Program for the English-speaking population of the Montérégie, our five facilities offer all services in English.

### **Barrie Memorial Hospital**

28 Gale Street, Ormstown, 450 829-2321

### **Huntingdon CLSC**

10 King Street, Huntingdon, 450 829-2321

### **CLSC Service Location**

23 A, rang Ste-Anne, Saint-Chrysostome, 450 829-2321

### **Huntingdon CHSLD**

198 Châteauguay Street, Huntingdon, 450 829-2321

### **Ormstown CHSLD**

65 Hector Street, Ormstown, 450 829-2321

## Vaudreuil-Soulanges Territory

*Principal municipalities served:* Vaudreuil-Dorion, Pincourt, Île-Perrot, Hudson, Saint-Lazare

### ***CLSC de Vaudreuil-Soulanges***

CLSC de Rigaud, 59 St-Viateur, Rigaud , 450 451-6609

### ***CLSC de Saint-Polycarpe***

11 chemin Cité des Jeunes, Saint-Polycarpe, 450 265-3771

### ***CLSC de Vaudreuil-Dorion,***

3031 boulevard de la Gare, Vaudreuil-Dorion, 450 455-6171

- General and specific health and social services
- Social and rehabilitation services for persons experiencing a loss of autonomy
- Reception, intake
- Reception - Assessment - Orientation

### ***Les centres d'hébergement Laurent-Bergevin,***

Île-Perrot, 200 Perrot Blvd., 514 453-5860

Côteau-du-Lac, 341 chemin du Fleuve, 450 763-5951

Vaudreuil-Dorion, 408 St-Charles, 450 455-6177

Rigaud, 5 d'Amour, 450 451-5329.

- Care units and Day Centre

## **Regional Services**

### ***Institut Nazareth et Louis-Braille (INLB)***

1111 Saint-Charles Street West, Longueuil, 450 463-1710

Professional support – Early childhood development and integration into school – Community integration and home care services – Technical aides service – Toy library – Adaptation of information into substitute media.

Note: This institution has a formal agreement with the MAB-Mackay Rehabilitation Centre (Montreal) for certain services intended for the English-speaking population.

### ***Centre jeunesse de la Montérégie (Youth Centre)***

Youth Protection . . . . . 1-800-361-5310

Main Number . . . . . 450-928-5125

All Services. . . . . 1-800-641-4315

Youth protection – Psychosocial services – Readaptation services  
– Accommodation services – Adoption – Adoption disclosure and Reunification

Note: This institution has a formal agreement with Batshaw Youth and Families Centre (Montreal) concerning residential rehabilitation services.

## CRDITEDs (CENTRES DE RÉADAPTATION EN DÉFICIENCE INTELLECTUELLE (CRDI) ET TROUBLES ENVAHISSANTS DU DÉVELOPPEMENT (TED) DE LA MONTÉRÉGIE)

- Two (2) CRDI (centres de réadaptation en déficience intellectuelle et troubles envahissants du développement): CRDITED de la Montérégie-Est and SRSOR (Services de réadaptation du Sud-Ouest et du Renfort)
- Centre Montérégien de Réadaptation, and
- Two (2) CRD (addiction rehabilitation centres)

The above CRDITEDs provide persons with intellectual impairment and pervasive developmental disorders and their partners with the following services:

1. Access, assessment and orientation service
2. Adjustment and rehabilitation services
3. Adjustment and rehabilitation service for the person in a context of integration in the workplace
4. Adjustment and rehabilitation service in a context of community integration
5. Adjustment and rehabilitation service in a context of residential integration
6. Specialized educational assistance for the family and friends (without the user)
7. Specialized support for partners (without the user)

For additional information on CRDITED, contact CISSS Head Office at 450-679-6511 or go to [www.bit.ly/1qGGw5j](http://www.bit.ly/1qGGw5j) for a complete list of addresses.

### *Centre montérégien de réadaptation*

Service accueil-admission-archives

5300, chemin de Chambly, Saint-Hubert

Telephone: 450 676-7447, ext. 2407 Toll-free No.: 1 800 667-4369

ATME : 450 676-9841 ATME toll-free: 1 866 676-1411

Fax: 450 676-2043 E-mail address: admission-AEO.cmr16@ssss.gouv.qc.ca

To request **in-patient rehabilitation services** (Intensive Functional Rehabilitation Unit), please call 450 441-5503, ext. 8424, between 8 a.m. and 4 p.m. The fax no. is 450 441-7016.

Please contact your local CSSS for the following services:

- Home support for disabled persons
- Support services to the family (respite, care, assistance)

### *Foster — Addiction Rehabilitation Center (CRD)*

#### **IN-PATIENT SERVICES:**

6 Foucreault Street, St-Philippe

Tel.: 450 659-8911 1-866-851-2255 [www.crdfoster.org](http://www.crdfoster.org)

### **OUT-PATIENT SERVICES:**

6955, boul. Taschereau, Brossard  
Tel.: 450 678-4634

## **Community Organisations, Info-Santé and Complaints**

### **COMMUNITY ORGANISATIONS**

While not included in the Access Program for services in English, it should be noted that many community organisations across the Montérégie offer varied services in English. Many organisations are under contract with a local CISSS to offer certain services to the population in their territory. These services can be very helpful in a variety of situations.

### **INFO-SANTÉ – 811**

The Info-Santé service allows you to contact a nurse by phone who can answer your questions and give you advice. This service is offered 24 hours a day, 7 days a week.

### **COMPLAINTS**

CISSS de la Montérégie-Centre . . . . . 450-466-5434  
CISSS de la Montérégie-Est . . . . . 1 844-302-8447  
CISSS de la Montérégie-Ouest . . . . . 450-699-2425 ext. 2462  
As in any situation, dialogue is always welcome and you can discuss your dissatisfactions with the personnel without fear of reprisal. You may also submit a formal complaint to the local commissioner for service quality and complaints.

### **CAAP – MONTÉRÉGIE (COMPLAINT ASSISTANCE AND SUPPORT CENTRE)**

580 1ere rue, local 102, Saint-Jean-sur-Richelieu  
Phone: 450 347-0670 or 1 800 263-0670

The Complaint Assistance and Support Centre can help you at all times to formulate your complaints or to use the recourse mechanisms available. This organization is appointed by the Quebec Health and Social Services Minister. Services are free and confidential.

**IMPORTANT INFORMATION**  
To find and apply for a Family Doctor : [www.gamf.gouv.qc.ca](http://www.gamf.gouv.qc.ca)



*Produced by the Assistance and Referral Centre (ARC) and the English-Speaking Regional Partnership Table Health and Social Services –  
Montérégie. For more information visit [www.arc-hss.ca](http://www.arc-hss.ca).*



ASSISTANCE and REFERRAL CENTRE  
Health and Social Services

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