



Programme d'intervention en télésanté
pour les aînés / Telehealth Intervention
Program for Older Adults

Community Resources

Available Services and
Practical Resources

Jewish General Hospital



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Support for Individuals and Mental Health



211

Resource if client needs other information and referral to community and social services in their neighborhood, such as food security, psychosocial support, material assistance, ESL classes, financial assistance, health clinics, counselling and more

 211
 www.211.qc.ca

Ami Quebec



Counseling and therapy for seniors and caregivers

 514-486-1448
 www.amiquebec.org

<https://amiquebec.org/therapy/> Click here to find organizations that offer counseling for individuals suffering from mental health issues, including art therapy, and counseling for family members and seniors



Revivre –
Psychological
Illness

Listening lines for people suffering with anxiety, depressive or bipolar disorder

 1-866-738-4873
 www.revivre.org

Suicide Action
Montreal

Crises and listening line, services for suicidal people, for relatives and loved ones affected by suicide

 1-866-277-3553 or 514-723-3594 x221
 <https://suicideactionmontreal.org/>

Tracom

Crises and listening line 24 hours 7/7

 514-481-3033
 www.tracom.ca

Argyle Institute

Counselling and Psychology services

☎ 514 931-5629 ext. 1
 🌐 <https://argyleinstitute.org/>

Montreal Therapy Center

Counselling and Psychology services

☎ 514-244-1290
 🌐 <https://www.montrealtherapy.com/>

Centre of Applied Psychology at Concordia

The APC provides therapy, counselling and assessment services to the local community. Services available September through April only.

☎ 514-848-2424 ext. 7550
 🌐 [https://www.concordia.ca/artsci/psychology/facilities-services/apc.html#:~:text=The%20Applied%20Psychology%20Centre%20\(APC,services%20to%20the%20local%20community.](https://www.concordia.ca/artsci/psychology/facilities-services/apc.html#:~:text=The%20Applied%20Psychology%20Centre%20(APC,services%20to%20the%20local%20community.)

Listening Lines

Tel-Aînés

Listening lines for 60 and older. Free, anonymous, non-judgmental. From 10h-10h

☎ 514-353-2463
 🌐 www.tel-ecoute.org

Quebec-wide Domestic Violence Hotline

Hotline offering listening, information and referral services for the victims of conjugal violence. 24h, 7/7.

☎ 1-800-363-9010
 🌐 <http://www.scf.gouv.qc.ca/en/violences/conjugal-violence/>

L'Appuie - Caregivers

Listening service, support and referrals for caregivers of elderly people

☎ 1-855-852-7784
 🌐 www.lappui.org

Aide Abus Aînés – For Older Adults

Elder mistreatment helpline - free confidential, bilingual service 8am-8pm, 7/7

☎ 1-888-489-2287
🌐 www.aideabusaines.ca/en

Multi-écoute - immigrant

Helpline for immigrant – Listening, assistance, psychosocial support

☎ 514-737-3604
🌐 www.multiecoute.org

Ecoute Entraide *French Only*

French listening line 7 days a week, 8:00 am till midnight, peer support groups

☎ 514-278-2130 or 1-844-294-2130
🌐 www.ecoute-entraide.org

Centre Des Femmes

They offer many services including legal support, listening support, psychosocial support (domestic violence, abuse, counselling) material support (including clothing, food, group activities, networking etc.)

☎ 514-842-4780
🌐 <https://centredesfemmesdmtl.org/>

Phobie Zéro

Helpline for everyone

☎ 514-276-3105
🌐 www.phobies-zero.qc.ca

Interligne - LGBTQ

Helpline LGBTQ. Info, Listening, referrals, support of sexual orientation by phone + web-chat

☎ 514-866-0103 or 1-888-505-1010
🌐 www.interligne.co/aide-renseignements/

Operational Stress Injury Social Support - Veterans

Veterans- Peer support for Canadian Force personnel, Veterans and their families

☎ 514-457-3440 x3113



[https://www.cfmws.com/en/AboutUs/DCSM/OSISS/Pages/Operational-Stress-Injury-Social-Support-\(OSISS\).aspx/en/index.html](https://www.cfmws.com/en/AboutUs/DCSM/OSISS/Pages/Operational-Stress-Injury-Social-Support-(OSISS).aspx/en/index.html)

Indigenous – Emotional Assistance

Helpline. Mental health and wellness in first Nations and Inuit communities



1-855-242-3310



<https://www.sac-isc.gc.ca/eng/1576089278958/1576089333975>

Referral Helpline for Seniors in MTL

Referral helpline. Available Monday to Friday from 8:00 am until 6:00 pm



514-527-0007



<http://www.info-reference.gc.ca/>

CAVAC – Crime Victims Assistance

Psychojudicial services, accompaniment, post-trauma intervention and legal info



1-866-532-2822




<https://cavac.gc.ca/en/services/>

Bereavement Support Groups

VITAS Healthcare


Free grief support groups via phone or zoom call. Client will need access to the internet to sign up for the group call.

 877-291-1363

 <https://www.vitas.com/family-and-caregiver-support/grief-and-bereavement/grief-support/phone-in-grief-support-groups/>

Grief Share


Grief recovery support groups, online and in person, price varies \$0-20

 800-395-5755 (US and Canada)

 <https://www.griefshare.org/>

Ami Quebec

Support groups of various kinds, client can sign up for the group with the topic of their choice and will need access to the internet

 514-486-1448

 <https://amiquebec.org/support/>

My Grief Angels

Directory for grief support groups, client will need access to the internet to find the group that best suites them and to register

 <http://www.mygriefangels.org/>

Seniors Community Centers

Yellow Door

They offer programs that promote social inclusion of all ages. Services: friendly visits, errands, weekly calls, tech help, accompaniments (medical / non-medical). Activities: knitting, music, book/film club, adaptive yoga, 55+ community hour. ALL FREE!

☎ 514-845-2600 ext. 2 (Rocio)
🌐 <https://www.yellowdoor.org/>

Sainte-Antoine Community Center

They offer various programs and services to seniors.

☎ 514-933-7351
🌐 www.centrestantoine50plus.org

Contactivity Center

They provide a welcoming, caring and safe place for autonomous seniors 60+. They host various courses and interest groups which encompass the mind, body and soul.

☎ 514-932-2326
🌐 <https://contactivitycentre.org>

Seniors with Disabilities and/or Loss of Autonomy/Transportation

NDG Senior Citizen's Council

Provides seniors 50+ with information and referrals, advocacy, annual tax clinics, seniors groups, outreach and a drop-in social "Boomers Café"
+ Develops collective action campaigns for public transport and pedestrian safety
+ Offers transportation to low-income seniors. Clients must call 1 week in advance

☎ 514-487-1311
🌐 <http://ndgsc.ca/what-we-do/>

Cummings Centre

Offers kosher meals on wheels, transportation (currently suspended for moment but may restart at some point), and social services to seniors.

☎ 514-342-1234
🌐 <https://cummingcentre.org/social-services/services/transportation/>

Henri-Bradet Day Centre

Provides a community day program that provides preventative and therapeutic activities for seniors living at home who have lost some autonomy (physical, cognitive, or psychosocial) + Services include: a day centre that provides transportation (between homes and the centre), and lunch at a low price

☎ 514-484-7878 #2
🌐 <http://fatherdowdfoundation.org/henri-bradet-centre.html>

St. Margaret's Day Centre

Supports and facilitates the social inclusion of seniors living at home who have physical and/or cognitive deficits + Services include: a morning or afternoon of activities for seniors living at home who have physical and/or cognitive deficits

☎ 514-484-7878 #8
🌐 <https://www.saint-margaret.ca/en/day-centre/day-centre/>

DIGITAL LITERACY RESOURCES

Telus Internet and Phone services

Provides seniors with reduced rates and free mobile device, \$25 per month for those who are receiving the Guaranteed Income Supplement

🌐 <http://telus.com/mobilityforgoodseniors>

Health Resources – Covid-19

COVID-19 Self-screening Tool

A user-friendly tool for symptom Self-Assessment during COVID-19
[🌐 https://ca.thrive.health/covid19/en](https://ca.thrive.health/covid19/en)

COVID-19 Mobile Screening Center

If client has symptoms related to COVID-19
 📞 1-877-644-4545

🌐 <https://www.ciusswestcentral.ca/health-alerts/coronavirus-covid-19/covid-19-screening-clinic/>

Mindfulness-based stress reduction guide

Guide for stress management for the elderly during COVID-19. Written by two gerontopsychiatrists. FRENCH

🌐 <https://www.psychopap.com/pour-les-personnes-agees/>

COVID-19 – Stress management guide

Stress management for the elderly during the COVID-19. FRENCH

🌐 https://www.psychopap.com/wp-content/uploads/2020/04/Stress_a%C3%AEn%C3%A9s_COVIDf.pdf

Self-care and care services guide

Stress-care guide designed to enable Quebecers to make the best possible decisions to protect their health and the health of their loved ones during the COVID-19.

🌐 <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/self-care-guide-covid-19/>

Govt Quebec – COVID information

The COVID-19 situation in Québec, Symptoms and treatment, General info, Day-to-day evolution, Measures adopted by Orders in Council and Ministerial Orders, Self-care Guide, Instructions and directives

🌐 <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

Govt Quebec – Protecting your well-being

Online tools for self-care and mental health support, resources and phone line support details

🌐 <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/protecting-your-well-being-in-the-covid-19-pandemic>

Medical Walk-In Clinics in NDG (no family doctor required)

Queen Elizabeth Health Complex

Services include: physician and nurse consultations, medical examinations, and splints and casts for fractures and stitches for minor injuries (small fee required)

☎ 514-481-4343

🌐 <https://www.qehc.org/walkin>

Force Médic Clinic

Services include: physician and nurse consultations, and medical examinations

☎ 514-787-1818

🌐 <https://www.forcemedic.com/en/our-clinics/montreal-ouest/>

Clinic MDCM-STAT

Services include: physician consultation, nurse practitioner, nursing services, mental health, counselling, social work, nutrition, PAP clinic, and pharmacist

☎ 514-483-9911 and 514-484-0999

🌐 <https://www.mdcclinic.com/walk-in-clinic/>

Clinic Médecins du Monde (with out a health insurance)

Free and confidential medical clinic only for migrants with precarious status (men, women, and children), people without a health insurance card and are not eligible for the Interim Federal Health Program (IFHP), undocumented persons, and people in precarious financial situations.

Thursday: 11:30am to 2:30pm

☎ 514-281-8998 #246

🌐 <https://www.doctorsoftheworld.ca/clinique-pour-les-migrants-sans-couverture-medicale-en/>

Crowley Medical Clinic

Services include: physician consultation and nurse practitioner and services, and on-site pharmacy

☎ 514-856-5609

🌐 <https://bonjour-sante.ca/uno/clinic/crowley>

PLEASE NOTE:

If you have any suggestions or additional resources, please contact the Community Resources Coordinator at the following email address: rim.nazar@mail.mcgill.ca

Grocery and Food Aid

SAAD Grocery

GROCERY affordable, FREE Shipping. Client can order by phone or on the website

☎ 438-220-9149

🌐 www.saadalimentation.com/

Head and Hands

Client needs to call; the organism will prepare a basket for them. *
Client needs to go and grab the basket

☎ 514-481-0277

🌐 www.headandhands.ca/

Meals on Wheels

Centralized website for all Meals on Wheels (*Popotes roulantes*) programs on the island

☎ 1-877-277-2722

🌐 <https://www.popotes.org/regions/06>

Bistro 21 Siècle

Prepared food. Menu on the website (with pictures, prices and more info)

☎ 514-332-3555

🌐 www.21stcenturyfood.com

EATZ encore

Prepared meal for the week, delivered directly to home. Starting at 14.99\$

☎ 514-482-1778

🌐 www.eatzencore.ca

Online directory of food resources

Directory of Food Resources for Low Income People of Greater Montreal.

🌐 http://www.info-reference.qc.ca/www/data_CRGM/File/CRGM_RepertoireRessourcesAlimentaires_EN.pdf

SunYouth – Emergency Food Assistance

Emergency food assistance, Monthly food supplement, Collective Kitchen,

☎ 514-842-1214

🌐 <https://sunyouthorg.com/services/food-assistance/>

Chic Resto Pop

Prepared food at low price. Delivery: if postal code h1-h2: min. of 40\$, if h3-h4, min. amount of 60\$

☎ 514-521-4408

🌐 <http://www.chicrestopop.com/>

The Depot

Emergency food baskets and weekly meals delivered for individuals in financial difficulty. Service areas: H3X, H3Z, H4A, H4B, H4V, H4W, and H4X

☎ 514-483-4680

🌐 <https://depotmtl.org>

GROCERY VIA INTERNET (BIG COMPANIES)

Metro

8\$ for delivery and 4 \$ for assembly costs. Client must place an order of 50\$ or more to access the delivery

🌐 <https://www.metro.ca/faq/commande-en-ligne>

IGA

Delivery costs between 0\$ and 10\$ depending on the distance that the delivery person must take; 4\$ for assembly costs.

🌐 www.iga.net

Walmart

Shipping available for 10\$ with any purchase of 50\$ and more

🌐 www.walmart.ca

Maxi

For 4\$ (assembly costs), the employees can prepare the basket, but client should go and get the basket

🌐 www.maxi.ca

Provigo

Service fees amount to 7.5% of the total of the client order. For orders under 35\$, the delivery fee is 8\$ and for orders of 35\$ and more, the delivery fee is 4 \$

🌐 www.provigo.ca

Costco

NEED a membership card!


No delivery costs on orders of 75\$ or more, otherwise the costs are 3\$.
This service is offered in three Costco's in the province: Montreal,
Gatineau and Quebec

 www.costco.ca

Cleaning Services

Clean Sweepers

Cleaning, maintenance, and respite care services for seniors. Rates as
low as \$4 per hour and seniors are eligible for government
subsidy/financial support. Information is detailed on the website


 514 484-4266

 <http://www.coupdebalai.com/en/home.html>

Tax Clinics (for low income)


Clinique d'Impôt

They offer a tax clinic for adults in the entire population of Montreal.


 514-738-4763 Ext.230

 www.siari.org

**Comptoir d'impôt
C.C.2908 Comité
P.A.T. & RDP**

Tax clinic
 438-875-8547

**Le Centre de ressources
et d'action
communautaire de la
Petite-Patrie**



Tax clinic
 514-277-4993 Ext. 203

Financial Assistance


**Programs and
Services for Seniors-
Financial Aid**

Many Financial programs and services available for seniors
 1-800-622-6232 (1-800-O-Canada)
 <https://www.canada.ca/en/employment-social-development/campaigns/seniors.html>


**Project Genesis for
financial issues**

Project Genesis is a nice organization in the Cote-des-Neiges area that assists clients on financial issues
 514-738-2036
 www.genese.qc.ca


**Financial Planning
and advices**

They offer financial planning and advices (various benefits)
 <http://shannonleesimmons.com/how-to-survive-a-financial-emergency-covid-19-pandemic/?fbclid=IwAR0Vn3URYawcvQnzK-lz0mIIB8LZNlyBrgw6Dx0eQrch6zPTXdKsH9viyg8>

**COVID-19 – Financial
help for seniors**


CARP calls for more financial support for seniors during pandemic
 <https://www.carp.ca/2020/03/26/covid-19-financial-supports-announced/>

**Revenu Quebec for
Seniors**


Relevant topics for seniors. To learn about the tax benefits
 <https://www.revenuquebec.ca/en/citizens/your-situation/seniors/>

Legal Aid Support


Educaloi

Organization with workshops and support for legal situations
 <http://educaloi.qc.ca>



Bilingual Help Line

Hot line for information regarding legal situations
 [1-800-NOTAIRE](tel:1-800-NOTAIRE) (1-800-668-2473)

Community Justice Centers

Free legal information, support, and referral services. Phone numbers for
specific locations can be found using the website below
 <https://www.justicedeproximite.qc.ca/>


Legal Services Commission

Legal information, resources, and support
 514 873-3562
 <http://csj.qc.ca>

Medication Delivery

Jean-Coutu


Medication delivery. Some stores can also ass things from the grocery

 Depends on client location

 www.jeancoutu.com

Pharmaprix

Medication delivery

 Depends on client location

 <https://stores.pharmaprix.ca/fr/>

PLEASE NOTE:

Client can call at their pharmacy; pharmacies should all have the delivery option.

Support for Individuals – (From Service Canada)

Canada Emergency Response Benefits (CERB)

Regular Employment Insurance claims or sickness claims on or after March 15, 2020

☎ 1-833-966-2099

🌐 <https://www.canada.ca/en/services/benefits/ei/cerb-application.html>

Employment Insurance

Employment Insurance claims prior to March 15, 2020, caregiver, compassionate care, fisher and work-sharing benefits

☎ 1-800-206-7218 / TTY: 1-800-529-3742

🌐 <https://www.canada.ca/en/services/benefits/ei.html>

Online application information

Employment Insurance, Old Age Security, urgent passports and Social Insurance Numbers

Online service request form - response time within 2 working day

🌐 <https://sr-ds.powerappsportals.com/caseintakeen/>

Old Age Security

☎ 1-800-277-9914 / TTY: 1-800-255-4786

🌐 <https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>

Social Insurance Number (SIN)

☎ 1-866-274-6627 / TTY: 1-800-926-9105

🌐 <https://www.canada.ca/en/employment-social-development/services/sin/apply.html>


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Leisure Activities

Alaviva Project

Cultural Experiences for older adults

 418 977-8482

 <https://www.maelstrom-creatif.com/alaviva/>