

West Island Community Resource Centre

The West Island Community Resource Centre (CRC) is a non-profit organization dedicated to improving individual and collective well-being in the West Island. It provides an information and referral service and strengthens and supports the development of the West Island community in collaboration with community partners.

Support the CRC:

A donation of \$2.00 per guide is greatly appreciated.



CENTRE DE RESSOURCES COMMUNAUTAIRES DE L'OUEST-DE-L'ÎLE
WEST ISLAND COMMUNITY RESOURCE CENTRE

WEST ISLAND SENIORS RESOURCE GUIDE

The CRC can help you find additional resources:
514-694-6404 info@crcinfo.ca www.crcinfo.ca



The West Island Community Resource Centre would like to thank the following community partners for giving their input into the creation of this guide:

Arthritis West Island Self-Help (AWISH)

DDO Seniors Club

Gerontologis

SPVM Police Station 3

NOVA West Island

Pointe-Claire Aid for Seniors

West Island Citizen Advocacy (WICA)

West Island Association for Intellectually Handicapped (WIAIH)

Volunteer West Island

Thank you to our special team of volunteers who dedicated their time and efforts to making this guide possible:

Joanne, Ruth and Eliane

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West Island Community Shares

City of Pointe-Claire



POINTE-CLAIRE

WEST ISLAND SENIORS RESOURCE GUIDE

8TH EDITION

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The West Island Seniors Resource Guide is a source of information for seniors, their families and caregivers, and professionals who are seeking support services and programs for elderly people in the West Island community.

Disclaimer: The West Island Community Resource Centre (CRC) provides these resources as information only. It is not intended to provide medical, legal or professional advice whatsoever and should not be relied upon in that respect. Inclusion of an organization and information about its programs and services on the Guide does not imply endorsement by the CRC nor does exclusion indicate lack of endorsement. The CRC makes no representations or warranties express or implied regarding the products or services of the resources listed or advertised in the Guide.

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514-694-6404 info@crcinfo.ca www.crcinfo.ca

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Grow old along with me! The best is yet to be...

~Robert Browning

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INFORMATION AND REFERRAL SERVICES

RESOURCE CENTRES

West Island Community Resource Centre

Address: 114 Donegani, Pointe-Claire, QC

Telephone: 514-694-6404

Website: www.crcinfo.ca

Email: info@crcinfo.ca

Services: Information and referral to a variety of services in the West Island based on individual needs. Also offers a free legal and income tax clinics and specialized resource guides.

Information and Referral Center of Greater Montreal

Telephone: 514-527-1375

Website: www.info-reference.qc.ca

Email: crgm@info-reference.qc.ca

Services: Information and referral to a variety of services across Montreal.

HELPLINES

Appui for Caregivers

Telephone: 1-888-852-7784

Website: www.lappuimontreal.org

Services: A bilingual helpline for caregivers offering information and support. Available Monday to Friday from 8:00am-6:00pm.

West Island Crisis Centre

Telephone: 514-684-6160

Website: www.wicrisiscenter.com

Services: 24 hour /7 days a week emergency hotline that offers psychological assessments, intervention and evaluations, and temporary emergency shelter .

Referral Helpline for Seniors

Telephone: 514-527-0007 (Monday to Friday, from 9:00-4:30)

Website: www.info-reference.qc.ca

Email: crgm@info-reference.qc.ca

Services: A helpline for people of 65 years old and over who prefer to speak to counsellors instead of voice messaging. Also, provides information on community organizations offering services for elderly people.

Tel-Ainés

Telephone: 514-353-2463

Website: www.tel-ecoute.org/services.php

Email: tel-ecoute@tel-ecoute.org

Services: Information and listening service for seniors across Montreal.

COMMUNITY COUNCILS

DID YOU KNOW...

There are two organizations that exist in the West Island whose mandate is to assist in helping to improve the quality of life of West Island citizens. Table de Quartier Sud de l'Ouest-de-l'Île and Table de Quartier Nord de l'Ouest-de-l'Île (West Island Community Council South and North) are non-profit organizations that unite all citizens and individuals involved in community organizations, institutions, business and political life to favour and promote social development in their respective communities!

Table de Quartier Sud de l'Ouest-de-l'Île

Telephone: 438-938-7764

Website: www.tqsoi.org

Email: info@tqsoi.org

Services: The goal is to unite citizens living in the following sectors: Senneville, Ste-Anne-de-Bellevue, Baie-D'Urfé, Beaconsfield, Kirkland, Pointe-Claire, Dorval by organizing citizen forums to express their needs and concerns about their respective communities to ultimately improve quality of life. The TQS also informs and mobilizes citizens and community stakeholders by focusing on the priorities of the south of the West Island.

Table de Quartier Nord de l'Ouest-de-l'Île

Telephone: 514-675-3006

Website: www.tqnoim.org

Email: tqnoim@gmail.com

Services: The goal is to unite citizens living in the following sectors: Pierrefonds-Roxboro, Ile-Bizard-Ste-Genevieve, and Dollard-des-Ormeaux by participating in social development projects in the community. The TQN informs and mobilizes citizens and community stakeholders by focusing on the priorities of the North of the West Island.

**IN CASE OF EMERGENCY
FIRE-AMBULANCE-POLICE
911**

**HEALTH RELATED INFO
INFO-SANTÉ
811**

IMPORTANT EMERGENCY NUMBERS

Gaz Métropolitain Odour Detection

Telephone: Call 9-1-1 or 1-800-361-8003 in case of leak

Website: www.gazmetro.com

Services: Information about gas leak emergencies on website.

Hydro-Québec

Telephone: 1-800-790-2424

Website: www.hydroquebec.com

Services: Call in case of power failures and emergencies.

Info Gas

Telephone: 514-598-3111

Services: Odour detection.

Poison Control Centre

Telephone: 1-800-463-5060

Website: www.santemontreal.qc.ca/en/support-services/emergency-services/poison-control-centre

DID YOU KNOW...

Natural gas is odourless. A very smelly substance is added so leaks can be detected.

This substance, called mercaptan, gives off a strong smell of rotten eggs. What should you do?

1. Avoid flames and sparks. Do not smoke. Do not turn on any appliance near the leak, not even a cell phone or a light switch – static electricity could produce a spark.
2. Leave the building immediately or move well away from the leak if you are already outdoors.
Without delaying your exit, on your way out, open doors and windows to ensure maximum ventilation.
3. Call 9-1-1. If you are feeling dizzy or nauseous, or you have a headache, especially near a natural gas appliance, leave the building immediately and call medical services at 9-1-1. An appliance that is not working properly can cause carbon monoxide poisoning.

COMMUNITY POLICE STATIONS

Station 1:

Serving: Baie-D'Urfé, Beaconsfield, Kirkland, Sainte-Anne-de-Bellevue, Senneville

Address: 2883, boul. Saint-Charles, Kirkland QC H9H 3B5

Telephone: 514-280-0101

Website: www.spvm.qc.ca/en/pdq01

Email: pdq1@spvm.qc.ca

Station 3:

Serving: Île-Bizard- Sainte-Geneviève, Pierrefonds-Roxboro

Address: 14 680, boul. de Pierrefonds, Pierrefonds QC H9H 4Y6

Telephone: 514-280-0103

Website: www.spvm.qc.ca/en/pdq03

Email: pdq3@spvm.qc.ca

Station 4:

Serving: Dollard-Des Ormeaux

Address: 4139 boul. des Sources, Dollard-des-Ormeaux QC H9B 2A6

Telephone: 514-280-0104

Website: www.spvm.qc.ca/en/pdq04

Email: pdq4@spvm.qc.ca

Station 5:

Serving: Dorval, L'Île-Dorval, Pointe-Claire

Address: 395 boul. Saint-Jean, Pointe-Claire QC H9R 3J2

Telephone: 514-280-0105

Website: www.spvm.qc.ca/en/pdq05

Email: pdq5@spvm.qc.ca

Station 8:

Serving: Lachine, Saint-Pierre

Address: 170, 15e Avenue, Lachine QC H8S 3L9

Telephone: 514-280-0108

Website: www.spvm.qc.ca/en/pdq08

Email: pdq8@spvm.qc.ca

LOCAL PUBLIC SECURITY

Serving: Baie D'Urfé, Senneville, Ste-Anne-de-Bellevue

Telephone: 514-630-1234

Serving: Beaconsfield

Telephone: 514-428-4400

Serving: Dorval

Telephone: 514-231-3768

Serving: Ile Bizard/Ste-Genevieve and Lachine

Telephone: 3-1-1

Serving: Kirkland

Telephone: 514-280-2222

Serving: Pierrefonds/Roxboro

Telephone: 514-630-6300

Serving: Pointe-Claire

Telephone: 514-630-1234

QUEBEC PROVINCIAL POLICE

Sûreté du Québec

Telephone: 514-310-4141

Website: www.suretequebec.gouv.qc.ca

EMERGENCY SHELTERS

West Island Women's Shelter

Telephone: 514-620-4845

Website: www.wiws.ca

Email: info@rfoi.org

Services: Offers a service of secure shelter (accommodations at a shelter and 2nd phase assistance of transition housing), 24/7 telephone crisis support, external consultation meetings (without shelter services) as well as legal, financial and psychological support to women and their children who are victims of conjugal violence. Awareness workshops are also available in the community and in the schools.

SAVA Centre-Ouest

Telephone: 514-903-3550

Website: www.savacentreouest.org

Email: info@savacentreouest.org

Services: Shelter and assistance for victims of elder abuse.

La Passerelle

Telephone: 450-424-6010 (emergency) 450-424-6077 (administration)

Website: www.facebook.com/hlapasserelle

Services: Free and confidential 24/7 telephone intervention, temporary shelter, moral support, individual consultation for women victims of domestic violence and their children.

Auberge Shalom

Telephone: 514-731-0833 (shelter24/7) 514-485-4783 (counselling & resource office)

Website: www.aubergeshalom.org

Email: ascc@colba.net

Services: Emergency housing, counselling and resources for women in abusive relationships.

Chez Doris

Telephone: 514-937-2341

Website: www.chezdoris.ca

Email: information@chezdoris.ca

Services: Shelter for women with drop-in program, meal program, financial administration program, mental/physical health services, legal information.

Logifem

Telephone: 514-939-3172

Website: www.logifem.org

Services: Emergency and long-term accommodation and meals for women. Intervention team is available 24/7.

Le Parados

Telephone: 514-637-3529 (24/7)

Website: www.leparados.com

Email: parados@videotron.ca

Services: Shelter for abused women and their children. They offer support services, counseling, information, referral, intervention, accompaniment, child-care for appointments (court, lawyer, doctor etc).

Salvation Army

Telephone: 514-934-5615 (for women) 514-932-2214 (for men)

Website: www.armeedusalut-quebec.ca

Services: Residence for women in crisis. They provide meals, basic care, moral support etc. There is also accommodation for homeless men which includes addiction treatment and social reintegration.

HELPLINES

Elder Abuse Info line

Telephone: 514-489-2287 or 1-888-489-2287 from 8:00am-8:00pm

Website: www.aideabusaines.ca

Email: ligneaideabusaines@ssss.gouv.qc.ca

Services: A free, confidential and bilingual helpline that offers: listening and support, information and referral, intervention and follow up in regards to elder abuse.

Referral Helpline for Seniors

Telephone: 514-527-0007 (Monday to Friday, from 9:00-4:30)

Website: www.info-reference.qc.ca

Email: crgm@info-reference.qc.ca

Services: A helpline for people 65 years old and over who prefer to speak to counsellors instead of voice messaging. Also, provides information on community organizations that offer services for elderly people.

Sexual Assault Helpline

Telephone: 514-933-9007

Website: www.agressionssexuelles.gouv.qc.ca

Services: Provides 24/7 listening, guidance and information to victims of sexual assault and their families.

Suicide Action Montreal Helpline (SAM)

Telephone: 514-723-4000

Website: www.suicideactionmontreal.org

Services: Offer a listening service and confidential crisis intervention for people contemplating suicide and for those affected by it.

Tel-Ainés

Telephone: 514-353-2463 or 1-877-353-2460
(for information 514-493-4512)

Website: www.tel-aines.org

Email: tel_ecoute@hotmail.com (to express yourself in writing);
tel-ecoute@tel-ecoute.org (info)

Services: Help seniors overcome their isolation and express their emotions in different stages of aging.

Tel-Aide

Telephone: 514-935-1101

Website: www.telaide.org

Email: info@telaide.org

Services: Free, anonymous and confidential bilingual telephone listening service for people who need to confide in someone, talk about concerns, or are experiencing suicidal feelings.

Tel-Écoute

Telephone: 514-493-4484 (in operation 7 days a week, from 10:00am to 10:00pm)

Website: www.tel-ecoute.org

Email: tel-ecoute@tel-ecoute.org (information)

Services: Anonymous and confidential active listening, suicide prevention and reference, to allow those in precarious situations or psychological distress to break the isolation and express emotions.

ELDER ABUSE

Elder Abuse is unacceptable no matter what form it takes:

- **Neglect:** Includes being ignored or not having basic needs met.
- **Physical:** Includes being hit, pushed, forced to eat too quickly.
- **Sexual:** Includes being harassed, fondled, or being a victim of inappropriate touching.
- **Psychological:** Includes being humiliated, threatened, infantilized, ignored or secluded.
- **Violation of Rights:** Includes discrimination, receiving medical treatment without consent.
- **Material or Financial exploitation:** Includes misuse of assets or property.

Elder Abuse Info line

Telephone: 514-489-2287 or 1-888-489-2287 from 8:00am-8:00pm

Website: www.aideabusaines.ca

Email: ligneaideabusaines@ssss.gouv.qc.ca

Services: A free, confidential and bilingual helpline that offers: listening and support, information and referral, intervention and follow up in regards to elder abuse.

CALACS West Island

Telephone: 514-684-2198

Website: www.calacsdelouest.ca

Email: info@calacsdelouest.ca

Services: Provides victims of sexual assault advocacy services such as defence of rights of a victims, accompaniment to legal appointments and resources.

Centre d'assistance et d'accompagnement aux plaintes (CAAP)

Telephone: 514-861-5998

Website: www.caapidm.ca

Email: info@caapidm.ca

Services: An organization mandated by the Health and Social Services Minister to assist and support users not satisfied of the services provided by the Health and Social Services network institutions located on the Island of Montreal.

CSSS West Island: Psycho-Social Intake

Telephone:

514-639-0650 (Dorval-Lachine)

514-697-4110 (Lac St-Louis)

514-626-2572 (Pierrefonds)

CLSC Services: Teams can help in case of problems related to mental health, abuse, social exclusion and emotional or psychological distress.

SOS Violence Conjugal

Telephone: 514-873-9010

Website: www.sosviolenceconjugale.ca

Email: sos@sosviolenceconjugale.ca

Services: A helpline and referral service for victims of domestic violence.

Sexual Assault Helpline

Telephone: 514-933-9007

Website: www.agressionssexuelles.gouv.qc.ca

Services: Provides 24/7 listening, guidance and information to victims of sexual assault and their families.

FRAUD PREVENTION

Tips to protect yourself against fraud:

- Only conduct business with people or organizations that you are familiar with.
- Do not pay for products or services before they are delivered .
- Do not give out your bank account information, social insurance number or credit card number to someone you do not know.
- Never spend money to get a 'free prize' (ex: you won a free trip!)
- Always get two or three written estimates before hiring any contractors.
- Be aware of phone or Email scams (ex: grandchild in trouble asking for money wire transfers).
- Do not allow yourself to be bullied or pressured into making a decision. Take your time, do your research and ask questions!
- If you are not sure or do not feel comfortable- ***call the resources listed below!***

Autorité des Marché Financiers (AMF)

Telephone: 514-395-0337

Website: www.lautorite.qc.ca/en/index.html

Services: Provides assistance against fraud for financial products consumers. The AMF regulates the province's financial markets and provide assistance to consumers of financial products and services.

Canadian Anti-Fraud Centre

Telephone: 1-888-495-8501

Website: www.antifraudcentre-centreantifraude.ca

Email: info@antifraudcentre.ca

Services: For information or report financial fraud or scams.

Canadian Securities Administrators

Telephone: 514-864-9510

Website: www.securities-administrators.ca

Email: csa-acvm-secretariat@acvm-csa.ca

Services: This public organization regulates services to protect people using investment services from unfair, improper or fraudulent financial practices.

Agence Ometz

Telephone: 514-343-3524

Website: www.ometz.ca

Email: info@ometz.ca

Services: Offer a crisis intervention services such as: financial aid, food and shelter, access to government services and counselling.

CRISIS INTERVENTION

West Island Crisis Centre

Telephone: 514-684-6160

Website: www.wicrisiscenter.com

Services: 24 hour /7 days a week emergency hotline that offers psychological assessments, intervention and evaluations, and temporary emergency shelter.

West Island Citizen Advocacy

Telephone: 514-694-5850

Website: www.volunteerwica.com

Email: wica@qc.aibn.com

Services: Offer a seniors advocacy program that can help intervene in situations of abuse (ex: financial), social crisis (ex: eviction) and rights violation (ex: health care).

FOOD PROGRAMS

FOOD RESOURCES

Carrefour D'Entraide de Lachine

Telephone: 514-634-3686

Website: www.carrefourdentraide.org

Services: Emergency food program for Lachine residents.

Christian Action

Address: St. John's United Church, 98 Aurora, Pointe-Claire

Telephone: 514-694-9246

Services: Food program and vouchers for Pointe-Claire residents.

Comptoir Alimentaire Ste-Anne-de-Bellevue

Address: 1 rue de l'église, Ste-Anne-de-Bellevue

Telephone: 514-457-5499

Email: paroisse1703sab@hotmail.com

Services: Food program that takes place every 3rd Thursday of the month for Ste-Anne de Bellevue residents.

Good Food Box

Telephone: 514-694-5850 (Bread Basket Lac St. Louis)

Website: www.moissonmontreal.org

Email: info@moissonmontreal.org

Services: A program that offers fresh fruits and vegetables at reasonable prices.

Dorval Community Aid

Address: 1335 Lakeshore Road, Room S-020, Dorval

Telephone: 514-633-4100

Website: www.ville.dorval.qc.ca

Services: Emergency food resources available for Dorval residents.

On Rock Community Services

Address: 9554 Boul. Gouin O., Pierrefonds, QC

Telephone: 514-696-1905

Website: www.onrock.org

Email: onrock@onrock.org

Services: Offer food resources, school lunches and community dinners on Tuesdays and Thursdays for West Island residents.

West Island Assistance Fund

Address: 9 rue Centre Commercial, Roxboro QC H8Y 2N9

Telephone: 514-683-0456

Website: www.fdoi.org

Email: info@fdoi.org

Services: Offer food resources, furniture, collective kitchen and other activities for West Island residents who are living in difficult social conditions.

West Island Mission

Telephone: 514-912-6813

Website: www.wimmoi.com

Email: wimmoi@hotmail.com

Services: Food assistance program for West Island residents in need.

COMMUNITY KITCHENS AND MEALS

Community kitchen programs offer nutritional information and cooking lessons in a group setting.

Bread Basket Lac St-Louis

Telephone: 514-694-5850

Email: corbeilledepain@gmail.com

Services: Organize community kitchens for residents in the south of the West Island.

Carrefour D'Entraide de Lachine

Telephone: 514-634-3686

Website: www.carrefourdentraide.org

Services: Organize community kitchens for residents in Lachine.

On Rock Community Services

Address: 9554 Boul. Gouin W., Pierrefonds, QC

Telephone: 514-696-1905

Website: www.onrock.org

Email: onrock@onrock.org

Services: Organize a weekly community supper on Tuesday and Thursday from 5:30-7:30. Cost: \$2.00 (individual) \$5.00 (family).

Pierrefonds Community Project

Address: 12 301 Colin, Pierrefonds, QC

Telephone: 514-684-5995

Website: www.pcpwi.org

Services: Offers a community lunch each month for a small fee.

West Island Assistance Fund

Address: 9 rue Centre Commercial, Roxboro QC H8Y 2N9

Telephone: 514-683-0456

Website: www.fdoi.org

Email: info@fdoi.org

Services: Organize community kitchens twice a month for a fee of \$2.50 per portion. Please call to reserve your spot.

Check with your local parish to see if they organize their own community lunch.

MEAL PROGRAMS

Meals on Wheels

Telephone: 514-457-5445

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: A program that provides hot nutritious meals to homebound or isolated seniors and to those with reduced autonomy.

Équipe Entreprise

Telephone: 514-636-1081

Website: www.equipeentreprise.org

Email: info@equipeentreprise.org

Services: Offer a selection of nutritious frozen meals, soups and desserts for a reasonable price. These items are low in fat, salt free and MSG free. Please note: there is no delivery available.

DID YOU KNOW...

Some groceries stores will take phone orders and deliver your groceries directly to your home for a small fee. Check with your local grocery store to see what delivery options they provide.

FARMERS' MARKETS

Beaconsfield Market

Address: 104 Elm, (Beaconsfield Train Station) Beaconsfield

Telephone: 514- 695-3542

Website: www.beaconsfieldheritagemarketsquare.weebly.com

Email: beaconsfieldfarmersmarket@mail.com

Services: Non-profit community group supporting local farmers, urban growers, local artists and artisans at a meet and greet every Thursday from 3:30pm to 7:30pm for the sale of locally grown fruits and vegetables, freshly baked pastries, gluten free baked goods, arts & crafts by artisans, original paintings and music by local artists.

D-Trois Pierres

Address: Éco-quartier Roxboro-Pierrefonds 13, rue Centre Commercial

Telephone: 514-648-8805 / 514-280-6743

Website: www.d3pierres.com/content_accueil.asp?node=3

Services: Organic vegetables available. Open Wednesdays from June to October from 3:30pm to 6:30pm.

Ferme Écologique du Parc Cap St-Jacques

Address: 183 chemin du Cap-Saint-Jacques

Telephone: 514-648-8805 / 514-280-6743

Website: www.d3pierres.com/content_accueil.asp?node=3

Services: Organic vegetables produced on the farm. Open Saturdays from June to October from 11 a.m. to 5 p.m.

Les Jardins Carya

Address: 39 avenue Philips, Senneville

Telephone: 514-505-4300

Website: www.lesjardinscarya.com

Services: Organic vegetables and herbs. Open Wednesdays from June to October from 9 a.m. to 12 p.m.

Marché de l'Ouest

Address: 11600, boulevard de Salaberry, Dollard-des-Ormeaux

Telephone: 514-685-0183

Website: www.marchedelouest.com

Services: Offers flowers, transplants, fresh fruits and vegetables. Outdoor market is open every day during the summer.

Pointe-Claire Village Market

Address: Pointe-Claire Curling Club parking lot at the foot of Cartier Avenue

Services: Offers flowers, transplants, fruits, vegetables and honey. Open every day during the summer.

Ste-Anne's Market

Address: By the waterfront, in the parking lot at the corner of Ste-Anne St. and St-Pierre St.

Telephone: 514-831-3333

Website: www.marchesaintanne.ca/eng_Home.html

Email: marchesteanne@gmail.com

Services: Fresh produce and crafts for purchase. There are events and activities organized, check website for schedule.

Summer Schedule: Saturdays from 9am to 2pm (May-October)

Winter Schedule: Saturdays from 10:00am to 1:00pm (November-May)

The Mac Market

Address: 21,111 Bord-du-Lac (in the parking lot) Ste-Anne-de-Bellevue

Telephone: 514-398-4455, extension 7875

Website: www.mcgill.ca/plant/market

Services: Opens every year from July to November and sells fresh apples and several types of vegetables produced on campus.

MATERIAL ASSISTANCE AND DONATED ITEMS

Boutique 24

Address: 24 Maple, Ste Anne de Bellevue QC

Telephone: 514-457-5819 or 514-500-9736 (to donate)

Website: www.unionchurch.ca/in-the-community/boutique-24

Services: Items to purchase or donate.

Carrefour D'Entraide Lachine

Address: 1176 Provost, Lachine QC H8S 1N9

Telephone: 514-634-3686

Website: www.carrefourdentraide.org

Email: info@carrefourdentraide.org

Services: Provides second-hand clothing/household items.

NOVA Thrift Shops

Telephone:

Ste-Anne-de Bellevue: 514-457-1642 (Clothing and China) or 514-457-1948 (Books)

Kirkland: 514-697-6692 (Clothing and China)

Beaconsfield: 514-694-8417 (Furniture)

Services: Items to purchase or donate at various locations. All proceeds go directly to NOVA West Island.

Renaissance Stores

Address: Various locations in the West Island

Telephone: 514-276-3626

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Provide a thrift shop, donation centre and donation bins. Please call the head office to find the location near you.

Salvation Army Thrift Store

Address: 11815 Boul. Pierrefonds, Pierrefonds

Telephone: 514-683-6414

Services: Second hand clothing and household items for purchase. Donated items are accepted.

Village des Valeurs West Island

Address: 3399 Boul. Des Sources, Dollard-Des-Ormeaux

Telephone: 514-684-1326

Website: www.villagedesvaleurs.com

Services: Clothing and household items available to purchase or donate.

West Island Assistance Fund

Address: 9 rue Centre Commercial, Roxboro QC H8Y 2N9

Telephone: 514-683-3107 (Thrift shop)

Website: www.fdoi.org

Email: info@fdoi.org

Services: Thrift shop that includes clothing and household goods for West Island residents. Donations are accepted.

Looking to donate other items? Check with your local parish or community centre to see if they accept items to donate.

DONATION CENTRES THAT PICK UP

DID YOU KNOW...

Some donation centres will provide a free pickup of your donated item at your home directly. Please call in advance to verify items availability.

Big Brothers and Big Sisters Foundation

Telephone: 514-845-7920, extension 222

Website: www.fongfgsmtl.org/eng/contact.php

Diabète Québec

Telephone: 1-866-313-7800

Website: www.entraidediabetique.org/en/entraide-diabetique-20/about-us

Fondation Québécoise de la Déficience Intellectuelle (FQDI)

Telephone: 514-725-9797

Website: www.fqdi.ca/en/home-pickup

Email: sac@fqdi.ca

NOVA Thrift Shops

Telephone:

Ste-Anne-de Bellevue: 514-457-1642 (Clothing and China) or
514-457-1948 (Books)

Kirkland: 514-697-6692 (Clothing and China)

Beaconsfield: 514-694-8417 (Furniture)

Website: www.thriftshopsfornova.com

LEGAL RESOURCES

LEGAL SERVICES

Bar of Montreal

Telephone: 514-866-9392

Website: www.barreaudemontreal.qc.ca

Email: info@barreaudemontreal.qc.ca

Services: Provides general information on legal services and a referral services to help you find a lawyer. First 30 minutes consultation available for the fee of \$30.00.

Bar of Québec

Telephone: 514-954-3400

Website: www.barreau.qc.ca

Email: tableau@barreau.qc.ca

Services: Provides information on legal services and deals with complaints regarding legal services.

Chamber of Notaries of Québec

Telephone:

514-879-1793 (general inquiries)

1-800-668-2473 (legal info-line)

514-879-1793 (registration of wills)

Website: www.cnq.org

Email: information@cdnq.org

Services: Provides general legal information and information about wills.

Civil Liberties Union

Telephone: 514-849-7717

Website: www.liguedesdroits.ca

Email: info@liguedesdroits.ca

Services: Provide information regarding the defense and promotion of human rights in Quebec.

Consumer Protection

Telephone: 514-253-6556

Website: www.opc.gouv.qc.ca

Services: This governmental service offers phone service and focuses on help keep consumers informed of their rights, obligations and possible recourses should they run into problems with a merchant.

Déontologie Policière

Telephone: 514-864-1784

Website: www.deontologie-policiere.gouv.qc.ca

Services: The police ethics system receives and examines complaints regarding the conduct of police officers, wildlife protection officers, special constables or highway controllers.

Educaloi

Website: www.educaloi.qc.ca

Services: Website that informs Quebecers of their legal rights and responsibilities.

Legal info-line

Telephone: 1-800-668-2473

Services: An info line offers Quebecers the opportunity to speak free of charge with an experienced notary to facilitate access to basic legal information.

PRIVATE LAWYERS AND NOTARIES

Maitre Joan Benson

Address: 1 Avenue Holiday (East Tower) #501, Pointe-Claire, QC H9R 5N3

Telephone: 514-508-3800

Email: joanbenson@jbbenson.ca

Services: Private lawyer specializing in family law, Divorce, Civil and Criminal matters. Also provides legal information by appointment at the West Island Community Resource Centre Legal Clinic. Call the CRC to make an appointment.

Andrew Noël Swidzinski, Notary & Legal Advisor

Address: 119 Oakridge Pointe-Claire, QC H9R 3C4

Telephone: 514-756-0244

Email: aswidzin@notarius.net

Services: Private notary offering in home services for seniors.

Please refer to page 201.

LEGAL SUPPORT

Centre d'aide aux victimes d'actes criminels (CAVAC)

Telephone: 1-866-532-2822

Website: www.cavac.qc.ca/english/services/index.html

Services: Offers free and confidential support and information on legal process, rights and recourses for all victim of crime.

Canadian Human Rights Commission

Telephone: 1-888-214-1090

Website: www.chrc-ccdp.ca

Services: Information regarding human rights and discrimination and filing a complaint.

Quebec Human Rights Commission

Telephone: 514-873-5146

Website: www.cdpcj.qc.ca

Services: Investigates complaints dealing with discrimination and exploitation.

Québec Immigration and Cultural Communities

Telephone: 514-864-9191

Website: www.immigration-quebec.gouv.qc.ca

Services: Information regarding immigration laws.

Indemnity for Victims of Crime (IVAC)

Telephone: 514-906-3019

Website: www.ivac.qc.ca

Services: Provincial government program that offers financial compensation and services to anyone injured as a result of a crime committed against him/her. Please call for eligibility.

Ombudsman

Telephone: 514-873-2032

Website: www.protecteurducitoyen.qc.ca

Email: protecteur@protecteurducitoyen.qc.ca

Services: Reviews complaints from persons, enterprises, groups or associations who believe that they have been unfairly or improperly treated by a Government of Québec department or agency or by an institution in the health and social services network.

Pro-bono Centre

Telephone: 514-954-3434

Website: www.probonoquebec.ca

Email: info@probonoquebec.ca

Services: Promotes and coordinates free legal work to resolve cases that are either exceptional or of public interest for citizens not eligible for legal aid or lacking the financial resources to defend their rights.

Juri-pop

Telephone: 450-845-1637

Website: www.juripop.org

Services: Promotes access to the justice system by helping to defend the social, economic and human rights of individuals and by offering free legal clinics.

Conseil pour la protection des Malades (CPM)

Telephone: 514-861-5922

Website: www.cpm.qc.ca

Email: info@cpm.qc.ca

Services: A council dedicated to defending and protecting the dignity and rights of impaired senior patients who use the health services.

Centre d'assistance et d'accompagnement aux plaintes

Telephone: 514-861-5998

Website: www.caapidm.ca

Email: info@caapidm.ca

Services: An organization mandated by the Health and Social Services Minister to assist and support users not satisfied of the services provided by the Health and Social Services network institutions located on the Island of Montreal.

West Island Women's Shelter

Telephone: 514-620-4845

Website: www.wiws.ca

Email: info@rfoi.org

Services: Offers a service of secure shelter (accommodations at a shelter and 2nd phase assistance of transition housing), 24/7 telephone crisis support, external consultation meetings (without shelter services) as well as legal, financial and psychological support to women and their children who are victims of conjugal violence. Awareness workshops are also available in the community and in the schools.

COURT SYSTEM

Montreal Court House (Palais de Justice)

Address: 1, rue Notre-Dame Est Montréal, QC H2Y 1B6

Telephone: 514-393-2721

Website: www.justice.gouv.qc.ca/english/joindre/palais/montr-a.htm

Court of Québec

Telephone:

514-393-2242 (Civil Chamber)

514-393-2256 (Criminal Division)

514-393-2326 (Superior Court)

514-393-2022 (Appeals)

514-393-2304 (Small Claims)

514-872-2964 (Municipal)

Website: www.tribunaux.qc.ca/mjq_en/c-quebec/index-cq.html

LEGAL CLINICS

West Island Community Resource Centre

Telephone: 514-694-6404

Website: www.crcinfo.ca

Email: info@crcinfo.ca

Services: Offers a confidential and free legal clinic to citizens in the West Island. A volunteer lawyer is available by appointment only. Please call for schedule.

West Island Black Community Association

Telephone: 514-683-3925

Website: www.wibca.org

Email: admin@wibca.org

Services: Offer a free legal clinic every Thursday evening. Please call to make an appointment.

Montreal Women's Centre

Telephone: 514-842-1066

Website: www.centredesfemmesdemtl.org/centre/contact.html

Email: cfmwcm@centredesfemmesdemtl.org

Services: Offers a 30 minute legal information sessions for a donation of \$2.00-\$5.00. Clinic is available for women and by appointment only.

McGill University Legal Clinic

Telephone: 514-398-6792

Website: www.licm.mcgill.ca

Services: Bilingual and free legal information service providing legal information, referral and community services to Montreal communities. Appointments either by phone or in person are available.

YWCA- Y des Femmes Montreal

Telephone: 514-866-9941

Website: www.ydesfemmesmtl.org/En/Legal_Information_Clinic.html

Email: infojuridique@ydesfemmesmtl.org

Services: Legal information session offered by volunteer lawyers and notaries. There is a fee of \$10 and you must make an appointment (max: 3 per year).

Head and Hands

Telephone: 514-481-0277

Website: www.headandhands.ca

Services: Legal clinic in the evenings for adults aged 25 and over for a donation of \$20.

ADVOCACY AND CRISIS INTERVENTION

West Island Citizen Advocacy

Telephone: 514-694-5850

Website: www.volunteerwica.com

Email: wica@qc.aibn.com

Services: Offers a seniors advocacy program that assists and educates seniors who are facing financial, physical, emotional, sexual abuse, neglect or exploitation on the West Island.

West Island Crisis Centre

Telephone: 514-684-6160

Website: www.agressionssexuelles.gouv.qc.ca

Services: 24 hours /7 days a week emergency hotline that offers psychological assessments, intervention and evaluations, and temporary emergency shelter.

FINANCIAL RESOURCES

PROVINCIAL PENSIONS

Quebec Pension Plan (RRQ)

Website: www.rrq.gouv.qc.ca

Services: Provides a pension and benefits to individuals when they retire, become disabled or pass away.

Available programs:

- **Retirement pension** - A monthly payment available to RRQ contributors as early as 60 years of age.
- **Disability pension** - A monthly benefit available to qualified RRQ contributors.
- **Survivor benefits** - Are paid to a deceased contributor's estate, surviving spouse or common-law partner and dependent children.
- **Death benefits** - Provides a one-time payment to, or on behalf of, the estate of a deceased contributor.
- **Couple Credit Splitting** - A couple can accumulate RRQ credits during the time they live together within a marriage, or in a common law relationship, and can be divided equally between each individual when the relationship ends. A spouse that earned more money can share the pension income with their partner.

Note: If you ever worked outside of the province of Quebec you may be eligible for Canadian Pension Plan (CPP) benefits. Check with the federal government to see if you qualify: **1-800-622-6232**

FEDERAL RETIREMENT PROGRAMS

Old Age Security

Website: www.esdc.gc.ca/eng/retirement/oas/index.shtml

Services: OAS program provides a modest pension at age 65 for people who have lived in Canada for at least 10 years after the age of 18. Low-income seniors may be eligible for other benefits as early as age 60.

Available programs:

- **Old age security pension** - For people who are at least 65 years of age.
- **Guaranteed income supplement**- For low-income seniors receiving the OAS pension.
- **Allowance for the survivor** - For low-income Canadians between the ages of 60 and 64 who are a widow or widower.

Service Canada

Telephone: 1-800-622-6232

Website: www.seniors.gc.ca

Services: Information on programs and services for seniors in Canada.

INCOME TAX INFORMATION

Canada Revenue Agency (CRA)

Address: 305 René-Lévesque Boulevard West Montréal, QC H2Z 1A6

Telephone:

1-800-959-7383 (General Inquiries)

1-800-959-1953 (GST/HST credit)

1-800-959-8281 (Individual income tax and Trust enquiries)

Website: www.cra-arc.gc.ca

Services: Information about income tax credits, come tax documents and other financial resources in Canada.

Revenu Québec

Address: C.P. 3000, Succursale Place-Desjardins, Montréal, QC H5B 1A4

Telephone: 514-864-6299 (General Inquiries)

Website: www.revenuquebec.ca

Services: Information about income tax credits, income tax documents and other financial resources in Quebec.

Quebec Tax Credit Programs:

- **Tax credit for caregivers** - If you took care of your elderly spouse or housed or cohabited with an eligible relative, under certain conditions you may claim a refundable tax credit for caregivers.
- **Tax credit for volunteer respite services** - If you provided volunteer respite services for the caregiver of a person with a significant long-term disability, you may be entitled to a refundable tax credit.
- **Tax credit for home support services for seniors** - If you are 70 or over, you may be entitled to a tax credit for home support services.
- **Solidarity tax credit** - If your family is below a certain threshold, you may be eligible for the solidarity credit.

For more information about tax credit programs, please contact the Revenu Quebec office: 514-864-6299 (General Inquiries)

INCOME TAX PREPARATION

Community Volunteer Income Tax Program

Telephone: 1-800-959-8281

Website: www.cra-arc.gc.ca/tx/ndvdl/vlntr/menu-eng.html

Services: CRA program that helps eligible taxpayers who do not know how to prepare their income tax and benefit returns, and who have low to modest income and a simple tax situation. Call to find a location near you.

Club des personnes handicapées du Lac Saint Louis

Address: 3195 rue RemembranceLachine, QC H8S 1X9

Telephone: 514-634-0447

Email: clubph@cam.org

Services: Offers free income tax preparation to persons with a handicap. Check for eligibility. By appointment or drop off.

Dorval Community Aid

Address: 1335 Lakeshore Drive, Room S-020 Dorval, Quebec, H9S 2E5

Telephone: 514-633-4100

Services: Provides income tax preparation for low income earners living in Dorval only. Check for eligibility.

The Teapot- 50+ club

Telephone: 514-637-5408

Website: www.theteapot.org

Services: Provides income tax preparation formembers of the Teapot only. Check for eligibility.

Volunteer West Island

Telephone: 514-457-5445

Website: www.cabvwi.org

Services: Provide free income tax preparation for low income earners for all age groups. Check for eligibility and West Island tax clinic locations. Please call for more information.

West Island Community Resource Centre

Telephone: 514-694-6404

Website: www.crcinfo.ca

Services: Provide an income tax preparation program in collaboration with Volunteer West Island for low income earners in the West Island. You must call to make an appointment to drop off your papers. Check for eligibility.

Looking for another income tax preparation clinic in your area? Please call the CRC information and referral service at 514-694-6404

SOCIAL SOLIDARITY

Employment and Income Security

Address:

1000 Boul. St-John, 4th floor, Pointe-Claire, H9R 5Y8 (West Island)
2740, rue Remembrance, Lachine, QC H8S 1X8, office 70A (Lachine)

Telephone:

514-694-9494 (West Island)
514-634-2425 (Lachine)

Website: www.emploiquebec.net/index_en.asp

Services: Government agency that offers employment and income security services for anyone requiring employment or financial assistance.

ADVOCACY AND INFORMATION

Mouvement Action Chômage Social

Telephone: 514-271-4099

Website: www.macmtl.qc.ca/Accueil.htm

Email: macmtl@macmtl.qc.ca

Services: Organization that offers information on social solidarity, employment insurance, recipient rights and information sessions on social assistance targeted to people who receive social assistance.

Association pour la défense des droits sociaux du Montréal

Telephone: 514-523-0707

Website: addsmm.wifeo.com

Email: adds_mm2007@yahoo.ca

Services: Organization that provides aid by telephone and by appointment to help resolve issues with social assistance law as well as with other laws for the unemployed, seasonal workers and seniors.

Organisation d'aide aux sans-emploi de Montréal (ODAS)

Telephone: 514-932-3926

Website: www.cam.org/~odas

Email: odas@bellnet.ca

Services: An agency that advocates the rights of unemployed welfare recipients in the southwest area of Montreal and on the West Island by offering Individual support, telephone help line, concerted action, information and analysis newsletter.

BUDGET CLINICS

Association coopérative d'économie familiale du sud-ouest (ACEF)

Telephone: 514-362-1771

Website: www.consommateur.qc.ca/acef-som

Email: acefsom@consommateur.qc.ca

Services: Organization that works to defend, assist and educate people to focus on debt solutions, finances, budgets planning and citizen's basic rights.

SOS Dettes

Telephone: 514-375-0138

Website: www.sosdettes.ca/en

Email: info@sosdettes.ca

Services: Organization that provides counselling services confidential and professional on budgeting, debt repayment plans and financial education.

BANKRUPTCY

Office of the Superintendent of Bankruptcy Canada

Telephone: 1-877-376-9902

Website: www.ic.gc.ca

Services: Information about filing for bankruptcy, finding a trustee and repayment options.

TRANSPORTATION RESOURCES

PUBLIC SERVICES

Adapted Transit (STM)

Telephone: 514-280-8211

Website: www.stm.info

Email: transport.adapte@stm.info

Services: Door to door transportation service for people with disabilities that operates on a reservation basis. Check for eligibility.

DID YOU KNOW...

Some cities and municipalities offer complimentary bus tickets to residents on a fixed income. Check with your local city or municipality to see if they offer this service.

Agence Métropolitaine de Transport (AMT)

Telephone: 514-287-8726

Website: www.amt.qc.ca

Services: Information and general inquiries about commuter train service.

Collective Taxi Service

Telephone:

514-630-1248 (Pointe-Claire residents)

514-633-4100 (Dorval residents)

514-280-9055 (STM - information)

Website: www.stm.info

Services: You can reserve a taxi to pick you up at one of the designated stops in your city. The fees are \$3.00 (regular fare) or \$2.00 (reduced fare). Call your local city or municipality or call the STM to see if this service is offered in your area.

Société de Transport de Montréal (STM)

Telephone: 514-786-4636

Website: www.stm.info

Services: Information about bus and metro schedules, trip planning, lost and found, general inquiries and comments.

DID YOU KNOW...

If you are 65 and over you are eligible for reduced fare on the bus or metro. To qualify for reduced fares you must obtain an opus card with photo ID. If you would like to obtain your opus card please go to the STM terminus at the Fairview Pointe-Claire Shopping Centre.

Address: 6801 Trans-Canada Highway,
Pointe-Claire, H9R 5J2

Office Hours: Monday to Friday, 11 a.m. to 6 p.m.
(Closed Saturday, Sunday and legal holidays)

SPECIALTY PROGRAMS

P.I.M.O

Telephone: 514-288-9775

Website: www.pimo.qc.ca

Email: accueil@pimo.qc.ca

Services: Accompaniment services to medical appointments and social activities for people with a physical handicap (18-65 years old). To become a member you must pay the annual fee of \$12.

Montreal Social Solidarity

Telephone: 514-288-9775

Services: People who currently receive social solidarity and have a medical history of reduced mobility. You can receive a reimbursement for a certain amount of transportation fees by bus, car or taxi. You must keep your receipts and fill out a form at their offices. Please call for more information.

VOLUNTEER BASED SERVICES

West Island Volunteer Accompaniment Services (Abo-Vas)

Telephone: 514-694-3838

Website: www.abovas.com

Email: info@abovas.com

Services: Volunteers drive clients to medical appointments and/or treatments, accompany them to the waiting room and drive them back home afterwards. The service is offered to West Island residents who have no other means to get to their medical appointments and who are facing a loss in mobility.

NOVA West Island

Telephone: 514-695-8335

Website: www.novawi.org

Email: info@novawi.org

Services: Provide a volunteer driver service for clients of NOVA who have cancer or ALS. Please call for more information.

West Island Citizen Advocacy

Telephone: 514-694-5850

Website: www.volunteerwica.com

Email: wica@qc.aibn.com

Services: Match volunteers with clients to provide assistance which may include transportation services to medical appointments or errands. Please call for more information.

The Teapot

Telephone: 514-637-5627

Website: www.theteapot.org

Email: teapot@theteapot.org

Services: Offer monthly transportation services to medical appointments. Clients must be 65+ and have reduced mobility. To qualify, you must live in Lachine and be a member of the teapot.

Club des Personnes Handicapées du Lac-St-Louis

Telephone: 514-634-0447

Website: www.altergo.net/repervmp/dbv07_9_tourist/c08cph_9tour.htm

Email: clubph@cam.org

Services: Provide free transportation services to medical appointments for West Island residents with a disability. Some seniors may be eligible as well. Please call for more information.

Centre Multi-Ressources de Lachine

Telephone: 514-634-3658

Website: www.cmrl.ca

Email: infocentre@cmrl.ca

Services: Offers transportation and accompaniment to medical appointments for Lachine residents only.

TRANSPORTATION FOR CANCER TREATMENT

Canadian Cancer Society

Telephone: 514-255-5151, extension 2520

Services: Can reimburse certain transportation fees for people who have been diagnosed with cancer and need to travel for treatment. Call for more information.

West Island Volunteer Accompaniment Service (Abo-Vas)

Telephone: 514-694-3838

Website: www.abovas.com

Email: info@abovas.com

Services: Volunteers drive clients to medical appointments and/or cancer treatments, accompany them to the waiting room and drive them back home afterwards. The service is offered to West Island residents who have no other means to get to their medical appointment and who are facing a loss in mobility.

NOVA West Island

Telephone: 514-695-8335

Website: www.novawi.org

Email: info@novawi.org

Services: Provide a palliative transportation program for cancer patients who are clients of NOVA only. Please call for more information.

PRIVATE TRANSPORTATION RESOURCES

Acacia Retirement Services

Telephone: 514-426-9201

Website: www.acaciaservices.ca

Email: info@acaciaservices.ca

Services: Provide a variety of home support services for seniors including transportation to errands and companionship. Also offer respite services for caregivers and families.

Please refer to page 201.

Dial a Daughter

Telephone: 514-630-1982

Email: dialadaughter@gmail.com

Services: Provides transportation and accompaniment to medical appointments/errands). Clients aged 70+ receive a tax receipt for home support services (30% Discount).

Please refer to page 198.

Alacar

Telephone: 514-924-1793

Services: Specializes in helping seniors to sell their car. For an appointment call Ms. Betty Shotton.

Please refer to page 202.

West Island Senior Services

Telephone: 514-445-7475

Website: www.westislandseniorservices.com

Email: contact@westislandseniorservices.com

Services: Provide a variety of home support services for seniors including transportation and accompaniment to errands or appointments. Also provide computer lessons and tech support. Services are offered in French, English and Persian.

Customized Home Care

Telephone: 514-418-0520

Website: www.customizedhomecare.ca

Email: info@customizedhomecare.ca

Services: Offer trained professionals, RN's, PABs and Companions/ Personal Assistants (PAS). Our services range from in-home healthcare, personal care, homemaking, accompanied appointments and transportation.

Golden Home Care Inc.

Telephone: 514-685-8889

Website: www.goldenhomecare.ca

Email: info@goldenhomecare.ca

Services: Provides customized home and personal care support for seniors, people with special needs and other family members. Also a provider of TENA incontinence products.

Please refer to page 196.

IMPORTANT TRANSPORTATION NUMBERS

Canadian Transportation Agency

Telephone: 1-888-222-2592 or TTY 1-800-669-5575

Website: www.otc-cta.gc.ca

Services: Deals with travel complaints and accessible transportation for persons with disabilities travelling in Canada.

Quebec 5-1-1

Telephone: 5-1-1

Website: www.quebec511.info

Services: Road conditions, winter storm information, road works, traffic.

DID YOU KNOW...

Operating a motor vehicle requires sound physical and mental health in addition to good eyesight. The S.A.A.Q. requires your physician to complete a medical examination before you turn 75 and six months before you turn, 80 then every two years thereafter. (Programs and services for Seniors, 2013-2014 Edition, Services Quebec)

DID YOU KNOW...

If you have a disability, you may be eligible to receive a disabled parking permit through the S.A.A.Q. To be eligible: have a disability that reduces your independence or that would jeopardize your health and safety if you had to walk and submit an assessment attesting to a disability lasting at least 6 months (if required). The parking permit is valid for 5 years. (Programs and services for Seniors, 2013-2014 Edition, Services Quebec)

Société de l'assurance automobile du Québec (S.A.A.Q)

Telephone: 514-873-7620

Website: www.saaq.gouv.qc.ca

Address: Dorval Service Centre 2350 boul.Hymus, Dorval

Services: Driver's licence and registration office.

Address: Pointe-Claire Service Centre 1000 boul. Saint-Jean, bureau 90

Telephone: 514-426-9724

Services: Driver's licence and registration office.

HEALTH SERVICES

HEALTH PROGRAMS AND SERVICES IN QUEBEC

The following is a list of programs and services offered by the Health Network of Quebec.¹

1. Health Info

Dial 8-1-1 to obtain free access to helpful advice and information regarding non-urgent health problems. A team of nurses is available 24 hours a day.

2. Prescription Drug Insurance

Private Group Health Insurance - If you are under 65, are retired and eligible, you must remain covered by this plan. After age 65 you can opt out.

Public Group Health Insurance - This is the government insurance program. If you are 65 or over you are automatically registered under the public plan. If a private plan is in force, you must opt out of the public plan.

3. The Optometric Services Program

Eye Examinations - If you are 65 or over and have a valid health insurance card you are entitled to one complete eye examination each calendar year.

Visual Devices - If you have low vision or are functionally blind (cannot participate in daily activities), you are insured under the public health insurance plan and you are declared eligible by a specialist, an appropriate visual device is made available for your use.

Artificial Eye - If you are insured under the public plan and meet eligibility requirements, you may be reimbursed for the cost of a new prosthesis. A yearly maintenance cost is also reimbursed.

4. The Hearing Device Program

If you are 65 or over, you are insured under the public plan, have

a hearing impairment and if you meet the eligibility requirements, this program will provide assistive listening devices such as a hearing aid or a TV amplifier etc. Also covered is the cost of the purchase, replacement and repair of hearing devices.

5. The Ostomy Appliance Program

If you have a permanent ostomy and you are insured under the public plan, the Régie will cover the cost of purchasing ostomy supplies (bags etc.) on a yearly basis. Eligibility is determined by filling out a number of required documents.

6. The Physical Deficiency Program

If you must use a device to go about your daily activities, are insured under the public plan and you have a medical prescription attesting to your permanent need for a support device, you can benefit from this program. These devices include: orthotics, prosthetics, walking, (canes etc.) standing and motor aids (wheelchairs etc.). These services must be insured and be provided by a rehabilitation center recognized by the Régie.

7. The External Breast forms Program

If you have undergone a total mastectomy and you are insured under the public plan, you may be eligible for this program. The Régie will cover the initial and replacement cost of breastforms (\$200 per breast). The required documents must be submitted to the Régie to qualify.

8. Flu Vaccination Program

Influenza is a respiratory infection caused by a virus and its consequences can be very serious for seniors (pneumonia etc.). If you are over 60 you can get vaccinated free of charge. This vaccination is provided by your local CLSC. The vaccination is sometimes offered by your local pharmacy- please call to check if they offer this service.

9. Ambulance Transportation

If you are 65 and over and you require transportation to a government health facility by gurney, the cost of the ambulance will be covered by the Ministère de la Santé. This plan does not cover transportation to a private facility. To be eligible, the staff at the hospital must certify to your need for the ambulance.

10. Access to Medical Records

If you wish to access your medical records in the public health institution or in the private health sector, you must simply submit a written request to the person in charge of medical records. They are required to respond to your request within 20 days / 30 days of its receipt.

For more information about any of the programs mentioned please contact:

RAMQ (Régie de l'assurance maladie du Québec)

Address: 425 boul. de Maisonneuve O. Bureau 300,
Montréal, QC. H3A 3G5

Telephone: 514-864-3411

Website: www.ramq.gouv.qc.ca

HAVE YOU LOST YOUR HEALTH INSURANCE CARD?

Régie de l'assurance maladie (RAMQ)

Telephone: 514-864-3411

Call the Régie de l'assurance maladie du Québec (RAMQ) and they will send you a form to fill out. You will have to provide your signature and a photo meeting specifications established by the government. There is a fee of \$23 for a replacement of a Health Insurance Card, plus the photo fee. However, persons age 65 or over and recipients of last-resort financial assistance are exempt from paying the replacement fee. (www.ramq.gouv.qc.ca)

LOCAL CLSC'S

CLSC Lac-St-Louis

Address: 180 Cartier, Pointe-Claire

Telephone: 514-697-4110

CLSC Pierrefonds

Address: 138000 Boul. Gouin West, Pierrefonds

Telephone: 514-626-2572

CLSC Dorval-Lachine

Address: 1900 Notre-Dame, Lachine

Telephone: 514-639-0650

DO YOU NEED TO GO FOR A BLOOD TEST?

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

If you are unable to physically get your blood test appointment, check with your local CLSC if they can arrange a home visit to administer a blood test.

Lakeshore General Hospital - Test Centre

Walk-in from Monday to Friday, 7:00am to 2:30pm.
Please note that the Blood Test Centre is closed on statutory holidays.
The Blood Test Centre reserves the right to close earlier, depending on patient flow.

For information: 514-630-2225, extension 1423

¹Information taken from publication: Programs and Services for seniors, 2013-2014 Edition, Services Quebec (www.gouv.qc.ca)

CLSC de Pierrefonds - Test Centre

Walk-in from Tuesday to Friday, 7:00am to 10:00am.

By appointment only for those 0-6 years.

Please note that the Blood Test Centre is closed on statutory holidays.

For information: 514-626-2572

LaSalle Hospital - Test Centre

Walk-in from Tuesday to Friday, 7:00am to 11:00am.

For information: 514-362-8000

Do not forget to bring:

- the analysis prescription provided by your doctor;
- your health insurance card and/or hospital card²

DO YOU NEED TO FIND A FAMILY PHYSICIAN?

If you are not registered with a Family Physician, in accordance with the Régie de l'assurance-maladie du Québec (RAMQ), and you are a resident of the West Island territory, the Referral Centre for Clients without a Family Doctor is available to the population to facilitate access to a family physician. A Nurse Clinician is on site to process the forms for patients looking for a family doctor. The Nurse Clinician's role consists of assessing the health condition of each patient, giving them a prioritization rating in accordance with the criteria established by the RAMQ, and referring them to a family physician on the territory, depending on the physician's availability.³

Patients can register at the Referral Centre for Clients without a Family Doctor and be referred to a family physician on the territory in a number of ways:

Go to your local CLSC:

CLSC Pierrefonds

Address: 13800 Gouin West Blvd., Pierrefonds, QC H8Z 3H6

Telephone: 514-626-2572

CLSC Lac-Saint-Louis

Address: 180 Cartier Avenue Pointe-Claire, QC H9S 4S1

Telephone: 514-697-4110

CLSC Dorval-Lachine

Address: 1900, rue Notre-Dame, Lachine, QC H8S 2G2

Telephone: 514-639-0650

²Information taken from CSSS de l'Ouest-de-l'Île website: www.csssouestdelile.qc.ca/en/care-and-services/useful-information/blood-tests-and-other-types-of-tests/

³Information taken from CSSS de l'Ouest-de-l'Île website: www.csssouestdelile.qc.ca/en/care-and-services/useful-information/access-to-a-doctor/

HOSPITALS

Lakeshore General Hospital

Address: 160 Stillview, Pointe-Claire

Telephone: 514-630-2225

Website: www.westislandhssc.qc.ca

Lachine Hospital

Address: 650 16th Avenue, Lachine

Telephone: 514-637-2351

Website: www.muhc.ca

LaSalle General Hospital

Address: 8585 Terrasse Champlain, LaSalle

Telephone: 514-362-8000

Website: www.lasallegeneralhospital.com

Hotel-Dieu Hospital

Address: 3840 St-Urbain, Montreal

Telephone: 514-890-8000

Website: www.chumontreal.qc.ca

Jean-Talon Hospital

Address: 1385 Jean-Talon E., Montreal

Telephone: 514-495-6767

Website: www.cssscoeurdelile.ca/votre-csss/nos-points-de-services/hopital-jean-talon/hopital-jean-talon/

Jewish General Hospital

Address: 1385 Jean-Talon E., Montreal

Telephone: 514-340-8222

Website: www.jgh.ca

Maisonneuve-Rosemont Hospital

Address: 5415 Boul. De L'Assomption, Montreal

Telephone: 514-252-3400

Website: www.maisonneuve-rosemont.org

Montreal General Hospital

Address: 1650 Cedar Avenue, Montreal

Telephone: 514-934-1934

Website: www.muhc.ca/mgh

Notre-Dame Hospital

Address: 1560 Sherbrooke E., Montreal

Telephone: 514-890-8000

Website: www.chumontreal.qc.ca

Royal Victoria Hospital

Address: 687 Pine Avenue, Montreal

Telephone: 514-934-1934

Website: www.muhc.ca/royalvic/dashboard

Sacre-Coeur Hospital

Address: 5400 Boul. Gouin O., Montreal

Telephone: 514-338-2222

Website: www.hscm.ca

Santa-Cabirini Hospital

Address: 5655 St-Zotique E., Montreal

Telephone: 514-252-6000

Website: www.santacabrini.qc.ca

St-Luc Hospital

Address: 1058 St-Denis, Montreal

Telephone: 514-890-8000

Website: www.chumontreal.qc.ca

St. Mary's Hospital Centre

Address: 3830 Lacombe, Montrea

Telephone: 514-345-3511

Website: www.smhc.qc.ca

St. Anne's Veteran Hospital

Address: 305 Boul. Ancien-Combattants, Ste-Anne-de-Bellevue

Telephone: 514-457-3440

Website: www.vac-acc.gc.ca

Verdun Hospital

Address: 4000 Boul. LaSalle, Verdun

Telephone: 514-362-1000

SPECIALTY HOSPITALS AND INSTITUTES

PSYCHIATRIC

Allan Memorial Institute

Address: 1025 Pine Avenue, Montreal (Part of Royal Victoria Hospital)

Telephone: 514-934-1934

Website: www.psych.mcgill.ca/labs/rvh/homepage.html

Douglas Mental Health University Institute

Address: 6875 Boul. LaSalle, Verdun

Telephone: 514-761-6131

Website: www.douglas.qc.ca

Hôpital Louis H-Lafontaine

Address: 7401 rue Hochelga, Montréal

Telephone: 514-251-4000

Website: www.hlhl.qc.ca

REHABILITATION CENTRES

Catherine Booth Hospital

Address: 4375 Montclair, Montréal

Telephone: 514-481-0431

Centre de Réadaptation Lucie-Bruneau

Address: 2275 Laurier E, Montreal

Telephone: 514-527-4527

Website: www.luciebruneau.qc.ca

Centre de Réadaptation Villa Médica

Address: 225 rue Sherbrooke E., Montréal

Telephone: 514-288-8201

Website: www.villamedica.ca

Constance-Lethbridge

Address: 7005 Boul. De Maisonneuve, Montréal

Telephone: 514-487-1770

Website: www.constance-lethbridge.qc.ca

Institut de Réadaptation Gingras-Lindsay

Address:

6363 rue Hudson, Montréal (Pavillon Lindsay)

6300 rue Darlington, Montréal (Pavillon Gingras)

Telephone:

514-737-3661 (Pavillon Lindsay)

514-340-2085 (Pavillon Gingras)

Website: www.irglm.qc.ca

VISION AND HEARING IMPAIRED

MAB-Mackay Rehabilitation Centre

Address: 3500 Décarie, Montréal

Telephone: 514-488-5552

Website: www.mabmackay.ca

Raymond-Dewar Institute

Address: 3600 rue Berri, Montréal

Telephone: 514-284-2581 or 514-284-3747 (TTY)

Website: www.raymond-dewar.qc.ca

Royal Victoria Speech Pathology Clinic

Telephone: 514-934-1934, extension 34149

Website: www.muhc.ca

Email: info@muhc.ca

Montreal General Speech Pathology Clinic

Telephone: 514-340-8222

Website: www.jgh.ca

Email: info@jgh.ca

GERIATRIC CENTRE

Institut de Gériatrie

Address: 4565 Queen-Mary, Montréal

Telephone: 514-340-2800

Maimonides Centre

Address: 5795 Caldwell Avenue, Montréal

Telephone: 514-483-2121

Website: www.donaldbermanmaimonides.net

CHEST, HEART AND NEUROLOGICAL

Montreal Chest Institute

Address: 3650 St-Urbain, Montréal

Telephone: 514-934-1934

Website: www.muhc.ca/mci

Montreal Heart Institute

Address: 5000 rue Bélanger, Montréal

Telephone: 514-376-3330

Website: www.icm-mhi.org

Montreal Neurological Institute

Address: 3801 University, Montréal

Telephone: 514-398-1903

Website: www.mni.mcgill.ca

LONG TERM CARE

Richardson Hospital

Address: 5425 Bessborough, Montréal

Telephone: 514-483-1380

Grace Dart Extended Care Centre

Address:

5155 Ste-Catherine E., Montréal

6085 Sherbrooke E., Montréal

Telephone:

514-255-2833

514-256-9021 (Grace Dart Pavillon)

Website: www.gracedart.ca

Mount Sinai Hospital Centre

Address: 5690 Boul. Cavendish, Montréal

Telephone: 514-369-2222

Website: www.sinaimontreal.ca

Centre Bayview

Address: 27 Lakeshore Rd, Pointe-Claire

Telephone: 514-695-9384

MEDICAL CLINICS

DOLLARD-DES-ORMEAUX

Family Medicine Centre

Address: 3400 Du Marché #202, Dollard-des-Ormeaux

Telephone: 514-683-0414

*By appointment only

Source Unique Medical Clinic

Address: 4309-C boul. St-Jean, Dollard-des-Ormeaux

Telephone: 514-696-0707

*By appointment only

DORVAL

Les Jardins de Dorval Medical Clinic

Address: 352 Dorval Avenue, Dorval

Telephone: 514-631-6086

*Walk-in clinic available

Centre Médical et Professionnel Dorval

Address: 667 Lakeshore Rd., Dorval

Telephone: 514-633-1510

*Walk-in clinic available

KIRKLAND

Kirkland Medical Centre

Address: 100-17000 Boul. Hymus, Kirkland

Telephone: 514-694-9991

*By appointment only

Médi-Centre Kirkland

Address: 2971 Boul. St-Charles, Kirkland

Telephone: 514-426-2311

*By appointment only

Lakeshore Medical Clinic

Address: 38 Canvin St., Kirkland

Telephone: 514-694-0886

*By appointment only

DID YOU KNOW...

Local pharmacies offer delivery of your medication at home. Call your pharmacy to see if this service is available.

PIERREFONDS

Pierrefonds Medical Centre

Address: 12774 Boul. Gouin O., Pierrefonds

Telephone: 514-684-8460

*Walk-in clinic available

Medistat Clinic

Address: 4965 rue St-Pierre, Pierrefonds

Telephone: 514-684-8460

*Walk-in Clinic available

POINTE-CLAIRE

Brunswick Medical Clinic

Address: 955 Boul. St-Jean, Pointe-Claire

Telephone: 514-426-6677

*Walk-in Clinic available

McDermott Medical Centre

Address: 37 Donegani Ave. Pointe-Claire

Telephone: 514-697-1410

*By appointment only

Statcare Medical Centre

Address: 104-175 Stillview Ave. Pointe-Claire

Telephone: 514-694-9282

*Walk-in Clinic available

ROXBORO

Mariam Medical Clinic

Address: 4531 Boul. Des Sources, Roxboro

Telephone: 514-685-8840

*By appointment only

STE-ANNE-DE-BELLEVUE

Sainte-Anne Medical Clinic

Address: 113 rue Ste-Anne, Ste-Anne-de-Bellevue

Telephone: 514-505-4433

*By appointment only

DID YOU KNOW...

You can talk to your pharmacist about certain medical issues;

Pharmacists cannot diagnose medical conditions but can answer many questions about medicines, recommend non-prescription drugs, and discuss side effects of specific medications. And some also can provide blood sugar and blood pressure monitoring and offer advice on home monitoring tests.⁴

⁴kidshealth.org/parent/general/body/pharmacist.html

DENTAL CLINICS

DID YOU KNOW...

Some dental clinics are available in your local CEGEP or University. Students who are studying to be dental hygienists perform dental care duties under the supervision of their teachers. These clinics are able to offer dental services at a lower price than a private dentist's office because the services are provided by students who are in training.

Dental Hygiene Clinic (John Abbott College)

Address: 21 275 Lakeshore Road- (Stewart East Building) Sainte-Anne-de-Bellevue

Telephone: 514-457-5010

Services: Dental services are provided by dental hygiene students under the supervision of licensed dental hygienists and dentists. The services provided are less expensive than a private dentist office.

For more information or to make an appointment, please call the clinic directly.

Dental Hygiene Clinic (University of Montréal)

Address: 2900 Chemin de la Tour (Pavillon Roger-Gaudry Entrance B-1) Montréal

Telephone: 514-343-6750

Services: Supervised by experienced dentists, the students provide a variety of treatments and professional services to over 20,000 patients each year. For more information or to make an appointment, please call the clinic directly.

Dental Hygiene Clinic (McGill University)

Address: 1650 Cedar Avenue, A3-101 (Montreal General Hospital- 3rd Floor), Montréal

Telephone: 514-934-8021

Services: All treatment is provided by undergraduate dental students under the supervision of general dentists and specialists. The McGill University Dental Clinic provides high quality care at about 50% the cost of a private office. For more information or to make an appointment, please call the clinic directly.

Queen Elizabeth Oral Health Centre

Address: 2100, avenue Marlowe, Suite 244 Montréal

Telephone: 514-369-1999

Services: Offer a 24 hour emergency service and make every effort to see patients in pain the same day.

For a complete listing of dental clinics available in a hospital or educational setting, please call the West Island Community Resource Centre: 514-694-6404

FOOT CLINICS

Dorval Community Aid

Telephone: 514-633-4100

Website: www.ville.dorval.qc.ca

Services: Offers a foot clinic by appointment for Dorval residents.

NOVA West Island

Telephone: 514-695-8335

Website: www.novawi.org

Services: Offers a foot clinic by appointment only for residents of the West Island.

The Teapot

Telephone: 514-637-5627

Website: www.theteapot.org

Services: Offer a foot clinic for members of the teapot only.

SPECIFIC HEALTH RESOURCES

ALZHEIMERS DISEASE

Alzheimer Society of Montreal (ASM)

Telephone: 514-369-0800

Website: www.alzheimermontreal.ca

Email: info@alzheimermontreal.ca

Services: Offers support and information to caregivers and health care professionals through educational programs and core training.

Alzheimer Group Inc.

Telephone: 514-485-7233

Website: www.agiteam.org

Email: info@agiteam.org

Services: A non-profit organization that offers one-on-one consultations to families and diagnosed individuals. Services include support groups, an activity centre and training and education to caregivers and professionals.

Baluchon - Alzheimer Care

Telephone: 514-762-2667

Website: www.baluchonalzheimer.com

Email: info@baluchonalzheimer.com

Services: A private home-care registered Canadian agency which is reasonably priced and allows caregivers to some respite without relocating the client. Live-in services are available.

ARTHRITIS

Arthritis West Island Self-Help (A.W.I.S.H)

Telephone: 514-631-3288

Website: www.awishmontreal.org

Email: arthritis@awishmontreal.org

Services: Offer support and information about arthritis through specialized exercise classes, arthritis management course, support groups, and information sessions.

The Arthritis Society

Telephone: 514-846-8840

Website: www.arthritis.ca

Email: info@qc.arthrite.ca

Services: Provides information and support for those with arthritis.

CANCER

Canadian Cancer Society

Telephone: 514-255-5151

Website: www.cancer.ca

Email: info@cancer.ca

Services: This is a national community based charitable organization of volunteers whose mission is to eradicate cancer. A major funder of cancer research, it also provides information on cancer prevention and empowerment.

NOVA West Island

Telephone: 514-695-8335

Website: www.novawi.org

Email: info@novawi.org

Services: Provide a palliative and oncology home care program, personal support services with personal and companion care, bereavement support groups, support for caregivers.

West Island Cancer Wellness Center

Telephone: 514-695-9355

Website: www.wicwc.org

Email: info@wicwc.org

Services: A non-profit centre that offers programs that focus on addressing the emotional, psychological, social and spiritual needs of those afflicted by cancer.

Cedars Cancer Institute (Can-Support)

Telephone:

514-843-1666 (Royal Victoria Hospital)

514-934-1934 (Montreal General Hospital)

Website: www.cedars.ca

Email: info@cedars.ca

Services: A hospital-based charitable organization which provides comprehensive cancer care and funding to patients and health care professionals at the MUHC. Its Can-support program offers patients free, psycho-social, practical and humanitarian assistance.

Quebec Breast Cancer Foundation

Telephone: 514-871-1717, extension 250

Website: www.rubanrose.org

Email: soutien@rubanrose.org

Services: Provide information, referral and a helpline for those diagnosed with breast cancer and to their families.

Hope & Cope Wellness Centre

Telephone: 514-340-8255

Website: www.jgh.ca/en/hopecope

Services: The Hope & Cope Wellness Centre is located at the Jewish General Hospital. It is a volunteer support system for cancer patients and their families. It is guided by professional staff who provide psychosocial support and practical resources to help patients regain a sense of control and well-being.

Info-Cancer Service in Quebec

Telephone: 1-800-363-0063

Website: www.fqc.qc.ca

Email: infocancer@fqc.qc.ca

Services: Provide information, support and resources related to cancer.

Look Good...Feel Better

Telephone: 514-630-2225, extension 1451

Website: www.lgfb.ca

Email: info@lgfb.ca

Services: Organizes workshops for women living with cancer to help them look and feel better about themselves. There are monthly sessions held at the Lakeshore General Hospital.

Montreal Association of Laryngectomees (ALM)

Telephone: 514-259-5113

Website: www.fqlar.qc.ca

Email: info@fqlar.qc.ca

Services: This association offers information and support to those afflicted with laryngectomy.

Montreal West Island Prostate Cancer Support Group

Telephone: 514-694-6412

Website: www.mtlwiprostcansupportgrp.ca

Email: info@mtlwiprostcansupportgrp.ca

Services: A volunteer based support group for those diagnosed with prostate cancer.

Organisation Montréalaise des Personnes atteintes du Cancer (OMPAC)

Telephone: 514-729-8833

Website: www.ompac.org

Email: info@ompac.org

Services: A non-profit organization that provides French speaking individuals information about cancer.

CHRONIC FATIGUE

Myalgic Encephalomyelitis Assoc. of Quebec (Chronic Fatigue)

Telephone: 514-369-1689

Website: www.aqem.org

Email: info@aqem.org

Services: This non-profit centre provides information this disease and offers seminars and support groups.

APHASIA

Association Québécoise des personnes aphasiques(AQPA)

Telephone: 514-277-5678

Website: www.aphasie.ca

Services: Offer a group speech therapy program for people with aphasia in the West Island. Also, offer a service for caregivers of people with aphasia.

CHRONIC PAIN

Chronic Pain Clinic (Jewish General Hospital)

Telephone: 514-340-8222, extension 4795

Website: www.jgh.ca

Email: info@jgh.ca

Services: Offers emotional support and educational material to inform the patient and the family about available means to manage pain which is chronic and of long duration.

Chronic Pain Clinic (Montreal General Hospital)

Telephone: 514-934-8222

Website: www.muhc.ca

Email: info@muhc.ca

Services: Located in Room E 19102 of the hospital, this clinic publishes a newsletter to educate the public about the prevention and relief of unnecessary pain. Conferences are held and studies are sponsored as a result of support from private donors.

Chronic Pain Support Group

Telephone: 514-685-2332

Website: www.chronicpaincanada.com/support

Services: A monthly support group held in the West Island for people dealing with chronic pain.

DIABETES/HYPOGLYCEMIA

Association of Hypoglycemics of Quebec

Telephone: 514-270-4400

Website: www.hypoglycemie.qc.ca

Services: Provide information, courses and blood tests.

Diabetes Day Centre – Lakeshore General Hospital

Telephone: 514-630-2225, extension 1821

Services: This centre monitors those suffering from diabetes and provides information and emotional support.

Quebec Diabetes Association

Telephone: 514-259-3422

Website: www.diabete.qc.ca

Email: info@diabete.qc.ca

Services: Provides information, support and exercise programs with the aim to prevent and help those suffering from diabetes.

Info-Diabète

Telephone: 514-259-3422, extension 233

Website: www.diabete.qc.ca/en/html/contact/infodiabete.html

Email: infodiabete@diabete.qc.ca

Services: This group provides information and telephone referrals.

HEARING IMPAIRED

Communicaide for Hearing Impaired Persons (C.H.I.P.)

Telephone: 514-488-5552, extension 4500

Website: www.hearhear.org

Email: info@hearhear.org

Services: Located at the MAB-MacKay Rehabilitation Centre, it offers a variety of programs, courses, workshops and seminars and a resource center for people with a hearing impairment.

HEART AND STROKE

West island Cardiac Wellness Program (Lakeshore General Hospital)

Telephone: 514-630-2081

Email: info@foundationlakeshore.ca

Services: This centre offers free education, support, and a supervised exercise program. The rehabilitation center is for cardiac patients and their families. A doctor's approval is required.

Heart and Stroke Foundation of Quebec (West Island)

Telephone: 514-636-4599

Website: www.heartandstroke.ca

Email: info@heartandstroke.ca

Services: Provides information and support for survivors and families of those with heart disease.

Stroke Survivors Self Help Group

Telephone: 514-626-7123 or 514-684-1012, extension 209

Services: Support group for people who have suffered a stroke or other brain trauma.

MULTIPLE SCLEROSIS

Multiple Sclerosis Society of Canada – Quebec Division

Telephone: 514-849-7591

Website: www.mssociety.ca

Email: info.qc@mssociety.ca

Services: Offer specialized programs and information to people with MS.

West Island MS Self-Help Group

Telephone: 514-676-1588

Website: chapters.mssociety.ca/default.aspx?ChapterID=202&L=2

Email: grpspbo@videotron.ca

Services: This group provides support, information and referrals to those afflicted with MS.

THYROID

Thyroid Foundation of Canada

Telephone: 514-482-5266 / 1-800-267-8822

Website: www.thyroid.ca

Email: info@thyroid.ca

Services: This group offers support and educational material about how to manage the disease.

VISUALLY IMPAIRED

Seeing Beyond Vision Loss (C.N.I.B.)

Telephone: 514-934-4622

Website: www.cnib.org

Email: info@cnib.org

Services: This organization helps with rehabilitation information, emotional support and offers a range of useful products.

The Low Vision Self-Help Association

Telephone: 514-697-3852

Website: www.blindcanadians.ca

Email: info@blindcanadians.ca

Services: This is a non-profit voluntary social organization that meets monthly where the visually-impaired can meet friends, get information, listen to speakers and share ideas and strategies.

Montreal Association for the Blind (MAB)

Telephone: 514-489-8201

Website: www.mabmackay.ca

Email: info@mabmackay.ca

Services: Provides specialized adaptation and rehabilitation services to people with a visual impairment of all ages.

KIDNEYS

Kidney Foundation of Canada

Telephone: 514-938-4515

Website: www.kidney.ca

Email: info@kidney.ca

Services: This foundation helps inform and educate sufferers about the management of kidney disease. It offers resources such as, a library, referrals, activities, peer support, and short-term financial assistance where necessary.

LIVER

Canadian Liver Foundation- Montreal Division

Telephone: 514-876-4170

Website: www.liver.ca

Email: info@kidney.ca

Services: Provides information about liver disease.

CHRON'S AND COLITIS

Crohn's and Colitis Foundation of Canada

Telephone: 514-342-0666

Website: www.ccfcc.ca

Email: info@ccfc.ca

Services: Provides information about the inflammatory bowel disease.

ILEOSTOMY AND COLOSTOMY

Ileostomy and Colostomy Association of Montreal

Telephone: 514-255-3041

Website: www.aicm-Montreal.org

Email: info@aicm.org

Services: Provides information and support following an operation.

CONTINENCE

The Canadian Continence Foundation

Telephone: 1-800-265-9575

Website: www.canadiancontinence.ca

Email: info@canadiancontinence.ca

Services: Provides information, support, assess to treatment options and advocacy for those suffering from bladder issues.

EPILEPSY

Epilepsy Montreal

Telephone: 514-252-0859

Website: www.epilepsiemontreal.ca

Email: info@epilepsiemontreal.ca

Services: A non-profit organization whose goal is to promote the greater welfare of people suffering from epilepsy by working towards their personal, social, academic and professional integration within the community.

LUNGS

Quebec Lung Association

Telephone: 514-287-7400

Website: www.pq.lung.ca

Email: info@pq.lung.ca

Services: Offers a variety of services is provided by respiratory health specialists for problems such as asthma, smoking related cough, sleep apnea and other respiratory problems.

PARKINSON'S DISEASE

West Island Parkinson's Support Group

Telephone: 514-620-2655

Services: Support for people with Parkinson's disease. Meetings take place on the last Wednesday of the month.

Parkinson Society of Québec

Telephone: 514-861-4422 / 1-800-720-1307

Website: www.parkinsonquebec.ca

Email: info@parkinsonquebec.ca

Services: This society provides free bilingual information through its publications and provides referrals to other agencies. It also offers to represent those afflicted when confronted with social problems.

Canadian Yoga Alliance

Telephone: 1-888-571-1172

Website: www.canadianyogicalliance.com

Email: canadianyogicalliance@gmail.com

Services: Provides the public with the names of registered practitioners and teachers by province.

WELLNESS

Zoo Therapy Quebec

Telephone: 514-279-4747

Website: www.zootherapiequebec.ca

Email: info@zootherapiequebec.ca

Services: This service uses pet therapy to improve the health and quality of life of people of all ages. Clients and animals are specifically matched so that the program is tailored to the client's individual needs.

Reflexology Association of Canada

Telephone: 1-877-722-3338

Website: www.reflexolog.org

Email: memberservices@reflexlog.org

Services: Provides information and training about reflexology.

Canadian Reiki Association

Telephone: 1-800-835-7525

Website: www.reiki.ca

Email: reiki@reiki.ca

Services: Provides the public with the names of registered practitioners and teachers by province.

HOME SUPPORT SERVICES

CLSC

Your local CLSC provides:

Services to persons with loss of autonomy associated with aging and physical disabilities, as well as their families and/or caregivers. The services offered, based on an assessment that identifies the person's needs and taking into account the individual's abilities and resources, as well as the resources within the person's environment within a dynamic and ongoing process and based on preserving the individual's autonomy, are the following⁵:

- Assessment of the overall state of health, loss of autonomy, disabilities and resources by a professional healthcare provider;
- Referral to the clinical and professional services required and/or home care services to address temporary or permanent disabilities;
- Nursing services;
- Rehabilitation services: occupational and physical therapy;
- Advice on nutrition.

Home support services for assistance with activities of daily living that the environment cannot compensate for;

- Medical services;
- Palliative care;
- Various programs:
 - fall prevention;
 - home adaptation programs;
 - assistance with visual impairments;
- Respite/support for caregivers.

These services may be offered at the CLSC through general services, at home according to the eligibility criteria for home support services. Referrals may be made, depending on the condition of the person, for:

- a day centre;
- a day hospital;
- a rehabilitation unit;
- a temporary residence unit;
- a permanent residence unit;
- a community organization;
- a social economy organization.

If you feel that you need one of these services for yourself or a loved one, contact your CLSC. A healthcare professional will analyze your request and inform you of the accessibility to services or will refer you to other resources, depending on the situation.

LOCAL CLSC'S

CLSC Lac-St-Louis

Address: 180 Cartier, Pointe-Claire

Telephone: 514-697-4110

CLSC Pierrefonds

Address: 138000 Boul. Gouin West, Pierrefonds

Telephone: 514-626-2572

CLSC Dorval-Lachine

Address: 1900 Notre-Dame, Lachine

Telephone: 514-639-0650

⁵Information taken from publication: Programs and Services for seniors, 2013-2014 Edition, Services Quebec (www.gouv.qc.ca) and www.csssouestdelile.qc.ca

COMMUNITY HOME SUPPORT SERVICES

Dorval Community Aid

Telephone: 514-633-4100

Website: www.ville.dorval.qc.ca

Services: A municipal program that provides home maintenance services for seniors and foot-care clinics. Open to Dorval residents only, please check for eligibility.

NOVA West Island

Telephone: 514-695-8335

Website: www.novawi.org

Email: info@novawi.org

Services: Provide a palliative and oncology home care program. Also provide a foot care program and support services with personal and companion care.

Pierrefonds Community Aid

Telephone: 514-624-1448

Services: A non-profit organization that offers domestic home support services to seniors such as light house cleaning.

Pointe-Claire Aid for Seniors

Telephone: 514-630-1248

Website: www.ville.pointe-claire.qc.ca

Email: recreation@ville.pointe-claire.qc.ca

Services: An intergenerational program providing students with employment and seniors with house and yard maintenance. Open to Pointe-Claire residents only, please check for eligibility.

West-Nette

Telephone: 514-626-1296

Website: www.services-west-nette.org

Email: serviceswestnette@services-west-nette.org

Services: Provide light and heavy house cleaning services at low cost. Please check for eligibility.

Volunteer West Island

Telephone: 514-457-5445

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: Meals on Wheels is a volunteer-driven program that provides hot nutritious meals to homebound or isolated seniors and to those with reduced autonomy. Also provides a Handyperson Service through which seniors, referred by the CLSC, can obtain help in completing light repairs around the house.

TELEPHONE PROGRAMS

Bonjour/Hello Program (P.A.I.R Program)

Telephone: 514-364-1541

Website: www.cvmlasalle.org

Services: A phone security and medication reminder service for seniors 50+ who reside in the West Island. The service is available Monday-Friday. Contact the Centre du Vieux Moulin de La Salle for more information.

Contact

Telephone: 514-457-5445

Website: www.cabwwi.org

Email: info@volunteerwestisland.org

Services: A phone service offered by Volunteer West Island that provides friendly conversation to seniors in the West Island on a weekly basis.

Daily Hello

Telephone: 514-633-4100

Website: www.ville.dorval.qc.ca

Services: A phone service that provides friendly conversation for seniors in Dorval on a weekly basis.

Friendly Hello

Telephone: 514-630-1248

Website: www.ville.pointe-claire.qc.ca

Email: recreation@ville.pointe-claire.qc.ca

Services: A phone service offered by Pointe-Claire Aid for Seniors that provides friendly conversation to seniors in Pointe-Claire on a weekly basis.

Good Morning/Bon Matin

Telephone: 514-634-7033

Website: www.cmrl.ca

Email: accueil@cmrl.ca

Services: A phone security service offered by the Centre multi-ressources de Lachine for residents of Dorval and Lachine.

PRIVATE HOME SUPPORT SERVICES

Acacia Retirement Services

Telephone: 514-426-9201

Website: www.acaciaservices.ca

Email: info@acaciaservices.ca

Services: Provide a variety of home support services for seniors including transportation to errands and companionship. Also offer respite services for caregivers and families.

Please refer to page 201.

Customized Home Care

Telephone: 514-418-0520

Website: www.customizedhomecare.ca

Email: info@customizedhomecare.ca

Services: Offer trained professionals, RN's, PABs and Companions/ Personal Assistants (PAS). Our services range from in-home healthcare, personal care, homemaking, accompanied appointments and transportation.

Dial a Daughter

Telephone: 514-630-1982

Email: dialadaughter@gmail.com

Services: Provides transportation and accompaniment to medical appointments/errands). Clients aged 70+ receive a tax receipt for home support services (30% Discount).

Please refer to page 198.

Retire at Home

Telephone: 514-696-0833

Website: www.rahwestisland.com

Email: westisland@retireathome.com

Services: Provide a variety of home support services including house cleaning and laundry, as well as nursing care, medical supply rental and companionship

Please refer to page 202.

West Island Senior Services

Telephone: 514-445-7475

Website: www.westislandseniorservices.com

Email: contact@westislandseniorservices.com

Services: Provide a variety of home support services for seniors including transportation and accompaniment to errands or appointments. Also provide computer lessons and tech support. Services are offered in French, English and Persian.

Clinique GO

Telephone: 514-994-6023

Website: www.cliniquego.com

Email: info@cliniquego.com

Services: Provide professional resources for rehabilitation and social services to individuals and institutions. Also provide, private home care services including physiotherapy, occupational therapy, social services, speech therapy, nutrition.

Comfort Keepers

Address: 186 Place Sutton # 135 Beaconsfield, QC H9W 5S3

Telephone: 514-695-3198

Website: www.comfortkeepers.ca

Email: gardeconfort@comfortkeepers.ca

Services: Offers in home and care for the elderly including nursing care, errands, light house work, etc.

Please refer to page 197.

Sante Mobile A1

Address: 1A-3608 Boul. St-Charles Kirkland, QC

Telephone: 514-461-1186

Email: info@santemobile.com

Services: Offers in-home blood taking services to meet all your medical needs.

Please refer to page 198.

Orthomobile

Telephone: 514-993-4891

Website: www.orthomobile.ca

Email: sboileau@orthomobile.ca

Services: Offers in-home posture and foot evaluation and, if needed, fitting for orthotics.

Please refer to page 198.

ABC Health Clinic

Address: 462 St-Charles, suite 100, Vaudreuil-Dorion J7V 2N5

Telephone: 450-455-8500

Website: www.ABChiropratique.com

Email: info@ABChiropratique.com

Services: Multidisciplinary healthcare clinic (Chiropractic, Kinesiology, Nutrition, Massotherapy, Orthesist) Personalized approach for seniors. Emergency services available 7 days a week and radiology on site.

Golden Home Care Inc

Telephone: 514-685-8889

Website: www.goldenhomecare.ca

Email: info@goldenhomecare.ca

Services: Provides customized home and personal care support for seniors , people with special needs and their family members. Also a provider of TENA incontinence products.

Please refer to page 196.

La Vie en Vert

Telephone: 514-979-0779

Services: Need sprucing up around your house ? A New Leaf provides experienced workmanship at a fair price for renovations, plastering and painting. References available on request.

Please refer to page 198.

RESOURCES FOR CAREGIVERS

A caregiver is a family member or paid helper who regularly looks after a child or a sick, elderly, or disabled person.

CAREGIVER SUPPORT

Appui for Caregivers

Telephone: 1-888-852-7784

Website: www.lappuimontreal.org

Services: A bilingual helpline for caregivers offering information and support, Monday to Friday from 8:00am-6:00pm.

Caring Voice Network

Telephone: 1-866-396-2433

Website: www.caringvoice.com

Services: A free confidential and bilingual support program that connects caregivers and families to information through the use of tele-learning.

Groupe des Aidants du Sud-Ouest

Telephone: 514-564-3061

Website: www.groupedesaidantsdusudouest.org

Email: groupedesaidantsdusudouest@videotron.ca

Services: Provide information and resources for caregivers, as well as, personalized support plans, workshops and activities, conferences and information sessions for residents of Dorval/Lachine/Verdun.

NOVA West Island

Telephone: 514-695-8335

Website: www.novawi.org

Email: info@novawi.org

Services: Offer home support services, respite, nursing care for cancer and ALS clients, support group for ALS/ Alzheimers caregivers, adult daycentres, foot clinics.

West Island Women's Centre

Telephone: 514-695-8529

Website: www.wiwc.ca

Email: wiwc@aibn.com

Services: Provide free education to caregivers about how to deal with aging parents. The classes are free but registration is required. Seminars and workshops help women deal with stressful situations.

West Island Citizen Advocacy

Telephone: 514-694-5850

Website: www.volunteerwica.com

Email: wica@qc.aibn.com

Services: Offer a volunteer matching program that includes companionship for seniors. Also provide defense of rights and individual assistance for seniors in the West Island.

West Island Cancer Wellness Center

Telephone: 514-695-9355

Website: www.wicwc.org

Email: info@wicwc.org

Services: A non-profit centre that offers programs that focus on addressing the emotional , psychological, social and spiritual needs of those afflicted by cancer. Also provide information and support for caregivers.

Volunteer West Island

Telephone: 514-457-5445

Website: www.cabwwi.org

Email: info@volunteerwestisland.org

Services: Provide services for seniors and caregivers such as meals on wheels program, handyman services, recreational activities, reassurance phone calls and income tax clinics.

Dorval Community Aid

Telephone: 514-633-4100

Services: Provide information and referral for seniors and their caregivers, daily hello program, youth for seniors, bus tickets program for low income earners, foot clinics, crisis situation support (heat waves/ fires etc), and income tax clinics.

Volunteer Accompaniment Services (Abo-Vas)

Telephone: 514-694-3838

Website: www.abovas.com

Email: info@abovas.com

Services: Volunteers drive clients to medical appointments and/ or cancer treatments, accompany them to the waiting room and drive them back home afterwards. The service is offered to West Island residents who have no other means to get to their medical appointment and who are facing a loss in mobility.

Recreation +

Telephone: 514-265-2581

Website: www.recreation-plus.org/en

Email: recreationplus@live.ca

Services: A Day Centre for seniors with changing levels of autonomy and for their sometimes exhausted and overwhelmed primary caregivers. Offer respite for the families and positive engagement for their loved ones.

Health and Social Services Centre (CSSS de l'Ouest-de-l'Île)

Website: www.csssouestdelile.qc.ca

Services: Provide home support services such as respite or in-house care during emergencies, counseling and emotional support, nursing care and support groups for caregivers and their loved ones who meet eligibility requirements.

CHSLD Vigi Dollard-des-Ormeaux

Address: 197 Thornhill St. Dollard-des-Ormeaux, Québec b H9B 3H8

Telephone: 514-684-0173, extension 1367

Services: A caregiver program is offered by the Vigi Dollard-des-Ormeaux Day Centre in collaboration with the CLSC de Pierrefonds.

CLSC Pierrefonds

Address: 138000 Boul. Gouin West, Pierrefonds

Telephone: 514-626-2572

10 WARNING SIGNS OF CAREGIVER STRESS

Taking care of someone with dementia (or other medical illness) requires time and energy. It can be a demanding and stressful task. Knowing and recognizing the signs of stress in yourself or someone you care about is the first step toward taking action⁶.

If the following symptoms occur on a regular basis, call your doctor , local CLSC or contact your local Alzheimer Society for help.

1. **Denial...** about the disease and its effect on the person with the disease.
"Everyone is overreacting. I know Mom will get better."
2. **Anger...** at the person with Alzheimer's disease (or other medical illness), yourself and others.
"If he asks me that question once more I will scream!"
3. **Withdrawing socially...** you no longer want to stay in touch with friends or participate in activities you once enjoyed.
"I don't care about getting together with friends anymore."
4. **Anxiety...** about facing another day and what the future holds.
"I'm worried about what will happen when I can no longer provide care."
5. **Depression...** you feel sad and hopeless much of the time.
"I don't care anymore. What is wrong with me?"
6. **Exhaustion...** you barely have the energy to complete your daily tasks.
"I don't have the energy to do anything anymore."
7. **Sleeplessness...** you wake up in the middle of the night or have nightmares and stressful dreams.
"I rarely sleep through the night, and don't feel refreshed in the morning."
8. **Emotional reactions...** you cry at minor upsets; you are often irritable.
"I cried when there was no milk for my coffee this morning. Then I yelled at my son."

⁶Information taken from the Canadian Alzheimer's Society: www.alzheimer.ca/en/Living-with-dementia/Caring-for-someone/Self-care-for-the-caregiver/10-warning-signs-of-stress?gclid=CMTBs8Lo0b4CFYw7OgodajYAU

9. **Lack of concentration...** you have trouble focusing and you find it difficult to complete complex tasks.
“I used to do the daily crossword. Now I am lucky if I can solve half of it.”
10. **Health problems...** you may lose or gain weight, get sick more often (colds, flu), or develop chronic health problems (backaches, high blood pressure).
“Since the spring, I have had either a cold or the flu. I just can’t seem to shake them.”

Alzheimer Society of Montreal (ASM)

Telephone: 514-369-0800

Website: www.alzheimermontreal.ca

Email: info@alzheimermontreal.ca

Services: Offer support and information to caregivers and health care professionals through educational programs and core training. There are support groups for caregivers located in the West Island that run on a weekly or monthly basis. Respite services are available.

Alzheimer Group Inc. (A.G.I. Inc.)

Telephone: 514-485-7233

Website: www.agiteam.org

Email: info@agiteam.org

Services: A non-profit organization that offers one-on-one consultations to families and diagnosed individuals. They offer support groups, an activity centre and training and education to caregivers and professionals. Respite is also available for caregivers.

Baluchon - Alzheimer Care

Telephone: 514-762-2667

Website: www.baluchonalzheimer.com

Email: info@baluchonalzheimer.com

Services: A private home-care agency that allows caregivers some in respite at home. Must be referred through the CLSC.

MENTAL HEALTH RESOURCES

HELPLINES

Centre Multi-Écoute

Telephone: 514-737-3604

Website: www.multiecoutte.org

Email: info@multiecoutte.org

Services: A multi-lingual centre for prevention and support of depression. It provides a listening service, psychological help and references.

Tel-Ainés

Telephone: 514-353-2463 / 1-877-353-2460

Website: www.tel-aines.org

Email: tel_ecoute@hotmail.com (to express yourself in writing)

Services: Help seniors overcome their isolation and express their emotions in different stages of aging.

Tel-Aide

Telephone: 514-935-1101

Website: www.telaide.org

Email: info@telaide.org

Services: Free, anonymous and confidential bilingual telephone listening service for people who need to confide in someone, talk about concerns, or are experiencing suicidal feelings.

Tel-Écoute

Telephone: 514-493-4484 (Hours: 7 days a week, from 10am to 10pm)

Website: www.tel-ecoute.org

Email: tel-ecoute@tel-ecoute.org (information)

Services: Anonymous and confidential active listening, suicide prevention and reference, to allow those in precarious situations or psychological distress to break the isolation and express emotions.

MENTAL HEALTH SERVICES

CSSS West Island: Psycho-Social Intake

Telephone:

514-639-0650 (Dorval-Lachine)

514-697-4110 (Lac St-Louis)

514-626-2572 (Pierrefonds)

CLSC Services: Teams can help in case of problems related to mental health, abuse, social exclusion and emotional or psychological distress.

West Island Crisis Centre

Telephone: 514-684-6160

Website: www.wicrisiscenter.com

Services: Help and support for people (18+) in distress, including a 24/7 helpline.

Action Autonomie

Telephone: 514-525-5060

Website: www.actionautonomie.qc.ca

Email: info@actionautonomie.qc.ca

Services: This group aims to educate those suffering from mental health problems about medication, doctors, institutions, laws and remedies for their disease. It aims to empower those afflicted to make them socially independent. An advisor will support and will help prepare and implement a plan of action.

Action on Mental Illness

Telephone: 514-486-1448

Website: www.amiquebec.org

Email: info@amiquebec.org

Services: Helps families manage the effects of a loved one's mental illness through support, education, guidance and advocacy.

Agence Ometz

Telephone: 514-343-3524

Website: www.ometz.ca

Email: info@ometz.ca

Services: Offer a crisis intervention services such as: financial aid, food and shelter, access to government services and counselling.

ANEB Québec

Telephone: 514-630-0907

Website: www.anebquebec.com

Email: info@anebquebec.com

Services: Prevention, information and support including a helpline and support groups for people suffering from eating disorders. Services are also offered to friends and family of these people.

Centre Bienvenue

Telephone: 514-421-2212

Website: www.centrebienvenue.org

Email: info@centrebienvenue.org

Services: A centre that offers information, support and activities for individuals with a mental illness.

Community Perspectives in Mental Health

Telephone: 514-696-0972

Website: www.pcs-m-cpmh.org

Email: info@pcs-m-cpmh.org

Services: This organization offers support tailored to specific needs to help individuals with mental illness to achieve autonomy and their full potential.

Friends for Mental Health

Telephone: 514-636-6885

Website: www.asmf-mh.org

Email: asmfmh@qc.aira.com

Services: Helps families and friends with the support, information and education they need to help them cope with a loved one's mental illness.

Family Life Centre

Telephone: 514-630-7791

Website: www.familylifecentre.ca

Email: familylifecentre@gmail.com

Services: To support individuals and families through referral services, short-term counselling and life skills education. No fee for services.

La clé des champs

Telephone: 514-334-1587

Email: lacle@lacle-deschamps.org

Services: A French service that offers support and assistance for people with anxiety disorders.

Omega Community Resources

Telephone: 514-631-2760

Website: www.omegacenter.org

Email: info@omegacenter.org

Services: A centre that provides support, counseling and intervention for those living with a mental illness. It operates various housing arrangements to those eligible where there are recreational and enrichment activities are offered. Included is 24 hour supervision where required, case management, coordination of treatment and referrals.

Phobies-Zéro

Telephone: 514-276-3105

Email: admin@phobies-zero.qc.ca

Services: A French services offering help and support groups for people suffering from anxious behaviours including OCD (obsessive compulsive disorder).

Revivre/Reliving

Telephone: 514-738-4873

Website: www.revivre.org

Email: info@revivre.org

Services: Information and helpline for those suffering from anxiety, depression or bi-polar.

West Island Citizen Advocacy

Telephone: 514-694-5850

Website: www.volunteerwica.com

Email: wica@qc.aibn.com

Services: Offer a seniors advocacy program that can help intervene in situations of abuse (ex: financial), social crisis (ex: mental health) and rights violation (ex: health care).

PRIVATE PSYCHOLOGISTS

Dr. Mona Abbondanza

Address: 186 Sutton Place Place, ste 104, Beaconsfield, H9W 5S3

Telephone: 438-969-2735

Website: www.monaabbondanza.ca

Email: monaabbondanza@videotron.ca

Services: Private psychologist specializing in individual psychotherapy for adults and seniors.

Please refer to page 202.

MENTAL HEALTH ASSOCIATIONS

Quebec Association of Parents and Friends of People with a Mental Illness

Telephone: 514-524-7131

Website: www.aqpamm.ca

Email: aqpamm@videotron.ca

Services: The objective is to provide support through information on resources available and to facilitate communication between the family and the treatment team. It will represent and advocate the rights of the family and inform the public through its newsletters, workshops, conferences.

Canadian Mental Health Association – Quebec Division

Telephone: 514-849-2191

Website: www.acsm.qc.ca

Email: info@acsm.qc.ca

Services: The mandate of this group is to empower the sufferer to participate in decision-making, to develop good citizenship and to give support to peer and family. This nation-wide voluntary organization conducts research and writes reports on issues concerning mental health.

DEPRESSION

Depressed Anonymous

Telephone: 514-278-2130

Website: www.depressedanonymous.com

Email: info@depressedanonymous.com

Services: This is a resource center which provides a free listening line and free confidential support for those struggling with depression.

Depression & Bipolar Support Alliance (DBSA)

Telephone: 514-458-6342

Website: www.dbsalliance.org

Email: info@dbsalliance.org

Services: A DBSA group helps sufferers connect with other support groups across the country. It provides insightful publications, offers peer specialist training and promotes educational events so to help sufferers acquire the skills and tools necessary to improve their condition.

ADDICTIONS

Alcoholics Anonymous

Telephone: 514-376-9230 / 514-350-3444

Website: www.aamontreal.com

Email: info@aamontreal.com

Services: Offer information and support groups for adults with drinking problems.

Gamblers Anonymous

Telephone: 514-484-6666

Website: www.gamontreal.ca

Email: info@gamontreal.ca

Services: Information and support groups for men and women who have a gambling addiction.

Gambling: Help and Referral

Telephone: 514-527-0140

Website: www.info-reference.qc.ca

Email: jar@info-reference.qc.ca

Services: This Centre offers a free bilingual program. It is strictly confidential and operates 7 days a week 24 h. /day. It provides physical and mental health support to gamblers. The program also includes information on financial and legal aid and the necessary referrals.

Drug: Help and Referral

Telephone: 514-527-2626

Website: www.droque-aidereference.qc.ca

Services: Bilingual helpline offering information and referrals on substance abuse issues.

Narcotics Anonymous

Telephone: 514-249-0555

Website: www.naquebec.org

Email: info@naquebec.org

Services: Offers a helpline, referral services and support group for people suffering from drug addiction.

Overeaters Anonymous

Telephone: 514-488-1812

Website: www.oa.org

Email: info@oa.org

Services: OA is about weight loss, weight gain and maintenance. It offers a support group for those struggling with food addiction.

S-ANON

Website: www.sanonmwi.weebly.com

Email: westislsanon@gmail.com

Services: S-Anon is a Twelve Step program. The inspiration behind S-Anon Montreal West Island is the strong belief and awareness that together, sharing our stories, our struggles and our pain that we can cope and eventually overcome the trauma caused by sex addiction.

SPECIALIZED SUPPORT GROUPS

Divorce Care

Telephone: 514-457-6934

Services: A weekly seminar and support group for people who are separated or divorced at St. George's Church in Ste-Anne-de-Bellevue.

Relationship Transitions

Services: Support group for newly divorced individuals.

Regroupement des Séparé(e)s et des divorcé(e)s de l'Ouest - RSDO

Telephone: 514-697-2882 / 1-438-390-7736

Website: www.rsdo.org

Email: inforstdo@videotron.ca

Services: This subsidized non-profit organization aims to help alleviate loneliness and help people develop a social network. There is a small annual fee and activities include lectures, brunches and outings.

BEREAVEMENT

McGill Centre for Loss & Bereavement

Telephone: 514-398-7058

Services: This centre offers individual and group support for those who have lost a loved one.

NOVA West Island

Telephone: 514-695-8335

Email: info@novawi.org

Services: Offer an 8-week support group to anyone who is bereaved and is feeling the loss of a loved one. Bereavement group sessions are offered three (3) times a year.

West Island Palliative Care

Telephone: 514-693-1718, extension 231

Services: Provide support groups and supportive calls to anyone who is bereaved.

Deuil-Secours (Grief)

Telephone: 514-389-1784

Services: A bilingual helpline and support groups for people who are bereaved.

DISABILITIES

RESOURCES FOR PEOPLE WITH A PHYSICAL OR INTELLECTUAL HANDICAP

Adapted Transit (STM)

Telephone: 514-280-8211

Website: www.stm.info

Email: transport.adapte@stm.info

Services: Door to door transportation service for people with disabilities that operates on a reservation basis. Check for eligibility.

Altergo

Telephone: 514-933-2739, extension 243

Website: www.altergo.net

Email: info@altergo.net

Services: A social support service which provides a companion to accompany an individual with a handicap to various activities. This group will assume the responsibilities of hiring and remunerating such personnel.

Avatil

Telephone: 514-634-8944

Website: www.avatil.org

Email: avatil@aci.ca

Services: Offer services such as recreational activities and personal development programs for adolescents and adults with a mild intellectual handicap.

Bell Canada Accessibility Services Centre

Telephone: 514-310-2355 / 1-800-668-6878

Website: www.bell.ca

Email: accessible@bell.ca

Services: Offers specialized services for persons with a physical (visual or hearing) or cognitive disability.

Constance-Lethbridge

Telephone: 514-487-1770 (main office)

Website: www.constance-lethbridge.qc.ca

Services: Provide personalized rehabilitation services to adults with a motor disability. To receive services, you must be assessed by a professional first.

Cheshire House

Telephone:

514-683-3400 (Pat Khal Residence)

514-472-0133 (Stewart Brown Residence)

Website: www.westislandphysicallydisabled.ca

Email: cheshirequebec@live.com

Services: Residential homes on a permanent or transitional basis for people with a physical handicap. Respite services are available.

Club des personnes handicapées de Lac St-Louis

Telephone: 514-634-0447

Website: www.cam.org

Email: clubph@cam.org

Services: Offer courses and various activities for people with a disability.

Memo – Québec (Canadian Paraplegic Association)

Telephone: 514-341-7272

Website: www.thefamilycaregiver.com

Email: info@memoquebec.com

Services: Promotes the autonomy of people with spinal cord injuries. Support services include providing employment services through counsellors, providing education and educative publications.

Office des personnes handicapées du Québec

Telephone: 514-873-3905 / 1-800-567-1465

Website: www.ophq.gouv.qc.ca

Email: info@ophq.gouv.qc.ca

Services: A government organization that promotes social integration into schools and offices through its activities and education. It offers information and financial support; it organizes conferences and issues related publications.

P.I.M.O

Telephone: 514-288-9775

Website: www.pimo.qc.ca

Email: accueil@pimo.qc.ca

Services: Accompaniment services to medical appointments and social activities for people with a physical handicap (18-65 years old). To become a member you must pay the annual fee of 12\$.

Royal Canadian Legion for the Disabled (Quebec Division)

Telephone: 514-866-7491 / 1-613-591-3335

Website: www.legion.ca

Email: info@qc.legion.ca

Services: This national organization of veterans offers programs, resources and solutions to veterans' issues. They will represent the veterans seeking disability benefits with Veterans Affairs Canada and the Veterans Review and Appeal Board. They also provide additional support by making available necessary equipment like wheelchairs, hospital beds, walkers, etc.

Viomax

Telephone: 514-694-7090, extension 2329

Website: www.viomax.org

Email: info@viomax.org

Services: This is a non-profit organization composed of volunteers who help people with physical limitations in the use of exercise machines, the gym, the pool and other outdoor activities.

West Island Association for the Intellectually Handicapped (WIAIH)

Telephone: 514-694-7090

Website: www.wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: A non-profit community organization that offers services and support to individuals as well as their families living with an intellectual disability or autism.

West Montreal Readaptation Centre (CROM)

Telephone: 514-363-3025

Website: www.crom-wmrc.ca/en

Services: A public social service that offers individuals with an intellectual disability or autism spectrum disorder and their families receive a wide range of services within community-based settings on a timely basis.

DID YOU KNOW...

In 2011, West Montreal Readaptation Centre and Miriam Home and Services set up an integrated access system for people with an intellectual disability or autism living in the western portion of Montreal Island. This system is called West-End Access. To find out your position on the waiting list, or for any other question related to access to services, please contact West-End Access:

Email: westendaccess@ssss.gouv.qc.ca

Tel.: 514-363-8726 Fax: 514-363-9479

In order to receive services from West Montreal Readaptation Centre (WMRC), you must have had both of the following⁷:

1. a multidisciplinary evaluation indicating a psychological diagnosis of intellectual disability (ID) or pervasive developmental disorder (PDD).
2. a referral from your local health and social services centre (CSSS), or second-line service provider (CRDP or CH).

HOUSING RESOURCES

There are several different housing options available for seniors depending your specific needs or situation. The following is a list of the different types of housing options:

Low Rent Housing: Buildings are owned and administered by municipal housing boards (OMHM). All units are rent-subsidized; it is equivalent to 25% of the household income. There are no medical or social services provided.

Affordable Housing: Buildings are managed by either a non-profit organization composed of volunteers or by the municipality. The rent is a little lower as the government subsidizes the construction which keeps operating costs down. These buildings sometimes offer 5-7 lunches per week and an administrator to assist with organizing social activities. There are no medical services offered.

Co-operative Housing: Buildings are owned and managed by the residents who live in the building. Rent is charged to the tenant by the co-op to cover the costs of running the building. Members (tenants) must agree to perform volunteer tasks to manage the building and keep the costs down. Some housing cooperatives have units subsidized according to one's income. The remaining apartments are rented at a lower cost as the volunteer aspect keeps the costs down. To live in co-op seniors must be autonomous.

Non-Profit Housing (OSBL): These types of units are managed by volunteer board of directors who live outside the building. However, there must be at least 1/3 of tenant representation on the board. The tenants elect the board members. Some buildings have units that are subsidized according to a person's income. The remaining apartments are rented at a lower cost as the volunteer aspect keeps costs low. There are no medical services in these buildings.

⁷Information taken from West Montreal Readaptation Centre (WMRC) website: www.crom-wmrc.ca/en

Foster or Family Style Housing: These residences are for seniors and have up to 9 rooms in a residential home. Each resident has a private or semi-private room and circulates throughout the home as if it were their own. Residents generally have a physical and/or cognitive loss of autonomy which warrants assistance with bathing, medication management, dressing, meal preparation and/or housekeeping etc. Prices range from approximately \$1800-\$3000 per month in the West Island. Foster type residences must be accredited every 2 years. Respite is available on a per day basis.

Autonomous Apartment Buildings: These are apartment buildings built for seniors but have no medical or meal service. There is sometimes a part-time administrator that works in the building. To live in these units, seniors must be autonomous.

Semi-Autonomous Residences: These are apartments building which are made for the senior population. They have a variety of services available based on your needs. Each building has its own dining room, and meal plan options are available. Most offer a nurse on staff, doctor on call, a recreation coordinator, and home care services. Some buildings have an assisted living floor, for those who need extra care.

Assisted Living Residences: These residences have rooms or suites only that provide care on average 1.5 – 3hrs per day. Services include: all meals, assistance with bathing, dressing, orientation and mobility. Some have a secure (coded exit) section for those who need more supervision and who are a flight risk. Respite is available on a per day/ week basis.

Long-Term Care Residences: These residences are for seniors that require at least 3hrs of care per day. All services are included. Nurses on staff full-time, doctor visits regularly, therapeutic bath, lift for transfers, palliative care, and secure floor. Visiting specialists: dentist, physiotherapist, dietician, foot care, massage therapist. Respite is available on a per day basis.

PLANNING YOUR MOVE

If you are a tenant you:

- Have the right as a senior moving into a residence with services, to break your lease with 2 months' notice (starting from the day you give notice). You may have to provide a letter from the new residence confirming your move.
- Can negotiate with your landlord if you need to leave before 2 months.
- Can possibly transfer your lease or sublet your apartment.

If you are a homeowner you:

- Can negotiate a move in date with the new residence which accommodates both you and the management.

Tips on what to bring:

- Time to de-clutter and downsize.
- Remember that 'less is more'- it would be important to avoid overcrowding a room in your new apartment. This will also help in preventing falls.
- Sell items you don't need to help with moving costs.
- Donate items you don't need to local charities (see section on food programs and material assistance on page 24).
- Choose items that are useful and items that are important to you.

Moving Logistics:

- Make sure to complete all change of address notifications.
- Visit your new home more than once to determine how much you can bring. Also measure windows, closet space to make sure everything fits appropriately.
- Moving can be very overwhelming. It might be a good idea to hire a professional organizer or ask a family member/ volunteer to help. Do not pack and de-clutter on your own.

COST COMPARISON - CURRENT HOME VS. RESIDENCE

To help with your decision to move, simply fill in your current expenses and compare them to a moderately priced apartment or residence in the West Island.

SERVICES	CURRENT COST PER MONTH	RESIDENCE COSTS PER MONTH
Basic Rent	\$	\$1500 (approx.)
Heating	\$	Included
Electricity	\$	Included
Cable	\$	\$30 (sometimes included)
Telephone	\$	\$45
Emergency cord/ Medical button	\$	Emergency cord included Some medical buttons included
Mortgage	\$	N/A
Taxes (property, water, school)	\$	Included
Meals (groceries)	\$	\$260 per month: 1 meal a day \$550 per month: 2 meals a day
Housekeeping	\$	Sometimes included
Laundry Service (CLSC or private)	\$	Machines available for fee \$10 approx.
Medication Distribution (private)	\$	\$135-540 a month approx.
Nursing care (CLSC or private)	\$	Certain services are included
Assistance with dressing/ transfers (CLSC or private)	\$	CLSC or pay per request: \$8 per dressing
Transportation (car, public transit)	\$	Included
Activities	\$	Included
Monthly Budget: pension, savings, etc	\$	Approx. cost: \$1890 includes rent, 1 meal, housekeeping, cable and phone
TOTAL:	\$	\$

This is an approximate cost comparison scenario. Every residence offers different prices and services and the needs of each individual vary.

DID YOU KNOW...

There are services available that are hard to attach a dollar (\$) value to:

- Security and peace of mind.
- Activities to break isolation, keep busy, meet people, have fun and feel good.
- Accessibility within building to services and activities.
- No need to cook all your meals or clean your entire house.
- Medical care 'on site' when you need it.

LODGING CONSULTANTS

Lodging consultants are specialists in finding the right private residence based on your needs. They will meet with you to discuss your situation and accompany you to visit different residences. Most services are free of charge.

Gerontologis

Telephone: 514-695-5454

Website: www.gerontologis.com

Email: kate@gerontologis.com

Services: Services to help you find a facility that meets both the highest standards of quality and your personal needs. This service provides you with a multi-faceted evaluation and a concise list of facilities specifying the range of choices available.

Please refer to page 203.

Visa Vie

Telephone: 514-383-6826

Website: www.visavie.com

Services: Provide lodging counsellors that help in researching a residence and are committed to finding the home based on your needs. The service is available 7 days a week, 24 hours a day, to guide you along the way. The service is offered free of charge or commitment.

Please refer to page 200.

Expert Counseling Services in Housing (OPAHQ)

Telephone: 514-990-8841

Website: www.opahq.com

Services: Mission is to provide a solution to the urging needs of information, support, assistance and help from the elderly and their families when searching for housing in the private sector.

There are organizations that offer relocation services including household downsizing, home staging and estate dispersal for seniors that are relocating. For more information or to be referred, please call the West Island Community Resource Centre at 514-694-6404.

HOUSING LISTINGS

LOW RENT HOUSING AND AFFORDABLE HOUSING

Office municipal d'habitation de Montréal

Telephone:

514-872-6442 (Head office)

514-868-5588 (Application request)

Website: www.omhm.qc.ca

Services: Montreal housing board that takes care of applications for low-income/subsidized housing.

Please refer to page 204.

Application process to low rent housing or affordable housing:

- Must be Canadian citizen or permanent resident, living in Québec
- Must have lived in the Greater Montreal area for 12 months over a 24 month period.
- Income levels must respect the maximum permitted.
- Person must be independent.
- The maximum value of goods owned must be less than \$50,000.

West Island low rent housing situated in:

- Pointe-Claire
- Dorval
- Pierrefonds
- Lachine
- Ste-Anne-de-Bellevue

AFFORDABLE HOUSING

Résidence Des Sources

Address: 4200, boulevard des Sources, Dollard-des-Ormeaux

Telephone: 514-683-2323

Website: www.residencesenharmonie.qc.ca

Services: Provide 131 apartments with services for seniors with low or modest incomes (5 lunches from Monday to Friday, 2 breakfasts on weekends, around-the-clock surveillance, activities program, etc.)

Résidence Maywood

Address: 33 Avenue Maywood, Pointe-Claire

Telephone: 514-693-1754

Website: www.residencesenharmonie.qc.ca

Services: Provide 135 apartments with services for seniors with low or modest incomes (5 lunches from Monday to Friday, 2 breakfasts on weekends, around-the-clock surveillance, activities program, etc.)

Résidence Jean-Placide-Desrosiers

Address: 55 Avenue Ouellette, Montréal (Lachine)

Telephone: 514-363-5353

Website: www.residencesenharmonie.qc.ca

Services: Provide 83 apartments with services for seniors with low or modest incomes (5 lunches from Monday to Friday, 2 breakfasts on weekends, around-the-clock surveillance, activities program, etc.)

CO-OPERATIVE HOUSING

SENIORS ONLY CO-OPS

Beaconsfield Housing Cooperative

Address: 160 Michael Crescent, Beaconsfield

Telephone: 514-426-9472

North-West Housing Cooperative

Address: 4505 Boul. St- Jean, DDO

Telephone: 514-626-5208

Néerlandais Housing Cooperative

Address: 200 rue Ernest, DDO

Telephone: 514-626-1749

*preference given to people of Dutch origin

Haus Der Heimat Housing Cooperative

Address: 375 Louise Lamy St, Dorval

Telephone: 514-828-1130

*preference given to people of German origin

SENIORS AND FAMILY CO-OPS

Place Bonny Cooperative

Address: 4986 rue Bonny, Pierrefonds

Telephone: 514-685-2425

De Jouvence Cooperative

Address: 29 Jouvence, Ste-Geneviève

Telephone: 514-696-0859

Terrasse Soleil Cooperative

Address: 11550 Boul. Pierrefonds, Pierrefonds

Telephone: 514-683-4112

L'Avenir de Pierrefonds Cooperative

Address: 14606 rue Lirette, Pierrefonds

Telephone: 514-784-1171

Belle-Lirette Cooperative

Address: 14867-rue Lirette, Pierrefonds

Telephone: 514-696-9438

Village Cloverdale Cooperative

Address: 4689 rue Alexander, Pierrefonds

Telephone: 514-683-9988

Les Amis de Pierrefonds Cooperative

Address: 13747-A Boul. Gouin West, Pierrefonds

For more information or to make an application to live in a co-op please visit or call them directly.

NON-PROFIT HOUSING - OSBL

Villa St-Louis

Address: 117 avenue Cartier, Pointe-Claire

Telephone: 514-695-0558

Residence Godard

Address: 4689 rue Alexander, Pierrefonds

Telephone: 514-683-9988

Residence Norma McAlister

Address: 5100 des Maçons, Pierrefonds

Telephone: 514-620-9695

Villa Beaurepaire

Address: 23 Fieldfare, Beaconsfield

Telephone: 514-697-0123

Email: info@villabeaurepaire.com

Services: Provide welcoming and secure community apartment living for autonomous and semi-autonomous seniors. It is located in the heart of Beaurepaire Village.

Please refer to page 202.

For more information or to make an application to live in a non-profit unit please visit or call them directly.

FOSTER OR FAMILY STYLE HOUSING

Aviva-Life

Address: 192 Boul. St-Charles, Beaconsfield, H9W 2X4

Telephone: 514-695-5372 or 514-573-5056

Email: residencevivalife@gmail.com

Services: Provides newly renovated and full service rooms that are furnished or unfurnished. Services include 24hr care, home cooked meals, assisted daily living, social activities, warm family atmosphere, and access lovely gardens.

Residence Victorienne

Contact: Brenda Moses

Address: 1 Hedge Row, Kirkland QC

Telephone: 514-426-4213

Fax: 514-426-1258

Services: Wheelchair accessible, 1st floor, charming housing for semi-autonomous residents and palliative care.

SEMI-AUTONOMOUS RESIDENCES

The Cambridge

Address: 340 Hymus, Pointe-Claire, QC H9R 6B3

Telephone: 514-694-5548

Website: www.lecambridge.ca

Services: Includes 32 care studios with: furniture, day care assistance, management of medication, meals and snacks, housekeeping, laundry, bedding, air conditioning, cable television, telephone, Internet, emergency call system and secure environment (coded doors).

The Wellesley

Address: 230 boul. Hymus Pointe-Claire, Québec H9R 5P5

Telephone: 438-896-1040

Website: www.chartwell.com/locations/le-wellesley/index.php

Services: With a variety of amenities and features, the goal is to offer you a safe, secure and fun environment while you continue to enjoy your daily life engaged with friends, family and the community.

Please refer to page 202.

Manoir Ste-Genevieve

Address: 16375, boul. Gouin Ouest Sainte-Geneviève, QC H9H 5L3

Telephone: 514-626-0404

Website: www.reseau-selection.com

Email: info@reseau-selection.com

Services: Offer a variety of services including 3 meals per day, medicine distribution, foot care, doctor visits and nurse available 24 hours a day.

Please refer to page 197.

Symphony Senior Living

Address: 15 Place de la Triade Pointe-Claire, QC H9R 0A3

Telephone: 514-695-6695

Email: crcwi@residencessymphonie.com

Services: Provide a dynamic environment for Independent Living, a caring and engaging experience in our Oasis neighborhood for those seniors who need Assisted Living and a homelike and secure environment for those seniors with Alzheimer or other forms of Dementia in our new Moments Memory Care neighborhood.

Please refer to page 199.

Vent de l'Ouest

Address: 4500, boul. Jacques-Bizard Sainte-Geneviève, QC H9H 5N3

Telephone: 514-620-4666

Website: www.ventdelouest.com

Email: info@ventdelouest.com

Services: Apartments with care services available 24 hours a day.

Please refer to page 198.

Maxwell Residence

Telephone: 514-457-3111

Email: linda@maxwellresidence.com

Services: Offers autonomous and semi-autonomous seniors carefully designed studio, one- or two-bedroom suites, with unparalleled features and amenities. The state-of-the-art Assisted Living Facility ensures residents the required services and comforts, providing peace of mind for loved ones.

Manoir Kirkland

Address: 2 Carvin Kirkland, QC H9H 4B5

Telephone: 514-695-1253

Website: www.chartwell.com/locations/manoir-kirkland/index.php

Services: With a variety of amenities and features, the goal is to offer you a safe, secure and fun environment while you continue to enjoy your daily life engaged with friends, family and the community. Services include: dining room, social activities and fitness programs.

Please refer to page 204.

Sunrise Senior Living Dollard-des-Ormeaux

Address: 4377 Boul. St-Jean, Dollard-Des-Ormeaux, QC H9H 2A4

Telephone: 514-620-4556

Website: www.sunrisequebec.ca

Email: DollardDesOrmeaux.DCR@sunriseseniorliving.com

Services: A residence with a home-like warm atmosphere offering assisted living services, alzheimer and dementia care and respite/convalescence.

Sunrise Senior Living Beaconsfield

Address: 505 Elm Avenue, Beaconsfield, QC H9W 2E5

Telephone: 514-693-1616

Website: www.sunrisequebec.ca

Email: Beaconsfield.dos@sunriseseniorliving.com

Services: A residence with a home-like warm atmosphere offering assisted living services, alzheimer and dementia care and respite/convalescence.

ASSISTED LIVING RESIDENCES

Manoir Beaconsfield

Address: 34 Woodland Beaconsfield, QC H9W 4V9

Telephone: 514-694-2000

Email: info@manoirbeaconsfield.ca

Services: Provide nursing care, assistance with all activities of daily living, recreation, meals, laundry, etc.

Please refer to page 201.

Sunrise Dollard-des-Ormeaux

Address: 4377 Boul. St-Jean, Dollard-Des-Ormeaux, QC H9H 2A4

Telephone: 514-620-4556

Website: www.sunrisequebec.ca

Email: DollardDesOrmeaux.DCR@sunriseseniorliving.com

Services: A residence with a home-like warm atmosphere offering assisted living services, alzheimer and dementia care and respite/convalescence.

Chateau Pierrefonds

Address: 15928 Boul. Gouin Ste-Genevieve, QC H9H 1C8

Telephone: 514-626-2300

Website: www.chateaupierrefonds.com

Services: A retirement home comprised of 119 private rooms, offers its residents a unique opportunity to indulge in a wide variety of activities as well as the tranquility of knowing that a qualified personnel is available 24 hours a day.

Please refer to page 205.

Chateau Dollard

Address: 1055 Tecumseh, Dollard-des-Ormeaux, QC H9B 3G9

Telephone: 514-685-4444

Website: www.chateaudollardresidence.com

Email: info@chateaudollard.com

Services: An assisted living residence built on a 23-year tradition of commitment to seniors and personalized care. Services include meals, care programs, wellness programs , and activity programs.

LONG TERM CARE RESIDENCES

Public Residences: application is made through your local CLSC, hospital or rehabilitation centre.

Application process:

- **Request for application:** A social worker from the CLSC, hospital or private social worker can complete the application for housing.
- **Application form:** A global evaluation of the patient is completed. It reviews medical, function and social aspects, environment, lifestyle and family support system.
- **Evaluation review:** Request is reviewed to determine the level of care needed and orientation to the appropriate care facility.
- **Admission:** Approximately 1-2 years wait time.
- **Cost:** Approximately \$1800 for a private room, \$1300 for a semi private room. Depending on the income, the person may be eligible for a subsidy.

LOCAL CLSC'S

CLSC Lac-St-Louis

Telephone: 514-697-4110

CLSC Pierrefonds

Telephone: 514-626-2572

CLSC Dorval/Lachine

Telephone: 514-639-0650

PUBLIC LONG TERM CARE RESIDENCES - CHSLD

Centre d'Accueil Pierrefonds

Address: 14775 Boul. Pierrefonds, Pierrefonds

Telephone: 514-620-1220

Centre Bayview

Address: 27 Lakeshore, Pointe-Claire

Telephone: 514-695-9384

Centre d'hébergement Dorval

Address: 225 de la Présentation, Dorval

Telephone: 514-631-2446

Centre d'hébergement de Dollard

Address: 197 Thornhill, Dollard-des-Ormeaux

Telephone: 514-684-0173

Centre Denis Benjamin Viger

Address: 3292 Cherrier, Ile-Bizard

Telephone: 514-620-6310

PRIVATE LONG TERM RESIDENCES - CHSLD

The private residences offer the same services as the public sector CHSLD's. When there is no space available in the public sector, people can be transferred to a transit bed in a private CHSLD residence which is contracted by the government to provide beds at a subsidized rate for the senior. The patient must fall under specific programs and criteria to be transferred to a transit bed. They also must come directly from the hospital.

Manoir Beaconsfield

Address: 34 Woodland, Beaconsfield

Telephone: 514-694-0800

Maison Herron

Address: 2400 Herron, Dorval

Telephone: 514-631-7288

Manoir Pierrefonds

Address: 18465 Boul. Gouin, Pierrefonds

Telephone: 514-626-6651

Manoir West Island

Address: 17725 Boul. Pierrefonds, Pierrefonds

Telephone: 514-620-9850

Chateau sur le lac

Address: 16289 Boul. Gouin, Ste-Geneviève

Telephone: 514-620-9794

GOVERNMENT HOUSING ASSISTANCE PROGRAMS

Shelter Allowance

Telephone: 514-864-6299

Website: www.revenuquebec.ca

Service: A provincial government program that provides financial assistance to low-income households. To qualify a person must be 52 and over, living alone or with a spouse. Seniors with a low income can expect to receive \$60-80 per month to assist them in paying rent.

Home Support Tax Credit

Telephone: 514-864-6299

Website: www.revenuquebec.ca

Service: A provincial government program that provides eligible seniors who are 70 and over with a home support tax credit. This credit can cover 31% of the costs for occasional services (ex: house cleaning).

Home adaptation program for seniors (Société d'habitation du Québec)

Telephone: 1-800-463-4315

Website: www.habitation.gouv.qc.ca

Service: Provides financial assistance for people aged 65 and older, on low incomes, who need to make minor adaptations to their house or apartment in order to continue to live there safely and independently.

Eligibility:

- 65 years of age or older.
- Find it difficult to perform certain everyday activities in your home.
- Your total household income does not exceed certain maximum levels.

Available assistance:

- \$3500 if you have work done by a contractor who holds the appropriate licence from Régie du bâtiment.
- \$1750 if the work is not done by a contractor. In such cases, only the price of materials and equipment will be considered.

Admissible work:

- Work is admissible if it helps to relieve the difficulties you experience in performing certain everyday activities in your home.
- Examples include: installing a handrail along a corridor or staircase, grab bars near bath tub, switches or electrical outlets in practical locations, installing faucets that are easy to use.

For more information please call the Société d'habitation du Québec:
1-800-463-4315

Residential Adaptation Assistance Program (Société d'habitation du Québec)

Telephone: 1-800-463-4315

Website: www.habitation.gouv.qc.ca

Service: A provincial program designed to help people with disabilities to perform their everyday activities and remain in their homes for longer. It offers financial assistance to homeowners, covering admissible work carried out to meet the needs of a disabled person.

Eligibility:

- All people with disabilities whose limitation affect their everyday activities are eligible for assistance provided;
- They submit a report from an occupational therapist, demonstrating that their impairment is significant and persistent, and that they disability requires alteration to their home.
- They are not eligible for residential adaptation assistance under the insurance plans offered by the SAAQ or the CSST.

⁸Information taken from the Educlooi website: www.educlooi.qc.ca/en/capsules/housing-issues-seniors

Available assistance:

- \$16,000 per eligible person. In some cases, an additional amount may be paid up to \$7000.
- In cases where specialized equipment is required, additional assistance not exceeding \$10,000 may also be paid, based on criteria determined by the SHQ.

Admissible work:

- Its purpose is to alter or adapt a disabled person's dwelling so that he or she is able to enter, leave and have independent access to rooms and everyday utilities.
- It offers a simple and economic solution.
- Examples include: installation of an outside access ramp, remodelling of a bathroom, widening of door frames.

Applications can be made through your local CLSC or through the SHQ. For more information please call the Société d'habitation du Québec:
1-800-463-4315

HOUSING RIGHTS

Breaking a lease:

If you rent an apartment, you can cancel your lease before it ends in some situations⁸:

- If you, your spouse or your partner can no longer live in your apartment due to a disability.
- If you are given a place to live in low-rent housing.
- If you are elderly and want to leave to live permanently in one of these places, either for the first time, or because you are changing from one of these places to another one:
 - a long-term care centre ("CHSLD")
 - a supervised apartment or group home

- a private seniors residence or other housing that offers nursing care and personal assistance services required by your state of health
- Your safety or the safety of a child living with you is at risk due to a violent partner or ex-partner, or because of aggression of a sexual nature, even if the aggressor does not live with you.

TENANT'S RIGHTS AND COMPLAINTS

Régie du Logement

Telephone: 514-873-2245

Website: www.rdl.gouv.qc.ca/en/accueil/accueil.asp

Arnold Bennett Housing Hotline

Telephone: 514-488-0412

TO FILE A FORMAL COMPLAINT ABOUT SERVICES IN A PRIVATE RESIDENCE OR OTHER FACILITY

Regional Service Quality and Complaints Commissioner

Telephone: 514-286-6542

Website: www.msss.gouv.qc.ca/agences

Email: 06_agence_plaintes@ssss.gouv.qc.ca

Ombudsman

Telephone: 514-873-2032

Website: www.protecteurducitoyen.qc.ca

Email: protecteur@protecteurducitoyen.qc.ca

Services: Reviews complaints from persons, enterprises, groups or associations who believe that they have been unfairly or improperly treated by a Government of Québec department or agency or by an institution in the health and social services network.

Centre d'assistance aux plaintes (CAAP)

Telephone: 1-877-767-2277

Website: www.fcaap.ca

Email: direction@fcaap.ca

Services: Organization that can help you to file a complaint against a service you receive in a health and social services department or CHSLD.

DEFENSE OF RIGHTS

West Island Citizen Advocacy

Telephone: 514-694-5850

Website: www.volunteerwica.com

Email: wica@qc.aibn.com

Services: Offers a seniors advocacy program that assists with defense of rights regarding housing situations.

RECREATION

SENIORS' CLUBS

Carrefour des aînés de Pierrefonds

Address: 14068 Boul. Gouin West, Pierrefonds, QC H8Z 1Y1

Telephone: 514-630-7285

Website: www.sites.google.com/site/carrefourdesainesdepierrefonds

Email: carrefourdesaines@videotron.ca

Services: A bilingual meeting place where seniors 50 years of age and over can participate in more than 25 activities plus special events, while making friends with their peers in a fun, safe and peaceful environment.

Dollard-des-Ormeaux Seniors Club

Address: 12,001 Boul. de Salaberry Dollard-des-Ormeaux, QC

Telephone: 514-684-1012, extension 209

Website: www.ville.ddo.qc.ca

Services: Offer a variety of courses to choose from, such as bridge, Spanish, French, tai-chi, yoga, line dancing, fitness and a special exercise program for seniors with arthritis given by a physiotherapist.

Kirkland 55+ Club

Address: 16,950 Boul.Hymus Kirkland, QC H9H 3W7

Telephone: 514-630-2744

Website: www.ville.kirkland.qc.ca/culture-and-recreation/associations-/seniors-social-clubs

Services: A social group that offers a meeting place in which to promote personal development, community involvement and social contact between members. The Club 55+ offers a variety of activities and social gatherings: line dancing, social dancing, exercise classes, drop-in activities, dinner dances, movie nights, Military Whist, Bridge, special events (Christmas, sugar shack, Easter, etc).

Pointe-Claire Senior Centre

Address: 94 Douglas-Shand, Pointe-Claire (To Register)

Telephone: 514-630-1248

Website: www.ville.pointe-claire.qc.ca/en/seniors-activities/senior-centre.html

Services: The Centre offers individuals aged 60 and over a variety of activities and social outings. Members have a chance to participate in a variety of activities such as Tai-Chi, line dancing, arts and crafts, ping pong, card groups, musical afternoons and more. There are also organized trips every month. The Centre is located at 365 St-louis, Pointe-Claire (Arthur Séguin Chalet)

Stewart Hall Seniors

Address: 176 Lakeshore Pointe-Claire, QC

Telephone: 514-630-1220

Services: Come join the fun as we discover new avenues of interest, entertainment, dances, outings, and much more.

The Young at Heart 55 Club (Volunteer West Island)

Address: 1 de l'Église Ste-Anne-de-Bellevue, QC

Telephone: 514-457-5445

Website: www.volunteerwestisland.org/home.htm

Services: Offer a variety of activities for seniors including bingo, tai chi, yoga and line dancing. Also organize a monthly senior's café.

The Teapot

Address: 2901 St. Joseph Blvd Lachine, QC, H8S 4B7

Telephone: 514-637-5627

Website: www.theteapot.org

Email: teapot@ccs-montreal.org

Services: The Teapot offers ways for the 50+ community to thrive by keeping active and exploring their own interests and improve their quality of life through offering a place to gather together, socially, recreationally, educationally.

West Island YMCA Club 60+

Address: 230 Boul.Brunswick Pointe-Claire, QC H9R 5N5

Telephone: 514-630-9864, extension 5202

Website: www.ymcaquebec.org/en/centre/news_events/west-island-ymca/6/1

Email: club60@ymcaquebec.org

Services: Provides seniors aged 90+ with the opportunity to meet new people, socialize, share common interests and expand their knowledge. Activities include: conferences, lunch and discussion, walking/running exercises and swimming.

Catholic Community Services (CCS)

Telephone: 514-630-7285

Website: www.ccs-montreal.org

Email: info@ccs-montreal.org

Services: A social group located in Roxboro offering seniors an opportunity to meet every week at the center. Activities include yoga, interactive games and outings.

LEISURE

Ecomuseum

Telephone: 514-457-9449

Website: www.ecomuseum.ca

Email: info@ecomuseum.ca

Services: This is an educational wildlife park which offers seniors an opportunity to get involved in the research and conservation programs which are crucial steps in the protection of endangered species.

Montreal Lakeshore University Women's Club

Website: www.mluwc.com

Email: mluwc.membership@gmail.com

Services: This organization promotes cultural, social and political awareness through their monthly meetings. It encourages education by offering scholarships and bursaries.

West Island Women's Centre

Address: 11 Rodney, Pointe-Claire, QC (enter on Vincennes)

Telephone: 514-695-8529

Website: www.wiwc.ca

Services: Provide educational, social and recreational services for women living in the West Island and the community at large.

Quebec Family History Society Heritage and Library

Address: 173 Cartier ave. Pointe-Claire, QC

Telephone: 514-695-1502

Website: www.qfhs.ca

Services: A registered Canadian charity that helps people of all backgrounds research their family history.

West Island Rainbow Seniors 50+

Address: Beaconsfield United Church, 202 Woodside Rd

Telephone: 514-826-3541

Website: www.beaconsfieldunitedchurch.com

Email: wirainbowseniors@gmail.com

Services: Is a lesbian, gay, bisexual, questioning, and transgender group meeting regularly to socialize and plan advocacy action in a homophobia-free setting.

Toastmasters International

Address:

Pointe-Claire: 250 Lanthier Pointe-Claire, QC H9S 4G3

Pierrefonds : 14668 Boul. Gouin West Pierrefonds, QC H8Z 1Y1

Dorval : 1335 Lakeshore Rd Dorval, QC H9S 2E5 (Sarto Desnoyers Community Centre)

Dollard-des-Ormeaux: 100 Cadman DDO, QC H9B 1X6

Beaconsfield : 303 Boul. Beaconsfield Beaconsfield, QC H9W 4A7 (Herb Linder Annexe)

Telephone:

Pointe-Claire: 514-773-8305

Pierrefonds: 514-694-1118

Dorval: 514-696-5973

Dollard-des-Ormeaux: 438-875-9291

Beaconsfield: 514-912-5932

Services: Toastmasters International is a world leader in communication and leadership development. Members improve their speaking and leadership skills by attending one of the 14,350 clubs worldwide.

Looking for more Leisure groups or clubs? Call the West Island Community Resource Centre at 514-694-6404

CONTINUING EDUCATION

Adult Education – John Abbott College

Telephone: 514-457-6610

Website: www.johnabbott.qc.ca

Services: Offers through their Continuing Education department a variety of courses such as languages, Mathematics, Dance, Financial Planning.

Place Cartier Adult Education Centre

Address: 257 Beaconsfield Boul. Beaconsfield, QC H9W 4A5

Telephone: 514-694-8500

Website: placecartier.lbpsb.qc.ca/index.htm

Services: Educational services to help complete a high school diploma, complete pre-requisites to CEGEP or improve on a language.

Centre d'éducation des adultes Jeanne-Sauvé

Address: 305 av. Mimosa Dorval, QC H9S 3K5

Telephone: 514-855-4195

Website: www3.csmb.qc.ca/ecoles/jeanne-sauve/Accueil/tabid/3093/Default.aspx

Services: Education services to help complete a high school diploma, complete pre-requisites for CEGEP or improve on a language.

Vanier College Continuing Education

Address: 821 Ste-Croix Ave. St-Laurent, QC

Telephone: 514-744-7000

Website: www.vaniercollege.qc.ca

Services: Various courses and programs including language, special interest, computers and career advancement for adults at the cégep level.

Dawson College Continuing Education

Address: 4001 De Maisonneuve, Montreal, QC

Telephone: 514-933-3771

Website: www.dawsoncollege.qc.ca

Services: Various courses and programs including language, special interest, computers and career advancement for adults at the cégep level

Literacy Unlimited

Address: 501 Boul. St-Jean, Pointe-Claire
(Inside John Rennie High School)

Telephone: 514-694-0007

Website: www.literacyunlimited.ca

Email: info@literacyunlimited.ca

Services: Provide tutoring for adults who wish to improve their reading, writing and math skills. Also provide computer training for those working on improving their skills.

COMPUTER COURSES

Pointe-Claire Library

Address: 100 Douglas-Shand Pointe-Claire, QC

Telephone: 514-630-1218

Website: biblio.ville.pointe-claire.qc.ca/

Services: Offer computer courses for people aged 55+. Please call library for schedule.

Dollard des Ormeaux Library

Address: 12001 De Salaberry Boulevard, Dollard-des-Ormeaux, QC H9B 2A7

Telephone: 514-684-1496

Website: www.ville.ddo.qc.ca

Email: bibliotheque@ddo.qc.ca

Services: Offer computer courses for Adults and seniors. Please call the library directly for the schedule.

Volunteer West Island

Address: 1 rue de l'Église, Sainte-Anne-de-Bellevue, QC H9X 1W4

Telephone: 514-457-5445

Website: www.volunteerwestisland.org/home.htm

Services: Offer computer courses to people aged 55+.

Carrefour des aînés de Pierrefonds

Address: 14068 Boul. Gouin West, Pierrefonds, QC H8Z 1Y1

Telephone: 514-630-7285

Website: www.sites.google.com/site/carrefourdesainesdepierrefonds

Email: carrefourdesaines@videotron.ca

Services: A bilingual meeting place where seniors 50 years of age and over can participate in more than 25 activities plus special events, while making friends with their peers in a fun, safe and peaceful environment.

VOLUNTEERING

Big Brothers and Big Sisters West Island

Telephone: 514-538-6100

Website: www.bbbsofwi.org

Email: bbbswi@bigbrothersbigsisters.ca

Services: Offers a mentoring program for youth. Big brothers and sisters are recruited, trained and matched with children so to enhance their self-esteem, social skills and lifestyle.

Volunteer West Island

Telephone: 514-457-5445

Website: www.volunteerwestisland.org/home.htm

Email: info@volunteerwestisland.org

Services: Match individuals with volunteer opportunities in the community. Also assist seniors to remain autonomous and break their isolation by developing and implementing social programs such as meals on wheels and seniors' café.

West Island Citizen Advocacy

Telephone: 514-694-5850

Website: www.volunteerwica.com

Email: wica@qc.aibn.com

Services: Offer a volunteer matching program that includes companionship for seniors. Also provide defense of rights and individual assistance for seniors in the West Island.

Table de Quartier Sud de l'Ouest-de-l'Île

Telephone: 438-938-7764

Website: www.tqsoi.org

Email: info@tqsoi.org

Services: The goal is to unite citizens living in the following sectors: Senneville, Ste-Anne-de-Bellevue, Baie-D'Urfé, Beaconsfield, Kirkland, Pointe-Claire, Dorval by organizing citizen forums to express their needs and concerns about their respective communities to ultimately improve quality of life. The TQS also informs and mobilizes citizens and community stakeholders by focusing on the priorities of the south of the West Island. You can get involved by volunteering your time to support their initiatives!

Table de Quartier Nord de l'Ouest-de-l'Île

Telephone: 514-675-3006

Website: www.tqnoim.org

Email: tqnoim@gmail.com

Services: The goal is to unite citizens living in the following sectors: Pierrefonds-Roxboro, Ile-Bizard- Ste-Genevieve, and Dollard-des-Ormeaux by participating in social development projects in the community. The TQN informs and mobilizes citizens and community stakeholders by focusing on the priorities of the North of the West Island. You can get involved by volunteering your time to support their initiatives!

TRAVEL

Routes to Learning Canada (RLC)

Telephone: 1-866-745-1690

Website: www.routestolearning.ca

Email: information@routestolearning.ca

Services: This group is for seniors interested in travel and intellectual pursuits.

The focus is on small discussions and activities involving connecting with local people and learning about their natural and-being cultural environment.

Club Dorval 55+ Voyageurs

Telephone: 514-633-4000

Website: www.clubdorval55voyageurs.org

Email: clubdorval55voyageurs@gmail.com

Services: Club Dorval Voyageurs 55+ is on the move with day, overnight, overseas trips and luncheons for its members. Residents 55 years and over are welcome to join. For more information drop by the 55+ Voyageurs kiosk, Wednesdays, from 13:30 to 15:30 at Les Jardins Dorval Shopping Centre.

Tourism Montreal

Telephone: 514-873-2015

Website: www.tourisme-montreal.org

Email: info@tourisme-montreal.org

Services: Information about visiting or planning trips in Montreal area.

Tourism Québec

Telephone: 1-877-BONJOUR (266-5687)

Website: www.bonjourquebec.com

Email: info@bonjourquebec.com

Services: Provide information about planning trips or tours in the province of Quebec.

DID YOU KNOW...

The West Island, a hidden treasure! Come and take part in the West Island's numerous outdoor activities and enjoy the multiple tourist attractions of the region. Take a moment to step away from the pulsing beat of the city without having to leave the Island of Montreal. Acquaint yourself with the charming and quirky boutiques nestled in our villages. Enrich your knowledge with the historical points of interest along our bike paths. Come and discover the hidden gem of greater Montreal: the West Island!

To view the tourist guide please go to the Développement Économique West Island's website:

www.cldwi.com/en/discovering-the-west-island/west-island-tourist-guide/

CULTURE

Stewart Hall Cultural Centre

Address: 176 Lakeshore Pointe-Claire, QC H9S 4J7

Telephone: 514-630-1220

Website: www.ville.pointe-claire.qc.ca

Email: stewarthall@ville.pointe-claire.qc.ca

Services: Offer a variety of cultural activities for adults including language workshops, tai chi, music concerts, art exhibitions and art classes.

Pierrefonds Cultural Centre

Address: 13850 Boul. Gouin West Pierrefonds, QC H8Z 1X7

Telephone: 311

Website: www.ville.montreal.qc.ca/pierrefonds-roxboro

Services: Offer a variety of cultural activities including art exhibitions, movie nights, music concerts and art workshops. Note: Some activities are held at the East Community Centre, 9665 Boul. Gouin West in Pierrefonds.

Peter B. Yeomans Cultural Centre

Address: 1401 Lakeshore Rd. Dorval, QC H9S 2E5

Telephone: 514-633-4170

Website: www.ville.dorval.qc.ca/

Email: dorval@ville.dorval.qc.ca

Services: Holds a variety of exhibitions and activities allowing you to develop your knowledge and appreciation for art and culture.

Kirkland Artists Association

Website: www.artkirkland.com/home.htm

Email: secretary@artkirkland.com

Services: An association composed of artists and visual art enthusiasts from Kirkland or other West Island Communities. They promote creativity through a variety of activities such as guest speakers, workshops and drawing sessions.

Dollard Art Centre

Address: 12001 De Salaberry Dollard-des-Ormeaux, QC H9B 2A7

Telephone: 514-684-1012, local 213

Website: www.ville.ddo.qc.ca

Services: The centre offers art courses and music lessons for all ages. Other activities include a craft fair and art exhibitions.

Centennial Hall

Address: 288 Boul. Beaconsfield Beaconsfield, QC

Telephone: 514-428-4480

Website: www.beaconsfield.ca/en/cultural-services.html

Services: Organize a variety of cultural activities including art expositions, concerts, special events and shows.

DAY CENTERS FOR SENIORS WITH REDUCED MOBILITY OR COGNITIVE FUNCTION

NOVA West Island

Telephone: 514-695-8335

Website: www.novawi.org

Email: info@novawi.org

Services: Provide a safe and pleasant environment for the frail, elderly, disabled or cognitively impaired adults to socialize and be stimulated in a safe, friendly and club-like environment.

Designed to support and maintain client health, ability and independence; to provide respite for family caregivers. Activities include physical exercises, word and number games, crafts, music therapy, pet therapy and outings.

Recreation +

Telephone: 514-265-2581

Website: www.recreation-plus.org/en

Email: recreationplus@live.ca

Services: A Day Centre for seniors with changing levels of autonomy and for their sometimes exhausted and overwhelmed primary caregivers. Offer respite for the families and positive engagement for their loved ones.

Alzheimer's Society

Telephone: 514-369-0800

Website: www.alzheimer.ca/en/montreal

Email: info@alzheimermontreal.ca

Services: Offer therapeutic activities in Lachine for people with Alzheimer's. The activities are geared primarily towards maintaining the participants' abilities and improving their quality of life.

Alzheimer Group Inc. (A.G.I. Inc.)

Telephone: 514-485-7233

Website: www.agiteam.org

Email: info@agiteam.org

Services: The Aisenstadt Activity Centre is open to anyone in the greater Montreal area diagnosed with Alzheimer's Disease or a related disorder. Clients must meet eligibility criteria upon assessment. The respite lounge is available for caregivers.

DAY CENTERS REQUIRING A REFERRAL

Denis Benjamin Viger Day Centre

Address: 3292 Cherrier Ile-Bizard, QC H9C 1E4

Telephone: 514-620-6310

Website: www.csssouestdelile.qc.ca

Services: A long term care facility and daycentre for seniors and other adults experiencing a moderate loss of autonomy who need help in their everyday activities. The request must be submitted by a CLSC social worker.

Vigi-Santé Ltd. Day Centre

Address: 197 Thornhill Dollard-des-Ormeaux, QC H9B 3H8

Telephone: 514-684-0173

Website: www.vigisante.com/index.aspx

Services: A long term care facility and daycentre for seniors and other adults experiencing a moderate loss of autonomy. The request must be submitted by a CLSC social worker.

Foyer Dorval Day Centre

Address: 225 la Présentation Dorval, QC H9S 3L7

Telephone: 514-631-9094

Website: www.csssdll.qc.ca

Services: Offer a daycentre with activities for seniors that are experiencing loss of autonomy. A referral from the CLSC is required.

Lachine Day Centre

Address: 650 D'Accueil Place Lachine, QC H8S 3Z5

Telephone: 514-634-7161

Website: www.csssdll.qc.ca

Services: Offer a daycenter with activities for seniors that are experiencing loss of autonomy. A referral from the CLSC is required.

Liaison Centre for Veterans

Address: 305 Boul. Des Anciens-Combattants Ste-Anne-de-Bellevue, QC H9X 1Y9

Telephone: 514-457-3440

Services: A specialized daycentre for veterans only.

MAB-MacKay Rehabilitation Centre

Address: 3500 Decarie Montreal, QC H4A 3J5

Telephone: 514-489-8201

Website: www.mabmackay.ca

Email: info@macmackay.ca

Services: A daycentre for seniors with a visual impairment who are clients of the centre.

MUNICIPAL SERVICES

BAIE D'URFÉ

City Hall

Address: 20 410 chemin du Bord-du-Lac, Baie-d'Urfé, QC H9X 1P7

Telephone: 514-457-5324

Website: www.baie-durfe.qc.ca

Public Works

Address: 300 Surrey street, Baie- D'Urfé, QC H9X 2E7

Telephone: 514-457-2877

Library

Address: 20 551 chemin du Bord-du-lac, Baie-d'Urfé, QC H9X 1R3

Telephone: 514-457-3274

Website: www.bibliobaiedurfe.com

Email: biblio@baie-durfe.qc.ca

ACTIVITIES AND SERVICES FOR SENIORS

Reimbursement of the OPUS Card's Price

People 65 years and older who are entitled to receive the Guaranteed Income Supplement from the Canadian government can get refunds equivalent to 30 tickets for every two month period by contacting the City. To obtain your refund, please go to the City Hall with the

following: a copy of the purchase receipts for the tickets, your OPUS card, an ID card indicating your age and place of residence, as well as proof of eligibility to the Guaranteed Income Supplement. For more information, please call 514-457-5324.

Public Taxi Services

Baie-d'Urfé's public taxi services are available from Monday to Friday, except for holidays. For information regarding the taxi's schedule and the list of stops, please visit Public Taxi Services of Baie-d'Urfé's web page on the STM website, or call at 514-637-4444.

Snow Removal Services

The city offers a \$60 snow removal service for private driveways of people 65 years old and older. This service is offered for free to seniors who receive the Guaranteed Income Supplement from the federal government, as well as to disabled persons (with proof of condition). For more information, please call 514-457-5324.

ASSOCIATIONS

BAIE-D'URFÉ VOLUNTEER CITIZENS ON PATROL: 514-457-9385

Baie-D'Urfé Aquatic Club: 514-457-1901

Baie-D'Urfé Curling Club: 514-457-5900

Baie-D'Urfé Tennis Club: 514-457-5900

Baie-D'Urfé Yacht Club: 514-457-3382

Baie-D'Urfé Boating Club: info@bdbbc.info

Baie-D'Urfé's Potters Guild: bdupottersguild@gmail.com

BEACONSFIELD

City Hall

Address: 303 Beaconsfield boulevard, Beaconsfield, QC H9W 4A7

Telephone: 514-428-4400

Website: www.beaconsfield.ca

Public Works

Address: 300 Beaurepaire, Beaconsfield, QC H9W 3C1

Telephone: 514-428-4500

Library

Address: 303 boul. Beaconsfield, Beaconsfield, QC H9W 4A7

Telephone: 514-428-4460

Recreation Centre

Address: 1974 City Lane, Beaconsfield

Telephone: 514-428-4520

Services: Offers a wide variety of programs, including Aquacarte, physical training, senior yoga, 50+ Pilates sessions and Pilates with balls.

ACTIVITIES AND SERVICES FOR SENIORS

Free Bus Tickets

If you are 65 or older and you receive the Guaranteed Income Supplement (GIS) from the federal government as well as the Old Age Security pension, you could be entitled to receive free bus tickets, up to 32 tickets every two months.
For more information, please call 514-428-4520.

Electronic Waste

Bring them to the Public Works service department.

Address: 300, promenade Beaurepaire, Beaconsfield

Schedule: Monday to Friday, from 7:45am to 11:30pm, and from 1:00pm to 3:30pm
Saturdays (from April to November) between 9am and 12pm

ASSOCIATIONS

Beaconsfield's Artist Association: membership@artbeaconsfield.com

Beaconsfield's Gardening Club: info@beaconsfieldgardenclub.ca

Beaconsfield Quilters' Guild: contact@beaconsfieldquiltersguild.org

Beaconsfield's Hooking Crafters Guild: 514-428-4480

DOLLARD-DES-ORMEAUX

City Hall

Address: 12 001 De Salaberry Boulevard, Dollard-des-Ormeaux, QC H9B 2A7

Telephone: 514-684-1010

Website: www.ville.ddo.qc.ca

Public Works and Parks

Telephone: 514-684-1034

Library

Address: 12 001 De Salaberry Boulevard, Dollard-des-Ormeaux, QC H9B 2A7

Telephone: 514-684-1496

Email: bibliotheque@ddo.qc.ca

Leisure Information

Telephone: 514-684-1011

Email: loisirs@ddo.qc.ca

DDO Seniors' Club

Telephone: 514-684-1020, extension 209

Email: ddoclub55@gmail.com

Aquatic Center

Address: 12 001 Boul. De Salaberry, Dollard-des-Ormeaux

Telephone: 514-684-0070, extension 602

ASSOCIATIONS

Cummings – Seniors Jewish Center: 514-624-5005, extension 230

Dollard-des-Ormeaux Artist Association: 514-684-1012, extension 213

Dollard-des-Ormeaux Arts Center: 514-684-1012, extension 213

Glenmore’s Curling Club: 514-684-6350

Roxboro’s Optimists Club: 514-364-2202

St-Luc Seniors Club: 514-683-7789

Swinging Stars – Modern Square Dance Club: 514-626-0459

DORVAL

City Hall

Address: 60 Martin Avenue, Dorval, QC H9S 3R4

Telephone: 514-633-4040

Website: www.ville.dorval.qc.ca

Email: dorval@city.dorval.qc.ca

Library

Address: 1 401 Bord du Lac, Dorval, QC

Telephone: 514-633-4170

Website: biblioweb.ville.dorval.qc.ca

ACTIVITIES AND SERVICES FOR SENIORS

Collective Taxi for Seniors

To benefit from this service, clients must subscribe at least 72 hours prior to the expected time they will need the service, by calling the Community Aid Service of the City of Dorval, at **514-633-4100**.

Youth for Seniors

Offered by the Community Aid Service, this program aims to bring together the two generations in order to create jobs for young people, by providing domestic work service jobs such as: lawn mowing, snow removal, landscaping, gardening, window cleaning, general cleaning and maintenance, paint jobs, etc. To find out if you’re eligible, please call **514-633-4100**.

ASSOCIATIONS

Arthritis West Island Self Help Association: www.awishmontreal.org

Quebec's Amateurs of Swallow Birds Association: 450-433-7741

Dorval Astronomy Club: www.astrosurf.com/cdadfs

Dorval Bridge Club: 514-697-3298

The following clubs and associations are run by **First Citizens of Dorval** and **Dorval Leisure**, from the Sarto-Desnoyers Community Center.

Telephone: 514-633-4000

- Dorval Artists Association
- Dorval Handyman's Association
- Dorval Cribbage Club (for senior men)
- La Présentation Seniors Club
- Lakeshore's Seniors Club
- Ste-Veronica's Seniors Club
- Lakeshore's Stamp Club
- Dorval 55+ Travelers Club
- Dorval North 60+ Club
- Les Tricoteuses de Surrey
- Dorval's Historical Society
- Dorval Arts & Crafts Guild
- Dorval Potters Guild
- Dorval Weavers Guild
- Dorval Horticultural and Ecological Society

ÎLE-BIZARD/STE-GENEVIÈVE

City Hall

Address: 350 montée de l'Église, L'Île-Bizard

Telephone: 311 / 514-872-0311

Website: www.ville.montreal.qc.ca/ibsg

Sainte-Geneviève Point of Service

Address: 13 rue Chauret, Sainte-Geneviève

Telephone: 311

Public Works

Telephone: 311

Library

Address: 500 montée de l'Église, L'Île-Bizard

Telephone: 514-620-6257

Saint-Raphaël Sports Complex

Address: 750 Jacques-Bizard boulevard

Telephone: 514-620-5444

Sociocultural & Leisure Center

Address: 490 montée de l'Église

Telephone: 514-620-0701

ACTIVITIES AND SERVICES FOR SENIORS

Les Deux-Rives Seniors Club

Telephone: 514-626-5005

Cercle des Fermières de L'Île-Bizard

Telephone: 514-626-9403

KIRKLAND

City Hall

Address: 17 200 Hymus, Kirkland, QC H9J 3Y8

Telephone: 514-694-4100

Website: www.ville.kirkland.qc.ca

Public Works

Telephone: 514-694-4100, extension 3412

Library

Address: 17100 Hymus Boulevard, Kirkland, QC H9J 2W2

Telephone: 514-630-2726, extension 3200

Leisure/Sports Complex

Address: 16950 Hymus Boulevard, Kirkland, QC H9H 3W7

Telephone: 514- 630-2719

ACTIVITIES AND SERVICES FOR SENIORS

Kirkland 55+ Club

Telephone: 514-630-2744

Located in the Kirkland's Sports Complex, the 55+ Club is a gold mine for those who want to participate in a variety of activities and social events, such as: line dancing, social dancing, physical training sessions, free activities, movie nights, dancing dinners, Military Whist, bridge, special events (Christmas, Easter, Sugar Cabin, etc.)

Benito Rossi Social Center

Telephone: 514-630-2736

Adults of all ages are welcome to the Benito Ross Social Center, located in the basement of the municipal library. The social center organizes a wide variety of activities for its members, including: games of pool, bingo, petanque tournaments, card games, bridge, drop-in evening programs, social dancing, BBQ's, Sputino evenings and more. Bus tickets for 65+: For those who receive the GIS, 20 tickets/month.

LACHINE

Citizen's Office

Address: 1800 Saint-Joseph Boulevard, Lachine, QC H8S 2N4

Telephone: 311 or 514-364-3471

Website: www.ville.montreal.qc.ca/Lachine

Public Works

Telephone: 311

CRLO- Recreation Center of Lachine West

Address: 4070 Victoria street, Lachine

Telephone: 514-637-0703 (in season)

St-Pierre Library

Address: 183 des Érables street

Telephone: 514-634-3471, extension 826

Saul-Bellow Library

Address: 800 Sherbrooke street

Telephone: 514-634-3471, extension 339

ASSOCIATIONS AND SENIORS CLUBS

The Teapot: 514-637-5627

Lachine Multi-resource Center: 514-634-3858

Club Or et Argent: 514-634-6288

L'Annunziata seniors club: 514-634-1030

Le soleil de Lachine inc. seniors club: 514-634-0219

Saints-Anges seniors club: 514-422-1075

St-Pierre seniors club: 514-363-9886

Le Réveil de Lachine: 514-634-8975

PIERREFONDS/ROXBORO

City Hall

Address: 13665 de Pierrefonds boulevard, Pierrefonds, QC H9A 2Z4

Telephone: 311 or 514-872-0311

Website: www.ville.montreal.qc.ca/pierrefonds-roxboro

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Public Works

Telephone: 311

Cultural Activities

Telephone: 514-624-1100

Pierrefonds Library

Address: 13 555 de Pierrefonds boulevard, Pierrefonds, QC H9A 1A6

Telephone: 514-620-4181

Roxboro Library

Address: 110 Cartier street, Roxboro, QC H8Y 1G8

Telephone: 514-684-8247

ASSOCIATIONS AND SENIORS CLUBS

Sainte-Suzanne Seniors Club: 514-695-6466

Becket Seniors Club: 514-626-3586

Carrefour des aînés (50+): 514-624-1449

Roxboro 60+ Club: 514-624-5018

Les doigts de fées de Pierrefonds: 514-626-5275

Les cœurs joyeux de Pierrefonds: 514-626-4166

Friendship Club 55+: 514-624-6069

POINTE-CLAIRE

City Hall

Address: 451 Saint-Jean boulevard, Pointe-Claire, QC H9R 3J3

Telephone: 514-630-1200

Municipal Court

Address: 401 Saint-Jean boulevard, Pointe-Claire, QC H9R 3J2

Telephone: 514-872-2964

Public Works

Telephone: 514-630-1230

Email: tp@ville.pointe-claire.qc.ca

Ecocenter of Pointe-Claire

Address: 2550 chemin de l'Aviation, Pointe-Claire, QC H9R 5Z4

Services: Starting in May, there are 6 scheduled periods for collection.

Please refer to the guide that has been distributed to your home for information regarding specific dates, or visit: www.ville.pointe-claire.qc.ca/collecte-des-matieres-residuelles/ecocentre.html

Central Library

Address: 100 Douglas-Shand avenue, Pointe-Claire, QC H9R 4V1

Telephone: 514-630-1218

Valois Library

Address: 68 Prince-Edward Avenue, Pointe-Claire, QC H9R 4C7

Telephone: 514-630-1219

Sports, Leisure and Social Development

Address: 94 Douglas-Shand avenue, Pointe-Claire, QC H9R 2A8

Telephone: 514-630-1214

Pointe-Claire Aquatic Center and Gymnasium

Address: 60 Maywood Avenue, Pointe-Claire, QC H9R 0A7

Telephone: 514-630-1202

Pointe-Claire Cultural Center, Stewart Hall

Address: 176 chemin du Bord-du-Lac H9S 4J7

Telephone: 514-630-1220

ACTIVITIES AND SERVICES FOR SENIORS

Aid for Seniors

For the past 20 years, the City of Pointe-Claire has offered a free housekeeping services program for seniors, for both interior and exterior jobs. Please contact the resource person for this program at **514-630-1248** to learn more or to see if you qualify.

Friendly Hello

Three times a week, calls are placed to 65+ residents of Pointe-Claire who are living alone or isolated.

Pointe-Claire Senior Centre

Address: 365 St-Louis avenue (Chalet Arthur-Seguin)

Telephone: 514-630-1248

The Center offers seniors (60+) a variety of activities like Tai-Chi, line dancing, arts, ping-pong, card games, musical afternoon and more. There are also organized outings each month.

Collective Taxi for Seniors

The Société de transport de Montréal (STM) offers residents of Pointe-Claire an on-call commute service, allowing citizens of 65 years and older to easily access a range of places and institutions by taxi. People who would like to use this service must subscribe at least 72 hours before, by contacting the STM at **514-280-9055**. An ID card displaying your age and place of residence will be necessary. You can also subscribe to this service through the Help for Seniors program, at **514-630-1248**. Cost: STM rates.

Free Bus Tickets

To get free bus tickets, please call City Hall at **514-630-1200**.

ASSOCIATIONS

Stewart Hall Cultural Association

Address: 176 chemin du Bord-du-Lac, Lakeshore, QC H9S 4J7

Telephone: 514-630-1220

Claycrafters Pottery Studio

Lakeshore's Weavers guild

Lakeshore's Photographer's Club

Third Age Group of Stewart Hall

Lakeshore's Numismatists Club

Lakeshore Needlework Guild

Stewart Hall Singers: 514-630-0331

Artists of the Pointe-Claire Seniors Club: 514-695-5048.

West Island Woodworkers: 450 458-2708.

SAINTE-ANNE-DE-BELLEVUE

City Hall

Address: 109 Sainte-Anne street, Sainte-Anne-de-Bellevue, QC H9X 1M2

Telephone: 514-457-5500

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: Info@sadb.qc.ca

Library

Address: 60 Saint-Pierre street, Sainte-Anne-de-Bellevue, QC H9X 1Y6

Telephone: 514-457-1940

SAB Swimming Pool

Address: 60 Saint-Pierre street, Sainte-Anne-de-Bellevue, QC

Telephone: 514-457-1625

ACTIVITIES AND SERVICES FOR SENIORS

Seniors Club

Telephone: 514-505-1146

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Cercle des fermières

Telephone: 514-457-9098

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SENNEVILLE

City Hall

Address: 35 Senneville road, Senneville, QC H9X 1B8

Telephone: 514-457-6020

Email: info@villagesenneville.qc.ca

Public Works

Telephone: 514-457-6020, extension 180

Library

The village of Senneville doesn't have a municipal library, but reimburses residents for part of the subscription fees. A maximum reimbursement of \$25 for individuals and \$50 for a family subscription is available. Reimbursement forms are located at the City Hall.

George McLeish Community Center (Senneville park)

Address: 20 Morningside Avenue, Senneville, QC H9X 0A8

Telephone: 514-457-6020, extension 140

Email: loisirs@villagesenneville.qc.ca

Swimming Pool (exterior)

Address: 20 Morningside Avenue, Senneville, QC H9X 0A8 (Located in the Senneville park)

Telephone: 514-457-6020, extension 190

DID YOU KNOW...

Eco-centers are sites of reduction and recovery of residual materials. Every Montreal citizen is entitled to use them. Eco-centers collect residual materials that are refused in the household waste disposal service. To learn more about eco-centers or to find one near you, please call 514-872-0384.

GOVERNMENT SERVICES

ELECTED OFFICIALS - FEDERAL REPRESENTATIVES

Francis Scarpaleggia (MP for Lac St-Louis)

Address: 1, avenue Holiday #635 (East Tower) Pointe-Claire, QC H9R 5N3

Telephone: 514-695-6661

Email: scarpf1@parl.gc.ca

Lysane Blanchette-Lamothe (MP for Pierrefonds/Dollard des Ormeaux)

Address: 3883 Boul. St Jean, Dollard-des-Ormeaux, QC H9G 3B9

Telephone: 514-624-5725

Email: lysane.blanchette-lamothe@parl.gc.ca

Isabelle Morin (MP for NDG/Lachine)

Address: 735 Notre Dame, Lachine, QC H8S 2B5

Telephone: 514-639-4497

Email: Isabelle.morin@parl.gc.ca

ELECTED OFFICIALS - PROVINCIAL REPRESENTATIVES

Geoffrey Kelly (MNA for Jacques Cartier)

Address: 620, boul. Saint-Jean #206 Pointe-Claire, QC H9R 3K2

Telephone: 514-697-7663

Email: gkelley@assnat.qc.ca

Martin Coiteux (MNA for Nelligan)

Address: 3535, boul. Saint-Charles #400 Kirkland, QC H9H 5B9

Telephone: 514-695-2440

Email: cabinet@sct.gouv.qc.ca

Carlos Leitao (MNA for Robert Baldwin)

Address: 11598, de Salaberry, Dollard-des-Ormeaux, Quebec H9B 2R8

Telephone: 514-873-5363

Email: ministre@finances.gouv.qc.ca

Francois Ouimet (MNA for Marquette)

Address: 655, 32e Avenue #202 Lachine, QC H8T 3G6

Telephone: 514-634-9720

Email: fouimet-marq@assnat.qc.ca

FEDERAL GOVERNMENT

Government of Canada

Telephone: 1-800-622-6232

Website: www.seniors.gc.ca

Services: Information about programs for seniors: health, travel, pensions, income tax, immigration etc.

Service Canada

Telephone: 1-800-622-6232

Address: 6500 Trans-Canada Highway suite 100 (ground floor), Pointe-Claire, QC

Services: Information and assistance with federal programs.

PROVINCIAL GOVERNMENT

Service Québec

Telephone: 514-644-4545

Website: www.gouv.qc.ca

Services: Information on provincial programs and services: Medicare, SAAQ, immigration, health and social services, immigration, language, pensions, income tax, tourism etc.

VETERAN SERVICES

Veteran Affairs

Telephone: 1-866-522-2122

Website: www.veterans.gc.ca

Services: Provides pensions for disability and/or death and economic support: allowances, health care, benefits and other services.

Last Post Fund

Address: 401-505 René-Lévesque Blvd. West Montreal, QC

Telephone: 514-866-7491

Website: www.lastpostfund.ca

Email: info@lastpost.ca

Service: Mandate is to deliver the Veterans Affairs Canada Funeral and Burial Program which provides funeral, burial and grave marking benefits for eligible Canadian and Allied Veterans.

Royal Canadian Legion (Québec Division)

Address: 1000 St. Antoine West, Office 410 Montreal, QC

Telephone: 514-866-7491

Website: www.qc.legion.ca

Email: info@qc.legion.ca

Services: This national organization of veterans offers programs, resources and solutions to veterans' issues. They will represent the veterans seeking disability benefits with Veterans Affairs Canada and the Veterans Review and Appeal Board. They also provide additional support by making available necessary equipment like wheelchairs, hospital beds, walkers, etc.

Ste-Anne's Veterans Hospital

Address: 305 boulevard des Anciens-Combattants Sainte-Anne-de-Bellevue, QC H9X 1Y9

Telephone: 514-457-3440

Website: www.veterans.gc.ca/eng/steannes-hospital

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Centre de la Cité Pointe-Claire
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East Tower/tour Est
Pointe-Claire, Québec H9R 5N3
Tel./tél. : (514) 695-6661



Édifice de la Justice Building
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House of Commons/
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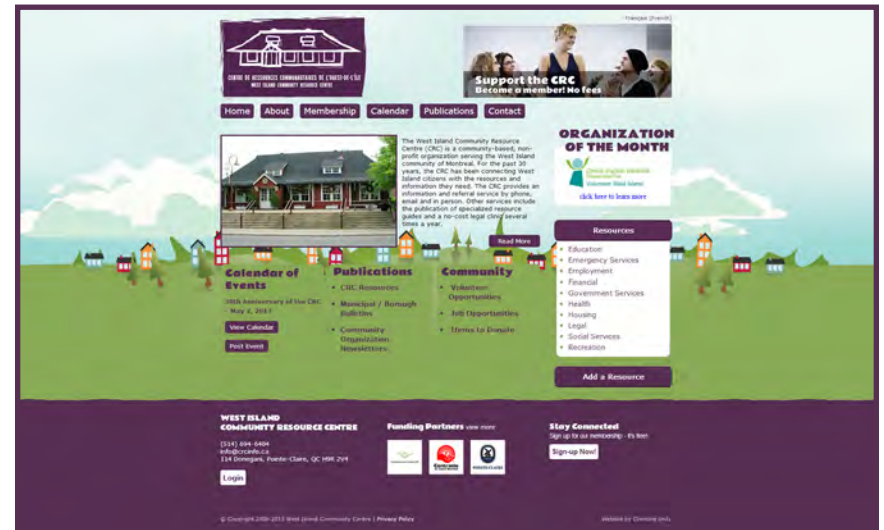


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NOTES



A resource database, community calendar, downloadable resource guides and more are available on our website.

www.crcinfo.ca