

Centre de ressources

connexions

Resource Centre

Directory of Services

for English-speaking seniors living in the Pontiac

2022



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Mission

The Connexions Resource Centre is a not-for-profit community organization whose mission is to serve and promote the health, well-being and vitality of the English-speaking population of the Outaouais.

Contact Us

Connexions is located at 67, rue du Couvent, Gatineau (Aylmer sector)

Connexions' Shawville satellite office is located at 530, rue Main, Shawville (St-Paul's Church)

Visits by appointment only

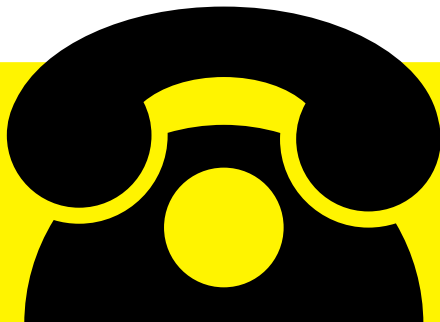
☎ 819 557-0615

✉ info@centreconnexions.org

🌐 centreconnexions.org

Important Numbers

EMERGENCY (fire, police, ambulance)	911
Info-Santé/Info-Social	811
Sûreté du Québec, MRC Pontiac	(819) 648-2141
Poison Centre	1(800) 463-5060
SOS Spousal Abuse	1(800) 363-9010
Elder Abuse Line	1(888) 489-2287
APPUI Support Line for Caregivers	1(855) 852-7784
Suicide Prevention Centre	1(866) 277-3553
Hydro Québec	1(800) 790-2424



Distress Line

- Emotional support and encouragement
- Crisis management and intervention
- Suicide risk assessment and prevention
- Community resource / referral information

1 (866) 676-1080

Crisis Line

- situational crisis
- psychosis or suicidal behaviour
- severe depression or anxiety or suicidal behaviour

1 (866) 996-0991

CLSC: Health and Social Services Centres

CLSCs (Centre locale de services communautaires) are Quebec's local health and social services centres. **The CLSCs are the entry point to most of the health and social services in the Outaouais. There are centres in all areas of the Outaouais.**

Centre multiservices de santé et de services sociaux de Mansfield-et-Pontefract

160, Chemin De la Chute Rd., Mansfield, QC

☎ (819) 683-3000

CLSC de Chapeau

72, rue St Patrick, Chapeau, QC

☎ (819) 689-5080

CLSC Quyon

1164, rue de Clarendon, Quyon, QC

☎ (819) 458-2848

CLSC Rapides-des-Joachims

48a, rue de l'Église, Rapides-des-Joachims, QC

☎ (613) 586-2357

CLSC Otter Lake

340, Martineau Ave., Otter Lake, QC, J0X 2P0

☎ (819) 453-7392



Hospitals

Pontiac Hospital-Shawville

200, Argue St., Shawville, QC

☎ (819) 647-2211

Hôpital de Gatineau

909, La Vérendrye Boul. West, Gatineau, QC

☎ (819) 561-6100

Hôpital de Hull

116, Lionel-Émond Boul., Gatineau, QC

☎ (819) 966-6200

Info-Santé 811

Info-Santé 811 is a free and confidential bilingual telephone consultation service available 24 hours a day.

Dial 811 to be promptly put in contact with a nurse in case of a **non-urgent** health issue.

Anyone living in Québec can call Info-Santé 811 for themselves or a family member.

Info-Santé 811 nurses evaluate your health situation and give advice based on your condition. They can answer your questions about your health and direct you to the most appropriate resource in your region. Calling Info-Santé 811 often helps avoid going to a medical clinic or emergency room.

811-Option 2

Dial 811 and press option 2 to speak with a psychosocial intervention worker in the event of a psychosocial problem.

Ontario Hospitals & Health Centres

Renfrew Victoria Hospital

499 Raglan St N, Renfrew, ON

☎ (613) 432-4851

Pembroke Regional Hospital

705 MacKay St, ON

☎ (613) 732-2811

Ottawa Regional Cancer Foundation

1500 Alta Vista Dr, Ottawa

☎ (613) 247-3527

Ottawa Hospital-General Campus

501 Smyth Road, Ottawa ON

☎ (613) 798-5555

Ottawa Hospital-Riverside Campus

1967 Riverside drive, Ottawa ON

☎ (613) 798-5555

Montfort Hospital

713 Montreal Road, Ottawa ON

☎ (613) 746-4621

Perley and Rideau Veterans Health Centre

1750 Russell Road, Ottawa ON

☎ (613) 526-7171

Queensway-Carleton Hospital

3045 Baseline Road, Ottawa ON

☎ (613) 721-2000

Élizabeth Bruyère Centre

Palliative care centre

43 Bruyère St., Ottawa ON

☎ (613) 562-6262

Ottawa Royal Hospital (Psychiatric)

1145 Carling Avenue, Ottawa ON

☎ (613) 722-6521

Residential & Long Term Care, Pontiac

Centre d'Accueil Pontiac (CAP/CHSLD)

Residential and long-term care centre, senior's day program.

☎ (819) 647-5755

Centre d'hébergement de Mansfield-et-Pontefract (CHSLD Manoir Sacré-Coeur)

Residential and long-term care centre.

☎ (819) 683-3392

Friends of the Saint-Joseph Manor

Offers lodging to autonomous and semi-autonomous seniors, respite services and a meals on wheels program.

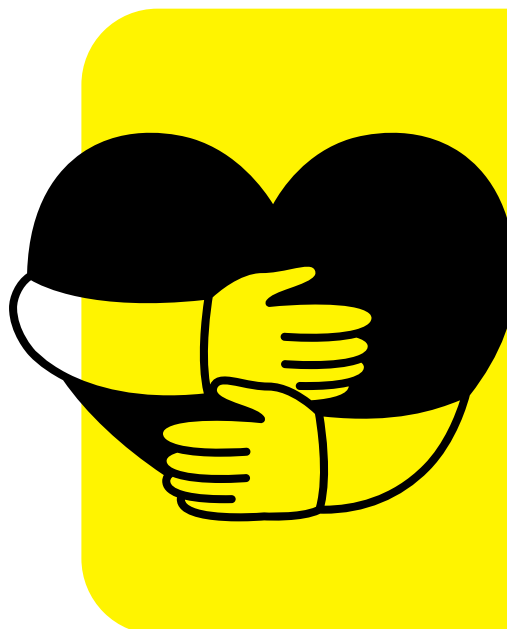
☎ (819) 648-5905 🌐 lesamisdumanoir.ca

Bereavement

Bereaved Families of Ontario

BFO offers peer based bereavement support at no cost to those in need.

☎ (613) 567-4278 🌐 bfo-ottawa.org



GMF du Pontiac

A group of doctors working in the Pontiac who provide services to patients throughout the Pontiac territory in private clinics and CLSCs. They also provide a transition clinic giving the opportunity to orphan patients to see a doctor and the opportunity to find a local doctor through their clinics.

GMF Head Office

305, unité 2 rue Main, Shawville, QC

☎ (873) 666-8801

Clinique médicale de Campbell's Bay

35, rue Patterson, Campbell's Bay, QC

☎ (819) 648-2021

Clinique médical le Lotus

394-C, rue Centre, Shawville, QC

☎ (819) 647-4707

Centre médical de Shawville

53, Emerson-Cotie, Shawville, QC

☎ (873) 666-8822

Centre médical du Pontiac

2940, route 148, Pontiac, QC

☎ (819) 486-1171

GMFs are also located within the CLSCs of Chapeau, Mansfield, Otter Lake, and Shawville. Please consult our CLSC section on page 4 to obtain the contact information for these establishments.

Rehabilitation Services

CRDO: La Centre de Readaptation en Dependance-Pontiac

CRDO provides confidential services to youth and adults with alcohol, drug, medication or gambling addictions.

☎ (819) 683-3841

Centre Régional de Réadaptation La RessourSe

This centre offers rehabilitation services for individuals with a physical impairment or children with a developmental delay.

☎ (819) 777-6261

Pavillion du Parc-Pontiac

Provides specialized adaptation and rehabilitation services to people with intellectual disability (ID) or Autism Spectrum Disorder(ASD).

☎ (819) 647-4717

Centre Intervalle

The mission of the Centre Intervalle is to enable the rehabilitation and social reintegration of people living with severe and persistent mental health problems.

☎ (819) 683-3257



Abuse Support, Crisis Services, Shelters

Centre d'Aide aux Victimes d'Actes Criminels (CAVAQ)

Service for victims or witnesses of a crime. CAVAC provides accompaniment, post-traumatic and psychological help, legal information, information on your rights, technical assistance, and referrals to specialized resources.

☎ 1 (866) 532-2822 🌐 cavac.qc.ca

CALAS-Sexual Assault Help Centre

(Centre d'aide et de lutte contre les agressions sexuelles de l'Outaouais) Supports women aged 12 and over who have experienced sexual assault regardless of their ethnic origin, sexual orientation or disability.

☎ (819) 771-1773 🌐 calas.ca

Spousal Abuse: 24/7 support

SOS Violence Conjugale

☎ 1(800) 363-9010

Telephone Crisis help-line

Tel-Aide Outaouais

☎ 1(800) 567-9699

SAVA Outaouais

The SAVA offers support to seniors who are victims of abuse.

☎ (819) 431-4336 or (873) 655-1395

Helpline-Aide Abus Aînés

The Elder Mistreatment Helpline offers you free, confidential and bilingual services from 8 a.m. to 8 p.m., 7 days a week.

☎ 1(888) 489-2287 🌐 aideabusaines.ca

Living Without Violence

Anger Management Program for Men

Online anger management program for men provided in English in partnership with ACCROC, Donne-toi une Chance, AutonHomme Pontiac, and Connexions

☎ (819) 648-2309

AutonHomme Pontiac

AutonHomme Pontiac is a non-profit organization that helps and supports men of the Pontiac. They offer support groups, referral to services, coordinate the local suicide prevention strategy, and offer temporary lodging for men.

☎ (819) 648-2309 🌐 autonhommepontiac.ca

L'Entourelle

L'EntourElle offers help, shelter and support to women who are victims of violence and / or in difficulty. The organization supports women in their personal development, helps them regain power over their lives and improve their quality of life.

☎ (819) 683-2709 🌐 lentourelle.com



Government of Québec Services

Housing

(Société d'habitation du Québec)

Information on programs and housing.

☎ 1(800) 463-4315 🌐 habitation.gouv.ca

Pensions

(Régie des rentes du Québec)

Information and forms related to pension supplement, spousal death benefits, etc.

☎ 1(800) 463-5185 🌐 rrq.gouv.qc.ca

Québec Health Insurance Plan

(Régie de l'assurance maladie du Québec)

Information and services related to health cards, drug insurance plan, hearing aids programs, free eye exams, physical aids, prosthetics, ambulance service, etc.

☎ 1(800) 561-9749 🌐 ramq.gouv.qc.ca

Québec Human Rights Commission

(Commission des droits de la personne et des droits de la jeunesse)

Information on human rights in Quebec

☎ 1(800) 361-6477 🌐 cdpdj.qc.ca

Québec Immigration

(Immigration et Communautés culturelles)

☎ 1(877) 864-9191

🌐 immigration-quebec.gouv.qc.ca

Québec Justice Department

(Ministère de la Justice - Directeur de l'état civil)

Information relating to birth & death certificates, marriage certificates, etc.

☎ 1(866) 536-5140 🌐 justice.gouv.qc.ca

Rent Review Board

(Régie du logement)

Information on rights and obligations relating to renting and leasing, complaints and rental court related issues.

☎ 1(800) 683-2245 🌐 rdl.gouv.qc.ca

Revenue Québec

(Revenu Québec)

For information on income tax, taxes, contributions to the drug benefit program, tax credits for keeping the elderly at home RRSPs, RIFs.

☎ 1(800) 267-6299 🌐 revenu.gouv.qc.ca

Health and Social Services Rights

(RPCU-Regroupement provincial des comités des usagers)

Information relating to user's rights for health and social services.

☎ (514) 436-3744 🌐 rpcu.qc.ca

Office of André Fortin, member of the National Assembly of Québec, MNA

MNAs act as intermediaries between the people and the government: they ensure that the interests of the population are well protected.

Members speak and act on behalf of their community on various issues.


☎ (819) 648-7070



Government of Québec Services, Continued

Services Québec


Information on programs and services offered to seniors by the Quebec Government

 1(877) 644-4545

Automobile licensing bureau

(Société de l'assurance automobile du Québec)

602 QC-301, Campbell's Bay, QC

 (819) 648-5689 ext. 0

Consumer Protection Office

(Office de la protection du consommateur)
Information on consumer protection laws, small claims court, funeral home services, etc.

 (819) 772-3016  opc.gouv.qc.ca

Quebec Office for the Disabled


(Office des personnes handicapées du Québec)


Information and support for all things related to disabilities.

 1(800) 567-1465  ophq.gouv.qc.ca

Curateur Public

The Curateur public du Québec has been ensuring the protection of persons with loss of autonomy while also helping their relatives or caregiver to fulfill their duties.

 1(844) 532-8728

 quebec.ca/en/government/department-s-and-agencies/curateur-public

Government of Canada Services



Campbell's Bay Service Canada Centre

Information on Programs and Services. The Campbell's Bay office offers passport services.



2 John Street, Campbell's Bay

 1(800) 622-6232  servicescanada.gc.ca

Canadian Revenue Agency


 1(800) 267-6999  cra.gc.ca


Canadian Human Rights Commission

 1(888) 214-1090  ccdp-chr.ca

Canadian Pension Plan and Old Age Security

Information on services, Canadian Pension Plans, Death benefits, Old Age Security, forms and publications.

 1 (800) 277-9914

 canada.ca/en/services/benefits/publicpensions

Veterans Affairs Canada

Information and assistance to military veterans.

 1(866) 522-2122  veterans.gc.ca/eng

Member of Parliament for Ponitac Sophie Chatel

Your local MP represents their constituents in the Canadian parliamentary system.

Main office

215-10 Allée de Hambourg, Gatineau, QC

 1(866) 522-2122  ourcommons.ca/members

Legal Resources

Centre de Justice de Proximité

Promotes access to justice for citizens of the Outaouais region by offering legal information, support and referral services.

☎ 1(844) 606-4600

🌐 justicedeproximite.qc.ca

Commission des Service Juridiques, Legal Aid

Government legal service offered to people who meet certain financial eligibility criteria and apply for the service. It is provided free of charge or with a contribution from the recipient.

Campbell's Bay Legal Aid office:
142, rue Front, Campbell's Bay, QC

☎ (819) 648-2259

L'Association québécoise de défense des droits des personnes retraitées et préretraitées de l'Outaouais

Works to defend, protect and promote the rights and dignity of seniors.

☎ 1(877) 935-1551

🌐 aqdroutaouais.org

Educaloi

A neutral and independent organization that provides legal information in clear language.

🌐 educaloi.qc.ca

Housing

OH Outaouais

Provides quality housing and living environments for people with low and moderate income.

☎ (819) 568-0033 🌐 ohoutaouais.ca

RÉNORÉGION-Renovation Grants

Assistance program from the Société d'habitation du Québec, delivered through the MRC Pontiac, allows low- and moderate-income homeowners to carry out work to correct major repairs to their homes.

☎ (819) 648-5689 ext. 210

Société d'habitation Québec

Helps with the payment of rent, support the renovation and adaptation of homes and support households in emergency or disaster situations.

☎ 1(800) 463-4315 🌐 habitation.gouv.qc.ca

Habitation Partagées de l'Outaouais

Helps seniors stay at home and improve their quality of life, as well as that of adults who wish to live under the same roof.

☎ (819) 684-2242 🌐 habitationspartagees.ca



Support for Caregivers

Société Alzheimer Outaouais

Accompanies and educates people affected by a major neurocognitive disorder, such as Alzheimer's disease; respite and Day Centre.

☎ 1(877) 777-0888

🌐 alzheimeroutaouais.com

Appui Caregiver Support Helpline

Offers personalized, non-judgmental support, based on caring and empathy.

☎ 1(855) 852-7784 🌐 lappui.org

Connexions Caregiver's Circle

Offers one-on-one support, workshops and support groups for caregivers of seniors who are 65 and over.

☎ (819) 557-0615

🌐 centreconnexions.org

Baluchon Alzheimer

Offers respite, support and accompaniment to caregivers who want to keep a loved one who suffers from Alzheimer's or other similar conditions at home.

☎ 1(855) 762-2930

🌐 baluchonalzheimer.com

Héberge Vac Desjardins

Offers temporary respite lodging for people aged 50 and over living at home with loss of autonomy, as well as for their caregivers, to help improve their quality of life by encouraging them to interact with their environment.

☎ (819) 457-2474

Community Services

Bouffe Pontiac, Food Bank

Food bank providing anyone in need with access to healthy food and information that can improve their quality of life.

☎ (819) 648-2550

Comptoir Saint-Pierre, second-hand store

Help those in need through a variety of activities focused on outreach and support. Working with other organizations in the community, they offer support services aimed at improving the quality of life and breaking the isolation of those experiencing difficulties. Check out their thrift shop and clothing repair & tailoring services!

☎ (819) 683-2345

Centre Serge Bélair

Centre Serge Bélair offers respite to families of people with intellectual disabilities.

☎ (819) 683-2242

Meals on Wheels Service

Les amis du Manoir St-Joseph prepares and delivers frozen meals to seniors and people with loss of autonomy.

☎ (819) 648-5905 🌐 lesamisdumanoir.ca

Golden Peak

The Golden Peak offers respite services, house cleaning, meal preparation (no diet), accompaniment on errands for seniors and people with loss of autonomy, and emergency alarm systems.

☎ (819) 683-5552

Community Services

Transport Action

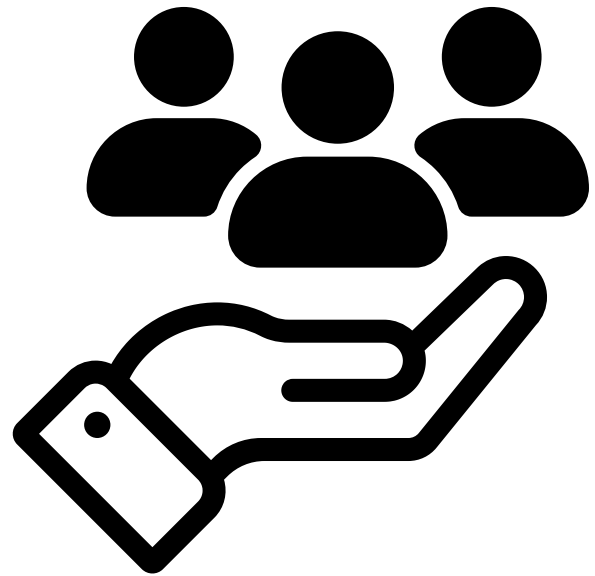
Need transportation? TransporAction Pontiac's volunteer drivers can help you get to your appointments. They have adapted transportation available for individuals with limited mobility.

☎ (819) 648-2223 🌐 transportaction.com

Western Quebec Literacy Council

The WQLC helps English-speaking adults, families and youth improve their reading, writing, listening, speaking, numeracy and other life skills through programs adapted to the needs of the individual. WQLC recruits and trains committed volunteers as tutors and support personnel.

☎ 1(888) 647-3112 🌐 wqlc.org



Stay Connected!

Become a member and sign up for our Well 55+ newsletter.

Receive bi-monthly updates on our activities, highlights on what's happening in your community and important health information!

Visit centreconnexions.org/membership to sign up.

You can also scan the QR code!



Centre de ressources

conneXions

Resource Centre

Connexions Resource Centre

Connexions responds to the health and social service needs of the Outaouais English-speaking community by providing information and referrals, developing and offering health promotion programs and activities and collaborating with public and community partners to improve access to services.

☎ 819 557-0615

🌐 centreconnexions.org

This document was made possible by:



The views expressed do not necessarily represent the views of CHSSN and its funders