

Guide to

Mental Health Resources in Estrie

Including La Pommeraiie and Haute-Yamaska

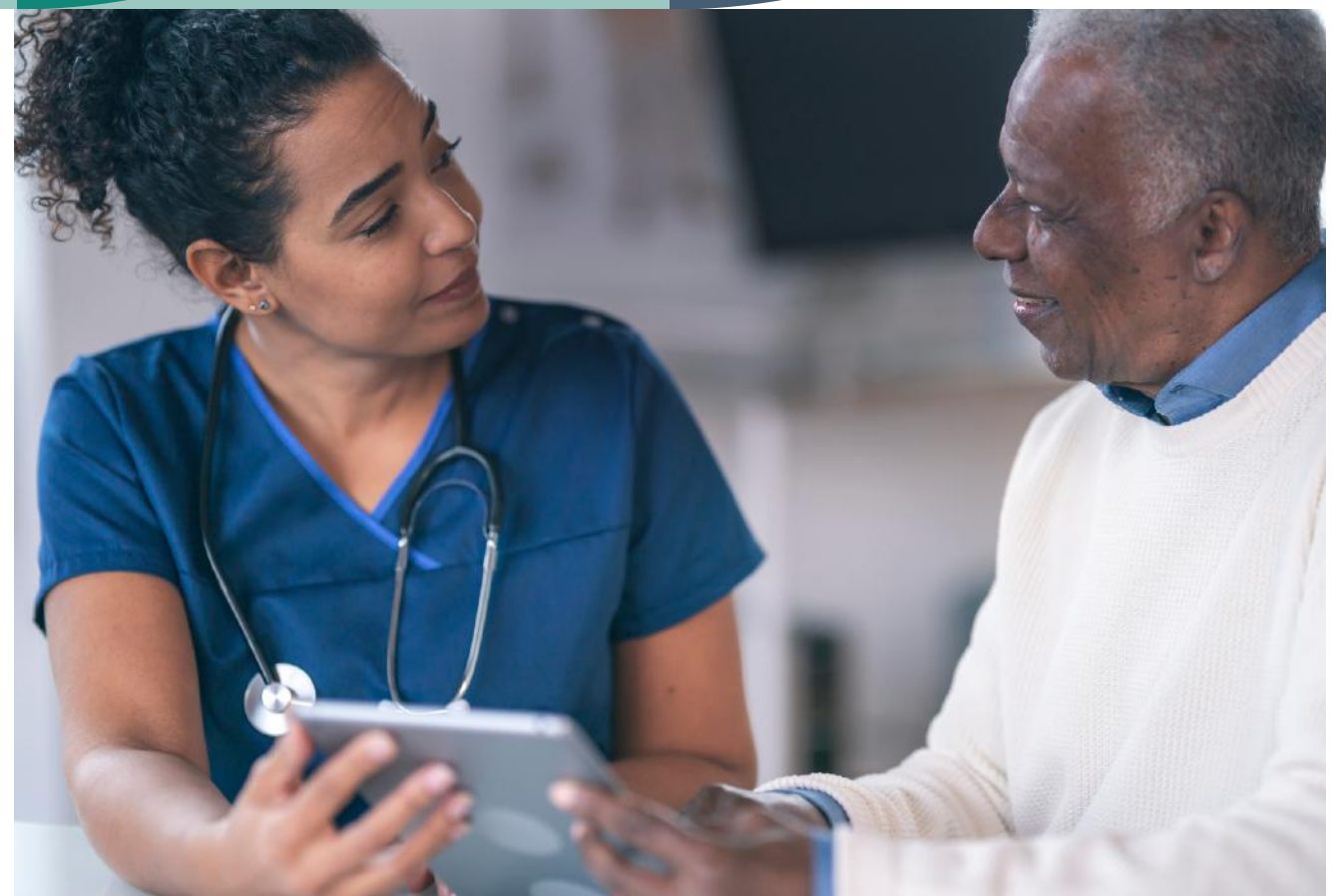


Santé
mentale
Estrie



Mental
Health
Estrie

vent over tea



This guide is brought to you by Mental Health Estrie in partnership with Vent Over Tea.

The information in this publication is not meant to replace the advice of a health professional. If you have questions or concerns about your mental health, call 811 or contact a health professional.

The services listed in this guide were current at the time of printing but are subject to change. Call the resource you need to verify current services. Every effort has been made to include all service providers. If your organization or mental health service has been omitted, contact Mental Health Estrie (info@mentalhealthestrie.com) to be included in any future edition.

Summer 2024

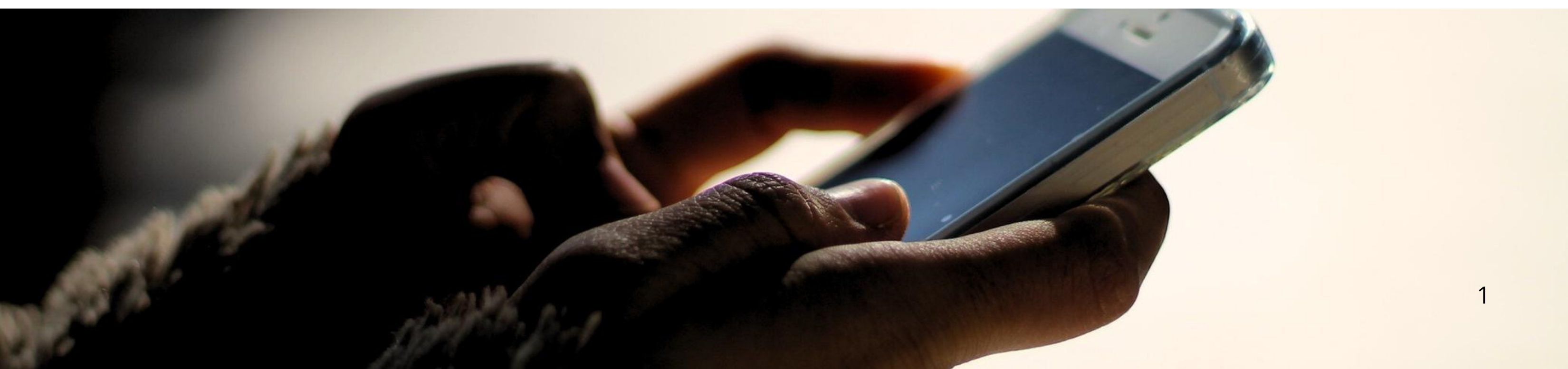
Resources at Your Fingertips

These phone lines are available 24 hours a day, 7 days a week (24/7), unless otherwise noted.

In an emergency call 911.

In times of distress call 811 and choose option 2 (psychosocial services) for a free and confidential telephone consultation. This service is available in English.

Info-Santé (physical health)	811 option 1
Info-Social (mental health).....	811 option 2
Primary Care Access Point	811 option 3
Suicide Crisis Helpline (Canada)	988 (1-866-277-3553)
Provincial Suicide Prevention (Québec)	1-866-APPELLE
Drugs: Help and Referral	1-800-265-2626 (alcohol, drugs, and medication)
Mistreatment (of older adults) Helpline (Everyday 8 a.m.–8 p.m.)	1-888-489-2287
Hope for Wellness (Indigenous community)	1-855-242-3310
Gambling: Help and Referral	1-800-461-0140
Interligne (2SLGBTQIA+ community)	1-888-505-1010
Kids Help Phone (Youth)	1-800-668-6868
Québec Poison Control Centre	1-800-463-5060
Sexual Violence Helpline	1-888-933-9007
SOS Domestic Violence	1-800-363-9010
Trans Lifeline (Mon. to Fri. 1-9 p.m.)	1-877-330-6366
Youth Protection Services	1-800-463-1029



In Times of Crisis

If you or your loved one is experiencing a mental health crisis, go to a hospital emergency department. Once you have been assessed by the triage nurse, you will then be seen by a physician who will do an evaluation and determine the next step, which may include seeing a psychiatrist.

It is strongly recommended that someone accompany you or your loved one to the hospital to:

- Provide encouragement and support during this process, which can be lengthy. Individuals seeking help alone often leave the hospital before ever being seen by a professional.
- Advocate for services.
- Provide a second set of eyes and ears to remember information from health care providers.
- Share information with health care providers about recent behaviour, changes observed, or other concerns, if there is an opportunity to do so. Calm assertiveness may be required to achieve this.



EMERGENCY DEPARTMENTS IN ESTRIE

HÔTEL-DIEU DE SHERBROOKE

819-346-1110

580 rue Bowen Sud, Sherbrooke

HÔPITAL FLEURIMONT

819-346-1110

3001, 12e Avenue Nord, Sherbrooke

HÔPITAL DE GRANBY

450-375-8000

205 boulevard Leclerc Ouest, Granby

HÔPITAL

BROME-MISSISQUOI-PERKINS

450-266-4342

950 rue Principale, Cowansville

CENTRE HOSPITALIER DE LA MRC-DE-COATICOOK

819-849-9102

138 rue Jeanne-Mance, Coaticook

CENTRE HOSPITALIER DE MEMPHRÉMAGOG

819-843-2572

50 rue Saint-Patrice Est, Magog

CENTRE HOSPITALIER DU GRANIT

819-583-0330

3569 rue Laval, Lac-Mégantic

HÔPITAL DES SOURCES

819-879-7151

475, 3e Avenue, Val-des-Sources

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About This Guide

According to the Mental Health Commission of Canada, one in five people will be affected by a mental illness at any given time. By the age of 40, 50% of people will have had a mental health problem. Research shows that early intervention leads to better long-term outcomes. Most people who get treatment recover. The sooner you get help, the better your chances for a successful recovery.

Remember, you are not alone!

It takes courage but asking for help is a sign of strength.

We hope this guide helps you find the resources and services you need. Keep a copy of this guide on hand for future reference.

Contributors



Mental Health Estrie is a non-profit community organization committed to providing information, support, education, and advocacy to English-speaking families and individuals in Estrie impacted by mental illness.

To keep informed of our upcoming programming we invite you to follow our Facebook and Instagram accounts @mentalhealthestrie, check out our website, or join our mailing list (outreach@mentalhealthestrie.com).

MENTAL HEALTH ESTRIE

3355 College St
Sherbrooke, QC J1M 0B8
819 565-3777
www.mentalhealthestrie.com
info@mentalhealthestrie.com

vent over tea

VOT is a non-profit organization whose mission is to let no voice go unheard and foster a community that speaks openly and listens without judgement. Their program includes a free active listening service available both online and in-person in the area, as well as community events and mental health advocacy.

Our services are open to all, and you can stay in the loop by subscribing to our newsletter (form on their website) and following us on Facebook and Instagram @ventovertea.

VENT OVER TEA

www.ventovertea.com
info@ventovertea.com

Navigating This Guide

Some community organizations have a regional mandate, offering services to the region of Estrie. Some services include La Pommeraie and Haute-Yamaska.

Other organizations have a local mandate, serving a specific territory. These areas are known as des réseaux locaux de services (RLS), or local service networks.

Most service providers in this guide offer at least one bilingual service depending on the demand for English services and the language skills of staff. Please call the service provider to ask about services in English and to let your needs be known.

General Information

In 2015, new provincial legislation led to a reorganization of health and social services in Québec.

In Estrie, multiple agencies were grouped together under the Centre intégré universitaire de santé et de services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke (CIUSSS de l'Estrie – CHUS).

The CIUSSS de l'Estrie – CHUS determines the local service networks (RLS) for the region. It also includes 101 points of service which include local community services centres (CLSC), long-term care centres (CHLSD), child and youth protection centres (CPEJ), and rehabilitation centres (CR).

CIUSSS DE L'ESTRIE – CHUS

819-780-2220

[375 rue Argyll, Sherbrooke, QC J1J 3H5](https://www.santeestrie.qc.ca)

Estrie now includes 9 RLS:

- RLS de la Pommeraie
- RLS de la Haute-Yamaska
- RLS de Memphrémagog
- RLS de Coaticook
- RLS de Sherbrooke
- RLS de Val Saint-François
- RLS des Sources
- RLS du Haut-Saint-François
- RLS de Granit

Visit the CIUSSS Estrie – CHUS website to find everything on health and social services in Estrie at www.santeestrie.qc.ca.

Connecting With Your Local CLSC

Local community services centres (CLSC) offer health and social services within each of the local service networks (RLS). Primary services include prevention, rehabilitation, and reintegration services, programs for chronic health issues, vaccination clinics, and services for physical and mental health. Verify your local CLSC services by calling or checking online at www.santeestrie.qc.ca.

Each local service networks (RLS) has a mental health department and mental health services are available even if you do not have a family doctor. Call your local CLSC and ask for the “psychosocial intake department” (Accueil Psychosocial) to set up an initial appointment with a mental health professional.

Outside of business hours, call 811.

FINDING A FAMILY DOCTOR

Seeing your family doctor is often the first step in getting help for a mental health concern. If you do not have a family doctor and need to consult a healthcare professional, you can contact the Primary Care Access Point by calling 811 and selecting option 3. Based on your needs, you will either receive health advice, be guided towards the right service without a referral or you will be referred to a healthcare professional.

To register to find a family doctor visit

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

Wait times vary depending on family doctor availability and the needs in your region.

FINDING A PSYCHIATRIST OR PSYCHOLOGIST

A psychiatrist is a medical doctor who specializes in mental health and mental disorders and can prescribe medication. To see a psychiatrist, a referral from a doctor is necessary.

"A psychologist studies how we think, feel and behave from a scientific viewpoint and applies this knowledge to help people understand, explain and change their behaviour" (Canadian Psychological Association). A psychologist cannot prescribe medication.

To find a psychologist, consult the online database of the Ordre des Psychologues du Québec or call the number below to connect with bilingual staff who will help you find a psychologist. To navigate the website, enter your postal code and reason for consulting to browse through a list of nearby psychologists. Filter the list by language to see who provides services in English. Services offered by a psychologist in private practice may be covered by your personal or workplace insurance.

www.ordrepsy.qc.ca/english 1-800-561-1223

As part of our Information and Referral service, Mental Health Estrie can help you in your search for a psychologist. Please contact us at 819-565-3777 or info@mentalhealthestrie.com.

Regional Services

REGIONAL AREAS IN ESTRIE

Mental health organizations and service providers with a regional mandate serve the following areas:

- Coaticook
- Des Sources
- Granit
- Haut-Saint-François
- Memphrémagog
- Sherbrooke
- Val-Saint-François

Some also serve:

- Haute-Yamaska
- La Pommeraie

REGIONAL HOSPITALS

FLEURIMONT HOSPITAL

819-346-1110

3001 12e Avenue Nord
Sherbrooke, QC J1H 5H3

HÔTEL-DIEU DE SHERBROOKE

819-346-1110

580 rue Bowen Sud
Sherbrooke, QC J1G 2E8

BROME-MISSISQUOI-PERKINS HOSPITAL

450-266-4342

950 rue Principale
Cowansville, QC J2K 1K3

GRANBY HOSPITAL

450-375-8000

205 boulevard Leclerc Ouest
Granby, QC J2G 1T7

See "In Times of Crisis" for a complete list of hospitals ([page 2](#)).

ADDICTION

CENTRE JEAN-PATRICE-CHIASSEON

819-821-2500

1930 rue King Ouest
Sherbrooke, QC J1J 2E2

This centre offers inpatient and outpatient services for youth and adults living with an addiction. Services include help and support during the detox and withdrawal management process, and facilitating reintegration into society. Services are also available to caregivers.

DUNHAM HOUSE

450-263-3434

1964 rue Scottsmore
Dunham, QC J0E 1M0
info@dunhamhouse.ca
www.dunhamhouse.ca

Dunham House provides residential and outpatient services for individuals living with mental health and concurrent disorders, including addiction. Services offered include workshops, individual and group counselling, art, music, yoga, and equine assisted therapy. At the Dunham facility, an intensive one-month individualized program is offered as well as a six-month program. Outpatient services are offered in Montreal. All services are provided in English.

Regional Services

ADHD *(Attention Deficit/Hyperactivity Disorder)*

TDAH ESTRIE

819-565-7131 or 1-888-392-2993
1820 Galt Ouest, Suite 269
Sherbrooke, QC J1K 1H8
intervention@tdahestrerie.org
www.tdahestrerie.org

TDAH Estrie informs, educates, and supports those living with ADHD and their loved ones. Services include individual support in person, on the phone or via videoconferencing; psychoeducational workshops for children, parents, and adults; conferences and training, and “La Bougeotte,” a specialized day camp for children that helps them to optimize their social skills.

BODY IMAGE

ARRIMAGE

819-564-7885
70 rue Galt Ouest, Suite 110
Sherbrooke J1H 1Z3
info@arrimageestrie.com
www.arrimageestrie.com

Arrimage’s mission is to promote body acceptance and body diversity. Their goals include developing critical thinking skills related to social norms surrounding body image, empowering individuals and groups, and promoting acceptance of body diversity. The organization favours a group approach and offers several services including activities, conferences, groups, kiosks and awareness tools. Many services are offered online. Arrimage does not offer services specific to eating disorders nor does it offer individual services or consultations.

ANGER MANAGEMENT

LE SEUIL DE L’ESTRIE

819-821-2420
CP 1503 Place de la Cité
Sherbrooke, QC J1H 5M4
administration@leseuil.qc.ca
www.leseuil.qc.ca

Le Seuil provides services for men, women and adolescents experiencing difficulties in managing their anger, aggressivity and impulsiveness with or without violent behaviour. Services include individual and group meetings.

LEGAL RIGHTS OF PERSONS WITH MENTAL ILLNESS

PRO-DEF ESTRIE (PROMOTION ET DÉFENSE DES DROITS EN SANTÉ MENTALE)

Sherbrooke: 819-822-0363
Estrie region: 1-800-561-0363
1255 rue Daniel, Suite 116
Sherbrooke, QC J1H 5X3
info@prodefestrie.org
www.prodefestrie.qc.ca

Pro-Def Estrie promotes and defends the rights of people who have experienced or are living with a mental health problem. Their work is based on the principles of social justice, freedom, and equality. Services include information, help, and support.



Regional Services

LISTENING SERVICES

SECOURS-AMITIÉ ESTRIE

Talk line: 819-564-2323 or 1-800-667-3841
Administration: 819-823-5400
CP 1596, Succursale Place de la Cité
Sherbrooke, QC J1H 5M4
saestrie@secoursamitieestrie.org
www.secoursamitieestrie.org

Secours-Amitié Estrie offers a free and anonymous telephone talk line and referrals to other public, private, and community resources. Trained volunteers are available to people experiencing psychological distress, suicidal thoughts, or isolation. Depending on the language skills of the volunteer, it may be possible to speak with someone in English as long as this is specified when first reaching out. Also, active listening workshops are available and tailored for the English-speaking community.

VENT OVER TEA

(offers services province wide)
info@ventovertea.com
www.ventovertea.com

Vent Over Tea is a non-profit organization providing free active listening services to the Québec community. They provide vent sessions in-person in the Estrie and Montreal regions, as well as virtually anywhere across the province via phone or video. All sessions are confidential and give you the space to vent and speak your mind. They also host wellness and mental health events in the area and active listening workshops to foster a community free of judgement.

WOMEN'S CENTRES

LENNOXVILLE & DISTRICT WOMEN'S CENTRE (LDWC)

819-564-6626
175 Queen Street, Suite 203
Sherbrooke, QC J1M 1K1
info@ldwc.ca
www.ldwc.ca

LDWC empowers and connects with English-speaking women and their families through education, support, and advocacy. A variety of programs and activities are offered such as the Playgroup for children 0-5 years of age and their female caregivers; OWLS (Outstanding Wise Ladies Sharing) a group where retired women enjoy different activities; a Painting and Bridge group; prenatal courses, and a community garden.

Note: For women's services in Brome-Missisquoi see Avante Women's Centre in the RLS de la Pommeraie, under Local Services.



Regional Services

MENTAL HEALTH & WELL-BEING

APPAMM-ESTRIE (ASSOCIATION DES PROCHES DE PERSONNES ATTEINTES DE MALADIE MENTALE DE L'ESTRIE)

819-563-1363

740 rue Galt Ouest, Suite 101

Sherbrooke J1G 1B5

info@appamme.org

www.appamme.org

APPAMM-Estrie provides free and confidential services to families and friends of people living with a mental illness. This includes psychosocial support, information and referrals, and monthly information sessions for the general public on mental health topics.

PAIN MANAGEMENT

ASSOCIATION QUÉBÉCOISE DE LA DOULEUR CHRONIQUE (AQDC)

Helpline: 1-855-368-5387

(Monday to Friday 8 a.m.–12 p.m. and 1–4 p.m.)

Administration: 1-855-230-4198

aqdc@douleurchronique.org

www.aqdc.info

AQDC is a non-profit organization working to improve the condition and reduce the isolation of people with chronic pain. Services are free and include a helpline, information (e.g., locating a pain clinic), and support groups for people experiencing chronic pain and their relatives. There are support groups throughout Québec and one is offered in English.

MENTAL HEALTH ESTRIE (MHE)

819-565-3777

3355 College Street

Sherbrooke, QC J1M 0B8

(Borough of Lennoxville)

info@mentalhealthestrie.com

www.mentalhealthestrie.com

Mental Health Estrie (MHE) is a non-profit community organization committed to providing information, support, education, and advocacy to English-speaking families and individuals in Estrie impacted by mental illness. Services include peer support groups, information and referrals through phone and email, educational workshops and a lending library. All services are free and confidential and provided in English.

SERVICES FOR MEN

MOMENTHOM – CENTRE D'ENTRAIDE POUR HOMMES DE L'ESTRIE

819-791-1210 ext. 224

Housing (Sherbrooke): 819-679-8191

337 rue Dufferin, Suite 100

Sherbrooke, QC J1H 4M6

info@momenthom.com

www.momenthom.com

MomentHom helps and supports men in vulnerable situations such as a relationship breakup, family problems, job loss, or financial difficulties. Services include individual support, support groups, and temporary housing (La Maison Oxygène) for fathers and their children.



Regional Services

SEXUAL VIOLENCE

AGGRESSION ESTRIE CALACS (CENTRE D'AIDE ET DE LUTTE CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL)

819-563-9999 or 1-877-563-0793

CP 1594, Place de la Cité

Sherbrooke, QC J1H 5M4

info@calacsestrie.com

www.calacsestrie.com

Aggression Estrie CALACS helps girls and women 12 years of age and older who have experienced sexual assault. Services include individual and group counselling, information and referrals, support for the individuals' support network, workshops and information kiosks, and judicial, medical, and social accompaniment. Interveners also advocate on behalf of girls and women for non-discriminatory and nonviolent communities.

CIVAS (CENTRE D'INTERVENTION EN VIOLENCE ET AGRESSIONS SEXUELLES)

CIVAS Estrie : 819-564-5127 #222

and direction@civas.ca

CIVAS Montérégie : 450-656-6524 #221

and cpouliot@civas.ca

www.civas.ca

CIVAS offers individual and group support for those who have committed or who are concerned about committing a sexual offence. Services also include support for the loved ones of those individuals and training for professionals.

CALACS DES RIVIÈRES HAUTE-YAMASKA BROME MISSISQUOI (CENTRE D'AIDE ET DE LUTTE CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL)

CP 63, Granby, QC J2G 8E2

info@calacsdesrivieres.ca

www.calacsdesrivieres.ca

CALACS Granby helps girls and women 12 years of age and older who have experienced sexual assault. Services include giving information concerning their rights and options, support, intervention, and accompaniment. They provide training for those working with victims of sexual assault and their loved ones to ensure that the interventions used are appropriate.

SOUTIEN AUX HOMMES AGRESSÉS SEXUELLEMENT- ESTRIE (SHASE)

819-933-3555

230 rue King Ouest, Suite 206

Sherbrooke, QC J1H 1P9

info@shase.ca

www.shase.ca

Le SHASE supports, guides, and provides tools for anyone aged 12 and over who identify as a man and who have experienced sexual assault. Services include individual and group support meetings and workshops for those who have completed the groups. They also provide presentations to raise awareness about the reality faced by men who have experienced sexual assault.



Regional Services

SUICIDE PREVENTION



NATIONAL HELPLINE: 988

PROVINCIAL HELPLINE: 1-866-APPELLE (1-866-277-3553)

JEVI CENTRE DE PRÉVENTION DU SUICIDE-ESTRIE

Administration: 819-564-7349
120, 11e Avenue Nord
Sherbrooke, QC J1E 2T8
preventionsuicide@jevi.qc.ca
www.jevi.qc.ca

JEVI offers free and confidential services to promote well-being and prevent suicide. Services are offered to people having suicidal thoughts, and to their family and friends, to those grieving the loss of someone who died by suicide, and to professionals seeking information, and to refer a client to JEVI. Follow up services (postvention) are provided to families, in the workplace, and in schools after a suicide attempt or death by suicide.

VICTIMS OF CRIME

CAVAC (CENTRE D'AIDE AUX VICTIMES D'ACTES CRIMINELS)

Head office for CAVAC in Estrie
819-820-2822
230 rue King Ouest, Suite 300
Sherbrooke, QC J1H 1P9
Multiple service points in Estrie region, including La Pommeraie & Haute-Yamaska
info@cavac.qc.ca
www.cavac.qc.ca

CAVAC in Estrie offers free and confidential frontline services to any crime victim or witness and their immediate family. Services include assessment of needs and referral to specialized resources, information about your rights, post-traumatic and psychosocial intervention, and support through the legal process.

CENTRE DE PRÉVENTION DU SUICIDE DE LA HAUTE-YAMASKA ET BROME-MISSISQUOI (CPSHYBM)

Helpline: 450-375-4252
Suicide.ca (online/chat)
24/7 1-866-APPELLE (277-3553)
Administration: 450-375-6949
328 rue Principale, Suite 220
Granby, QC J2G 2W4
info@cpshybm.qc.ca
www.cpshybm.ca

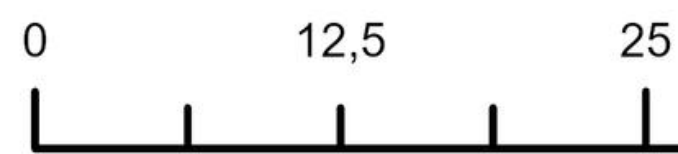
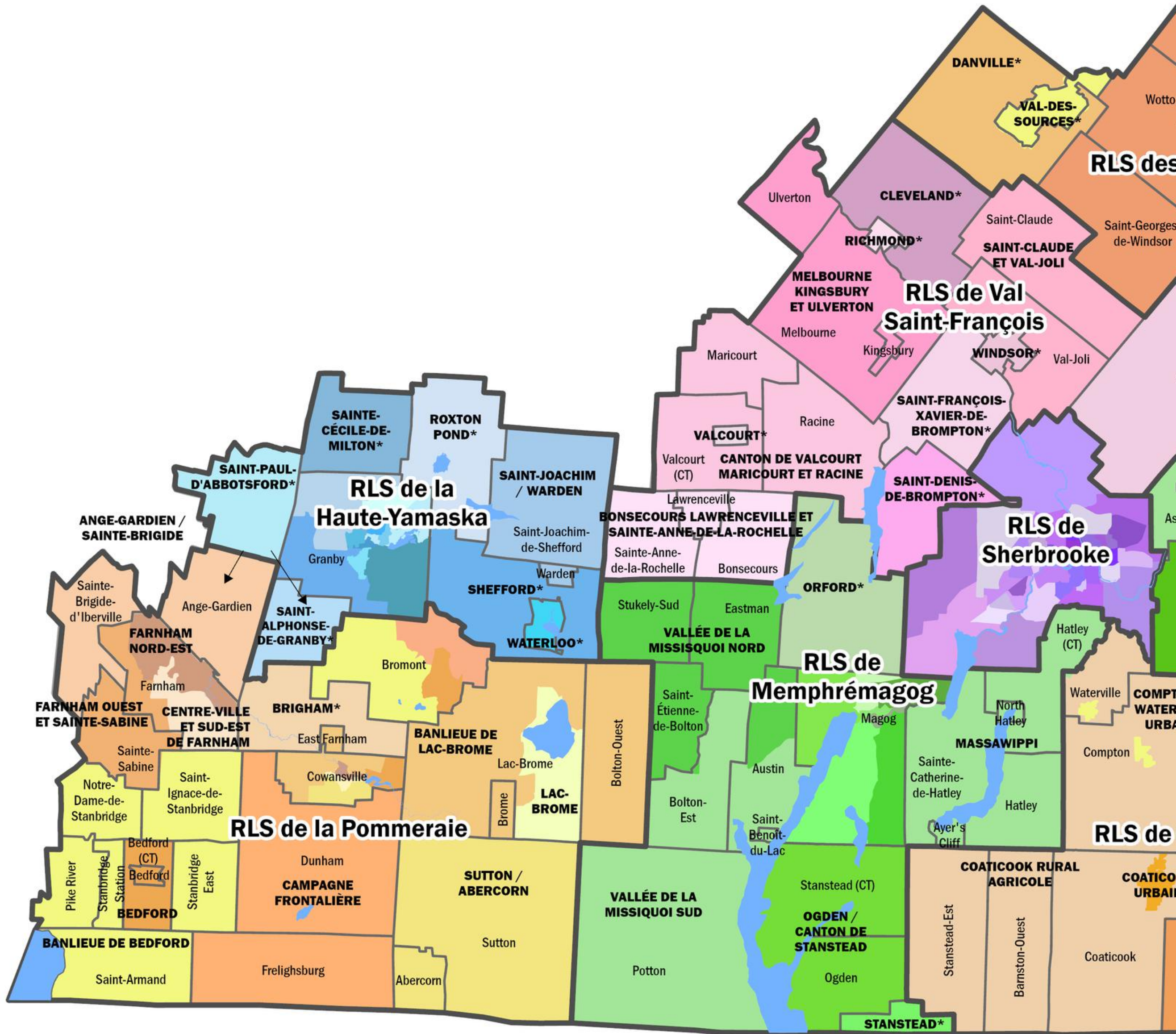
CPSHY offers suicide prevention and intervention services. They help people who are having suicidal thoughts, their loved ones, and those grieving someone who has died by suicide. Services include a helpline, individual and group meetings, and trainings for professionals. Please ask for English services, if help is not possible in the moment, alternative options will be discussed.

SUPERVISED HOUSING

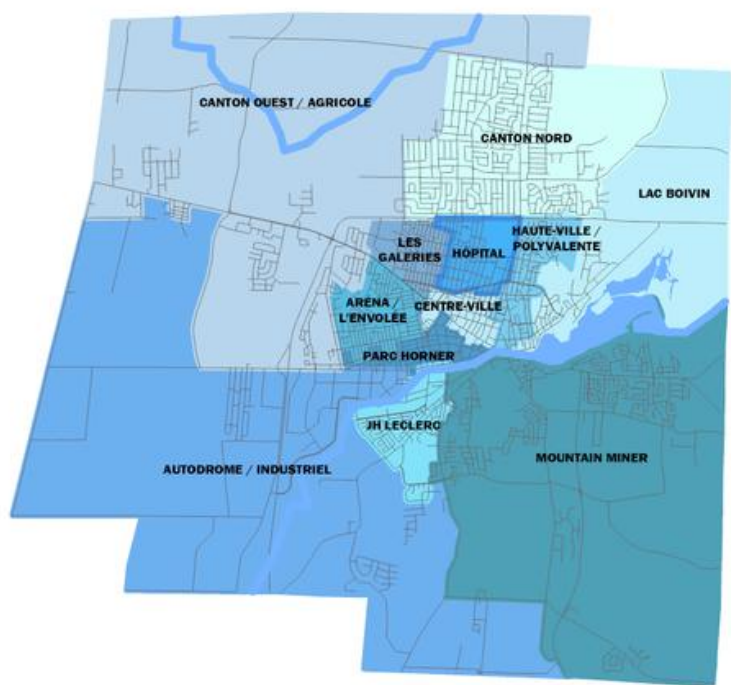
MON SHACK....MY CHOICES...MY FUTURE!

819-481-0385
3195 rue College
Sherbrooke, QC J1M 0E7
(Borough of Lennoxville)
info@monshack.ca
www.monshack.ca

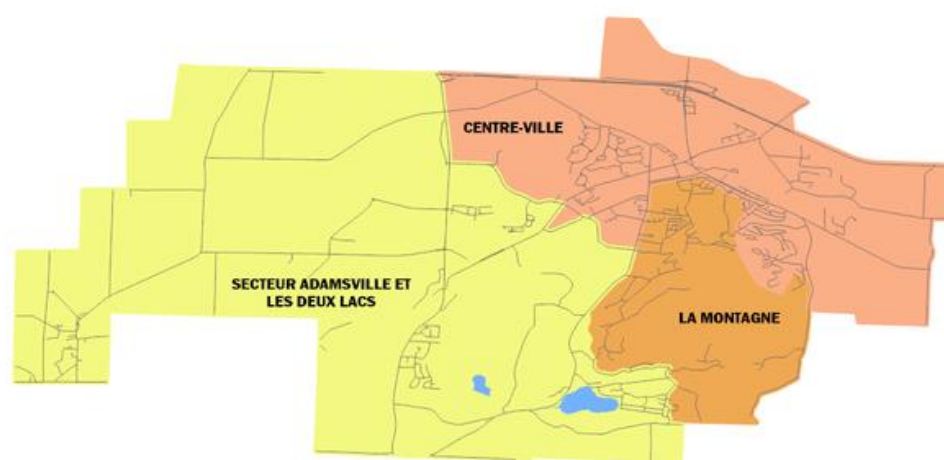
Mon Shack offers supervised residential units for adults living with a mental health problem. Services provided in a bilingual living environment include initial welcome, personal follow-up with a professional, referrals, individual and group meetings, personalized support to develop autonomy and to facilitate the recovery process. Activities and workshops are also available.



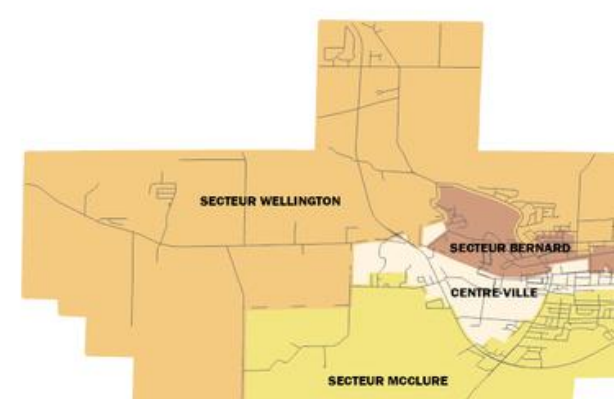
Granby et ses 12 communautés



Bromont et ses 3 communautés

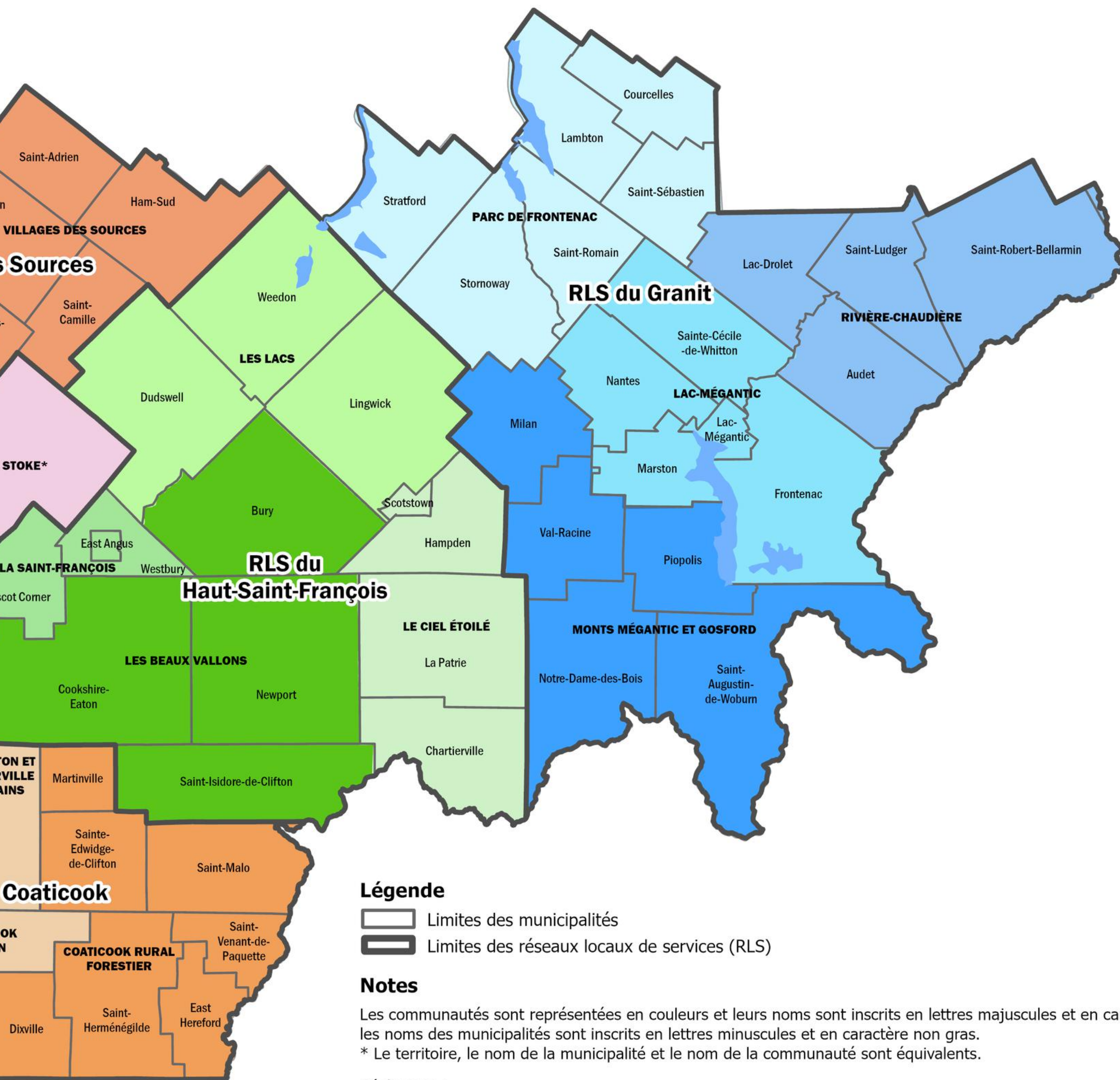


Cowansville et ses 5 communautés



ON DE L'ESTRIE

ités et 113 communautés



Légende

- Limites des municipalités
- Limites des réseaux locaux de services (RLS)

Notes

Les communautés sont représentées en couleurs et leurs noms sont inscrits en lettres majuscules et en caractères gras, les noms des municipalités sont inscrits en lettres minuscules et en caractère non gras.
 * Le territoire, le nom de la municipalité et le nom de la communauté sont équivalents.

Réalisation :

Direction de santé publique, CIUSSS de l'Estrie - CHUS, janvier 2024.

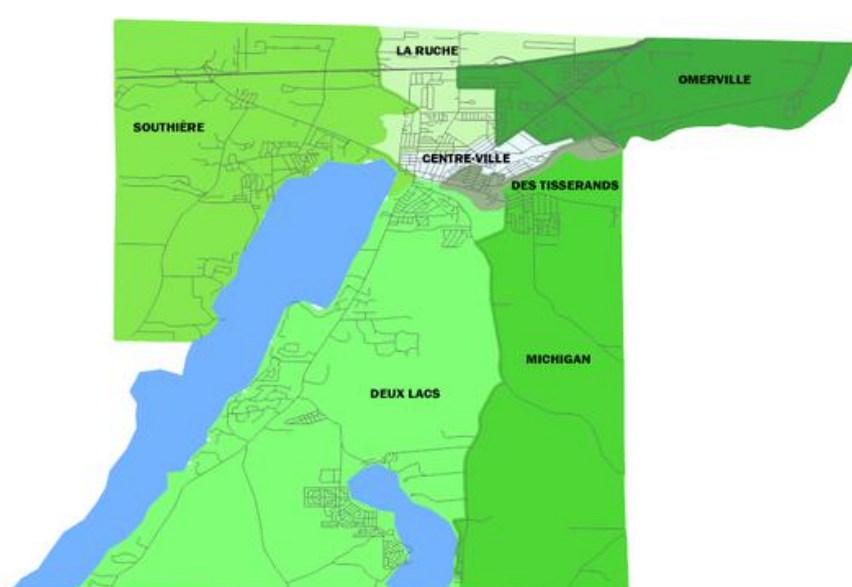
Sources :

Ministère des Ressources naturelles et des Forêts. Base de données géographiques et administratives, Données Québec, 2012.
 Ministère de la Santé et des Services sociaux. Limites territoriales, Référentiel territorial (M34), 2016, selon le découpage du CIUSSS de l'Estrie - CHUS.

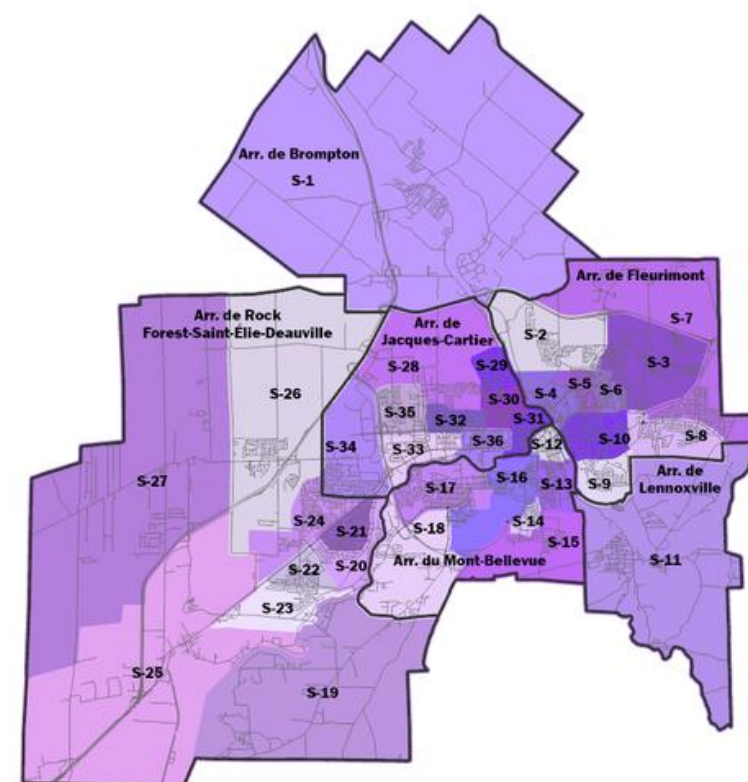
Communautés



Magog et ses 7 communautés



Sherbrooke et ses 36 communautés



Noms des communautés :

- S-1 : Brompton
- S-2 : Aéroport
- S-3 : Julien-Ducharme
- S-4 : Pin-Solitaire
- S-5 : Saint-Michel
- S-6 : Jardins-Fleuris
- S-7 : Desranleau
- S-8 : des Châteaux
- S-9 : Marie-Reine
- S-10 : Saint-Jean-Baptiste
- S-11 : Lennoxville
- S-12 : Centre-ville de Sherbrooke
- S-13 : Immaculée-Conception
- S-14 : Grands-Monts
- S-15 : du Phare
- S-16 : Sainte-Jeanne-d'Arc
- S-17 : Université
- S-18 : Sainte-Catherine
- S-19 : Petit-Lac-Magog
- S-20 : Boisé-Fabi
- S-21 : Beaulieu
- S-22 : Châteaux d'eau
- S-23 : Parc central
- S-24 : Mi-Vallon
- S-25 : Deauville
- S-26 : Croisée des aventuriers
- S-27 : Saint-Élie
- S-28 : Beckett
- S-29 : Hélène-Boullé
- S-30 : Saint-Alphonse
- S-31 : Vieux-Nord
- S-32 : Laurentie
- S-33 : Saint-Boniface
- S-34 : Chauveau
- S-35 : André-Viger
- S-36 : Saint-Jean-de-Brébeuf

10 Km

0 2,5 5 10 Km

0 5 10 20 Km

Local Services

LOCAL SERVICE NETWORKS (RLS) IN ESTRIE

Mental health organizations and service providers with a local mandate are located in the following local service networks:

- Coaticook
- Granit
- Haut-Saint-François
- Haute-Yamaska
- Memphrémagog
- La Pommeraie
- Sherbrooke
- Des Sources
- Val Saint-François

Several organizations in this section of the guide are alternative resources. They take a positive and respectful view of those who have experienced or are living with mental health problems. Alternative approaches focus on health rather than illness and consider community important for individual well-being and self-realization.



Local Services

RLS DE COATICOOK

CLSC DE COATICOOK

819-849-4876
138 rue Jeanne Mance
Coaticook, QC J1A 1W3

L'ÉVEIL - RESSOURCE COMMUNAUTAIRE EN SANTÉ MENTALE

819-849-3003
240 rue Roy
Coaticook, QC J1A 1J3
direction@eveilcoaticook.ca
www.eveilcoaticook.ca

L'Éveil is an alternative resource helping those living with emotional and/or mental health problems to stay or to reintegrate in the community. Services include individual support, group activities, psychosocial support at work, and also offers individual services to youth ages 12 to 17.

RLS DU GRANIT

CLSC LAC MÉGANTIC

819-583-2572
3569 rue Laval
Lac Mégantic, QC G6B 1A5

CLSC LAMBTON

418-486-7441
310-A rue Principale
Lambton, QC G0M 1H0

CLSC SAINT-LUDGER

819-583-2572
210-A rue LaSalle,
Saint-Ludger, QC G0M 1W0

L'ENSOLEILLÉE - RESSOURCE COMMUNAUTAIRE EN SANTÉ MENTALE

819-583-5727
4663 rue Dollard
Lac-Mégantic, QC G6B 1G5
direction@lensoleillee.ca
www.lensoleillee.ca

L'Ensoleillée is a community organization with an alternative approach for those living with an emotional or mental health problem, and their families and friends. Services include meetings, discussions, individual and peer support, a lending library, community dinners, integration into the workplace, workshops, conferences, referrals, and promotion of mental health.



Local Services

RLS DU HAUT SAINT-FRANÇOIS

CLSC EAST ANGUS

819-821-4000
149 rue Kennedy
East Angus, QC J0B 1R0

CLSC DE COOKSHIRE

819-821-4000
700 rue Craig Nord
Cookshire, QC J0B 1M0

CLSC DE LA PATRIE

819-821-4000
40 Dumoulin
La Patrie, QC J0B 1Y0

CLSC WEEDON

819-821-4000
460, 2e Avenue
Weedon, QC J0B 3J0

VIRAGE SANTÉ MENTALE – RESSOURCE ALTERNATIVE EN SANTÉ MENTALE

EAST ANGUS

819-832-4404 or 1-866-832-4404
166 rue St-Jean Est, Apt 2
East Angus, QC J0B 1R0

WEEDON

819-877-2674 or 1-800-449-2674
209 rue des Érables, Suite 302
Weedon, QC J0B 3J0

viragesm@abacom.com
www.viragesantementale.org

Virage santé mentale is a non-profit community organization that provides workshops and conferences, individual support, a grief and bereavement support group, support for family and friends of those living with a gambling problem, a lending library, help with social and work reintegration, and supervised apartments.



Local Services

RLS DE LA HAUTE-YAMASKA

CLSC DE ST-JOSEPH

450-375-1442
261 rue Laurier
Granby, QC J2G 5K9

CLSC NOTRE DAME

450-375-1442
363 rue Notre-Dame
Granby, QC J2G 3L4

CLSC ROBINSON SUD

450-375-1442
90 Robinson Sud
Granby, QC J2G 7L4

CLSC YVAN-DUQUETTE

450-375-1442
294 rue Déragon
Granby, QC J2G 5J5

CLSC WATERLOO

450-375-1691
48 rue Young
Waterloo, QC J0E 2N0

CLSC BROMONT

450-375-1692
50, chemin de Gaspé bloc C
Bromont, QC J2L 2N8

L'AUTRE VERSANT – ALTERNATIVE EN SANTÉ MENTALE

450-777-7611
20 rue Drummond
Granby, QC J2G 2S4
info@autreversant.com
www.autreversant.com

*Services only offered in French at this time

L'Autre Versant is an alternative resource offering services to adults living with mental health problems. They help individuals regain their autonomy and improve their quality of life while reintegrating into the community. Services include individual and group support and support for those entering or re-entering the workforce, a day centre that facilitates rehabilitation and social participation, and themed workshops. Le Café Tournesol offers a space for peer support.

LE PASSANT

450-375-4404
436 rue Horner
Granby, QC J2G 3T5
lepassant@bellnet.ca
www.lepassant5.wixsite.com

Le Passant offers short-term housing for men struggling personally or socially. They offer immediate support and referrals to facilitate reintegration into the community.

OASIS SANTÉ MENTALE GRANBY ET RÉGION

Granby and region: 450-777-7131
Toll free: 1-855-CRAQUER (1-855-272-7837)
Head office: 177 rue Denison Est
Granby, QC J2G 4C4
info@oasissantementale.org
www.oasissantementale.org

OASIS santé mentale supports caregivers and family members of loved ones living with a mental health problem. Services include psychosocial interventions in-person or over the phone, support during the process of seeking and receiving a psychiatric evaluation for a loved one, support groups, and psychoeducational programs.

LA MAISON – HÉBERGEMENT TRANSITOIRE EN SANTÉ MENTALE

450-375-1541
3 rue Cairns
Granby, QC J2G 6P9
info@lamaisonsantementale.org
www.lamaisonsantementale.org

La Maison offers transitional housing for rehabilitation purposes. They help men and women living with a mental health problem to progressively gain autonomy and reintegrate into the community. They also offer a day program, individual support, counselling, and support for independent living.

RLS de la Haute-Yamaska continued →

Local Services

TRANSITION POUR ELLES

Admission: 450-776-3369
Administration: 450-777-1565
110 rue Dufferin
Granby, QC J2G 4W9
admin@transitionpourelles.ca
www.transitionpourelles.ca

Transition pour elles offers short and medium-term housing for women experiencing difficulties in their lives. The length of stay may vary according to the woman's needs, up to a maximum of 3 months. Staff is present 24/7 to provide support and a listening ear.

CENTRE DE PRÉVENTION DU SUICIDE DE LA HAUTE-YAMASKA ET BROME-MISSISQUOI (CPSHYBM)

Helpline: 450-375-4252
Suicide.ca (online/chat)
24/7 1-866-APPELLE (277-3553)
Administration: 450-375-6949
328 rue Principale, Suite 220
Granby, QC J2G 2W4
info@cpsybm.qc.ca
www.cpsybm.ca

CPSHY offers suicide prevention and intervention services. They help people who are having suicidal thoughts, their loved ones, and those grieving someone who has died by suicide. Services include a helpline, individual and group meetings, and trainings for professionals. Please ask for English services, if help is not possible in the moment, alternative options will be discussed.

CENTRE DE FEMMES ENTR'ELLES

Main line: 450-375-4042
Crisis shelter: 450-375-0487
18 rue Saint-Antoine Nord
Granby, QC J2G 5G3
info@entrelles.ca
www.entrelles.ca

Centre de femmes Entr'elles provides information and help to all adult women. Services include a short-term crisis shelter with an alternative mental health approach as well as individual and group support, educational activities, information and referrals, and promotion of women's rights.



Local Services

RLS DE MEMPHRÉMAGOG

CLSC MAGOG

819-843-2575
50 rue St-Patrice Est
Magog, QC J1X 3X3

CLSC MANSONVILLE

450-292-3376
314 rue Principale
Mansonville, QC J0E 1X0

CLSC STANSTEAD

819-876-7521
435 rue Dufferin
Stanstead, QC J0B 3E2

CENTRE L'ÉLAN

819-843-8885
209 rue Hatley
Magog, QC J1X 3N2
direction.centrelelan@gmail.com
centrelelan@gmail.com
www.centrelelan.org

Centre l'Élan is a community resource offering support for people living with mental health issues. Services include individual and group therapy, art, music, and drama therapy, creative workshops, yoga and meditation, and community dinners. These services emphasize creativity, personal growth, and connection with others.

RLS DE LA POMMERAIE

CLSC DE BEDFORD

450-248-4304
34 rue Saint-Joseph
Bedford, QC J0J 1A0

CLSC COWANSVILLE-DU-SUD

450-266-4342
397 de la Rivière
Cowansville, QC J2K 1N4

CLSC COWANSVILLE-LAROUCHE

450-266-4342
133 rue Larouche
Cowansville, QC J2K 1T2

CLSC FARNHAM

450-293-3622
660 rue Saint-Paul
Farnham, QC J2N 3B9

CLSC LAC BROME

450-242-2001 (morning)
450-242-2020 (afternoon)
270 rue Victoria
Knowlton QC J0E 1V0

CLSC SUTTON

450-266-4342
45 rue Principale Sud
Sutton, QC J0E 2K0

**UNITÉ DE MÉDECINE
FAMILIAL LA POMMERAIE**
450-266-4342



RLS de la Pommeraiie continued →

Local Services

L'ÉVEIL (ASSOCIATION D'ENTRAIDE EN SANTÉ MENTALE DE BROME-MISSISQUOI)

450-263-6240 ext. 0
112 rue du Sud, Suite 500
Cowansville, QC J2K 2X2
info@eveilcowansville.com
www.eveilcowansville.com

L'Éveil is a community resource for people 16 and older living with emotional difficulties or problems related to mental health. The focus is on social, professional, and educational integration. Also, workshops on a variety of topics are offered to the general public Tuesday afternoons.

LE PHARE, SOURCE D'ENTRAIDE Cowansville

450-266-3464
515 rue du Sud, Suite 216
Cowansville, QC J2K 2X9
info@psentraide.org
www.psentraide.org

Farnham

450-293-0690
525 rue St-Édouard, Suite 103
Farnham, QC J2N 1G6
info@psentraide.org
www.psentraide.org

Le Phare is an alternative resource offering peer support groups for individuals who have experienced or are living with mental health issues. Four categories of activities are offered in a safe and comfortable environment: involvement and citizenship, creativity, recreation, and quality of life. A support group for young adults is also available.

BROME-MISSISQUOI CAREGIVER SUPPORT GROUP (BMCSG)/MAISON GILLES-CARLE

450-263-4236
614 boul. J.-André Déragon
Cowansville, QC J2K 0H7
info@rsabm.ca
www.rsabm.ca

BMCSG/Maison Gilles-Carle provides support and rest for caregivers. Bilingual services include individual consultations, workshops, coffee meetings, and community lunches. Respite services are for adults with a temporary or permanent incapacity due to illness, a disability, or advanced age. To access all services, caregivers must pay an annual membership fee of \$25.

OASIS SANTÉ MENTALE GRANBY ET RÉGION

Granby and region: 450-777-7131
Toll free: 1-855-CRAQUER (1-855-272-7837)
Head office: 177 rue Denison Est
Granby, QC J2G 4C4
info@oasissantementale.org
www.oasissantementale.org

OASIS santé mentale supports caregivers and family members of loved ones living with a mental health problem. Services include psychosocial interventions in-person or over the phone, support during the process of seeking and receiving a psychiatric evaluation for a loved one, support groups, and psychoeducational programs.



RLS de la Pommeraie continued →

Local Services

ENTRÉE CHEZ SOI BROME-MISSISQUOI

450-293-1631

525 rue St-Édouard, Suite 101

Farnham, QC J2N 1G6

info@entreechezsoi.org

www.entreechezsoi.com

Entrée chez soi uses a global and alternative approach to support and instill a sense of autonomy in people living with mental health problems. Services include permanent housing in both Farnham and Cowansville, transitional housing, follow-ups in the community, information, and referrals. Community support is offered within social housing where community members can have a coffee with the residents, exchange ideas, discuss different topics, and provide peer support.

L'ESPACE VIVANT/LIVING ROOM

450-955-0622

265 rue Hanson

Cowansville, QC J2K 3E8

evlr@videotron.ca

www.espacevivantlivingroom.org

L'Espace Vivant/Living Room offers short-term (1 to 60 days) housing services for youth age 12 to 17 who are experiencing difficulties at home, at school, or socially. Youth must apply voluntarily with permission from parents or caregivers. A 24 to 48-hour emergency service is also available for crisis situations. They work with youth and parents to reintegrate the youth into the home, help with homework to encourage youth to stay in school, and support youth integrating into the workforce. Apartments are available for youth age 16 to 22 so they can receive support, learn new skills, accomplish life goals, and transition into the community.

LE PASSANT

450-375-4404

436 rue Horner

Granby, QC J2G 3T5

lepassant@bellnet.ca

www.lepassant5.wixsite.com

Le Passant offers short-term housing for men struggling personally or socially. They offer immediate support and referrals to facilitate reintegration into the community.

MAISON HORIZON POUR ELLE

450-263-5046

direction@horizonpourelle.ca

www.horizonpourelle.ca

Maison Horizon pour Elle provides accessible, safe, free, and confidential assistance and housing services for women, with or without children, experiencing domestic violence. Bilingual services include telephone support, accompaniment during legal processes, contact with youth protection, the courts, lawyers or doctors, help finding housing, and follow-up services.



Local Services

CENTRE DE PRÉVENTION DU SUICIDE DE LA HAUTE-YAMASKA ET BROME-MISSISQUOI (CPSHYBM)

Helpline: 450-375-4252

[Suicide.ca](https://suicide.ca) (online/chat)

24/7 1-866-APPELLE (277-3553)

Administration: 450-375-6949

328 rue Principale, Suite 220

Granby, QC J2G 2W4

info@cpsybm.qc.ca

www.cpsybm.ca

CPSHY offers suicide prevention and intervention services. They help people who are having suicidal thoughts, their loved ones, and those grieving someone who has died by suicide. Services include a helpline, individual and group meetings, and trainings for professionals. Please ask for English services, if help is not possible in the moment, alternative options will be discussed.

AVANTE WOMEN'S CENTRE

450-248-0530

9 rue de la Rivière

Bedford, QC J0J 1A0

info@awcentre.com

www.awcentre.com

Avante Women's Centre helps women develop their full potential through educational and informational workshops, support services, and collective action for change. Services are offered in English. They include helping women through every stage of their lives; getting back on track, coping with health or emotional problems, finding work, navigating parenting, and more.

CENTRE DE FEMMES ENTR'ELLES

Main line: 450-375-4042

Crisis shelter: 450-375-0487

18 rue Saint-Antoine Nord

Granby, QC J2G 5G8

info@entrelles.ca

www.entrelles.ca

Centre de femmes Entr'elles provides information and help to all adult women. Services include a short-term crisis shelter with an alternative mental health approach as well as individual and group support, educational activities, information and referrals, and promotion of women's rights.



Local Services

RLS DE SHERBROOKE

CLINIQUE DES JEUNES

819-780-2222
50 rue Camirand
Sherbrooke, QC J1H 4J5

CLSC CAMIRAND

819-780-2222
50 rue Camirand
Sherbrooke, QC J1H 4J5

CLSC KING EST

819-780-2222
1200 rue King Est
Sherbrooke, QC J1G 1E4

CLSC SPEID

819-780-2222
8 rue Speid
Sherbrooke, QC J1M 1R6
(Borough of Lennoxville)

CLINIQUE DE PLANNING, SANTÉ SEXUELLE ET PLANIFICATION FAMILIALE

819-565-0767

LA CORDÉE RESSOURCE ALTERNATIVE EN SANTÉ MENTALE (RASM)

Intervention line: 819-565-1225
Administration line: 819-565-1226
305 rue Dufferin
Sherbrooke, QC J1H 4M5
lacordee@lacordeerasm.org
www.lacordeerasm.org

La Cordée strives to help individuals overcome mental health challenges and maintain a positive mental health by working with questions surrounding mental health, and the strengths of the individual and the community. It is not necessary to have a diagnosis to access services. Services include a day centre, supervised apartments, and a work platform to develop skills for social reinsertion.

L'AUTRE RIVE

819-564-0676
999 rue du Conseil, Door 4
Sherbrooke, QC J1G 1M1
info@autre-rive.ca
www.autre-rive.ca

L'Autre Rive supports and helps individuals living with anxiety. Services include an educational and a peer support group, a variety of activities, and individual support - including for adolescents 14-17 years old.

COALITION SHERBROOKOISE POUR LE TRAVAIL DE RUE

819-822-1736
33 rue Brooks, Room 102
Sherbrooke, QC J1H 4X7
info@travailderuesherbrooke.org
www.travailderuesherbrooke.org

Coalition sherbrookoise pour le travail de rue is a team of community outreach workers who help individuals, particularly youth, in vulnerable situations in the City of Sherbrooke whose needs are not met by existing social and health services. The outreach workers offer a listening ear, support, information, referrals, and accompaniment to relevant services.

AIRE OUVERTE ESTRIE

819-572-2473
68 boulevard Jacques-Cartier Nord
Sherbrooke, QC J1J 2Z8
aireouverte.ciusse-chus@ssss.gouv.qc.ca
www.santeestrie.qc.ca/en/care-services/themes/adolescents/aire-ouverte

Aire ouverte Estrie offers global health services for youth 12 to 25 years old and their families in the Sherbrooke area. Their multidisciplinary team includes a nutritionist, kinesiologist, sexologist, nurse, and social worker. Services are available in-person or virtually. For walk-in appointments, please refer to their website.

RLS de Sherbrooke continued →

Local Services

PARTAGE ST-FRANÇOIS

(shelters for men and women who are experiencing or are at risk of homelessness)

819-821-2233

115 Galt Ouest

Sherbrooke, QC J1H 1X8

aide@partagestfrancois.ca

www.partagestfrancois.ca

ACCUEIL POIRIER

(For men and women)

819-821-2233 ext. 401

Elisabeth.barbin@partagestfrancois.ca

www.partagestfrancois.ca/accueil-poirier

MAISON WILFRID-GRÉGOIRE

(Transitional housing for men)

819-821-2233 ext. 105

Intervention.mwg@partagestfrancois.ca

www.partagestfrancois.ca/maison-wilfrid-gregoire

MAISON MARIE-JEANNE

(Transitional housing for women)

819-821-2233 ext. 105

Intervention.mmj@partagestfrancois.ca

www.partagestfrancois.ca/maison-marie-jeanne

THRIFT SHOP

(Affordable clothing and other items)

819-821-2233 ext. 106

585 rue Wellington Sud

Sherbrooke, QC J1H 4Z5

comptoir@partagestfrancois.ca

www.partagestfrancois.ca/comptoir/

RLS DES SOURCES

CLSC DES SOURCES

819-879-7151

475, 3e Avenue

Val des Sources, QC J1T 1X6

LA CROISÉE DES SENTIERS – RESSOURCE COMMUNAUTAIRE EN SANTÉ MENTALE

819-879-4886

241 boul. Morin

Val-des-Sources, QC J1T 3B3

info@lacroiseedessentiers.com

www.lacroiseedessentiers.com

La Croisée des Sentiers empowers people who live with mental health challenges or emotional difficulties on their life journey. They offer recreational and educational activities, individual support, and reintegration services for those returning to work or considering volunteer work in their communities.

CENTRE DES FEMMES LE POINT D'ANCRAGE

819-845-7937 or 1-800-909-7937

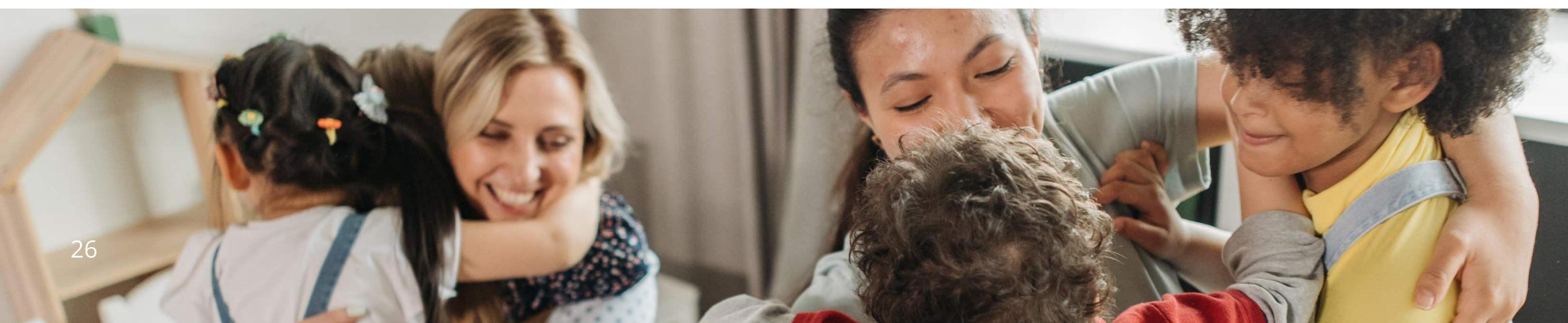
75 rue Allen

Windsor, QC J1S 2P8

info@lepointdancrage.ca

www.lepointdancrage.ca

Le point d'ancrage promotes the well-being of women in the MRC du Val-Saint-François and MRC des Sources and supports women in need. Services include workshops, information and referrals, and individual support with a psychosocial intervener at the Windsor, Richmond, Valcourt, and MRC des Sources locations.



Local Services

RLS DU VAL-SAINT-FRANÇOIS

CLSC DE RICHMOND

819-542-2777
[110 Barlow](#)
[Richmond, QC J0B 2H0](#)

CLSC DE VALCOURT

819-542-2777
[1150 rue Champlain](#)
[Valcourt, QC J0E 2L0](#)

CLSC WINDSOR

819-542-2777
[23 rue Ambroise-Dearden](#)
[Windsor, QC J1S 1G8](#)

LE RIVAGE DU VAL-SAINT-FRANÇOIS

819-826-5303
423 rue Principale Nord
Richmond, QC J0B 2H0
info@le-rivage.org
www.le-rivage.org

Le Rivage is an alternative and community service which helps individuals with a lived experience of a mental health problem, in a group setting, to integrate and remain in their community. Their service region includes Richmond, Valcourt, Windsor, Melbourne, Ulverton, and Stoke.

CENTRE DES FEMMES LE POINT D'ANCRAGE

819-845-7937 or 1-800-909-7937
75 rue Allen
Windsor, QC J1S 2P8
info@lepointdancrage.ca
www.lepointdancrage.ca

Le point d'ancrage promotes the well-being of women in the MRC du Val-Saint-François and MRC des Sources and supports women in need. Services include workshops, information and referrals, and individual support with a psychosocial intervener at the Windsor, Richmond, Valcourt, and MRC des Sources locations.



Know Your Rights as a User

The following is a brief description of the rights of a user of the health and social services network.

You have the right to be informed about:

- Your state of health, both physical and mental.
- The care options available to you and accompanying risks and consequences.
- The services available in your community and how to obtain them.
- Any accidents that occur when services are provided that may have consequences for your health.

You have the right to receive:

- Services in English if you are an Anglophone user, as provided for in your region's access program.
- Health and social services that are appropriate on a scientific, human, and social level, as required by your state of health.

You have the right to make choices and decisions about your care. You have the right:

- To be sufficiently informed to be able to participate freely in decisions that concern you, for example, to accept or refuse care or services.
- To be supported, assisted, or represented, as needed, by a person of your choice.
- To choose the professional or institution that will provide the care and services that you need.

You have the right to be treated:

- With courtesy, fairness, and in a safe manner.
- With respect for your dignity, autonomy, and needs.

If you think that your rights have not been respected, you have the right to:

- Be informed about what you can do.
- File a complaint confidentially.
- Be assisted or supported in filing a complaint (see The Complaint–Examination System at end of document).

You have the right to shelter and/or accommodation. You have the right to be housed in the institution until your state of health allows for a return home or until admission is assured in another institution or in a family-type resource. The institution or resource must provide the services required by your condition.

You have the right to consult your user records, which are confidential; anyone else wishing to view your records must have your permission.

The original version of the users' rights can be found in the [Act Respecting Health Services and Social Services \(CQLR chap. S-4. 2\)](#).

The Complaint-Examination System

Users and their loved ones have the power to improve the quality of care and services. You can make a difference in the health and social services network both for your own benefit and for the benefit of all other users. Contacting the appropriate Users' Committee can shed light on situations and protocols that need to be examined for possible change. It is equally beneficial to let a Users' Committee know when something is going particularly well. Suggestions, concerns, and questions brought to a Users' Committee are taken to the service provider involved for a response or solution.

Anyone can use the complaint procedure to express dissatisfaction if they feel their rights have not been respected or for other issues if they deem it necessary.

COMPLAINTS

COMPLAINTS AND SERVICE QUALITY COMMISSIONER OF THE CIUSSS DE L'ESTRIE – CHUS

1-866-917-7903

plaintes.ciussse-chus@ssss.gouv.qc.ca

www.santeestrie.qc.ca/en/complaint

COMMISSAIRE AUX PLAINTES ET À LA QUALITÉ DES SERVICES

La Pommeraie & Haute-Yamaska

Granby Hospital

205 Leclerc boulevard West

Granby, QC J2G 1T7

Sherbrooke & other regions

Murray Building

500 Murray Street, PO Box 2

Sherbrooke, QC J1G 2K6

ASSISTANCE WITH THE COMPLAINT PROCEDURE

CENTRE D'ASSISTANCE ET D'ACCOMPAGNEMENT AUX PLAINTES (CAAP)

CAAP Estrie covers Estrie including La Pommeraie and Haute-Yamaska

819-823-2047

1255 Daniel Street, Suite 208, Sherbrooke, QC J1H 5X3

info@caapestrie.org

www.caap.quebec/en/caap-estrie/

Free and confidential assistance through the complaint process.

COMMITTEES FOR SERVICE USERS & COMMITTEES FOR THOSE LIVING IN RESIDENCES

These committees advocate on behalf of service users and those living in residences to ensure that they are treated with respect, satisfied with and receive quality services, and that they are aware of their rights and freedoms.

Contact the institution's users' committee if you have any questions about your rights.

They also assist in the complaint process. For more information, visit:

www.santeestrie.qc.ca/en/ciussss/conseils-comites/comite-des-usagers-et-des-residents-ciussse-de-lestrie-chus/

WEBSITES TO ANSWER QUESTIONS ABOUT USER RIGHTS AND THE COMPLAINTS PROCESS

- www.santeestrie.qc.ca/en/complaint
- www.quebec.ca/en/health/health-system-and-services/rights-recourses-and-complaints/the-health-and-social-services-network-complaint-examination-system/#c5891
- www.caapestrie.org/en

We thank you for your
ongoing support.



Mental
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Estrie

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