

Access

to Health and Social Services
in English on the North Shore
(Region 09, Côte-Nord)



This brochure was created by the North Shore
Community Association in collaboration with the
North Shore Health and Social Services Agency



Agence de la santé
et des services sociaux
de la Côte-Nord

Québec



RÉGION 09



Qu bec

Legend

Mission : CISCO

▲ Hospital

- Long-term Care Facilities

North Shore Youth

Point of Service

 U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Federal Dispensary

- - CSSS Territory

(Health and Social Services Centers)

With regard to the legal guidelines stated in the Act respecting health services and social services, the North Shore Health and Social Services Agency has established, in collaboration with its institutions, an access program to health and social services for the English-speakers of the region.

The North Shore **Access Program to Health and Social Services in the English Language** aims to ensure that the English-speakers of the region have access to health and social services in English. It should be noted that local plans of action can sometimes be limited by financial, material and human resources.

This brochure lists the services offered in the English language by the health and social services institutions (CSSS) in the Côte-Nord region.

CSSS de la Haute-Côte-Nord

Institutions	Services offered in English
Pavillon Bergeronnes Tel.: 418 232-6224	Reception and referral.*
Pavillon Escoumins Tel.: 418 233-2931	
Pavillon Forestville Tel.: 418 587-2212	

*Bilingual personnel might not be available at all times.

CSSS de Manicouagan

Institutions	Services offered in English
Hospital Le Royer Tel.: 418 589-3701	Reception and referral.*
CLSC Lionel-Charest Tel.: 418 296-2572	

*Bilingual personnel might not be available at all times.

Centre de protection et de réadaptation de la Côte-Nord

Institutions	Services offered in English
Baie-Comeau (head office) Tel.: 418 589-9927	Youth protection and rehabilitation (regional services): reception and evaluation of reports, adoption services, psychological assessments.
Basse-Côte-Nord	Youth protection and rehabilitation: evaluation, referral, social emergency, pre-decisional services for young offenders, psycho-social services, family-type resources. Rehabilitation for physical and intellectual impairments: service agreement (CSSS de la Basse-Côte-Nord) for services for intellectual impairments in children and adults and autism spectrum disorder (ASD). Rehabilitation for drug addiction and other dependencies: out patient services.
Schefferville	Youth protection and rehabilitation: evaluation, referral, social emergency, pre-decisional services for young offenders, psycho-social services, family-type resources, educator in a natural environment.

SERVICE AGREEMENTS:

- **Rehabilitation for drug addiction and other dependencies:**
Treatment and rehabilitation (Pavillon Foster, Montérégie)
- **Youth protection and rehabilitation:**
Institutional rehabilitation (Centre Batshaw in Montreal).

CSSS de Port-Cartier

Institutions	Services offered in English
CSSS de Port-Cartier Tel.: 418 766-2572	Reception and referral.

CSSS de Sept-Îles

Institutions	Services offered in English
CSSS de Sept-Îles (hospital) Tel.: 418 962-9761	Reception and referral, emergency, public health, general services, clinical activities and aid, physical health, mental health.
CSSS de Sept-Îles (CLSC) Tel.: 418 962-2572	Reception and referral, public health, general services – clinical activities and aid, physical health, loss of autonomy due to age, youth in difficulty, physical impairments, intellectual impairments and ASD, dependencies.
Rés. Gustave-Gauvreau Tel.: 418 962-9761	Loss of autonomy due to age.

CSSS de la Basse-Côte-Nord

Institutions	Services offered in English
CSSS de la Basse-Côte-Nord, (head office) Tel.: 418 461-2144	All services are offered.
Kegaska – Point of service Tel.: 418 726-3382	
Chevery – Point of service Tel.: 418 787-2277	
Harrington Harbour – Point of service Tel.: 418 795-3325	
Harrington Harbour – Pavillon D.G.-Hodd Tel.: 418 795-3353	
Tête-à-la-Baleine – Point of service Tel.: 418 242-2112	
Mutton Bay – Point of service Tel.: 418 773-2212	
La Tabatière – Point of service Tel.: 418 773-2232	
Saint-Augustin – Point of service Tel.: 418 947-2321	
Rivière St-Paul – Point of service Tel.: 418 379-2244	

Note: This CSSS is recognized by the Charter of the French Language for offering all its services in English and is designated as such in the Access Program to Health and Social Services in the English Language for the Côte-Nord (Région 09).

CSSS de l'Hématite

Institutions	Services offered in English
CSSS de l'Hématite Tel.: 418 287-5461	Reception, evaluation and referral.*
Dispensary of Schefferville Tel.: 418 585-2645	All services are offered.

*Upon request, personnel are able to offer the service or accompany the user.

CLSC Naskapi

Institutions	Services offered in English
CLSC Naskapi Tel.: 418 585-2897	All services are offered.

Note : For the CLSC Naskapi territory, if one was to only pay mind to mother-tongue English speakers, one would be largely underestimating the number of English-speakers as a whole. Although English is not the mother-tongue language of the vast majority of the Naskapi, it is however the primary official language used by the population.

INFO-SANTÉ

If you are concerned about your health or the health of a loved one, **CALL THE INFO-SANTÉ HEALTH HOTLINE AT 8-1-1**. A nurse will answer your call, 24 hours a day, 7 days a week. All requests for English services are transferred automatically to a center in Quebec designated to offer services in English and French.

COMPLAINTS

Any individual who is unsatisfied with their experience in dealing with health and social service institutions can file a complaint. The Regional Service Quality and Complaints Commissioner for the North Shore Health and Social Services Agency can be reached at **418 589-9845 ext. 2281**.

To consult the Access Program to Health and Social Services in the English Language for the Côte-Nord, visit the North Shore Health and Social Services Agency website at www.agencesante09.gouv.qc.ca, Documentation section, "others".