

NDG COMMUNITY COUNCIL HEALTH AND SOCIAL SERVICE RESOURCE GUIDE

UPDATED MARCH 2020

TABLE OF CONTENTS	
Table of Contents & Legend	Page 2
Glossary	Pages 3 - 4
Integrated Health and Social Services University Network for West-Central Montréal	Pages 5 - 7
Family Medicine Groups (GMFs)	Pages 7 - 9
Medical Walk-In Clinics	Pages 9 - 11
Hospitals	Pages 11 - 12
Support for Cancer, Loss and Bereavement	Page 13
Support for Survivors of Violence, Survivors of Conjugal Violence, and Survivors of Sexual Violence	Pages 13 - 15
Substance Use Services	Pages 15 - 16
Support for Mental Health	Pages 16 - 19
Resources for Developmental and Intellectual Disabilities	Pages 19 - 22
Special Needs Education	Pages 22 - 23
Support for Seniors and Seniors with Physical Disabilities and/or Loss of Autonomy	Pages 23 - 24
Resources for Children, Youth and Families	Pages 25 - 29
Community Councils and Community Centres	Page 30
Useful Links and Information	Pages 31 - 32
Frequently Asked Questions	Pages 32 - 33

LEGEND				
Services Provided in English and/or in French	EN	FR	Must Be Registered with Family Doctor	Q.
Services are Wheelchair Accessible	Ę	<u> </u>	Services Require Referral	
Services Located in NDG and/or Located Outside NDG	NDG		Must Call for Location and/or Support	Cy.

	GLOSSARY
ABA	Applied Behaviour Analysis
ASD	Autism Spectrum Disorder
ADHD	Attention Deficit Hyperactivity Disorder
CIUSSS	Integrated Health and Social Services University Network for West-Central Montréal Centre Intégré Universitaire de Santé et de Services Sociaux du Centre-Sud-de-l'Île-de-Montréal
СНИ	University Hospital Centre Centre Hospitalier Universitaire
CLSC	Local Community Service Centre Centre Local de Services Communautaires
CNESST	Committee on Standards, Equity, Health and Safety at Work Commission des Normes, de l'Équité, de la Santé et de la Sécurité du Travail
CRIPHASE	Resource and Intervention Centre for Men Sexually Abused In Childhood Centre de Ressource et d'Intervention pour Hommes Abusés Sexuellement dans leur Enfance
csss	Health and Social Service Centres Centre de Santé et de Services Sociaux
DYP/DPJ	Director of Youth Protection Directeur de la Protection de la Jeunesse
ECG	Electrocardiogram Électrocardiogramme
GACO	Access Desk for People Without a Family Doctor Guichet d'Accès pour la Clientèle Orpheline
GAMF	Québec Family Doctor Finder Guichet d'Accès à un Médecin de Famille
GMF	Family Medicine Groupe Groupe de Médecine de Famille
IFHP	Interim Federal Health Program Programme Fédéral de Santé Intérimaire
IUD	Intrauterine Device
MTESS	Ministry of Labour, Employment and Social Solidarity Ministère du Travail, de l'Emploi et de la Solidarité Sociale

MUHC	McGill University Health Centre
RAMQ	Régie de l'Assurance Maladie du Québec Québec Health Insurance Board
SAAQ	Quebec Automobile Insurance Corporation Société de l'Assurance Automobile du Québec
STI	Sexually Transmitted Infection
TEACCH	Treatment and Education of Autistic and Related Communication Handicapped Children
TTY	Teletype Télétype
YPA	Youth Protection Act Loi sur la Protection de la Jeunesse

INTEGRATED HEALTH AND SOCIAL SERVICES UNIVERSITY NETWORK FOR WEST-CENTRAL MONTRÉAL (CIUSSS)

FR (NDG) **CSSS Cavendish** The CSSS Cavendish offers a large variety of Administrative offices ONLY services in eight different facilities: Monday to Sunday: 8am to 8pm - 2 CLSCs - 2 Hospitals 5425 Bessborough Avenue - 4 Resident Centres Montréal, Québec H4V 2S6 514-484-7878 https://www.cssscavendish.gc.ca/en/ CLSC René Cassin Monday to Friday: 8am to 6pm Services include: routine health and social services including nursing, blood Saturday, Sunday and Holidays: 8am to 4pm tests, vaccinations, morning-after contraception, preventive services, 5800 Cavendish Boulevard rehabilitation and reintegration services Côte Saint-Luc. Québec - Test centre is first come, first serve (7 H4W 2T5 days a week, 7:30am to 11:30am) - Nurse consultations are first come, first 514-484-7878 serve (7 days a week, 8am to 3pm) https://www.ciussswestcentral.ca/sites-and-reso urces/clsc/clsc-rene-cassin/ - Physician consultations available by appointment for clients who are registered with a Family Medicine Group physician at the CLSC physician (EN) (FR (L) (P) **CLSC Benny Farm** Services include: routine health and Monday to Friday 8am to 6pm Saturday, Sunday and Holidays: Closed social services including nursing, blood tests, vaccinations, morning-after contraception, preventive services, 6484 Monkland Avenue rehabilitation and reintegration services, Montréal. Québec and public health activities H4B 1H3 - Test centre is first come, first serve (Monday to Friday 7:30am to 9:30am) 514-484-7878 - Physician consultations available by https://www.ciussswestcentral.ca/sites-and-reso appointment for clients who are urces/clsc/clsc-benny-farm/ registered with a CLSC physician

EN FR Ł 🖁 **Richardson Hospital** In- and out-patient rehabilitation Open 365 days a year, 24 hours a day programs for adults living with one or Visiting hours vary more disabilities during and post hospitalization 5425 Bessborough Avenue Support planning for a safe return home Montréal, Québec or help planning alternate living H4V 2S7 arrangements 514-484-7878 https://www.richardsonhospital.ca/ FR L **Catherine Booth Hospital** Open 365 days a year, 24 hours a day Rehabilitation and specialized services for adults living with one or more Visiting hours vary disabilities 4375 Montclair Avenue Montréal. Québec H4B 2J5 514-484-7878 https://www.ciussswestcentral.ca/programs-andservices/lifestyle-habits-and-prevention/preventio n-of-cardiovascular-problem/resources-in-a-hosp ital-setting/catherine-booth-hospital/ **Father-Dowd Residential Centre** Open 365 days a year, 24 hours a day - Care for aging members of the community who are no longer able to live Visiting hours vary independently and whose safety and well-being are entrusted to the centre 6565 Hudson Road Services include: accommodation. Montréal. Québec assistance, support, supervision, H3S 2T7 psychological services, nursing care, drug administration, and rehabilitation 514-932-3630 or 514-484-7878 (extension #7) services https://www.fatherdowd.ca/en/ Henri-Bradet Residential Centre Monday to Sunday: 9am to 10pm Care for aging members of the community who are no longer able to live

independently and whose safety and well-being are entrusted to the centre

Services include: accommodation, assistance, support, supervision, psychological services, nursing care, drug administration, and rehabilitation services

6465 Chester Avenue Montréal. Québec H4V 2Z8

514-484-7878 (extension #2) https://www.henribradet.ca/en/

Saint Andrew Residential Centre









 Care for aging members of the community who are no longer able to live independently and whose safety and well-being are entrusted to the centre

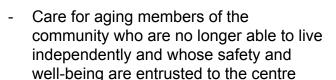
Services include: accommodation. assistance, support, supervision, psychological services, nursing care, drug administration, and rehabilitation services

Open 365 days a year, 24 hours a day Visiting hours vary

3350 Cavendish Boulevard Montréal. Québec H4B 2M7

514-484-7878 (extension #6) https://www.saint-andrew.ca/en/

St. Margaret Residential Centre



Services include: accommodation, assistance, support, supervision, psychological services, nursing care, drug administration, and rehabilitation services









Open 365 days a year, 24 hours a day Visiting hours vary

50 Hillside Avenue Westmount, Québec H3Z 1V9

514-484-7878 (extension #8) https://www.saint-margaret.ca/en/

FAMILY MEDICINE GROUPS (GMF)

Queen Elizabeth Family Medicine Group (GMF)









 GMF clinic (only for patients registered) with a family doctor at the Queen Elizabeth Health Complex GMF)

Comprised of over 30 family physicians, in addition to nurse clinicians, nurse practitioners, nurse assistants, social workers, nutritionists and a pharmacist

Call or use online booking service to schedule appointment

Monday to Friday: 8am to 4pm

2100 Marlowe Avenue Montréal. Québec H4A 3L5

514-934-8080 https://www.gmfge.ca/family_medicine_muhc.ph EN FR & P Force Médic Clinic (GMF) GMF clinic (only for patients registered Call to schedule appointment with a family doctor at the Clinique Force Monday to Friday: 8am to 8pm Médic GMF) Saturday and Sunday: 8am to 1pm Services include: acupuncture, CNESST & SAAQ workers' clinic, multidisciplinary 1 Westminster North Avenue rehabilitation program, nutrition clinic, 2nd Floor occupational therapy, osteopathy, Montréal. Québec physiotherapy, psychology, rehabilitation H4X 1Y8 for seniors over 65, sleep clinic, specialized medicine, STI and 514-787-1818 blood-borne virus screening clinic, https://www.forcemedic.com/en/our-clinics/montr women's health clinic eal-ouest/ **Santé Kildare Medical Center (GMF)** GMF clinic (only for patients registered Call to schedule appointment Monday to Friday: 7:30am to 7:30pm with a family doctor at the Santé Kildare GMF) Saturday and Sunday: 7:30am to 11:30am - Services include: physician consultation, medical examination, medication review, 5555 Westminster Avenue nurse practitioner, nutrition, social work, Suite 200 and counselling Côte Saint-Luc. Québec H4W 2J2 514-397-0777 https://www.santekildare.ca/ FR L Sainte-Catherine Medical Group (GMF) GMF clinic (only for patients registered Call to schedule appointment with a family doctor at the Monday to Friday: 8am to 5pm Sainte-Catherine Medical Group) Services include: physician consultation, 5025 Sherbrooke Road West contraception, medication review, and Office 660 sampling (for fee) Montréal. Québec H4A 1S9 514-932-6122

Updated: March 2020

https://bonjour-sante.ca/uno/clinic/groupemsaint

	ecatherine
Clinique MDCM-STAT (GMF)	FR & O
 GMF clinic (only for patients registered with a family doctor at the Clinique MDCM-STAT GMF) Services include: physician consultation, nurse practitioner, nursing services, mental health, counselling, social work, nutrition, PAP clinic, and pharmacist 	Call or use online booking service to schedule appointment Monday to Friday: 8am to 12pm, 1pm to 8pm Saturday and Sunday: 9am to 1pm 5515 Saint Jacques Road Suite 100 and 203 Montréal, Québec H4A 2E3 514-483-9911 and 514-484-0999 https://www.mdcmclinic.com/
Hampstead Medical Clinic	EN FR & P
 Not an official GMF, but only for patients registered with a family doctor at Clinique Médicale Hampstead Services include: physician consultation, medical examination, vaccinations, electrocardiogram (ECG)(fee required), blood tests (fee required) 	Call to schedule appointment Monday to Friday: 8am to 4pm 5141 Coolbrook Avenue Montréal, Québec H3X 2L2 514-481-6399 http://www.sante.gouv.qc.ca/repertoire-ressources/ressource/?nofiche=32511

MEDICAL WALK-IN CLINICS		
Queen Elizabeth Health Complex	EN FR & NOS	
 Medical walk-in super clinic (no family doctor required) Services include: physician and nurse consultations, medical examinations, and splints and casts for fractures and stitches for minor injuries (small fee required) 	Walk-in clinic Monday to Sunday: 8am to 8pm 2100 Marlowe Avenue Montréal, Québec H4A 3L5 514-481-4343 https://www.qehc.org/walkin	

Force Médic Clinic









- Medical walk-in super clinic with and without appointment (no family doctor required)
- Services include: physician and nurse consultations, and medical examinations

Walk-in clinic

Monday to Friday: 8am to 8pm Saturday and Sunday: 8am to 1pm

1 Westminster North Avenue 2nd Floor Montréal. Québec H4X 1Y8

514-787-1818

https://www.forcemedic.com/en/our-clinics/montr eal-ouest/

Westside Medical Clinic









- Contraception and emergency oral contraception provided to non-registered and registered patients
- Medical walk-in with and without appointment only for patients registered with a family doctor at the Clinique Santé d'Abord Westside

Call to check admissibility and availability Monday and Tuesday: 10am to 6pm Thursday and Friday: 10am to 6pm Wednesday, Saturday, and Sunday: Closed

4260 Girouard Avenue Office 240 Montréal, Québec H4A 3C9

514-489-5753

https://www.doctr.ca/app/clinics/40946/CLINIQU E-SANT%C3%83%C2%89-D'ABORD-WESTSI DE-

Clinique MDCM-STAT











- Medical walk-in super clinic without an appointment is available, but limited in availability for non-registered patients
- Services include: physician consultation, nurse practitioner, nursing services, mental health, counselling, social work, nutrition, PAP clinic, and pharmacist

Walk-in clinic (call ahead and/or consult Bonjour Santé to check for availability)

Monday to Friday: 8am to 12pm, 1pm to 8pm Saturday and Sunday: 9am to 1pm

5515 Saint Jacques Road Suite 100 and 203 Montréal. Québec H4A 2E3

514-483-9911 and 514-484-0999 https://www.mdcmclinic.com/walk-in-clinic/ EN FR & P **Crowley Medical Clinic** - Medical walk-in super clinic Walk-in clinic (call ahead and/or consult Bonjour Services include: physician consultation, Santé to check for availability) nurse practitioner, nursing services, and Monday to Saturday: 8am to 8pm on-site pharmacy 5325 Crowley Street Montréal, Québec H4A 2C6 514-856-5609 https://bonjour-sante.ca/uno/clinic/crowley EN FR & R Clinique Médecins du Monde Please read admission criteria prior to calling Free and confidential medical clinic **only** for migrants with precarious status (men, or arriving in person women, and children), people without a health insurance card and are not eligible For admissible pregnant women and for the Interim Federal Health Program children: (IFHP), undocumented persons, and Wednesday: 11:30am to 2:30pm people in precarious financial situations This clinic is **not** intended for people For everyone who is admissible: travelling in Canada (tourists) or residents Thursday: 11:30am to 2:30pm of other Canadian provinces Services provided in English and French 560 Crémazie Boulevard East Montréal. Québec H2P 1E8 514-281-8998 (extension #246) https://www.doctorsoftheworld.ca/clinique-pour-l

HOSPITALS		
Jewish General Hospital	EN FR &	
 Services include: emergency medicine, cardiology diagnostic testing, dentistry, dermatology, endocrinology, family practice centre, medical records, 	Open 365 days a year, 24 hours a day Visiting hours vary 3755 Côte-Sainte-Catherine Road	

Updated: March 2020

es-migrants-sans-couverture-medicale-en/

obstetrics and gynecology, Montreal, Quebec ophthalmology, otolaryngology, lung H3T 1E2 cancer centre, psychiatry, radiology, 514-340-8222 Segal cancer centre, and surgery https://www.jgh.ca/ EN FR Ł St. Mary's Hospital Centre Services include: emergency medicine, Open 365 days a year, 24 hours a day Visiting hours vary cancer care, surgery, geriatrics, maternal/child care, ambulatory care, mental health, and family medicine 3830 Lacombe Avenue Montréal. Québec H3T 1M5 514-345-3511 http://smhc.gc.ca/en/ FR & A **CHU Sainte-Justine Children's Hospital** Services include: emergency medicine, Open 365 days a year, 24 hours a day audiology, augmentative and alternative Visiting hours vary communication, cardiology, dental 3175 Chemin de la Côte-Sainte-Catherine medicine, dermatology, diabetes, endocrinology, gynaecology, Montréal. Québec immunology, medical genetics, medical H3T 1C5 imaging, neurodevelopment, ophthalmology, orthopedics, palliative 514-345-4931 care, pediatrics, psychiatry, and speech https://www.chusj.org/en/Home therapy FR L **McGill University Health Centre** Open 365 days a year, 24 hours a day Services include: emergency medicine, allergy and immunology, endocrinology Visiting hours vary and metabolic diseases, cardiology, gastroenterology, hematology, tropical Glen Site medicine, dermatology, oncology, 1001 Décarie Boulevard palliative care, surgery, obstetrics, Montréal, Québec gynecology, and Montréal Children's H4A 3J1 Hospital 514-934-1934 https://muhc.ca/

SUPPORT FOR CANCER, LOSS & BEREAVEMENT **Hope and Cope Cancer Wellness Centre** Support for those dealing with a new Monday to Thursday: 9am to 5pm diagnosis, a recurrence, or advanced cancer and support for caregivers 4635 Chemin de la Côte-Sainte-Catherine Services include: peer support groups, Montréal, Québec peer mentors, cancer clinics, palliative H3W 1M1 care, bereavement, wellness, exercise and rehabilitation, stress reduction, 514-340-3616 creative arts, young adults and young https://www.hopeandcope.ca/ family programs, and cancer "Fight Club"

SUPPORT FOR SURVIVORS OF VIOLENCE		
Crime Victims Assistance Centre of Montréal	EN FR &	
Services include: accompaniment, post-traumatic and psychosocial intervention, referrals to specialized resources, legal information, information on rights and remedies, and technical assistance	Must call for appointment before visiting centre Monday to Friday: 9am to 5pm 6530 De Chateaubriand Avenue Montréal, Québec H2S 2N7 514-277-9860 https://cavac.qc.ca/en/	

SUPPORT FOR SURVIVORS OF CONJUGAL VIOLENCE		
SOS Violence Conjugale	EN FR	
 Offers bilingual, free, anonymous, and confidential reception, evaluation, information, support, and referral services to survivors of domestic violence and their families Available by phone, teletype, or email 	Open 365 days a year, 24 hours a day 514-873-9010 (Montréal) 1-800-363-9010 (Québec-wide) sos@sosviolenceconjugale.ca http://www.sosviolenceconjugale.ca/	
Auberge Transition Shelter	EN FR	

- Offers shelter, information, counselling, and follow-up services to women who are currently experiencing or have experienced any form of spousal abuse or intimate partner violence.
- Services are available by phone or by email

Shelter:

Open 365 days a year, 24 hours a day 514-481-0495

External Support Center:

Monday to Friday: 9am to 4pm 514-439-6930

https://www.aubergetransition.org/

Women Aware







- Supports those living with domestic and intimate partner violence
- Services include: long-term support, support groups, drop-in services, telephone help line, workshops for youth (12 to 25 years old), and court accompaniment

Telephone Help Line:

Monday to Friday: 10am to 3pm

514-489-1110 (Montréal) 1-866-489-1110 (Québec-wide) https://www.womenaware.ca/

SUPPORT FOR SURVIVORS OF SEXUAL VIOLENCE

Montréal Sexual Assault Centre for Victims







Offers a range of services free of charge to anyone who has been a victim of sexual assault, sexual abuse, or incest. Services are also offered to the victim's

family and close friends

Services include: medical and legal services for anyone 18 years of age and older, clinical follow-up services for anyone 18 years of age and older, listening, support and referral services for all ages, and telephone toll-free telephone helpline service for all ages

Telephone Help Line:

Available 365 days a year, 24 hours a day 514-933-9007 (Montréal) 1-888-933-9007 (Québec-wide)

Mailing Address Only:

1801 de Maisonneuve Boulevard West Suite #600 Montréal, Québec H3H 1J9

514-934-0354 (extension #7456) info@cvasm.ca

http://cvasm.org/en/

Women's Centre of Montréal







Provides education and vocational training, as well as information,

Monday to Friday: 9am to 5pm

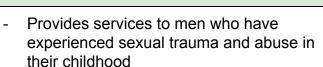
counselling, and referral services to help women help themselves

 Services include: personal support, job support, group activities, and external and employer services 3585 Saint-Urbain Street Montréal, Québec H2X 2N6

514-842-1066

https://centredesfemmesdemtl.org/en/

Resource and Intervention Centre for Men Sexually Abused In Childhood



- Services include: group support meetings, trainings for the general public, and information and referrals
- Fees are based on the participant's income







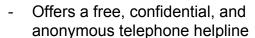
Monday to Friday: 9am to 5pm

8105 Gaspé Avenue Montréal, Québec H2P 2J9

514-529-5567 http://criphase.org/

SUBSTANCE USE SERVICES

Drugs: Help and Referral Telephone Help Line



 Services include: provides support, information, and referral to people coping with addiction throughout Québec

EN





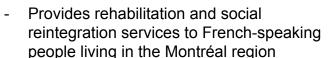
Telephone Help Line:

Available 365 days a year, 24 hours a day

514-527-2626 (Montréal) 1-800-265-2626 (Québec-wide)

http://www.drogue-aidereference.qc.ca/www/index.php?locale=en-CA

Drug Use and Drug Dependency Services (French)



- Services include: specialized drug use and dependency rehabilitation services that aim to prevent, reduce, and treat the problems related to alcohol, drugs (including prescription medications), gambling, smoking cessation, compulsive buying, and internet use
- Clients are directed to a central intake number and then referred through

FR



For People 25 Years Old and Under:

514 982-1232

For People 26 Years Old and Over: 514 385-1232

https://ciusss-centresudmtl.gouv.qc.ca/soins-et-s ervices/problemes-de-consommation-ou-de-dep endance

internal system to appropriate services	
Drug Use and Drug Dependency Services (English)	EN CO
 Provides rehabilitation and social reintegration services to English-speaking people living in the Montréal region Services include: specialized drug use and dependency rehabilitation services that aim to prevent, reduce and treat the problems related to alcohol, drugs (including prescription medications), gambling, compulsive buying, and internet use Clients are directed to a central intake number and then referred through internal system to appropriate services 	Centralized Intake Line: 450-443-4413 (Montréal) 1-866-964-4413 (Québec-wide) https://santemonteregie.qc.ca/en/services/addictions
Narcotics Anonymous (French)	FR 🔊
 Services include: free weekly support groups for people pursuing abstinence from alcohol and drug use Schedule of weekly meetings available through website of over the phone 	Telephone Help Line: 1-855-544-6362 https://naquebec.org/
English Area of Narcotics Anonymous	EN C
 Services include: free weekly support groups for people pursuing abstinence from alcohol and drug use Schedule of weekly meetings available through website or over the phone 	Telephone Help Line: 514-249-0555 (Montréal) 1-855-544-5362 (Québec-wide) http://www.eanamontreal.org/

SUPPORT FOR MENTAL HEALTH	
Agence Ometz	EN FR &
 Provides intervention, prevention, and support to individuals and families based on Jewish values Services include: services for mental health and counselling services, youth 	Monday to Friday: 9am to 5pm 1 Cummings Square 5151 Côte Ste-Catherine Road Montréal, Québec

and young adults, employment services, H3W 1M6 services for newcomers, community services including crisis intervention, and 514-342-0000 training and workshops https://www.ometz.ca/ Club Ami Provides services to men and women Monday: 1pm to 5pm living with mental health problems Tuesday to Thursday: 9am to 12pm - Services include: a day center and a range of bilingual programs to promote 6767 Chemin de la Côte-des-Neiges social inclusion and integration for people Local 596 living with mental health problems Montréal. Québec H3S 2T6 514-739-7931 https://amiguebec.org/day-centres/ FR (L) **Forward House** Provides community-based mental health Monday to Friday: 9am to 6pm services and offers a wide range of programs and services to adults who 2240 Girouard Avenue have experienced or are experiencing Montréal. Québec severe psychiatric difficulties H4A 3C3 Services include: day program, evening program, residences, volunteer 514-488-9119 placement, and community support https://www.forwardhouse.org/ **Open Door** Provides a drop-in centre to homeless Monday to Sunday: 7:30am to 3pm and low-income people in downtown Montréal 3535 du Parc Avenue Montréal. Québec Services include: food and clothing, laundry services, day-time shelter, H2X 2H8 counselling, referrals to mental health and drug use dependency services, and 514-939-1970 employment assistance https://www.opendoortoday.org/ **Donald Berman UP House** Provides a peer-supported, self-help Monday to Friday: 9am to 4pm

community to address social isolation and to rebuild confidence, purpose and community among adults living with a serious mental illness

Services include: projects, and workshops focusing on education, support and outreach, and activity groups 5215 Namur Street Montréal, Québec H4P 2R7

514-764-5599

http://www.uphouse.org/

Diogène







- Provides services adapted to the needs of adults living with severe and persistent mental health problems associated with legalization and/or homelessness and promotes their quest for autonomy
- Services include: clinical intervention, group intervention, and activities

Mailing Address Only:

C.P. 608, Succ. C Montréal, Québec H2L 4L5

514-874-1214 https://www.diogenegc.org/

AMI-Québec Action on Mental Illness



- Helps families in managing the effects of mental illness through support, education, guidance, and advocacy
- Services include: workshops, support groups, counselling, online learning, events, public awareness, and hospital support

Monday to Thursday: 9am to 5pm

5800 Décarie Boulevard Montréal. Québec H3X 2J5

514-486-1448 (Montréal) 1-877-303-0264 (Québec-wide) https://amiguebec.org/

Alzheimer Society of Montréal







- Offers programs and services to help living with dementia, caregivers, and health-care professionals
- Services include: individual and family support, peer support groups for persons with dementia and caregivers, brain health activities, and educational opportunities to learn about dementia

Monday to Friday: 9am to 5pm

4505 Notre-Dame Street West Montréal. Québec H4C 1S3

514-369-0800 (Montréal) 1-888-636-6473 (Québec-wide)

https://www.alzheimermontreal.ca/?lang=en

Compeer Montréal











Recruits and matches adults 18 years of age and over who are living with a mental illness with a volunteer friend and must be currently followed by a therapist

Services include: educational and recreational workshops, activities for inclusion, home visits, help with daily living tasks, and linking to community resources

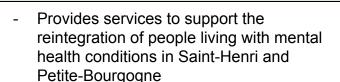
Call for information and referral

5461 Décarie Boulevard Suite 101 Montréal. Québec H3W 3C6

514-489-1007

http://www.compeermontreal.ca/

Impact: Mental Health Support Group



Services include: day centre, housing program, individual intervention, and recreational and therapeutic activities

Organization Hours:

Monday to Friday: 9am to 5pm

Day Centre for Members:

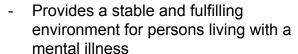
Monday to Friday: 1pm-5pm

2460 Saint-Antoine Street West Office 107 Montréal. Québec H3J 1B1

514-939-3132

https://impactsantementale.org/en/home/

Home in the City (L'Abri en Ville)



 Services include: safe, affordable shared housing and an inclusive community that supports social, material, and spiritual needs







FB & A





Call for referral, application, interview, and hours

2352 Duvernay Street Montréal. Québec H3J 2X1

514-932-2199

http://www.labrienville.org/

MUHC Montréal Children's Hospital **Psychiatry Department**

Provides emergency and acute care psychiatric services to children and adolescents 17 years old and under







Open 365 days a year, 24 hours a day Visiting hours vary

1001 Décarie Boulevard Montréal, Québec H4A 3J1

514-412-4400 (request Psychiatry Department) https://www.thechildren.com/

RESOURCES FOR DEVELOPMENT	AL & INTELLECTUAL DISABILITIES
Giant Steps School	EN FR &
 Offers schooling for students ages 4 to 21 years old who have a diagnosis of Autism Spectrum Disorder (ASD) Services include: primary and secondary school programs, academic, social and vocational inclusion, therapeutic services (speech and occupational therapy, behaviour management, music therapy), and ASD resources and training for families and professionals 	Monday to Friday: 9am to 4pm 5460 Connaught Avenue Montréal, Québec H4V 1X7 514-935-1911 https://giantstepsmontreal.com/
Autism Montréal	FR &
 Offers support to individuals living with ASD and their family members Services include: individual and family support services, support groups, documentation and information centre, training sessions, babysitting/shadowing service, weekend respite service, group outings, summer day camps, residential camps, swimming lessons, special events, and human rights advocacy 	Monday to Friday: 8:30am to 12pm and 1pm to 4:30pm 4450 Saint-Hubert Street Room 320 Montréal, Québec H2J 2W9 514-524-6114 https://autisme-montreal.com/en/
ABILI-T Program Miriam Foundation Gold Centre	EN FR &
 Supports young children with ASD and other developmental disabilities Services include: highly individualized one-on-one services based on the principles of Applied Behaviour Analysis (ABA) 	Monday to Thursday: 8:30am to 4:15pm Friday: 1pm to 3pm 5331 Ferrier Street Montréal, Québec H4P 1M1 514-345-8330 https://www.goldlearningcentre.com/abili-t/

Trampoline Program Miriam Foundation Gold Centre Provides specialized intervention to Call for hours and availability young children with ASD and other developmental disabilities 5499 Earnscliffe Avenue Services include: highly individualized Montréal. Québec services based on the principles of the H3X 2P8 TEACCH model (Treatment and **Education of Autistic and Related** 514-487-4894 Communication Handicapped Children) https://www.goldlearningcentre.com/trampoline/ **Autism Spectrum Disorder Montréal** Monday to Friday: 9am to 4pm Provides programming and instruction for children with ASD and other developmental disabilities 2360 Notre-Dame Street West Services include: clinical services. Suite 207 Montréal, Québec curriculum planning and programming, social integration day sessions, and H3J 1N4 outreach services 514-484-9996 http://www.asdmontreal.com/ **Database: Special Needs Resources** and Behaviour Intervention Specialists A resource list for parents, caregivers and Updated December 2018 by Fay Schipper, teachers regarding special needs English Montréal School Board resources and behaviour intervention specialists http://www.inspirationsnews.com/pdf en/Databa se/Dec2018-DatabaseDec112018revisionfin.pdf FR L Montréal Autism Centre Provides assessment and treatment Call to schedule appointment services to young children with ASD - Services include: assessment and Queen Elizabeth Health Complex treatment, training and education 2100 Marlowe Avenue workshops, outreach services for Suite 23 mainstream integration, and research Montréal. Québec opportunities H4A 3L5 514-369-2688 http://www.autismcentre.org/

EN FR L **West Montréal Readaptation Centre** Offers a range of specialized services to Call for information, referral, and hours children, their families, and loved ones Services include: intensive behavioural 8000 Notre-Dame Street intervention for young children with ASD, Lachine. Québec habilitation and rehabilitation, residential H8R 1H2 integration, community and workplace integration, and support to partners and 514-363-3025 caregivers https://ciusss-ouestmtl.gouv.gc.ca/en/care-servic es/intellectual-disability-autism-spectrum-disorde r-and-physical-disability/ 原长品 📞 Miriam Home and Services Provides support to children, Call for program hours adolescents, and adults living with intellectual disabilities and/or ASD Lori Black Community Centre Services include: readaptation, 8160 Royden Road Mount Royal, Québec residential, vocational integration and community integration services, programs H4P 2T2 for teens, and specialised educational assistance for clients, families and 514-345-0210 significant others https://www.centremiriam.ca/en/ Montréal Centre for Learning **Disabilities** Information, awareness and services for Call for hours and location children and adults living with learning Mailing Address Only: disabilities and Attention Deficit Hyperactivity Disorder (ADHD) P.O. Box 163. Succ. NDG Services include: advocacy and defense, Montréal, Québec parenting workshops, gym programs for H4A 3P5 children, and socialization groups 514-482-7196

SPECIAL NEEDS EDUCATION	
Centennial Academy High School	EN FR & S
- Provides a supportive and inclusive	Call or visit for more information and admissions

https://ldmontreal.ca/

secondary education environment with adapted teaching schedules and methods for students with special needs

- Services include: 25 specialized accommodations and teaching strategies, lunchtime activities, and specialized clubs and groups for students

Monday to Friday: 8:30am to 5pm

3501 Prud'homme Avenue Montréal. Québec H4A 3H6

514-486-5533 https://centennial.gc.ca/

Mackay Centre School









- Provides a safe, caring educational environment for deaf students and students with motor, speech and language impairments between the ages of 4 and 19 years old
- Programs include: language and speech therapy, literacy, computers, augmentative communication, physical education, and swimming

Call or visit for more information and admissions Monday to Friday: 8:30am to 4:30pm

6333 Terrebonne Street Montréal. Québec H4B 1A8

514-483-0550 http://mackay.emsb.gc.ca/

Philip E. Layton School









- Provides educational and vision rehabilitation services for students between the ages of 4 and 21 years old
- This centre has been merged with the Mackay Centre School and shares the same building

Call or visit for more information and admissions Monday to Friday: 8:30am to 4:30pm

6307-6399 Terrebonne Street Montréal, Québec H4B 1A8

514-483-0550 http://mackay.emsb.gc.ca/

Montréal Oral School for the Deaf









- Provides education and therapy for deaf or hearing-impaired students from infancy to young adulthood
- Services include: auditory-verbal education, parent-infant programs, preschool programs, elementary school programs, mainstream school support programs, and neighbourhood school support programs

Call or visit for more information and admissions Monday to Friday: 8:30am to 4:30pm

4670 Sainte Catherine Street West Westmount, Québec H3Z 1S5

514-488-4946

https://montrealoralschool.com/

SUPPORT FOR SENIORS & SENIORS WITH PHYSICAL DISABILITIES &/OR LOSS OF AUTONOMY

NDG Senior Citizens' Council Provides seniors 50+ with information and referrals, advocacy, annual tax clinics, seniors groups, outreach and a drop-in social "Boomers Café" - Develops collective action campaigns for public transport and pedestrian safety





Call for information and specific hours



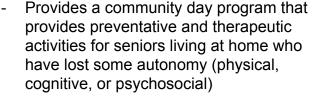




88 Ballantyne Avenue North Montréal. Québec H4X 2B8

514-487-1311 http://ndgscc.ca/

Henri-Bradet Day Centre



Services include: a day centre that provides transportation (between homes and the centre), and lunch at a low price











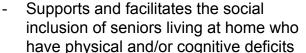
Call for hours and admissibility

6465 Chester Avenue Montréal, Québec H4V 2Z8

514-484-7878 (extension #2)

http://fatherdowdfoundation.org/henri-bradet-cen tre.html

St. Margaret's Day Centre



Services include: a morning or afternoon of activities for seniors living at home who have physical and/or cognitive deficits











Call for hours and admissibility

50 Hillside Avenue Westmount, Québec H3Z 1V9

514-484-7878 (extension #8)

https://www.saint-margaret.ca/en/day-centre/day -centre/

Updated: March 2020

Page 24

RESOURCES FOR CHILDREN, YOUTH & FAMILIES FR L **Engaged Parents for Early Childhood** Call for hours and admissibility Supports parents in their role as an educator of their child and facilitates a successful start to school for children 5964 Notre-Dame-de-Grâce Avenue Services include: weekly activities for Office 208 parents to do with their children, books Montréal. Québec and learning materials, workshops and H4A 1N1 training sessions for parents, and special family parties 514-484-1417 (extension #230) https://www.parentsengages.org/ Elizabeth House - Services are for families with children Call for hours and admissibility ages 0 to 5 years old - Private rehabilitation centre that offers a 2131 de Marlowe Avenue continuum of intensive intervention and Montréal, Québec H4A 3L4 specialized support services to parents, particularly young mothers and mothers-to-be, who are experiencing 514-482-2488 http://maisonelizabethhouse.com/home-eng/ serious difficulties adjusting to pregnancy or in their new parenting role Programs include: prenatal support, parenting skills, psychosocial support, independent living and life skills, semi-supervised and transitional apartment programs, and counselling, advocacy, referrals, and accompaniment **Mosaik Family Resource Centre** Fosters aspects of the modern family by Call for hours and admissibility promoting bonding between parents and children, providing educational 6215 Côte Saint Luc Road workshops, and introducing families to Hampstead, Québec other resources in the community such as H3X 2H3 parks and libraries Programs include: infant stimulation, 514-227-1270

baby massage, story times, activities,

meet-up café, and fun outdoor excursions

Updated: March 2020

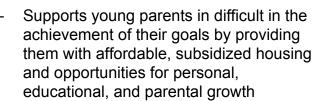
https://maisonmosaik.wixsite.com/english

EN FR & **Head & Hands** Young Parents Program: Provides a Call for hours and admissibility place for parents or parents-to-be under the age of 25 years old to meet and Young Parents Program and Youth Clinic: connect with other parents in a friendly, 3465 Benny Avenue casual, and inviting atmosphere Montréal, Québec Youth Clinic: Provides a medical clinic H4B 2R9 for youth between the ages of 12 and 25 514-481-0277 years old, including youth who do not have any health insurance coverage. Jeunesse 2000/J2K: Services include: STI screening and lab 3770 Décarie Boulevard testing, contraception and IUD insertion Montréal, Québec and removal, abortion support, legal H4A 3J7 clinic, hormone therapy, counseling and 514-872-9444 mental health support, emergency food https://headandhands.ca/ pantry, sterile substance use/consumption supplies, free clothing and boots, outreach workers, and harm reduction trainings for youth and community partners Jeunesse 2000/J2K: Provides a non-judgmental and welcoming drop-in

O3 - On Our Own

centre that caters to Montréal youth

between the ages of 12 and 17 years old



Services include: subsidized housing program, individual action planning, workshops, resident meetings, child drop-off evenings, and special events









Monday to Thursday: 9:30am to 4:30pm Friday: 9:30am to 8pm

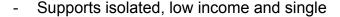
Saturday: 9am to 8pm Sunday: 9am to 6pm

3970 Cavendish Boulevard Suite #1 Montréal, Québec H4B 2N3

514-369-0757

http://www.o3onourown.com/

Women on the Rise











Monday to Friday: 10am to 5pm

mothers with children between the ages of 0 and 5 years old

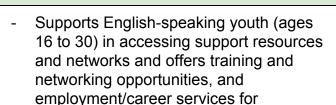
Programs include: activities to help child development, nutritional programs, respite time for mothers, outdoor activities, educational workshops, and community resources

6897 Somerled Avenue Montréal, Québec H4V 1V2

514-485-7814

https://www.womenontherise.ca/

Youth for Youth Québec (Y4Y)



English-speaking youth via outreach to







Call for information and hours

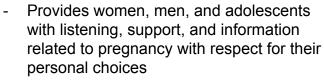
5964 Notre-Dame-de-Grâce Suite #204 Montréal. Québec H4A 1N1

514-612-2895

https://y4yquebec.org/

Grossesse-Secours

communities throughout Québec



Services include: telephone listening line (during office hours), pregnancy testing services, a community thrift store, school awareness programs, and sex education workshops



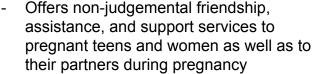
Monday to Friday: 9am to 5pm

79 Beaubien Street East Montréal. Québec H2S 1R1

514-271-0554

https://www.grossesse-secours.org/

Pregnancy Counselling Centre



Services include: free pregnancy tests, listening and help during crisis, education on available options, referrals to other agencies, accompaniment, maternity and baby clothes, follow-up after birth, and support after abortion











Call to schedule appointment Tuesday to Friday: 10am to 4pm

7394 19th Avenue Montréal. Québec H2A 2L7

514-593-1720

https://www.pregnancycc.org/

EN FR & **Melons & Clémentines** - This private resource offers information, Monday to Friday: 10am to 5pm support, and services to mothers wishing Saturday: 11am to 4pm to learn more about breastfeeding Services include: breastfeeding friendly 5659 Sherbrooke West café, breastfeeding and lactation Montréal, Québec consultations, perinatal care workshops, H4A 1W6 specialized breastfeeding boutique, and breastfeeding resources 514-482-5248 https://www.melonsetclementines.com/ FR L Nourri-Source Montréal Cavendish Tuesday: 10am to 12pm Offers a weekly space for mothers and mothers-to-be to consult breastfeeding specialists and ask questions about CLSC Benny Farm breastfeeding 6484 Monkland Avenue - Provides a space for mothers and Room 042 mothers-to-be to share information and Montréal, Québec experiences with other mothers H4B 1H3 514-484-7878 nourrisourcecavendishndg@gmail.com https://nourri-source.org/ https://www.nourrisourcemontreal.org/ EN FILE C **Herzl-Goldfarb Breastfeeding Clinic** - Offers an interdisciplinary referral centre Call to schedule appointment for mothers and babies who are experiencing breastfeeding difficulties Jewish General Hospital 3755 Côte-Ste-Catherine Road Services include: management and Pavilion B. 5th Floor treatment of complex breastfeeding cases, education and training of medical Room B-556 and non-medical learners and Montréal. Québec professionals, and informational materials H3T 1E2 on a range of breastfeeding topics 514-340-8222 ext. 23269

g-clinic/

Updated: March 2020

https://www.jgh.ca/care-services/goldman-herzl-family-practice-centre/herzl-goldfarb-breastfeedin

Côte-des-Neiges Birthing Centre Maison de Naissance Côte-des-Neiges



- Provides personalized and continuous follow-up by midwives during pregnancy, as well as a warm and safe environment for birth
- Services include: prenatal consultations, prenatal workshops and discussion groups, at home birth support, access to birthing centre, postnatal follow-up care, and breastfeeding information and support

Monday to Friday: 8:30 to 5pm

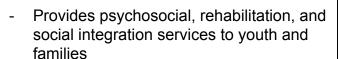
6560 Côte-des-Neiges Road Montréal, Québec H3S 2A7

514-736-2323

https://www.ciussswestcentral.ca/sites-and-reso urces/birthing-centres/cote-des-neiges-birthing-c entre/

FILE SE

Batshaw Youth and Family Services



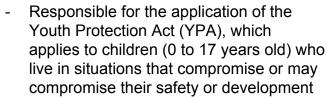
- Ensures the provision of services related to child placement, adoption, adoption disclosure, reunification, expertise to the Superior Court, and mediation
- Services provided to the residents of Montréal who wish to receive services in English and to the Jewish community of Montréal, in either English or French

Monday to Friday: 9am to 5pm

5 Weredale Park Westmount, Québec H3Z 1Y5

514-989-1885 http://www.batshaw.gc.ca/en

Director of Youth Protection (DYP)(French)



 Services include: prevention, protection, rehabilitation, mediation, adoption, foster care, legal issues, and evaluation services to the residents of Montréal who wish to receive services in French



Monday to Friday: 9am to 5pm

1001 de Maisonneuve Boulevard East Montréal, Québec H2L 4P9

514-896-3100

https://www.quebec.ca/en/family-and-support-for-individuals/assistance-and-support/director-of-youth-protection-dyp/

Updated: March 2020

Page 29

COMMUNITY COUNCILS AND COMMUNITY CENTRES **Notre-Dame-de-Grâce Community** EN FR L Council Acts to promote, improve, and sustain the Hours may vary Monday to Friday: 9am to 5pm well-being of the Notre-Dame-de-Grâce community and its residents One of 31 Tables de Quartier on the 5964 Notre-Dame-de-Grâce Island of Montréal and brings together Suite #206 and mobilizes various actors in the Montréal. Québec community for consultation to identify H4A 1N1 community needs, set priorities for action, and ensure implementation 514-484-1471 http://ndg.ca/en/ **Notre-Dame-de-Grâce Community** EN FR L Centre - Community centre located in Call or visit for information on specific programs Notre-Dame-de-Grâce and hours - Programs for all ages include: art classes, dance classes, infant, child and 3757 Prud'homme Street youth activity groups, physical activity Montréal. Québec classes (ex. yoga and pilates, Taï Chi, H4A 3H8 self-defense), language and conversation classes.and music classes 514-484-6123 http://www.ccndq.org/ **Community Leisure Centre of** D FB & 🚘 📞 Côte-des-Neiges - Recreation and leisure centre located in Call or visit for information on specific programs Côte-Des-Neiges - Programs for all ages include: daycare, Monday to Thursday and Sunday: 9am to 10pm arts and culture clubs, youth clubs, Friday and Saturday: 8am to 10pm activity clubs, language clubs, sports, music, dance, game room, walking clubs, 5347 Côte-Des-Neiges Road workshops, and cultural events Montréal. Québec - Programs can often be subsidized based H3T 1Y4 on income level and/or income source 514-733-1478

https://www.cclcdn.gc.ca/

Updated: March 2020

Page 30

USEFUL LINKS AND INFORMATION	
Régie de l'Assurance Maladie du Québec - Québec Health Insurance Board (RAMQ)	
Medical Services Covered by RAMQ	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/covered-services/Pages/medical-services.aspx
Dental Services Covered by RAMQ	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/covered-services/Pages/dental-services.aspx
Optometric Services Covered by RAMQ	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/covered-services/Page s/optometric-services.aspx
Other Services Covered by RAMQ	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/covered-services/Pages/other-services.aspx
Reimbursement Covered by RAMQ	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/covered-services/Pages/reimbursement.aspx
Fees Billed by a Physician	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/covered-services/Page s/covered-services-accessory-costs.aspx
RAMQ Eligibility	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/registration/Pages/eligibility.aspx
How to Register for RAMQ	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/registration/Pages/how -to-register.aspx
Proof of Residence to Register for RAMQ	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/registration/Pages/proof-residence.aspx
How to Get Your RAMQ Health Card (Photo and Signature)	http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/health-insurance-card/ Pages/photo-signature.aspx
Health Coverage for Protected Persons, Refugees, and Other Groups	
Interim Federal Health Program (IFHP) Description of Overseas IFHP Coverage: The IFHP covers certain pre-departure medical services for refugees coming to	

Canada for resettlement. This coverage includes the following services:

- Immigration medical exams and follow-up treatment of health conditions that would make someone inadmissible to Canada under paragraph 38(1)(a) of the Immigration and Refugee Protection Act
- Vaccinations
- Outbreak management and control
- Medical support needed for safe travel

Description of In-Canada IFHP Coverage:

In Canada, the IFHP provides limited, temporary coverage of health-care benefits to people in the following groups who aren't eligible for provincial or territorial (PT) health insurance:

- Protected persons, including resettled refugees
- Refugee claimants
- Certain other groups

The IFHP does not cover the cost of health-care services or products that a person may claim (even in part) under a public or private health insurance plan. The IFHP does not coordinate benefits with other insurance plans/programs so co-payments aren't possible.

https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/coverage-summary.html

FREQUENTLY ASKED QUESTIONS (FAQ)

Question: How can I find a family doctor in Montréal and Québec?

Answer: Due to a shortage of both family doctors and pediatricians in Montréal and Québec in general, health service users wishing to find a family doctor must register on the provincial waiting list (GAMF - Guichet d'Accès à un Médecin de Famille/Québec Family Doctor Finder). You can register by using the online GAMF system, by using the online Québec Health Booklet, or by telephoning your territory waiting list. The waiting list requires that you currently have a valid health insurance card, that you are not already registered with a family doctor, that you live at the address indicated in your RAMQ file, that you are at least 14 years of age or older, and that you live in Québec and your postal code is listed by Canada Post.

https://www.quebec.ca/en/health/finding-a-resource/registering-with-a-family-doctor/

Question: How can I access medical care in Montréal without a family doctor?

Answer: Due to a shortage of both family doctors and pediatricians in Montréal and Québec in general, health service users (adults and children) often use walk-in clinics for medical examinations. Some walk-in clinics offer appointments and others do not. In order to get an appointment in a walk-in clinic, service users can either call their chosen clinic in the early morning for appointment availability (if appointments are offered) or they can book an appointment online using Bonjour Santé. For a \$15 service fee, Bonjour Santé will find appointments in your community

and surrounding areas. You are required to pay the \$15 fee in order to book the appointment and be given the address.

https://www.bonjour-sante.ca/LandingPage/en.html

Question: How can I access medical care in an emergency?

Answer: If you are in a serious medical emergency, dial 9-1-1 and ask for assistance. The operator will dispatch emergency personnel (police officers, firefighters, ambulance) within minutes. Hospital emergency rooms are the next emergency service location. Each hospital has an emergency room and the closest in the NDG community is located at McGill University Health Centre (1001 Décarie Boulevard, Montréal, Québec, H4A 3J1). An emergency room for children is also available at the Montréal Children's Hospital (1001 Décarie Boulevard, Montréal, Québec, H4A 3J1). If you are unsure if you are in need of emergency assistance, please call 8-1-1 (Info-Santé and Info-Social). Please consult the link below for a list of all hospitals located in the Montréal region. https://santemontreal.gc.ca/en/public/support-and-services/hospital-emergencies/#c2370

Question: How can I access medical care in Montréal without medical coverage?

Answer: The Clinique Medicins du Monde provides free and confidential health and social services **only** to migrants with precarious status (men, women, and children), people without a health insurance card and are not eligible for the Interim Federal Health Program (IFHP), undocumented persons, and people in precarious financial situations. This clinic is **not** intended for people travelling in Canada (tourists) or residents of other Canadian provinces. Please consult their website for admissibility and clinic hours.

https://www.doctorsoftheworld.ca/clinique-pour-les-migrants-sans-couverture-medicale-en/

Question: What is 8-1-1 (Info-Santé and Info-Social)?

Answer: 8-1-1 (Info-Santé and Info-Social) is a free and confidential telephone consultation service available 24 hours a day, 7 days a week. If you have a health related question of any kind, nurses and social workers will answer and give advice about health and psychosocial issues. They may also direct you to a resource in the health and social services network in your community. Services are provided in English and French. People with hearing impairments can use a relay service to access 8-1-1.

https://santemontreal.gc.ca/en/public/support-and-services/info-sante-and-info-social-8-1-1/