



## Looking for access to health and social services?

The Papineau Health and Social Services Network for the English-speaking Population (PHSSN) is pleased to present this guide to help you to access health and social services and community services in your area. The PHSSN collaborates actively with public health care providers and community organizations.

This booklet presents an overall picture of the services available to you. Those services can be offered in English; it's up to each individual to ask for English services and each service provider will seek to accommodate you.

Services to persons living in the Vallée-de-la-Lièvre and Petite-Nation territories are provided by the *Centre de santé et de services sociaux de Papineau* (CSSS de Papineau), an organization which includes one hospital, two residential and long-term care centres and two CLSCs (Local Community Service Centres).

The CSSS de Papineau, as the main health and social services provider, ensures that the English-speaking population can receive **all of its services**. In any location of the CSSS de Papineau, *the first contact may be in French*, but a bilingual employee will be called to assist you and to help meet your needs.

*Your neighbourhood health and social services network!*

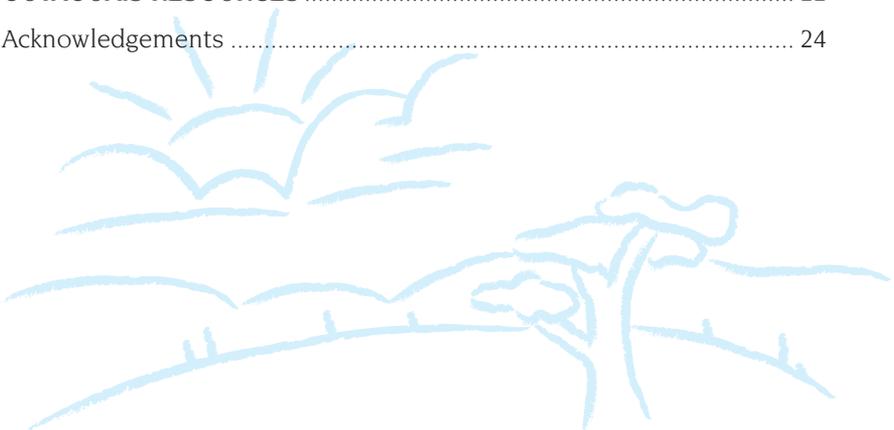
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## Personal References

### Family Doctor:

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### Pharmacist:

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### Dentist:

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### Others:

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### Who to contact in case of Emergency:

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## QUICK REFERENCES

INFO-SANTÉ: 8-1-1

EMERGENCY: 9-1-1

SERVICES QUEBEC: 1- 877-644-4545

GOVERNMENT OF CANADA: 1-800-O-CANADA (1-800-622-6232)

### HEALTH RELATED EMERGENCIES:

**Crisis Centre** 1-800-353-1143

**Poison Control Centre** 1-800-463-5060

### HELP LINES:

**SOS Spousal Abuse** 1-800-363-9010

**Suicide Prevention Centre** 1-866-277-3553

**Drug Help Line** 1-800-265-2626

**Gay Line** 1-888-505-1010

**Gambling Help Line** 1-800-461-0140

**Elder Abuse Line** 1-888-489-2287

**SOS Pregnancy** 1-866-662-9666

**Kids Help Phone** 1-800-668-6868

**Tel-Jeunes (youth line)** 1-800-263-2266

**Parents Help Line** 1-800-361-5085

**Legal Info-Line** 1-800-668-2473



## TELEPHONE NUMBERS

### Centre de santé et de services sociaux de Papineau (CSSS de Papineau)

[www.cssspapineau.qc.ca](http://www.cssspapineau.qc.ca)

**CLSC Vallée-de-la-Lièvre** ..... 819-986-3359

578 Maclaren St. E.  
Gatineau

617 Buckingham Ave.  
Buckingham

**Val-des-Bois Service Centre** ..... 819-454-2355

601, Route 309

**CLSC Petite-Nation** ..... 819-983-7341

14 St-André St.

### Centre de santé et de services sociaux de Gatineau (CSSS de Gatineau)

[www.csssgatineau.qc.ca](http://www.csssgatineau.qc.ca)

**Hôpital de Gatineau** ..... 819-966-6100

909 La Vérendrye Blvd.

**Pierre-Janet Hospital Centre** ..... 819-771-7761

20 Pharand St.

[www.pierre-janet.qc.ca](http://www.pierre-janet.qc.ca)

**Centre jeunesse de l'Outaouais** ..... 819-771-6631

105 Sacré-Coeur Blvd.

[www.cjoutaouais.qc.ca](http://www.cjoutaouais.qc.ca)

**Centre régional de  
réadaptation la RessourSe** ..... 819-777-6269  
ext. 4015

135 Saint-Raymond Blvd

[www.crr-la-ressourse.qc.ca](http://www.crr-la-ressourse.qc.ca)

**Centre de réadaptation en dépendance de l'Outaouais**... 819-776-5584

25 Saint-François St.

<http://dependanceoutaouais.org>

**Centre d'assistance et d'accompagnement  
aux plaintes Outaouais (CAAP)** ..... 1-877-767-2227

92 St-Raymond Blvd. Room 203

[www.caap-outaouais.ca/accueil.html](http://www.caap-outaouais.ca/accueil.html)

**The Quebec Ombudsman** ..... 1-800-463-5070

[www.protecteurducitoyen.qc.ca](http://www.protecteurducitoyen.qc.ca)

**Agence de la santé et des services  
sociaux de l'Outaouais** ..... 819-776-7660

104 Lois St.

Gatineau (Hull)

[www.santeoutaouais.qc.ca](http://www.santeoutaouais.qc.ca)

**Ministère de la santé et de services sociaux  
(Secrétariat à l'adoption internationale)** ..... 1-800-561-0246

[www.adoption.gouv.qc.ca](http://www.adoption.gouv.qc.ca)

**Régie de l'Assurance-maladie  
du Québec (RAMQ)** ..... 1-800-561-9749

[www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)

**Services Québec** ..... 1-877-644-4545

[www.gouv.qc.ca](http://www.gouv.qc.ca)

**Government of Canada** ..... 1-800-O-CANADA  
(1-800-622-6232)

[www.canada.gc.ca](http://www.canada.gc.ca)

## MEDICAL SERVICES

**Emergency 911** This service is available 24 hours a day, 7 days a week. In case of emergency, when one or more persons are in danger or are seriously injured, call 911 immediately.



### Family Physicians

Given the lack of physicians, it is hard to find a family physician these days. Within the CSSS de Papineau territory, here are two ways to register for a family physician:

1. **FILL OUT THE ON-LINE REGISTRATION FORM** at [www.cssspapineau.qc.ca](http://www.cssspapineau.qc.ca) (home page, section on the right called “Babillard”).
2. **PICK UP A FORM AT THE FRONT DESK IN ONE OF OUR INSTITUTIONS.**

### Medical services without an appointment

- Please call 811 for the medical clinics in your sector offering walk-in consultations (without appointment).



You may also go to the emergency room of the Hôpital de Papineau (155 Maclaren East, Buckingham sector of the City of Gatineau) or the emergency room of the CLSC Petite-Nation (14 St-André St., in the municipality of Saint-André-Avellin).

\* *The schedule of the emergency room of the CLSC Petite-Nation is as follows:*

**Monday, Tuesday, Wednesday and Thursday:** 8 AM to 4 PM  
**Friday:** 8 AM to noon, **Saturday:** 9 AM to 4PM, **Sunday:** closed

**PLEASE NOTE:** This schedule may change; call 819 983-7341 then press zero to speak to the receptionist who will tell you when the emergency room is open. Outside of working hours, call the emergency room at the Hôpital de Papineau at 819-986-3341.

## NURSING SERVICES

### Info-Santé 811

This easy-to-remember number allows you to speak with a health professional about non-urgent problems. This professional consultation service is accessible in English by telephone 24 hours a day, 7 days a week. Info-Santé offers answers to common, non-urgent health issues such as fever, flu, burns, allergies, vomiting, diarrhea, children’s ailments, and new medication.

### Vaccination

Whether you need a flu shot (free of charge for certain clients), children’s vaccinations (free of charge) or, if you are planning a trip abroad, call your local CLSC to make an appointment.

### Blood Tests

Blood tests are done at the Hôpital de Papineau and the CLSC Petite-Nation laboratories. The tests are done upon a doctor’s request. Do not forget to bring the requisition given to you by the physician and your Quebec health card.

### Smoking Cessation Centre

Want to quit smoking? Take advantage of the services offered by the Smoking Cessation Centre. Specialists will advise you on the best ways to quit. For more information on this service, contact your local CLSC.

### Diabetes

The CSSS de Papineau offers an education program for persons with diabetes so that they can better understand their illness and find ways to control it. Topics include living day to day with diabetes, medications, complications, nutrition, hypoglycemia and hyperglycemia, etc.

## Breast Cancer Screening

If you are between the ages of 50 and 69, you will automatically receive a letter from the Director of Public Health inviting you to have a mammogram at a designated screening centre. This letter serves as a medical prescription. For more information you may consult your doctor or call the *Centre de coordination des services régionaux*: 1-877-511-7346.

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## SENIOR SERVICES

*A wide range of services is available to seniors, as well as to their families and caregivers.*



### Day Centres

Day Centres welcome seniors who are experiencing loss of autonomy but who are still living at home. Our program was developed with the following objectives in view: to maintain physical capacities and autonomy in the activities of daily living and domestic activities; to stimulate cognitive, perceptual and executive functions, to encourage and support self-esteem in elderly people; to support natural caregivers and to carry out preventive activities and promote health. Persons wishing to participate will be assessed by the head of the Day Centre and by an occupational therapist. The assessment has two goals: first, to ensure compliance with the eligibility criteria and second, to confirm that the Day Centre activities will meet the person's needs. Call your local CLSC for more details.

### Nursing Homes

Are you considering a nursing home for yourself or a relative? Both private and public nursing homes exist on the territory.

You will find a list of licensed private nursing homes in your sector on the internet site of the Ministère de la santé et des services sociaux: [www.msss.gouv.qc.ca](http://www.msss.gouv.qc.ca) or at Services Québec: [www.gouv.qc.ca/portail/quebec](http://www.gouv.qc.ca/portail/quebec) which provides information to citizens about public services.



### Request for accommodation

The social worker's role is to assess the needs of the elderly, as well as their level of capacity or incapacity. With this assessment, it will then be possible to determine the new living environment required for their needs.

### Abuse and Neglect

If you witness or are a victim of abuse or neglect, whether physical, verbal, psychological or financial, contact the Elder Abuse Line at: **1-888-489-2287**. In case of emergency, call 911.

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## HOME CARE SERVICES



### Home Support

Home support is accessible to anyone without regards to age, suffering from a temporary or a persistent disability who must receive services at home. Home support is therefore for persons with a loss of autonomy and physical mobility. The objective is to offer persons the possibility of remaining in their homes for as long as possible, by providing services that will ensure acceptable living conditions.

The services to be provided are based on an assessment of the person's situation, needs, environment as well as the family's capacity to participate in his or her care. For more information on these services, contact your local CLSC.

## The oncology pivot nurse

This nurse accompanies a person who has been diagnosed with cancer through the mourning and adaptation processes and remains available to him or her throughout the oncology treatments. We use community resources such as the Cancer Society, the Carmen Centre, etc. These services are available to everyone.



## Household Services

A variety of household services, such as housekeeping services, are offered on the territory of the CSSS de Papineau. These services are provided by COOP *des 1001 Corvées*, a domestic help social economy business accredited by “Financial Assistance Program for domestic Help Services” applicable against the hourly rate the business charges.

### Domestic help services covered

- Light housekeeping work, such as laundering, vacuuming, dusting, cleaning (refrigerator, bathtub, pantry, etc.);
- Heavy housekeeping work, such as major cleaning jobs;
- Preparing non-diet meals;
- Shopping for groceries and running other errands.

Services offered by COOP *des 1001 Corvées* are available to everyone. Call: **819-427-5252**.

## SERVICES FOR PEOPLE LIVING WITH A DISABILITY

The CSSS de Papineau offers many services to persons with physical, intellectual or developmental disabilities as well as to their caregivers. When specialized services are required, a health professional from the CSSS de Papineau will refer the person to a physical rehabilitation centre or a rehabilitation centre for the intellectually disabled or those suffering from pervasive developmental disorders. Community services could also be offered by the CSSS de Papineau.



## Le Centre régional de réadaptation La RessourSe (CRR)

The CRR's La RessourSe offers rehabilitation services to persons in the Outaouais who are living with a physical impairment as well as to young children suffering from a developmental delay. The target clientele is identified by the formula *people with a physical deficiency* and is defined as follows:

“A person whose motor, visual, auditory or speech and language impairment result in or could quite probably and eminently result in significant and persistent impairment that could risk handicap situations.” That definition refers to people of all ages, from the newborn to the elderly.

The CRR's La RessourSe also has many clientele receiving services from interdisciplinary teams made up of a wide variety of professionals. The client, in partnership with the health professionals, is ready to take responsibility for his or her own rehabilitation. The CRR's ultimate objective is to quickly find a level of functioning that will promote his or her social participation. The Centre promotes an overall approach that considers all of a person's bio-psycho-social needs.

## Pavillon du Parc

The Pavillon du Parc is the Intellectual Disabilities and Pervasive Disorders Readaptation Centre of the Outaouais region. It is a public institution that is part of the health and social services system. It offers services to people with intellectual disability or a pervasive development disorder and to their relatives. These services include adaptation, rehabilitation, social integration and support services to meet their needs in a spirit of continuity, diversity and flexibility. **Since the services of the Pavillon du Parc are provided by reference only, you must contact your closest CLSC to access them.**

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## BIRTH AND ADOPTION

### Pregnancy

Your local CLSC can provide you with information, assistance and support for all issues related to pregnancy (pre-natal classes, nutrition, breastfeeding, care for the newborn, post-pregnancy support, etc.)



Centre de santé et de services sociaux  
de Gatineau

For pregnant women in the Vallée-de-la-Lièvre or Petite-Nation territories, three options are available for the birthing process:

- A. In a hospital: Hôpital de Gatineau. You can obtain a list of available family physicians and obstetricians for pregnancy monitoring on the internet site of the CSSS de Gatineau: [www.csssgatineau.qc.ca](http://www.csssgatineau.qc.ca). The list will allow you to contact their office directly for an appointment. A virtual prenatal visit is also available on the internet site of the CSSS de Gatineau under “publications”;

B. In a Birthing centre with midwives;

C. At home with midwives.

For options B. and C. contact *La Maison des naissances de l'Outaouais*, [www.csssgatineau.qc.ca](http://www.csssgatineau.qc.ca) or 819-966-6585.

### Decision about Pregnancy

Support is offered to women who are making a decision about their pregnancy. Call your doctor, your local CLSC or *La Clinique des femmes de l'Outaouais* to get support in the decision process.

*La clinique des femmes de l'Outaouais* (Women's Clinic of the Outaouais) is specialized in family planning. Their services include:

**Termination of pregnancy:** abortion services (information, referrals).

See: <http://cliniquedesfemmes.com/en/index.html>

**Contraception:** delay or prevention of pregnancy (information, referrals).

**Medical consultations:** contraception services provided to adults who do not have a family doctor [youth under the age of 18 benefit from services offered at local community health centers (CLSC)].

**Intrauterine device (IUD) clinic:** services for IUD insertion.

### Emergency Oral Contraception

Emergency oral contraception, or the morning-after pill, may be obtained from a doctor, nurse or pharmacist (without a prescription).

### Assisted Reproduction

Women who wish to consult a fertility clinic can ask their doctor for a referral. For more information, contact the *Agence de la santé et des services sociaux de l'Outaouais*, at the website [www.santeoutaouais.qc.ca](http://www.santeoutaouais.qc.ca) under *procréation assistée*.

## Adoption

For information on adoptions in Quebec or international adoption, you can contact Les Centres jeunesse de l'Outaouais at 1-800-567-6810 or visit their website: [www.cjoutaouais.qc.ca](http://www.cjoutaouais.qc.ca).

The Ministry of Health and Social Services can also provide information on their website: [www.adoption.gouv.qc.ca](http://www.adoption.gouv.qc.ca).

## FAMILY SERVICES

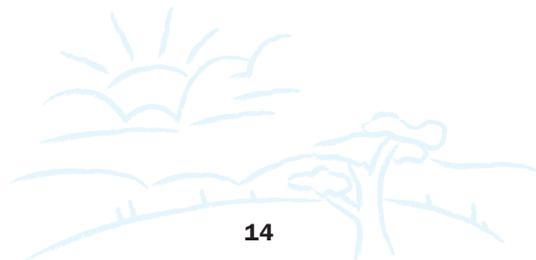


Your local CLSC offers help, social services and support to families in difficulty. Your CLSC will refer you to specialized services when required.

### Other services:

**Éducation Coup-de-fil:** Professional telephone consultation service for family members, youth and their friends. 1-866-329-4223

**Ligne-Parents:** Telephone service specializing in parent-child relationships. 1-800-361-5085



## CHILDREN AND YOUTH SERVICES

Your local CLSC provides a range of services for children, such as:

**0-5 years:** vaccination, speech language therapy, occupational therapy.

**6-12 years:** vaccination, dental hygienic services and social services.

**13-18 years:** social services, sexual health, smoking cessation and vaccination.

*When specialized services are required, the CSSS de Papineau will refer the person to the appropriate specialized resource.*

### Les Centres Jeunesse de l'Outaouais

Youth centres are mandated to ensure the protection of young people and to intervene with young offenders, while offering support to their parents. To report child or youth abuse or neglect, contact the Director of Youth Protection Services at 1-800-567-6810. In case of emergency, call 911. For more information: [www.cjoutaouais.qc.ca](http://www.cjoutaouais.qc.ca).

### Tel-Jeunes

This is a free, confidential telephone service for youth that offers listening, guidance and referral services, available in English at all times. 1-800-263-2266.

*Please note that the Quebec Civil Code allows youth aged 14 and over to receive health services in total confidentiality.*

For parents ONLY: 1-800-361-5085

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## GENERAL PSYCHOSOCIAL AND MENTAL HEALTH SERVICES

Centre de santé et de services sociaux  
de Papineau



Your local CLSC offers psychosocial consultation and support to help you with transitional and adaptation problems such as grieving processes due to losses (spouse, family, job, home), separation and divorce, developmental stages, mental health issues and illnesses such as burn-out, anorexia, bulimia, depression, anxiety, stress, emotional or psychological distress or behavioural difficulties such as addiction, violence, abuse, as well as social problems relating to poverty, housing, social integration. If you need help with any problems that affect your life, contact the psychosocial service at your CLSC:

**CLSC Vallée-de-la-Lièvre 819-986-9917 extension 2247**

**CLSC Petite-Nation 819-983-7341 extension 6329**

*When specialized services are required, the CSSS de Papineau will refer the person to the appropriate specialized resource.*

**Tel-Aide Outaouais** is an organization offering a telephone listening and referral service in French for the whole Outaouais and Ottawa region 7 days a week from 8 a.m. until midnight. Free of charge, anonymous and non-discriminatory, it is for people of all ages who are in mourning, feel alone and isolated and are suffering, feel an insurmountable emptiness or simply need to speak to someone who will listen. 1-800-567-9699

The **Centre 24/7** is for persons in a crisis and in distress and their relatives. It offers assistance, support and care aimed at resolving the crisis and starting a problem-resolution process. It also offers the partners of the Outaouais health and social services system crisis expertise and support. Services offered include: telephone intervention, referrals, support, relocation in the community, crisis follow-up and post-traumatic intervention. For more information, call 819-595-9999.

**Suicide prevention centre:** Call 1-866-APPELLE (1-866-277-3553)

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## SERVICES FOR PEOPLE WHO SUFFER FROM AN ADDICTION

ASSOCIATION DES CENTRES  
**DE RÉADAPTATION  
EN DÉPENDANCE**  
DU QUÉBEC



### **Centre de réadaptation en dépendance de l'Outaouais (CRDO)**

The CRDO offers confidential services to alcoholics, drug addicts and problem gamblers (for adults). These services are mainly provided to youths and adults residing in the Outaouais area.

As well, the CRDO offers services to family members of addicted persons, such as spouses, parents and children.

The CRDO is an establishment of the Quebec Department of Health and Social Affairs with an experienced and multidisciplinary team of therapists, supported by many volunteers. All our services are free.

The CRDO gives **residential** and **outpatient** services tailored to different needs.

**25, rue Saint-François**

**Gatineau (Québec) J9A 1B1**

Phone: (819) 776-5584

Toll Free: 1-866-776-5585

Fax : (819) 776-0255

Email: [jellinek@jellinek.org](mailto:jellinek@jellinek.org)

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### **Community and provincial resources:**

Alcoholics Anonymous: 1-819-663-2676

Al-Anon 1-613-860-3431

Drug-assistance and referrals: 1-800-265-2626

Narcotics Anonymous 1-800-879-0333

Gambling-assistance and referrals: 1-800-461-0140

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## CRIME VICTIMS



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

If you have been the victim of a crime, if a member of your immediate family has been the victim of a crime, if you have witnessed a crime, the CAVAC staff can help you overcome the physical, psychological and social consequences of the victimization. CAVAC offers front-line services that are free of charge and confidential. It focuses on providing the tools to enable crime victims to regain a sense of control over their lives as quickly as possible. Available assistance includes: post-trauma and psychosocial intervention, information on crime victim rights and remedies, technical assistance, accompaniment and referrals to specialized services. Contact the CAVAC de l'Outaouais at (819) 778-3555 or 1-800-331-2311.

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## SERVICE QUALITY AND COMPLAINTS

It is important to remember that communicating your dissatisfaction will help improve service quality. As a first step, you are invited to communicate your dissatisfaction to the person in charge of the service involved. Often that person can intervene in the situation in a satisfactory fashion.



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### Local Service Quality and Complaints Commissioner

The Commissioner is there to listen, handle your complaint, promote service quality and ensure that your rights are respected. The Commissioner can be contacted by telephone, in writing or in person and you may rest assured that your complaint will be handled in complete confidentiality. 819-986-9917 extension 2240 or 1-866-961-8016

### Regional Service Quality and Complaints Commissioner

If you are dissatisfied with the care and services you received from a community organization, a private nursing home, a residence for the elderly, an ambulance transport service or a health and social services agency, you can file a verbal or written complaint with the Regional Service Quality and Complaints Commissioner. 819-776-7653 or 1-800-567-9637



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### The Quebec Ombudsman

The Quebec Ombudsman reviews complaints from persons who believe that they have been unfairly or improperly treated by a Government of Quebec department or agency or by an institution in the health and social services network. Do you have a complaint? Then feel free to call 1-800-463-5070. Your file will be handled in complete confidentiality.



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### Centre d'assistance et d'accompagnement aux plaintes - Outaouais

CAAP-Outaouais is a regional community organization mandated by the Ministry of Health and Social Services to assist you in filing a complaint regarding health and social services *offered by a public institution*. In practical terms, if you are not happy with the services you have received, you have a right to express your dissatisfaction and your expectations. Those services are free and confidential. 1-877-767-2227.



## COMMUNITY RESOURCES

Action Aide Loisir Papineau	Activities for people with a physical or intellectual disability	819-983-2648
Alliance Alimentaire Papineau	Food security activities	819-983-1714
Atelier de formation socioprofessionnelle de la Petite-Nation (AFSPN)	Training centre; activities for persons with physical or intellectual disabilities; employment assistance.	819-983-6373
Banque Alimentaire Petite-Nation	Food bank	819-983-3191
Boulev'Art de la Vallée	For persons with a mental health problem; day activities, lodging and integration into the work force.	819-281-0680 819-516-0681
Carrefour Jeunesse Emploi Petite-Nation	Job search assistance for persons 16 to 35 years of age.	819-983-4135
Carrefour Jeunesse Emploi Vallée-de-la-Lièvre	Job search assistance for persons 16 to 35 years of age.	819-986-5248
Centre Action Génération des aînés de la Vallée-de-la-Lièvre	Various activities for seniors.	819-281-4343
Centre Actu-Elle	Women's centre	819-986-9713
L'appui-Outaouais	Help for caregivers	1-855-852-7787
Coopérative 1001 corvées (household services)	Housework and errands	819-427-5252

Centre action génération des aînés de la Vallée-de-la-Lièvre	Distribution of meals to seniors.	819-281-4343
Alliance alimentaire Papineau	Distribution of meals to seniors.	819-983-1714
La corporation des Transports Adaptés et collectif de Papineau inc.	Transportation	819-308-0788 # 202 1-855-308-0788 # 202
La Mie de l'Entraide	Food bank serving the Buckingham, Masson-Angers, Mayo, and l'Ange-Gardien sectors.	819-281-3231
M-ADO jeunes	A meeting place for youth	819-281-0288
Maison d'hébergement Elles des 2 Vallées	Shelter for women who are victims of conjugal violence, open 24/7.	819-986-8286 or 1-877-986-8286
Maison de la famille de la Petite-Nation	Activities for the whole family.	819-983-4539
Maison de la famille Vallée-de-la-Lièvre	Activities for the whole family.	819-281-4359
Résidence le Monarque	Palliative care center	819-309-0888
Prévention CÉSAR Petite-Nation (Civisme Écologie Sobriété Amour Respect)	Youth prevention centre	819-427-5511 ext 321
Service de vêtements justice et foi	Clothing assistance	819-983-7718
S.O.S Contact Al-To inc.	Drug prevention for 12 to 18 years of age.	819-281-0288
Table de Bethléem	Soup kitchen for school-aged children.	819-986-9653

## OUTAOUAIS RESOURCES

Aide juridique (Legal Aid)	For individuals with low income.	1-877-663-8166
Accueil-Parrainage Outaouais (MICC)	Assistance for new immigrants	819-777-2960
Association coopérative d'économie familiale de l'Outaouais (ACEF)	Budget management assistance	819-770-4911
Association des familles monoparentales et recomposées de l'Outaouais	Support for single and reconstituted families	819-771-3269
Association pour parents et amis de la personne ayant un problème de santé mentale (l'Apogée)	Support for relatives of people with mental health problems.	819-771-6488 or 1-866-358-6488
Bureau régional d'action SIDA (BRAS)	Support and services to persons with HIV/AIDS and their relatives.	819-776-2727
Cap-Santé Outaouais	Group support for mental health and social issues.	819-771-2277
Centre d'aide 24/7	Helpline, crises intervention	819-595-3476
Centre d'aide aux victimes d'actes criminels (CAVAC)	Support for victims of a crime and their families.	819-778-3555
Centre d'aide et de lutte contre les agressions sexuelles (CALAS)	Support for women (12 years of age and older) victims of sexual assault.	819-771-1773
Centre d'intervention en abus sexuels pour la famille	Support for families dealing with child sexual abuse.	819-595-1905

Clinique des femmes de l'Outaouais	Women's health	819-778-2055
Donne-toi une chance	Support for men with violent behaviours.	819-643-1311
Droit-accès de l'Outaouais	Promotion of legal rights; assistance for persons with mental problems in exercising their legal rights.	819-777-4746 or 1-800-667-4746
Le Gîte Ami	Temporary shelter for men and women in need.	819-776-5953
Maison Alonzo-Wright	A place of rest and personal growth for persons going through a difficult time and seeking a meaning to their existence.	819-246-7277
Maison des naissances de l'Outaouais	Birthing Centre	819-966-6585
Naissance-Renaissance Outaouais	Information and support on breastfeeding.	819-561-4499 or 1-800-561-4499
Société Alzheimer de l'Outaouais	Information, support and respite for Alzheimer patients and their caregivers.	819-777-4232
Tel-Aide Outaouais	Telephone listening and referral service.	819-776-2649
Western Quebec Literacy Council	Free private lessons to improve reading and writing skills at all levels.	819-647-3112 or 1-888-647-3112

## Acknowledgements



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