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Child, Youth and Family

CHILD WELFARE

DAYCARE AND RESPITE

FAMILY SUPPORT

INFORMATION ON CHILDCARE SERVICES

JUVENILE DELINQUENCY

MATERNITY SUPPORT AND ADOPTION

PARENTING EDUCATION

RECREATIONAL ACTIVITIES

YOUTH CENTRES AND SUPPORT

YOUTH EMPLOYMENT

YOUTH SHELTERS AND SUPPORT

Child welfare

AMCAL FAMILY SERVICES

7 Sainte-Anne Street, Pointe-Claire, Montréal, QC, H9S 4P6

514 694-3161 ext. 223 Fax: 514 694-1109

Website: www.amcal.ca

Email: afs@amcal.ca

Services: * Residential program for teenagers with trips home on the weekend and family therapy. * Family therapy and mediation. * Supervised visits. * Emerging Adults: program for young adults under 30 years old still living with their parents. * Training for community groups. * Anger management.

Eligibility: families, children, youth, young adults 18 years and over still living with their parents, parents of youth in crisis, residential program: youth aged 12 to 17 years and their parents

Capacity: residence: 8 beds

Coverage area: Greater Montréal

Hours: 7 days 9h00 to 17h00

Fees: according to income, some programs are free

Financing: provincial, donations, fundraising campaigns, self-financing

Legal status: non-profit organization

BIKERS AGAINST CHILD ABUSE

9554 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

438 794-6200

Website: www.bacaworld.org

Email: info@mo-can.bacaworld.org

Services: Bikers association supporting abused children. * Friendly meetings. * Physical presence at the child's home when necessary. * Child abuse prevention. * Accompaniment to Court. * Association meetings open to the public.

Eligibility: abused children referred by court, local authorities or Direction de la Protection de la Jeunesse

Coverage area: Greater Montréal

Hours: meetings: first Thursday of the month 19h30

Fees: free

Financing: self-financing

Legal status: non-profit organization

WEST ISLAND WOMEN'S SHELTER

Confidential Address

514 620-4845 ext. 221 Fax: 514 620-6555

Website: www.wiws.ca

Email: info@rfoi.org

Services: Shelter for women and children victim of domestic violence. * Reception and post-shelter follow-up. * Phone listening. * External counselling. * Assistance with legal and financial procedures. * Specialized intervention for children. * Support to relatives and professionals. * Alternat'Elle: subsidized apartments with community life workshops, individual and group psychosocial support. * Awareness and prevention workshops. * Training.

Eligibility: women and children victims of domestic violence, their families, professionals

Capacity: 15 places in the shelter and 14 apartments

Coverage area: Montréal Island and surroundings

Hours: 24 hours / 7 days

Fees: free

Financing: provincial, self-financing

Legal status: non-profit organization

Daycare and respite

CLOVERDALE MULTI-RESSOURCES

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 684-8228

Website: www.famillescloverdale.org

Email: info@famillescloverdale.org

Services: * Support for families on a low income. * Respite service. * Preschool program. * Information and referral. * Social and recreational activities. * Support to parents. * Père à Coeur: support and accompaniment program for fathers. * Activities in schools.

Eligibility: families

Coverage area: Pierrefonds, Dollard-des-Ormeaux, L'Île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 17h00

Fees: free or low cost

Financing: provincial, Centraide of Greater Montréal, federal, municipal, grants

Legal status: non-profit organization

PAT ROBERTS DEVELOPMENTAL CENTRE

16167 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C9

514 696-5144

Website: www.wiaih.qc.ca

Email: pat-roberts@wiaih.qc.ca

Services: * Infant stimulation or preschool program adapted to the needs. * Support to families.

Eligibility: children 0 to 6 years old with development issues, their family

Coverage area: West Island

Hours: variable depending on the age of the child

Fees: variable

Financing: Centraide of Greater Montréal, fundraising campaigns, foundations, self-financing

Legal status: non-profit organization

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

Family Support

1,2,3 GO! FAMILIES

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 554-8228

Email: familles123go@gmail.com

Services: Intersectoral concertation related to early childhood. * Child development intervention. * Parent-child programs and activities. * Parental support. * Training for professionals. * Information and referral.

Eligibility: children 0 to 5 years old, their family, organizations

Coverage area: East of Pierrefonds, Roxboro, Dollard-des-Ormeaux

Fees: free or at a low cost

Financing: donations, foundation

Legal status: non-profit organization

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

BIG BROTHERS BIG SISTERS OF WEST ISLAND

16711 Trans-Canada Highway, Kirkland, Montréal, QC, H9H 3L1

514 538-6100 ext. 3338

Website: westisland.bigbrothersbigsisters.ca

Email: bbbswi@bigbrothersbigsisters.ca

Services: Recruiting and training adults who want to spend 3 to 4 hours a week with a child. * Traditional program: matching adults with children aged 6 to 15 years old. * Mentoring program: matching children from kindergarten to 6th grade with volunteer mentors who spend 1 hour a week with them, during or after school hours, on school premises.

Eligibility: children 6 to 15 years old who need a mentor

Coverage area: all West Island municipalities: from LaSalle to Rigaud, Laval South

Hours: Monday to Friday 8h30 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, grants, self-financing

Legal status: non-profit organization

CARREFOUR DES 6-12 ANS DE PIERREFONDS-EST

4773 Lalande Boulevard, Pierrefonds-Roxboro, Montréal, QC, H8Y 3H4

514 685-9598

Email: carfour612@gmail.com

Services: * Educational part, animation and support to children. * Academic accompaniment program and homework help: Accompagne-moi dans mes travaux, Accompagne-moi à la maison, Accompagne-moi à l'école. * Culinary, musical and artistic program. * Awareness part and information to parents, teachers and field workers. * Family outings. * Winter camp. * Summer camp.

Eligibility: children aged 6 to 12 years old, their family

Coverage area: Dollard-des-Ormeaux Est, Pierrefonds-Est, Roxboro

Hours: Monday to Friday 9h00 to 17h00

Fees: variable fees

Financing: self-financing, provincial, municipal, donations

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

CLOVERDALE MULTI-RESSOURCES

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 684-8228

Website: www.famillescloverdale.org

Email: info@famillescloverdale.org

Services: * Support for families on a low income. * Respite service. * Preschool program. * Information and referral. * Social and recreational activities. * Support to parents. * Père à Coeur: support and accompaniment program for fathers. * Activities in schools.

Eligibility: families

Coverage area: Pierrefonds, Dollard-des-Ormeaux, L'Île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 17h00

Fees: free or low cost

Financing: provincial, Centraide of Greater Montréal, federal, municipal, grants

Legal status: non-profit organization

COMPASSIONATE FRIENDS OF CANADA (THE)

Confidential Address

Website: tcfcanada.net

Email: wlramy@aol.com

Services: * Monthly open self-help group under the guidance of bereaved parents.

Eligibility: bereaved parents who have lost children

Coverage area: Province of Québec

Hours: meetings: 1st Tuesday of the month 19h00

Fees: none

Financing: donations

Legal status: non-profit organization

FATHERS AT HEART

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 589-1270

Email: info@famillescloverdale.org

Services: * Support for fathers to promote involvement in their children's lives. * Discussion group for men promoting exchanges and sharing. * Personalized accompaniment to appropriate resources. * Individual meetings and follow-up for fathers in difficulty. * Prenatal courses. * Awareness workshops on child development. * Father-children collective kitchens. * Father-children sports activities.

Eligibility: fathers in vulnerable positions

Coverage area: West Island

Hours: Monday and Thursday 10h00 to 14h00

Fees: free

Financing: provincial, grants

Legal status: non-profit organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

NOVA WEST ISLAND - CAROUSEL PROGRAM

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 ext. 210

Website: www.novawi.org

Services: Bereavement support for children and adolescents. * Individual sessions: listening, discussions, creative activities. * Carrousel camp: recreational sports, craft activities, campfires, small group workshops. * Remembrance ceremony.

Eligibility: children and youth exposed to the difficulties caused by a serious illness in their family or the death of a loved one, camp: bereaved youth from 6 to 17 years

Capacity: camp: maximum 25

Coverage area: West Island, Camp: Pierrefonds

Hours: camp in Spring and Autumn: Friday evening to Sunday afternoon

Fees: free

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

PAT ROBERTS DEVELOPMENTAL CENTRE

16167 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C9

514 696-5144

Website: www.wiaih.qc.ca

Email: pat-roberts@wiaih.qc.ca

Services: * Infant stimulation or preschool program adapted to the needs. * Support to families.

Eligibility: children 0 to 6 years old with development issues, their family

Coverage area: West Island

Hours: variable depending on the age of the child

Fees: variable

Financing: Centraide of Greater Montréal, fundraising campaigns, foundations, self-financing

Legal status: non-profit organization

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'Île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

REGROUPEMENT DES SÉPARÉ(E)S ET DIVORCÉ(E)S DE L'OUEST

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

438 390-7736

Website: www.rsdo.org

Email: info@rsdo.org

Services: * Information and referral. * Personal growth workshops. * Coffee chats. * Conferences. * Support groups. * Fitness classes. * Anxiety management classes.

Eligibility: men and women who are separated, widowed, divorced or single, civil partners

Coverage area: West Island, MRC Vaudreuil-Soulanges

Hours: variable, conferences: Thursday 19h30 to 22h00

Fees: membership: \$15 per year for 2021-2022

Financing: provincial

Legal status: non-profit organization

WEST ISLAND LGBTQ2+ CENTRE

202 Woodside Road, Beaconsfield, Montréal, QC, H9W 2P1

514 794-5428

Website: www.lgbtq2centre.com

Email: info@lgbtq2centre.com

Services: * Twice weekly drop-in program for youth between 13 to 20 years old. * Weekly dinner for seniors and adults. * Weekly support group for transgender and gender diverse people. * Young adult social group. * Parents and family support group. * Advocacy of rights and fight against homophobia.

Eligibility: lesbian, gay, bisexual, transgender, queer or questioning individuals of all ages, their relatives

Coverage area: West Island, MRC Vaudreuil-Soulanges, Greater Montreal

Hours: youth drop-in: Wednesday and Friday 16h00 to 20h00, seniors and adults' dinner: Thursday 16h30 to 20h30, young adults' meeting: 2nd Friday of the month 20h30 to 22h30, parents support group: 2nd Tuesday of the month, trans and gender diverse support group: Saturday 14h00 to 17h00

Financing: grants, donations

Legal status: non-profit organization

WEST ISLAND WOMEN'S CENTRE

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 695-8529 Fax: 514 695-0503

Website: www.wiwc.ca

Email: womenscentre@wiwc.ca

Services: * Daytime and evening courses: personal development, fitness, special interest and classes for children. * Seminars. * Adult and teen workshops. * Program for recent immigrants to facilitate their integration. * Monthly support group to help women coping with a miscarriage, stillbirth or infant death. * Monthly support group to help new mothers adjust to life with a baby. * Weekly support groups (8 weeks) on various topics. * Wellness clinics once or twice a month. * Free childcare offered during daytime activities only.

Eligibility: women and pre-school children

Capacity: courses: 10 to 25 participants, depending on the type of course, support groups: 14 participants, free seminars or wellness clinics: 6 to 25 participants

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 15h00, closed in July and August, most support groups: during the evening

Fees: annual membership: \$25, course fees vary, seminars, wellness clinics, support groups, and other outreach programs: free

Financing: Centraide of Greater Montréal, provincial

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Information on childcare services**WIAIH**

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Juvenile Delinquency**ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE**

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naloxone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

SERVICE DE POLICE DE LA VILLE DE MONTRÉAL - POLICE STATION 1 - BAIE-D'URFÉ, BEACONSFIELD, KIRKLAND, SAINTE-ANNE-DE-BELLEVUE, SENNEVILLE

2883 Saint-Charles Boulevard, Kirkland, Montréal, QC, H9H 3B5

514 280-0101 Fax: 514 280-0601

Website: spvm.qc.ca/en/PDQ1

Email: pdq1@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: Baie-d'Urfé, Beaconsfield, Kirkland, Sainte-Anne-de-Bellevue, Senneville

Hours: Monday to Sunday 9h00 to 19h00

Financing: provincial, municipal

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTRÉAL - POLICE STATION 3 - L'ÎLE-BIZARD, PIERREFONDS, SAINTE-GENEVIÈVE, ROXBORO

14680 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4Y6

514 280-0103 Fax: 514 280-0603

Website: spvm.qc.ca/en/PDQ3

Email: pdq3@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: L'Île-Bizard, Pierrefonds, Sainte-Geneviève, Roxboro

Hours: Monday to Sunday 9h00 to 19h00

Financing: municipal, provincial

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTREAL - POLICE STATION 4 - DOLLARD-DES-ORMEAUX

4139 des Sources Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A6

514 280-0104 Fax: 514 280-0604

Website: spvm.qc.ca/en/PDQ4

Email: pdq4@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Sunday 9h00 to 19h00

Financing: municipal, provincial

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTREAL - POLICE STATION 5 - DORVAL, L'ÎLE-DORVAL, POINTE-CLAIRE

395 Saint-Jean Boulevard, Pointe-Claire, Montréal, QC, H9R 3J2

514 280-0105 Fax: 514 280-0605

Website: spvm.qc.ca/en/PDQ5

Email: pdq5@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: Dorval, L'Île-Dorval, Pointe-Claire

Hours: Monday to Sunday 9h00 to 19h00

Financing: municipal, provincial

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTRÉAL - POLICE STATION 55 - AÉROPORT INTERNATIONAL PIERRE-ELLIOT-TRUDEAU DE MONTRÉAL

975 Roméo-Vachon Boulevard North, Dorval, Montréal, QC, H4Y 1H1

514 280-0455

Website: spvm.qc.ca/en/PDQ55

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Maintenance of the system's fluidity. * Follow-up on luggage theft.

Eligibility: users and employees of Montréal Pierre-Elliott-Trudeau International Airport

Coverage area: Montréal Pierre-Elliott-Trudeau International Airport

Financing: municipal, provincial

Legal status: municipal agency

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

Maternity support and adoption

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

Parenting Education

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - ALEXANDER

4734 Alexander Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2B1

514 685-3000 Fax: 514 684-0002

Website: www.cimoi.com

Email: info@cimoi.com

Services: Welcoming and integration of newcomers. * PASI program: reception and support for settlement, accompaniment, assistance with forms, house search assistance and more. * Objective Integration Program. * Cultural activities. * Group employability program with workshops and internships in a company. * Individual job search assistance. * Networking between employers and immigrant people. * Part-time French learning program. * French classes in businesses. * Nobody's Perfect program: training for parents with children under 5 years old.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEIP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

DOLLARD-DES-ORMEAUX PUBLIC LIBRARY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1496 Fax: 514 684-9569

Website: webopac.ddo.qc.ca/iguana/www.main.cls?sURL=Accueil

Email: bibliotheque@ddo.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Home delivery for people with reduced mobility. * Computers, Internet access and printing devices. * Story time. * Reading activities for toddlers. * Book club for children. * Homework assistance. * Générations@branchées: introduction to computer technology for seniors by pairing with a teenager-teacher. * Activities, events.

Eligibility: children, youth and adults

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 9h00 to 17h00, summer: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: residents: free

Financing: municipal, provincial

Legal status: municipal agency

FATHERS AT HEART

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 589-1270

Email: info@famillescloverdale.org

Services: * Support for fathers to promote involvement in their children's lives. * Discussion group for men promoting exchanges and sharing. * Personalized accompaniment to appropriate resources. * Individual meetings and follow-up for fathers in difficulty. * Prenatal courses. * Awareness workshops on child development. * Father-children collective kitchens. * Father-children sports activities.

Eligibility: fathers in vulnerable positions

Coverage area: West Island

Hours: Monday and Thursday 10h00 to 14h00

Fees: free

Financing: provincial, grants

Legal status: non-profit organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

POINTE-CLAIRE PUBLIC LIBRARY

100 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 4V1

514 630-1218 Fax: 514 630-1261

Website: biblio.pointe-claire.ca

Email: bibliotheque@pointe-claire.ca

Services: Loan and consultation of books, audiovisual and electronic documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Story time. * Early literacy workshops. * Youth volunteering. * Conferences, projections and activities.

Eligibility: adults, children and teenagers

Coverage area: Pointe-Claire

Hours: Monday to Friday 10h00 to 21h00, Saturday 10h00 to 17h00, Sunday 13h00 to 17h00

Fees: free for residents

Financing: municipal

Legal status: municipal agency

POINTE-CLAIRE PUBLIC LIBRARY - VALOIS BRANCH

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 630-1219 Fax: 514 695-9924

Website: biblio.pointe-claire.ca

Email: bibliotheque@pointe-claire.ca

Services: Loan and consultation of books and audiovisual documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Story time. * Early literacy workshops. * Youth volunteering. * Conferences, projections and activities.

Eligibility: adults, children and teenagers

Coverage area: Pointe-Claire

Hours: Monday, Wednesday and Friday 13h00 to 21h00, Saturday 13h00 to 17h00, summer: closed on Saturday

Fees: free for residents

Financing: municipal

Legal status: municipal agency

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Recreational Activities

1,2,3 GO! FAMILIES

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 554-8228

Email: familles123go@gmail.com

Services: Intersectoral concertation related to early childhood. * Child development intervention. * Parent-child programs and activities. * Parental support. * Training for professionals. * Information and referral.

Eligibility: children 0 to 5 years old, their family, organizations

Coverage area: East of Pierrefonds, Roxboro, Dollard-des-Ormeaux

Fees: free or at a low cost

Financing: donations, foundation

Legal status: non-profit organization

BEACONSFIELD - LEISURE SERVICES

1974 City Lane, Beaconsfield, Montréal, QC, H9W 6B1

514 428-4520 Fax: 514 428-4545

Website: www.beaconsfield.ca

Email: info@beaconsfield.ca

Services: * Sporting and recreational activities for all ages. * Recreational centre, swimming pool, arena. * Summer day camp.

Coverage area: Beaconsfield

Hours: reception: Monday to Friday 8h00 to 21h00, Saturday and Sunday 9h00 to 20h00, administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

BEACONSFIELD NEWCOMERS CLUB

288 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 901-0511

Website: beaconsfieldnewcomersclub.weebly.com

Email: bncmembers@gmail.com

Services: Social integration club. * Monthly meeting. * Children and adult social activities. * Cooking, international dining, coffee and wine tasting clubs. * Cycling, walking, exploring and outdoor adventure clubs. * Movie, theatre, craft, book and gardening clubs.

Eligibility: women newcomers, retirees, stay-at-home moms, their family

Coverage area: Baie-D'Urfé, Beaconsfield, Dollard-Des Ormeaux, Dorval, L'Île-Dorval, Kirkland, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville, L'Île-Bizard-Sainte-Geneviève, Pierrefonds-Roxboro

Hours: monthly meeting: 2nd Thursday of the month 19h30

Fees: annual membership: \$40 for Beaconsfield residents, \$45 for non-residents

Financing: contributions, self-financing

Legal status: non-profit organization

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

FATHERS AT HEART

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 589-1270

Email: info@famillescloverdale.org

Services: * Support for fathers to promote involvement in their children's lives. * Discussion group for men promoting exchanges and sharing. * Personalized accompaniment to appropriate resources. * Individual meetings and follow-up for fathers in difficulty. * Prenatal courses. * Awareness workshops on child development. * Father-children collective kitchens. * Father-children sports activities.

Eligibility: fathers in vulnerable positions

Coverage area: West Island

Hours: Monday and Thursday 10h00 to 14h00

Fees: free

Financing: provincial, grants

Legal status: non-profit organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

MAISON ENTRE FAMILLES (LA)

239 Labrosse Avenue, Dollard-Des Ormeaux, Montréal, QC, H9G 1R9

514 814-0402

Website: www.lamaisonentrefamilles.com

Email: lamaisonentrefamille@gmail.com

Services: * Food bank. * Christmas baskets. * Clothing donations. * Educational activities.

Eligibility: families living with financial difficulties

Coverage area: L'île-Bizard, Sainte-Geneviève et Pierrefonds Ouest

Hours: food bank: Thursday 15h30 to 17h45 at Saint-Barnabas Church 12301 Colin Street

Financing: donations

Legal status: non-profit organization

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

Youth Centres and Support

BEACONSFIELD - LEISURE SERVICES

1974 City Lane, Beaconsfield, Montréal, QC, H9W 6B1

514 428-4520 Fax: 514 428-4545

Website: www.beaconsfield.ca

Email: info@beaconsfield.ca

Services: * Sporting and recreational activities for all ages. * Recreational centre, swimming pool, arena. * Summer day camp.

Coverage area: Beaconsfield

Hours: reception: Monday to Friday 8h00 to 21h00, Saturday and Sunday 9h00 to 20h00, administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

MAISON DES JEUNES A-MA-BAIE

9625 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R4

514 685-2989

Website: mdjamabaie.webnode.com

Email: mdjamabaie@videotron.ca

Services: Meeting place with animation and supervision. * Information and referral. * Help with homework. * Recreational, prevention, sporting, cultural and community activities. * Outings.

Eligibility: youth 12 to 17 years old

Coverage area: Pierrefonds

Hours: Monday to Thursday 13h00 to 20h00, Friday and Saturday 13h00 to 21h00

Fees: membership: \$5, it gives a 50% discount on all activities

Financing: grants, donations

Legal status: non-profit organization

MAISON DES JEUNES DE PIERREFONDS (LA)

4855 des Sources Boulevard, Pierrefonds-Roxboro, Montréal, QC, H8Y 3C8

514 683-4164

Website: maisondj.wix.com/mdj-pierrefonds

Email: maisondj@videotron.ca

Services: Supervised meeting place. * Information and referral. * Prevention and education activities. * Sports, recreational and social activities. * Outings.

Eligibility: youth 12 to 18 years old

Capacity: 40

Coverage area: Roxboro, Pierrefonds, Pointe-Claire, Dollard-des-Ormeaux, Sainte-Geneviève, L'Île-Bizard

Hours: school year: Tuesday to Thursday 14h30 to 21h00, Friday 14h30 to 22h00, Saturday 13h00 to 22h00, summer: Monday to Friday 11h00 to 21h00

Fees: free

Financing: provincial, self-financing, municipal, donations

Legal status: non-profit organization

MONTRÉAL PUBLIC LIBRARIES NETWORK - ROXBORO LIBRARY

110 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-8247

Website: www.bibliomontreal.com

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Toys and educative games. * Story time. * Book club for children. * Computer workshop for youth and for adults. * Rental of music instruments. * Workshops, conferences and exhibitions.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Wednesday 13h00 to 20h00, Thursday 10h00 to 20h00, Friday to Sunday 10h00 to 17h00, summer: Monday to Thursday 13h00 to 20h00, Friday 10h00 to 17h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

WEST ISLAND LGBTQ2+ CENTRE

202 Woodside Road, Beaconsfield, Montréal, QC, H9W 2P1

514 794-5428

Website: www.lgbtq2centre.com

Email: info@lgbtq2centre.com

Services: * Twice weekly drop-in program for youth between 13 to 20 years old. * Weekly dinner for seniors and adults. * Weekly support group for transgender and gender diverse people. * Young adult social group. * Parents and family support group. * Advocacy of rights and fight against homophobia.

Eligibility: lesbian, gay, bisexual, transgender, queer or questioning individuals of all ages, their relatives

Coverage area: West Island, MRC Vaudreuil-Soulanges, Greater Montreal

Hours: youth drop-in: Wednesday and Friday 16h00 to 20h00, seniors and adults' dinner: Thursday 16h30 to 20h30, young adults' meeting: 2nd Friday of the month 20h30 to 22h30, parents support group: 2nd Tuesday of the month, trans and gender diverse support group: Saturday 14h00 to 17h00

Financing: grants, donations

Legal status: non-profit organization

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

Youth Employment

CARREFOUR JEUNESSE-EMPLOI DE L'OUEST-DE-L'ÎLE

225-F Hymus Boulevard, Pointe-Claire, Montréal, QC, H9R 1G4

514 782-0433 Fax: 514 782-0431

Website: www.cjeoieng.org

Email: info@cjeouestile.qc.ca

Services: Employability assistance. * Reception, information, accompaniment and referral. * Job search assistance and support. * Guidance. * Academic and professional information. * Documentation centre. * Entrepreneurship awareness. * Intervention for current or potential drop-outs.

Eligibility: young adults 16 to 35 years old

Coverage area: West Island, except Lachine

Hours: Monday to Thursday 8h30 to 16h30

Fees: free

Financing: provincial

Legal status: non-profit organization

D-TROIS-PIERRES

183 Cap-Saint-Jacques Road, Pierrefonds-Roxboro, Montréal, QC, H9K 1C6

514 648-8805 Fax: 514 648-9688

Website: www.d3pierres.com

Email: info@d3pierres.com

Services: Social and professional integration enterprise. * Jobs offered: catering service, grounds and buildings maintenance, agriculture, customer service. * Support: technical and socio-professional training, support for school integration, academic recognition (CREP), job search assistance.

Eligibility: young adults aged 18 to 30 years old, unemployed and not attending school on a full time basis

Capacity: 25 people

Coverage area: Pierrefonds-Roxboro

Hours: offices: Monday to Friday 8h30 to 12h00 and 13h00 to 17h00

Financing: self-financing, grants
Legal status: non-profit organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5
514 633-4100 Fax: 514 633-4105
Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire
Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5
514 633-4000 Fax: 514 633-4016
Website: loisirs.ville.dorval.qc.ca
Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

Youth Shelters and Support

AMCAL FAMILY SERVICES

7 Sainte-Anne Street, Pointe-Claire, Montréal, QC, H9S 4P6
514 694-3161 ext. 223 Fax: 514 694-1109
Website: www.amcal.ca
Email: afs@amcal.ca

Services: * Residential program for teenagers with trips home on the weekend and family therapy. * Family therapy and mediation. * Supervised visits. * Emerging Adults: program for young adults under 30 years old still living with their parents. * Training for community groups. * Anger management.

Eligibility: families, children, youth, young adults 18 years and over still living with their parents, parents of youth in crisis, residential program: youth aged 12 to 17 years and their parents

Capacity: residence: 8 beds

Coverage area: Greater Montréal

Hours: 7 days 9h00 to 17h00

Fees: according to income, some programs are free

Financing: provincial, donations, fundraising campaigns, self-financing

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

Community Action

ADVISORY AND CITIZEN ACTION ORGANIZATIONS

CHARITY ORGANIZATIONS

COMMUNITY DEVELOPMENT

INFORMATION AND REFERRAL

VOLUNTEERING AND VOLUNTEER CENTRES

Advisory and citizen action organizations

1,2,3 GO! FAMILIES

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 554-8228

Email: familles123go@gmail.com

Services: Intersectoral concertation related to early childhood. * Child development intervention. * Parent-child programs and activities. * Parental support. * Training for professionals. * Information and referral.

Eligibility: children 0 to 5 years old, their family, organizations

Coverage area: East of Pierrefonds, Roxboro, Dollard-des-Ormeaux

Fees: free or at a low cost

Financing: donations, foundation

Legal status: non-profit organization

TABLE DE QUARTIER DU NORD-OUEST DE L'ÎLE DE MONTRÉAL

16115 Gouin Boulevard West, Suite 309, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C7

514 675-3006

Website: www.tqnoim.org

Email: info@tqnoim.org

Services: Grouping and coordination related to social development. * Coordination of projects. * Support to organizations.

Eligibility: communities and organizations

Coverage area: Dollard-des-Ormeaux, Île-Bizard-Sainte-Geneviève, Pierrefonds-Roxboro

Hours: variable

Fees: free

Financing: Centraide of Greater Montréal, provincial, municipal

Legal status: non-profit organization

TABLE DE QUARTIER SUD DE L'OUEST-DE-L'ÎLE

114 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2V4

438 938-7764

Website: www.tqsoi.org

Email: info@tqsoi.org

Services: Grouping of local social actors seeking to improve living conditions and encourage social development. * Coordination and establishment of various projects. * Support to organizations regarding their intervention strategies.

Coverage area: Dorval, Senneville, Sainte-Anne-de-Bellevue, Baie-D'Urfé, Beaconsfield, Kirkland, Pointe-Claire

Hours: Monday to Friday 8h00 to 15h30

Financing: Centraide of Greater Montréal, municipal, provincial

Legal status: non-profit organization

Charity Organizations

FEDERATION CJA WEST ISLAND

96 Roger-Pilon Street, Dollard-Des Ormeaux, Montréal, QC, H9B 2E1

514 624-5005 Fax: 514 683-4061

Website: www.federationcja.org

Email: west.island@federationcja.org

Services: Planning, coordinating and funding of community services for welfare, health and leisure. * Financial assistance to individuals and families.

Eligibility: mainly the Jewish community

Coverage area: West Island
Hours: Monday to Thursday 9h00 to 17h00, Friday 9h00 to 16h00
Financing: fundraising campaigns
Legal status: non-profit organization

WEST-ISLAND COMMUNITY SHARES

610 Saint-Jean Boulevard, Suite 200, Pointe-Claire, Montréal, QC, H9R 4C1

514 695-8694 ext. 103

Website: www.communityshares.ca

Email: info@partageaction.ca

Services: *Fundraising. *Collaboration with locals organizations.

Eligibility: community organizations, families on a low income or single parents households

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Financing: donations

Legal status: non-profit organization

Community development

PME - MTL - WEST-ISLAND

1675 Transcanadienne Highway, Suite 301, Dorval, Montréal, QC, H9P 1J1

514 426-2888 Fax: 514 316-3485

Website: pmemtl.com/west

Email: info@cldwi.com

Services: * Business services, including ones of social economy: support, accompaniment, financing, training. * Coaching and job placement. * Recruitment assistance. * Support to various developmental projects in the territory. * Employability program for immigrants.

Eligibility: residents and businesses

Coverage area: West-Island

Hours: Monday to Friday 8h30 to 16h30

Fees: none

Financing: provincial, municipal

Legal status: non-profit organization

WEST ISLAND COMMUNITY RESOURCE CENTRE

114 Donegani Avenue, Pointe-Claire, Montréal, QC, H9R 2V4

514 694-6404 Fax: 514 782-0777

Website: www.crcinfo.ca

Email: info@crcinfo.ca

Services: * Information and referral towards self-help groups, community organizations and public services. * Support of community initiatives and projects. * Support to collective projects. * Office or meeting space for community services according to availabilities. * Free legal counselling by appointment. * Coordination of networking opportunities and workshops. * Tax clinic. * CRC mobile: seniors meetings and referrals to community services by a community outreach worker. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV).

Eligibility: general public

Coverage area: West Island

Hours: Monday to Friday 9h00 to 16h00

Financing: municipal, provincial, Centraide of Greater Montréal, donations, federal

Legal status: non-profit organization

Information and referral

CANADIAN FERTILITY AND ANDROLOGY SOCIETY

94 de la Présentation Avenue, Dorval, Montréal, QC, H9S 3L3

514 300-1333 Fax: 514 524-2163

Website: www.cfas.ca

Email: info@cfas.ca

Services: * Representation and support targeting the advancement of reproductive science. * Research.

Eligibility: obstetricians and gynecologists, urologists, reproductive endocrinologists, research scientists, nurses and other health care professionals

Capacity: 700 members

Coverage area: Canada

Financing: foundations

Legal status: non-profit organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

WEST ISLAND COMMUNITY RESOURCE CENTRE

114 Donegani Avenue, Pointe-Claire, Montréal, QC, H9R 2V4

514 694-6404 Fax: 514 782-0777

Website: www.crcinfo.ca

Email: info@crcinfo.ca

Services: * Information and referral towards self-help groups, community organizations and public services. * Support of community initiatives and projects. * Support to collective projects. * Office or meeting space for community services according to availabilities. * Free legal counselling by appointment. * Coordination of networking opportunities and workshops. * Tax clinic. * CRC mobile: seniors meetings and referrals to community services by a community outreach worker. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV).

Eligibility: general public

Coverage area: West Island

Hours: Monday to Friday 9h00 to 16h00

Financing: municipal, provincial, Centraide of Greater Montréal, donations, federal

Legal status: non-profit organization

Volunteering and volunteer centres

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

LITERACY UNLIMITED

111 Broadview Avenue, Pointe-Claire, Montréal, QC, H9R 3Z3

514 694-0007

Website: www.literacyunlimited.ca

Email: info@literacyunlimited.ca

Services: Empowerment of adults through literacy. * Tutoring: reading, writing, document use, numeracy, computer and digital technology. * Continuing Education support. * Volunteer Support: training and orientation, workshops. * Community development partnerships and events. * Library and resource centre.

Eligibility: english speaking adults

Coverage area: Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève, L'île-Dorval, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: Monday and Wednesday 9h00 to 16h00, Tuesday and Thursday 9h00 to 21h00, closed from mid-June to September

Fees: none

Financing: donations, grants

Legal status: non-profit organization

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zootherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

Disability

ADAPTED WORK AND EMPLOYABILITY SUPPORT

AUTISM, PDD, ADHD

DEAF AND HEARING IMPAIRED

MOBILITY AIDS

RECREATION AND CAMPS

RESPIRE SERVICES AND HOUSING

RESPIRE, CHILD CARE AND HOUSING

SUPPORT ASSOCIATIONS

SUPPORT AND INTEGRATION ORGANIZATIONS

THE BLIND

THERAPY AND REHABILITATION CENTRES

Adapted work and employability support

ACTION MAIN-D'OEUVRE INC. - SERVICE OFFICE IN WEST ISLAND

185 Dorval Avenue, Suite 203, Dorval, Montréal, QC, H9S 5J9

514 721-4941 Fax: 514 721-0937

Website: www.actionmaindoeuvre.ca

Email: info@actionmaindoeuvre.ca

Services: * Development of employment skills and individual counselling. * Job search assistance and interview preparation. * Introduction with employers and adaptation to the work environment, if necessary. * Accompaniment for job retention. * Negotiation of financial subsidies when required. * Referral to adapted businesses.

Eligibility: people 16 years old and over living with a mild intellectual disability or an autism spectrum disorder (ASD) without an intellectual disability

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Financing: provincial

Legal status: non-profit organization

CENTRE BIENVENUE

12694 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1W4

514 421-2212

Website: www.centrebienvenue.org

Email: info@centrebienvenue.org

Services: Drop-in centre. * Support, social rehabilitation service and psychosocial interventions. * Preparatory groups toward return to work and psychoeducational workshops. * Transit vers l'emploi: program giving access to a training certificate on personal and vocational skills development and self-knowledge courses. * Sporting and cultural activities, art workshops, etc. * Discussion groups. * Voice hearers group.

Eligibility: adults living with a mental health issue

Coverage area: West Island

Hours: Monday, Tuesday, Wednesday and Friday 9h00 to 15h00, Thursday 12h30 to 19h00

Financing: provincial, donations

Legal status: non-profit organization

OMEGA COMMUNITY SERVICES

600 de l'Église Avenue, Dorval, Montréal, QC, H9S 1R3

514 631-2760 Fax: 514 631-1930

Website: www.omegacenter.org

Email: info@omegacenter.org

Services: * Supervised apartments. * Group home. * Day centre. * Educational, recreational and therapeutic activities. * PASS Action program: employment and socialization.

Eligibility: adults living with mental health problems with a possibility of social reinsertion

Capacity: 28 31/2 fully furnished units and 8 individual rooms

Coverage area: Montréal Island

Hours: administration and day centre: Monday to Friday 8h30 to 16h00

Financing: fundraising campaigns, provincial, federal, donations

Legal status: non-profit organization

PLACEMENT POTENTIEL

111 Donegani Avenue, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-0315 Fax: 514 694-8640

Website: www.placementpotentiel.com

Email: info@placementpotentiel.com

Services: * Job placement for people with disabilities. * Specialized housekeeping division.

Eligibility: people 18 years and over with a disability

Coverage area: Greater Montréal

Hours: Monday to Friday 8h00 to 16h00

Financing: provincial

Legal status: non-profit organization

Autism, PDD, ADHD

ACTION MAIN-D'OEUVRE INC. - SERVICE OFFICE IN WEST ISLAND

185 Dorval Avenue, Suite 203, Dorval, Montréal, QC, H9S 5J9

514 721-4941 Fax: 514 721-0937

Website: www.actionmaindoeuvre.ca

Email: info@actionmaindoeuvre.ca

Services: * Development of employment skills and individual counselling. * Job search assistance and interview preparation. * Introduction with employers and adaptation to the work environment, if necessary. * Accompaniment for job retention. * Negotiation of financial subsidies when required. * Referral to adapted businesses.

Eligibility: people 16 years old and over living with a mild intellectual disability or an autism spectrum disorder (ASD) without an intellectual disability

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Financing: provincial

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

QUEBEC ANGELMAN FOUNDATION (THE)

14400 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H9H 1B1

514 316-9017 ext. 101

Website: www.angelman.ca

Email: info@angelman.ca

Services: * 48-hours or weekend respite.

Eligibility: people of all ages with an intellectual disability, an autism spectrum disorder or Angelman syndrome

Capacity: 9 beds

Coverage area: Province of Québec

Hours: Friday 17h00 to Sunday 17h00

Fees: variable

Financing: donations

Legal status: non-profit organization

RECOVERY CANADA - WEST ISLAND GROUP

98 Aurora Avenue, Pointe-Claire, Montréal, QC, H9R 3G7

514 694-3461

Website: www.recoverycanada.org

Email: kelemensusan@gmail.com

Services: * Ongoing weekly self-help groups. * Training in cognitive behavioural skills for the management of nervous fears and nervous symptoms.

Eligibility: adults living with emotional difficulties

Capacity: self-help group: between 5-20 and 20 people per meeting

Coverage area: West Island

Hours: self-help group: Monday 18h30-19h00

Fees: voluntary contributions

Financing: self-financing

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Deaf and hearing impaired

ASSOCIATION QUÉBÉCOISE DE VOILE ADAPTÉE

1 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4R3

438 395-5362

Website: www.aqva.org

Email: administration@aqva.org

Services: Promotion of autonomy for people living with a physical or sensorial disability. * Accompanied adapted sailing outings, individual or in group. * Adapted sailing theoretical and practical classes. * Racing sailing classes. * Youth program: accompanied outings for youths aged 10 to 18 years old. * Thematic events for members.

Eligibility: people living with a physical or sensorial disability

Coverage area: Greater Montreal and Sherbrooke

Hours: Monday 13h00 to 21h00, Tuesday to Friday 10h00 to 21h00, Saturday 9h00 to 17h00, Sunday 10h00 to 17h00

Fees: annual membership: \$15, adapted sailing outing: \$15

Financing: federal, provincial, municipal, fundraising campaigns, self-financing

Legal status: non-profit organization

Mobility aids

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

Recreation and camps**À COUR OUVERT (FONDS DE DÉPANNAGE)**

120 Jacques-Bizard Boulevard, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 2T9

514 626-8150

Email: acoerouvert120@gmail.com

Services: Help desk. * Used items recovery on site: clothes, household items, toys, sports equipment and books. * Organization and funding of a recreational daycamp for young people living with a disability. * Thrift store: recuperation and sale of second hand clothing and items.

Eligibility: general public

Coverage area: West Island

Hours: Monday to Friday 12h00 to 17h00, Saturday 10h00 to 17h00, Sunday 10h00 to 16h00

Financing: self-financing

Legal status: non-profit organization

ASSOCIATION QUÉBÉCOISE DE VOILE ADAPTÉE

1 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4R3

438 395-5362

Website: www.aqva.org

Email: administration@aqva.org

Services: Promotion of autonomy for people living with a physical or sensorial disability. * Accompanied adapted sailing outings, individual or in group. * Adapted sailing theoretical and practical classes. * Racing sailing classes. * Youth program: accompanied outings for youths aged 10 to 18 years old. * Thematic events for members.

Eligibility: people living with a physical or sensorial disability

Coverage area: Greater Montreal and Sherbrooke

Hours: Monday 13h00 to 21h00, Tuesday to Friday 10h00 to 21h00, Saturday 9h00 to 17h00, Sunday 10h00 to 17h00

Fees: annual membership: \$15, adapted sailing outing: \$15

Financing: federal, provincial, municipal, fundraising campaigns, self-financing

Legal status: non-profit organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

NOVA WEST ISLAND - CAROUSEL PROGRAM

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 ext. 210

Website: www.novawi.org

Services: Bereavement support for children and adolescents. * Individual sessions: listening, discussions, creative activities. * Carrousel camp: recreational sports, craft activities, campfires, small group workshops. * Remembrance ceremony.

Eligibility: children and youth exposed to the difficulties caused by a serious illness in their family or the death of a loved one, camp: bereaved youth from 6 to 17 years

Capacity: camp: maximum 25

Coverage area: West Island, Camp: Pierrefonds

Hours: camp in Spring and Autumn: Friday evening to Sunday afternoon

Fees: free

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiah.qc.ca

Email: info@wiah.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Respite services and housing

QUEBEC ANGELMAN FOUNDATION (THE)

14400 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H9H 1B1

514 316-9017 ext. 101

Website: www.angelman.ca

Email: info@angelman.ca

Services: * 48-hours or weekend respite.

Eligibility: people of all ages with an intellectual disability, an autism spectrum disorder or Angelman syndrome

Capacity: 9 beds

Coverage area: Province of Québec

Hours: Friday 17h00 to Sunday 17h00

Fees: variable

Financing: donations

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Respite, child care and housing

CHESHIRE FOUNDATION (QUEBEC) (THE) - STEWART BROWN RESIDENCE

20 David Place, Dollard-Des Ormeaux, Montréal, QC, H9B 1Y7

514 472-0133

Email: cheshirequebec@live.com

Services: Low-cost permanent or transitional housing. * Assistance with community integration. * Respite.

Eligibility: people 18 to 65 years old with physical disabilities, in need of 1 to 4 hours of care per day

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Fees: variable

Financing: self-financing, donations, municipal

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

FRIENDS FOR MENTAL HEALTH, WEST ISLAND

186 Sutton Place, Suite 121, Beaconsfield, Montréal, QC, H9W 5S3

514 636-6885

Website: www.asmfmh.org

Email: info@asmfmh.org

Services: * Reception, information, referral. * Counseling. * Support groups. * Trainings. * Webinars, conferences. * Art-therapy. * Library. * Youth services. * Respite. * Filling of court orders for a clinical psychiatric examination.

Eligibility: families and friends of people with mental health problems

Coverage area: West Island

Hours: office: Monday to Friday 9h00 to 16h30, various activities and support groups in the evening

Fees: annual contribution: individual: \$30, family: \$40, youth: \$10

Financing: Centraide of Greater Montréal, provincial, donations

Legal status: non-profit organization

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

PAT ROBERTS DEVELOPMENTAL CENTRE

16167 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C9

514 696-5144

Website: www.wiaih.qc.ca

Email: pat-roberts@wiaih.qc.ca

Services: * Infant stimulation or preschool program adapted to the needs. * Support to families.

Eligibility: children 0 to 6 years old with development issues, their family

Coverage area: West Island

Hours: variable depending on the age of the child

Fees: variable

Financing: Centraide of Greater Montréal, fundraising campaigns, foundations, self-financing

Legal status: non-profit organization

QUEBEC ANGELMAN FOUNDATION (THE)

14400 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H9H 1B1

514 316-9017 ext. 101

Website: www.angelman.ca

Email: info@angelman.ca

Services: * 48-hours or weekend respite.

Eligibility: people of all ages with an intellectual disability, an autism spectrum disorder or Angelman syndrome

Capacity: 9 beds

Coverage area: Province of Québec

Hours: Friday 17h00 to Sunday 17h00

Fees: variable

Financing: donations

Legal status: non-profit organization

SAINTE-ANNE'S HOSPITAL

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

1 800 361-9287

Website: ciusss-ouestmtl.gouv.qc.ca/en/ste-anne-s-hospital/

Email: informations.comtl@ssss.gouv.qc.ca

Services: General and specialized care hospital. * Long-term care and respite for veterans. * Day centre for veterans. * Residential and mobile operational stress injury clinics. * Respite care for families and caregivers. * Telemedicine: individual and family consultations, follow-up appointments.

Eligibility: veterans, their families, general public

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Financing: provincial

Legal status: parapublic organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Support Associations

ARTHRITIS WEST ISLAND SELF-HELP ASSOCIATION OF MONTRÉAL

640 Lakeshore Road, Suite 103, Dorval, Montréal, QC, H9S 2B6

514 631-3288 Fax: 514 631-9484

Website: www.awishmontreal.org

Email: arthritis@awishmontreal.org

Services: * Information on all types of arthritis. * Emotional support. * Caring and sharing: support groups for people living with arthritis and caregivers. * Support groups for people coping with scleroderma. * Information sessions, pain management classes. * Exercise classes.

Eligibility: people living with fibromyalgia, scleroderma, and/or other types of arthritis (osteoarthritis, rheumatoid, lupus)

Coverage area: West Island

Hours: Monday to Friday 9h00 to 16h00

Fees: annual membership: individual \$25, family \$30

Financing: grants, membership fees, fundraising campaigns, donations

Legal status: non-profit organization

CANADIAN LIVER FOUNDATION - MONTRÉAL CHAPTER

42-B Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1L3

514 457-7575

Website: www.liver.ca

Email: klyon@liver.ca

Services: * Educational programs on liver disease. * Documentation. * Support groups for people affected and their families: three meetings per year. * Awareness activities for the general public and for community organizations. * Financial support to research.

Eligibility: people with liver disease, liver transplant recipients, families, caregivers, people who want to learn about liver health

Coverage area: Greater Montréal, Northern Québec, Québec City, Sherbrooke

Hours: Monday to Friday 9h00 to 16h30, call beforehand

Fees: free

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

CLOVERDALE MULTI-RESSOURCES

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 684-8228

Website: www.famillescloverdale.org

Email: info@famillescloverdale.org

Services: * Support for families on a low income. * Respite service. * Preschool program. * Information and referral. * Social and recreational activities. * Support to parents. * Père à Coeur: support and accompaniment program for fathers. * Activities in schools.

Eligibility: families

Coverage area: Pierrefonds, Dollard-des-Ormeaux, L'Île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 17h00

Fees: free or low cost

Financing: provincial, Centraide of Greater Montréal, federal, municipal, grants

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

FATHERS AT HEART

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 589-1270

Email: info@famillescloverdale.org

Services: * Support for fathers to promote involvement in their children's lives. * Discussion group for men promoting exchanges and sharing. * Personalized accompaniment to appropriate resources. * Individual meetings and follow-up for fathers in difficulty. * Prenatal courses. * Awareness workshops on child development. * Father-children collective kitchens. * Father-children sports activities.

Eligibility: fathers in vulnerable positions

Coverage area: West Island

Hours: Monday and Thursday 10h00 to 14h00

Fees: free

Financing: provincial, grants

Legal status: non-profit organization

FRIENDS FOR MENTAL HEALTH, WEST ISLAND

186 Sutton Place, Suite 121, Beaconsfield, Montréal, QC, H9W 5S3

514 636-6885

Website: www.asmfmh.org

Email: info@asmfmh.org

Services: * Reception, information, referral. * Counseling. * Support groups. * Trainings. * Webinars, conferences. * Art-therapy. * Library. * Youth services. * Respite. * Filling of court orders for a clinical psychiatric examination.

Eligibility: families and friends of people with mental health problems

Coverage area: West Island

Hours: office: Monday to Friday 9h00 to 16h30, various activities and support groups in the evening

Fees: annual contribution: individual: \$30, family: \$40, youth: \$10

Financing: Centraide of Greater Montréal, provincial, donations

Legal status: non-profit organization

LITTLE BROTHERS - WEST ISLAND

204 Lakeview Avenue, Pointe-Claire, Montréal, QC, H9S 4C5

514 247-1282

Website: www.littlebrothers.ca

Email: westisland@littlebrothers.ca

Services: Organization aiming to break the isolation and loneliness of people of advanced age until their end of life. * Accompaniment and pairing with volunteers. * Visits in people's living environments: at-home, at the hospital or CHSLD, in residences, etc. * Activities and special outings to celebrate birthdays and traditional holidays. * Holiday stays at The Juliette Huot Chalet in Oka. * End-of-life accompaniment.

Eligibility: seniors 75 years old and over without a present family or significant social relations

Capacity: no limit

Coverage area: West Island, Lachine, Vaudreuil-Dorion, l'Île-Perrot, Saint-Lazare

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: fundraising campaigns, self-financing, donations

Legal status: non-profit organization

LOW VISION SELF-HELP ASSOCIATION

Briarwood Presbyterian Church, 70 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 3Z3

514 694-2965

Website: www.lowvisionselfhelpassociation.weebly.com

Email: lowvisionselfhelpassociation@gmail.com

Services: Monthly support group.

Eligibility: people coping with vision loss, friends and family members

Coverage area: Lachine to Sainte-Anne-de-Bellevue, Gouin Boulevard to Lakeshore Road

Hours: 2nd Wednesday of the month, closed June to August

Fees: membership: \$10 per year

Financing: donations

Legal status: non-profit organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

PROSTATE CANCER CANADA NETWORK - MONTRÉAL WEST ISLAND

1335 Lakeshore Drive, Dorval, Montréal, QC, H9S 2E5

514 694-6412

Website: www.pccnmontrealwestisland.com

Email: mtlwi@gmail.com

Services: * Conferences with health professionals. * Open discussion meetings. * Documentation.

Eligibility: men living with prostate cancer

Capacity: around 35 people per meeting

Coverage area: West Island

Hours: 4th Thursday of the month 19h30, except for December, July and August

Fees: annual membership: \$10 suggested

Financing: membership fees, provincial, donations

Legal status: non-profit organization

RECOVERY CANADA - WEST ISLAND GROUP

98 Aurora Avenue, Pointe-Claire, Montréal, QC, H9R 3G7

514 694-3461

Website: www.recoverycanada.org

Email: kelemensusan@gmail.com

Services: * Ongoing weekly self-help groups. * Training in cognitive behavioural skills for the management of nervous fears and nervous symptoms.

Eligibility: adults living with emotional difficulties

Capacity: self-help group: between 5-20 and 20 people per meeting

Coverage area: West Island

Hours: self-help group: Monday 18h30-19h00

Fees: voluntary contributions

Financing: self-financing

Legal status: non-profit organization

VOBOC FOUNDATION (THE)

269 Saint-Jean Boulevard, Suite 215, Pointe-Claire, Montréal, QC, H9R 3J1

514 695-9292 Fax: 514 695-3443

Website: voboc.org

Email: info@voboc.org

Services: Support for teenagers and young adults with cancer. * Vo-pak: backpacks with tools and resources. * Education and awareness-raising. * Holiday baskets for patients. * Partnerships with hospitals.

Eligibility: teenagers and young adults with cancer

Coverage area: Montréal Island

Fees: none

Financing: donations, fundraising campaigns

Legal status: non-profit organization

WEST ISLAND CANCER WELLNESS CENTRE

115 Barry Street, Kirkland, Montréal, QC, H9H 0C4

514 695-9355 Fax: 514 695-9315

Website: www.wicwc.org

Email: info@wicwc.org

Services: Complementary services and programs adapted to emotional, physical and and spiritual needs of people living with cancer. * Psychosocial, psychological and spiritual accompaniment. * Support groups such as: Newly diagnosed, Healing your life and On the Road to health. * Programs and workshops: art therapy, nutritional cooking, Reiki, Yoga, therapeutic touch.

Eligibility: people affected by cancer and caregivers

Coverage area: Grand Montréal

Hours: Monday, Tuesday, Thursday and Friday 8h30 to 16h00, Wednesday 8h30 to 20h00, most groups and programs are offered during the day

Fees: free

Financing: donations

Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

WEST ISLAND LGBTQ2+ CENTRE

202 Woodside Road, Beaconsfield, Montréal, QC, H9W 2P1

514 794-5428

Website: www.lgbtq2centre.com

Email: info@lgbtq2centre.com

Services: * Twice weekly drop-in program for youth between 13 to 20 years old. * Weekly dinner for seniors and adults. * Weekly support group for transgender and gender diverse people. * Young adult social group. * Parents and family support group. * Advocacy of rights and fight against homophobia.

Eligibility: lesbian, gay, bisexual, transgender, queer or questioning individuals of all ages, their relatives

Coverage area: West Island, MRC Vaudreuil-Soulanges, Greater Montreal

Hours: youth drop-in: Wednesday and Friday 16h00 to 20h00, seniors and adults' dinner: Thursday 16h30 to 20h30, young adults' meeting: 2nd Friday of the month 20h30 to 22h30, parents support group: 2nd Tuesday of the month, trans and gender diverse support group: Saturday 14h00 to 17h00

Financing: grants, donations

Legal status: non-profit organization

WEST ISLAND MULTIPLE SCLEROSIS SELF-HELP GROUP

1255 Transcanadienne Road, Suite 105, Dorval, Montréal, QC, H9P 2V4

514 676-1588

Website: scleroseenplaques.ca/division/division-du-quebec

Email: grpsbo@videotron.ca

Services: Open bilingual self-help group for people with multiple sclerosis. * Group for caregivers: weekly meetings.

Eligibility: people with multiple sclerosis, caregivers

Capacity: 40 to 50 people per meeting

Coverage area: West Island

Hours: office: Tuesday to Thursday 9h00 to 16h00

Fees: none

Financing: provincial

Legal status: non-profit organization

WEST ISLAND WOMEN'S CENTRE

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 695-8529 Fax: 514 695-0503

Website: www.wiwc.ca

Email: womenscentre@wiwc.ca

Services: * Daytime and evening courses: personal development, fitness, special interest and classes for children. * Seminars. * Adult and teen workshops. * Program for recent immigrants to facilitate their integration. * Monthly support group to help women coping with a miscarriage, stillbirth or infant death. * Monthly support group to help new mothers adjust to life with a baby. * Weekly support groups (8 weeks) on various topics. * Wellness clinics once or twice a month. * Free childcare offered during daytime activities only.

Eligibility: women and pre-school children

Capacity: courses: 10 to 25 participants, depending on the type of course, support groups: 14 participants, free seminars or wellness clinics: 6 to 25 participants

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 15h00, closed in July and August, most support groups: during the evening

Fees: annual membership: \$25, course fees vary, seminars, wellness clinics, support groups, and other outreach programs: free

Financing: Centraide of Greater Montréal, provincial

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiah.qc.ca

Email: info@wiah.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Support and integration organizations

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

RECOVERY CANADA - WEST ISLAND GROUP

98 Aurora Avenue, Pointe-Claire, Montréal, QC, H9R 3G7

514 694-3461

Website: www.recoverycanada.org

Email: kelemensusan@gmail.com

Services: * Ongoing weekly self-help groups. * Training in cognitive behavioural skills for the management of nervous fears and nervous symptoms.

Eligibility: adults living with emotional difficulties

Capacity: self-help group: between 5-20 and 20 people per meeting

Coverage area: West Island

Hours: self-help group: Monday 18h30-19h00

Fees: voluntary contributions

Financing: self-financing

Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

The Blind

ASSOCIATION QUÉBÉCOISE DE VOILE ADAPTÉE

1 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4R3

438 395-5362

Website: www.aqva.org

Email: administration@aqva.org

Services: Promotion of autonomy for people living with a physical or sensorial disability. * Accompanied adapted sailing outings, individual or in group. * Adapted sailing theoretical and practical classes. * Racing sailing classes. * Youth program: accompanied outings for youths aged 10 to 18 years old. * Thematic events for members.

Eligibility: people living with a physical or sensorial disability

Coverage area: Greater Montreal and Sherbrooke

Hours: Monday 13h00 to 21h00, Tuesday to Friday 10h00 to 21h00, Saturday 9h00 to 17h00, Sunday 10h00 to 17h00

Fees: annual membership: \$15, adapted sailing outing: \$15

Financing: federal, provincial, municipal, fundraising campaigns, self-financing

Legal status: non-profit organization

LOW VISION SELF-HELP ASSOCIATION

Briarwood Presbyterian Church, 70 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 3Z3

514 694-2965

Website: www.lowvisionselfhelpassociation.weebly.com

Email: lowvisionselfhelpassociation@gmail.com

Services: Monthly support group.

Eligibility: people coping with vision loss, friends and family members

Coverage area: Lachine to Sainte-Anne-de-Bellevue, Gouin Boulevard to Lakeshore Road

Hours: 2nd Wednesday of the month, closed June to August

Fees: membership: \$10 per year

Financing: donations

Legal status: non-profit organization

Therapy and rehabilitation centres

ARTHRITIS WEST ISLAND SELF-HELP ASSOCIATION OF MONTRÉAL

640 Lakeshore Road, Suite 103, Dorval, Montréal, QC, H9S 2B6

514 631-3288 Fax: 514 631-9484

Website: www.awishmontreal.org

Email: arthritis@awishmontreal.org

Services: * Information on all types of arthritis. * Emotional support. * Caring and sharing: support groups for people living with arthritis and caregivers. * Support groups for people coping with scleroderma. * Information sessions, pain management classes. * Exercise classes.

Eligibility: people living with fibromyalgia, scleroderma, and/or other types of arthritis (osteoarthritis, rheumatoid, lupus)

Coverage area: West Island

Hours: Monday to Friday 9h00 to 16h00

Fees: annual membership: individual \$25, family \$30

Financing: grants, membership fees, fundraising campaigns, donations

Legal status: non-profit organization

Education and Literacy**ACADEMIC AND VOCATIONAL GUIDANCE****COMPUTER WORKSHOPS****DIFFICULTIES AND LEARNING DISABILITIES****HOMEWORK ASSISTANCE AND TUTORING****LANGUAGE COURSES****LITERACY****PUBLIC EDUCATION****SCHOOL PERSEVERANCE****SCHOOL SERVICE CENTERS****VOCATIONAL TRAINING, CÉGEPs AND UNIVERSITIES**

Academic and vocational guidance

CENTRE DE RECHERCHE D'EMPLOI DE POINTE-CLAIRE

1000 Saint-Jean Boulevard, Suite 95, Pointe-Claire, Montréal, QC, H9R 5P1

514 697-1500 Fax: 514 697-0293

Website: crepointeclair.com/en

Email: info@crepointeclair.com

Services: * Job seeking programs: job offers, resume writing assistance, personalized follow-up, workshops, Internet training, guidance service. * Specialized service for people 50 years old and over. * Bank of candidates for employers.

Eligibility: employment insurance beneficiaries, income security and others

Coverage area: West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

Computer workshops

CARREFOUR DES AÎNÉS DE PIERREFONDS

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

514 624-1449

Website: sites.google.com/site/ainesenglish

Email: carrefourdesaines@videotron.ca

Services: Bilingual place for meetings and recreational activities. * Language workshops. * Various games. * Dance classes. * Drawing classes. * Fitness. * Cooking, knitting and crochet workshops. * Computer classes. * Special events.

Eligibility: autonomous people 50 years old and over

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 16h00, office: Monday to Friday 9h00 to 12h00, Tuesday and Thursday 13h00 to 15h00

Fees: annual membership: \$25 for residents of Montréal, \$35 for the others

Financing: membership fees, self-financing

Legal status: non-profit organization

LITERACY UNLIMITED

111 Broadview Avenue, Pointe-Claire, Montréal, QC, H9R 3Z3

514 694-0007

Website: www.literacyunlimited.ca

Email: info@literacyunlimited.ca

Services: Empowerment of adults through literacy. * Tutoring: reading, writing, document use, numeracy, computer and digital technology. * Continuing Education support. * Volunteer Support: training and orientation, workshops. * Community development partnerships and events. * Library and resource centre.

Eligibility: english speaking adults

Coverage area: Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève, L'île-Dorval, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: Monday and Wednesday 9h00 to 16h00, Tuesday and Thursday 9h00 to 21h00, closed from mid-June to September

Fees: none

Financing: donations, grants

Legal status: non-profit organization

MONTRÉAL PUBLIC LIBRARIES NETWORK - ROXBORO LIBRARY

110 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-8247

Website: www.bibliomontreal.com

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Toys and educative games. * Story time. * Book club for children. * Computer workshop for youth and for adults. * Rental of music instruments. * Workshops, conferences and exhibitions.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Wednesday 13h00 to 20h00, Thursday 10h00 to 20h00, Friday to Sunday 10h00 to 17h00, summer: Monday to Thursday 13h00 to 20h00, Friday 10h00 to 17h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE PUBLIC LIBRARY

40 Saint-Pierre Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y6

514 457-1940 Fax: 514 457-7146

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: biblio@sadb.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Biblio-roulante: home loan for people with reduced mobility. * Computer workshop. * Book clubs for children. * Book club for adults. * Story time. * Exhibitions, conferences and workshops.

Coverage area: Sainte-Anne-De-Bellevue

Hours: Monday and Tuesday 12h00 to 20h00, Wednesday 10h00 to 13h30, Thursday 10h00 to 20h00, Friday 15h00 to 20h00, Saturday and Sunday 11h00 to 16h00, summer: Monday, Tuesday and Thursday 10h00 to 20h00, Wednesday 10h00 to 17h00, Friday 15h00 to 20h00

Fees: free

Financing: municipal

Legal status: municipal agency

Difficulties and learning disabilities

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

Homework assistance and tutoring

CARREFOUR DES 6-12 ANS DE PIERREFONDS-EST

4773 Lalande Boulevard, Pierrefonds-Roxboro, Montréal, QC, H8Y 3H4

514 685-9598

Email: carfour612@gmail.com

Services: * Educational part, animation and support to children. * Academic accompaniment program and homework help: Accompagne-moi dans mes travaux, Accompagne-moi à la maison, Accompagne-moi à l'école. * Culinary, musical and artistic program. * Awareness part and information to parents, teachers and field workers. * Family outings. * Winter camp. * Summer camp.

Eligibility: children aged 6 to 12 years old, their family

Coverage area: Dollard-des-Ormeaux Est, Pierrefonds-Est, Roxboro

Hours: Monday to Friday 9h00 to 17h00

Fees: variable fees

Financing: self-financing, provincial, municipal, donations

Legal status: non-profit organization

DOLLARD-DES-ORMEAUX PUBLIC LIBRARY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1496 Fax: 514 684-9569

Website: webopac.ddo.qc.ca/iguana/www.main.cls?sURL=Accueil

Email: bibliotheque@ddo.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Home delivery for people with reduced mobility. * Computers, Internet access and printing devices. * Story time. * Reading activities for toddlers. * Book club for children. * Homework assistance. * Générations@branchées: introduction to computer technology for seniors by pairing with a teenager-teacher. * Activities, events.

Eligibility: children, youth and adults

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 9h00 to 17h00, summer: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: residents: free

Financing: municipal, provincial

Legal status: municipal agency

MAISON DES JEUNES A-MA-BAIE

9625 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R4

514 685-2989

Website: mdjamabaie.webnode.com

Email: mdjamabaie@videotron.ca

Services: Meeting place with animation and supervision. * Information and referral. * Help with homework. * Recreational, prevention, sporting, cultural and community activities. * Outings.

Eligibility: youth 12 to 17 years old

Coverage area: Pierrefonds

Hours: Monday to Thursday 13h00 to 20h00, Friday and Saturday 13h00 to 21h00

Fees: membership: \$5, it gives a 50% discount on all activities

Financing: grants, donations

Legal status: non-profit organization

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

Language courses

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - ALEXANDER

4734 Alexander Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2B1

514 685-3000 Fax: 514 684-0002

Website: www.cimoi.com

Email: info@cimoi.com

Services: Welcoming and integration of newcomers. * PASI program: reception and support for settlement, accompaniment, assistance with forms, house search assistance and more. * Objective Integration Program. * Cultural activities. * Group employability program with workshops and internships in a company. * Individual job search assistance. * Networking between employers and immigrant people. * Part-time French learning program. * French classes in businesses. * Nobody's Perfect program: training for parents with children under 5 years old.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

LESTER B. PEARSON SCHOOL BOARD

1925 Brookdale Avenue, Dorval, Montréal, QC, H9P 2Y7

514 422-3000 Fax: 514 422-3016

Website: www.lbpsb.qc.ca

Email: info@lbpsb.qc.ca

Services: English School Board gathering elementary, high and specialized schools. * Vocational training. * Adult education. * Vocational training and adult education: help and orientation. * High school equivalency test (TENS): assessment of the knowledge of adults who don't have a high school diploma in order to obtain a certificate of educational equivalence (AENS) that facilitates access to certain jobs and vocational training. * French classes. * Distance training. * School transportation coordination.

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Dorval, Hudson, Île-Perrot, Kirkland, Lachine, LaSalle, Pierrefonds-Roxboro, Pointe-Claire, Rigaud, Vaudreuil-Dorion, Saint-Lazare, Verdun

Financing: provincial, self-financing

Legal status: parapublic organization

Literacy

DOLLARD-DES-ORMEAUX PUBLIC LIBRARY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1496 Fax: 514 684-9569

Website: webopac.ddo.qc.ca/iguana/www.main.cls?sURL=Accueil

Email: bibliotheque@ddo.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Home delivery for people with reduced mobility. * Computers, Internet access and printing devices. * Story time. * Reading activities for toddlers. * Book club for children. * Homework assistance. * Générations@branchées: introduction to computer technology for seniors by pairing with a teenager-teacher. * Activities, events.

Eligibility: children, youth and adults

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 9h00 to 17h00, summer: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: residents: free

Financing: municipal, provincial

Legal status: municipal agency

LITERACY UNLIMITED

111 Broadview Avenue, Pointe-Claire, Montréal, QC, H9R 3Z3

514 694-0007

Website: www.literacyunlimited.ca

Email: info@literacyunlimited.ca

Services: Empowerment of adults through literacy. * Tutoring: reading, writing, document use, numeracy, computer and digital technology. * Continuing Education support. * Volunteer Support: training and orientation, workshops. * Community development partnerships and events. * Library and resource centre.

Eligibility: english speaking adults

Coverage area: Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève, L'île-Dorval, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: Monday and Wednesday 9h00 to 16h00, Tuesday and Thursday 9h00 to 21h00, closed from mid-June to September

Fees: none

Financing: donations, grants

Legal status: non-profit organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

POINTE-CLAIRE PUBLIC LIBRARY

100 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 4V1

514 630-1218 Fax: 514 630-1261

Website: biblio.pointe-claire.ca

Email: bibliotheque@pointe-claire.ca

Services: Loan and consultation of books, audiovisual and electronic documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Story time. * Early literacy workshops. * Youth volunteering. * Conferences, projections and activities.

Eligibility: adults, children and teenagers

Coverage area: Pointe-Claire

Hours: Monday to Friday 10h00 to 21h00, Saturday 10h00 to 17h00, Sunday 13h00 to 17h00

Fees: free for residents

Financing: municipal

Legal status: municipal agency

POINTE-CLAIRE PUBLIC LIBRARY - VALOIS BRANCH

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 630-1219 Fax: 514 695-9924

Website: biblio.pointe-claire.ca

Email: bibliotheque@pointe-claire.ca

Services: Loan and consultation of books and audiovisual documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Story time. * Early literacy workshops. * Youth volunteering. * Conferences, projections and activities.

Eligibility: adults, children and teenagers

Coverage area: Pointe-Claire

Hours: Monday, Wednesday and Friday 13h00 to 21h00, Saturday 13h00 to 17h00, summer: closed on Saturday

Fees: free for residents

Financing: municipal

Legal status: municipal agency

Public education

LESTER B. PEARSON SCHOOL BOARD

1925 Brookdale Avenue, Dorval, Montréal, QC, H9P 2Y7

514 422-3000 Fax: 514 422-3016

Website: www.lbpsb.qc.ca

Email: info@lbpsb.qc.ca

Services: English School Board gathering elementary, high and specialized schools. * Vocational training. * Adult education. * Vocational training and adult education: help and orientation. * High school equivalency test (TENS): assessment of the knowledge of adults who don't have a high school diploma in order to obtain a certificate of educational equivalence (AENS) that facilitates access to certain jobs and vocational training. * French classes. * Distance training. * School transportation coordination.

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Dorval, Hudson, Île-Perrot, Kirkland, Lachine, LaSalle, Pierrefonds-Roxboro, Pointe-Claire, Rigaud, Vaudreuil-Dorion, Saint-Lazare, Verdun

Financing: provincial, self-financing

Legal status: parapublic organization

LITERACY UNLIMITED

111 Broadview Avenue, Pointe-Claire, Montréal, QC, H9R 3Z3

514 694-0007

Website: www.literacyunlimited.ca

Email: info@literacyunlimited.ca

Services: Empowerment of adults through literacy. * Tutoring: reading, writing, document use, numeracy, computer and digital technology. * Continuing Education support. * Volunteer Support: training and orientation, workshops. * Community development partnerships and events. * Library and resource centre.

Eligibility: english speaking adults

Coverage area: Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève, L'île-Dorval, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: Monday and Wednesday 9h00 to 16h00, Tuesday and Thursday 9h00 to 21h00, closed from mid-June to September

Fees: none

Financing: donations, grants

Legal status: non-profit organization

School perseverance**BIG BROTHERS BIG SISTERS OF WEST ISLAND**

16711 Trans-Canada Highway, Kirkland, Montréal, QC, H9H 3L1

514 538-6100 ext. 3338

Website: westisland.bigbrothersbigsisters.ca

Email: bbbswi@bigbrothersbigsisters.ca

Services: Recruiting and training adults who want to spend 3 to 4 hours a week with a child. * Traditional program: matching adults with children aged 6 to 15 years old. * Mentoring program: matching children from kindergarten to 6th grade with volunteer mentors who spend 1 hour a week with them, during or after school hours, on school premises.

Eligibility: children 6 to 15 years old who need a mentor

Coverage area: all West Island municipalities: from LaSalle to Rigaud, Laval South

Hours: Monday to Friday 8h30 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, grants, self-financing

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

School service centers

LESTER B. PEARSON SCHOOL BOARD

1925 Brookdale Avenue, Dorval, Montréal, QC, H9P 2Y7

514 422-3000 Fax: 514 422-3016

Website: www.lbpsb.qc.ca

Email: info@lbpsb.qc.ca

Services: English School Board gathering elementary, high and specialized schools. * Vocational training. * Adult education. * Vocational training and adult education: help and orientation. * High school equivalency test (TENS): assessment of the knowledge of adults who don't have a high school diploma in order to obtain a certificate of educational equivalence (AENS) that facilitates access to certain jobs and vocational training. * French classes. * Distance training. * School transportation coordination.

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Dorval, Hudson, Île-Perrot, Kirkland, Lachine, LaSalle, Pierrefonds-Roxboro, Pointe-Claire, Rigaud, Vaudreuil-Dorion, Saint-Lazare, Verdun

Financing: provincial, self-financing

Legal status: parapublic organization

QUÉBEC ENGLISH SCHOOL BOARDS ASSOCIATION

185 Dorval Avenue, Suite 502, Dorval, Montréal, QC, H9S 5J9

514 849-5900 Fax: 514 849-9228

Website: www.qesba.qc.ca

Email: qesba@qesba.qc.ca

Services: * Coordination and support to English School Boards in terms of work relations and human resources management. * Negotiation of collective agreements. * Dissemination of pertinent information to member school boards.

Eligibility: English school boards

Coverage area: Province of Québec

Financing: membership fees

Legal status: non-profit organization

Vocational training, Cégeps and Universities

CÉGEP GÉRALD-GODIN

15615 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 5K8

514 626-2666 Fax: 514 626-8508

Website: www.cgodin.qc.ca

Email: information@cgodin.qc.ca

Services: * Public higher education institution at a college level. * Pre-university and technical programs (DEC), attestation of collegial studies (AEC). * Ongoing training. * Francization for immigrants.

Coverage area: Province of Québec

Financing: provincial

Legal status: parapublic organization

GORDON ROBERTSON BEAUTY ACADEMY

240 Beaurepaire Drive, Beaconsfield, Montréal, QC, H9W 6G4

514 426-3949

Website: www.lbpce.ca/grba

Email: grba@lbpearson.ca

Services: Vocational school specialized in beauty care education. * Diploma of vocational studies (DEP) in esthetics, hairdressing and hair removal. * Beauty care and hairdressing services at a low price provided by students supervised by qualified teachers: facial care, waxing, electrolysis, laser, micro dermabrasion, manicure, pedicure, haircut, perm and coloring. * Christmas baskets for students.

Eligibility: general public

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 15h30

Fees: variable, between \$5 and \$40 depending on services, microdermabrasion: \$50

Financing: self-financing

Legal status: parapublic organization

JOHN ABBOTT COLLEGE

21275 Lakeshore Road, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 3L9

514 457-6610 Fax: 514 457-4730

Website: www.johnabbott.qc.ca

Email: communications@johnabbott.qc.ca

Services: English public higher education institution at the college level. * Pre-university and technical programs (DEC), attestation of collegial studies (AEC). * Ongoing training. * Student residences.

Coverage area: Province of Québec

Financing: provincial, self-financing

Legal status: parapublic organization

LESTER B. PEARSON SCHOOL BOARD

1925 Brookdale Avenue, Dorval, Montréal, QC, H9P 2Y7

514 422-3000 Fax: 514 422-3016

Website: www.lbpsb.qc.ca

Email: info@lbpsb.qc.ca

Services: English School Board gathering elementary, high and specialized schools. * Vocational training. * Adult education. * Vocational training and adult education: help and orientation. * High school equivalency test (TENS): assessment of the knowledge of adults who don't have a high school diploma in order to obtain a certificate of educational equivalence (AENS) that facilitates access to certain jobs and vocational training. * French classes. * Distance training. * School transportation coordination.

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Dorval, Hudson, Île-Perrot, Kirkland, Lachine, LaSalle, Pierrefonds-Roxboro, Pointe-Claire, Rigaud, Vaudreuil-Dorion, Saint-Lazare, Verdun

Financing: provincial, self-financing

Legal status: parapublic organization

UNIVERSITÉ DU TROISIÈME ÂGE - MONTRÉAL - OUEST-DE-L'ÎLE

Confidential Address

514 426-9866

Website: www.usherbrooke.ca/uta/prog/mtl/oim

Services: Educational programming distributed in 49 university branches for people aged 50 years and over. *

Non-credited educational activities without papers or exams. * Different teaching methods: courses, seminars, lectures, workshops, physical activities. * Student associations promoting integration in cultural and social life.

Eligibility: people 50 years old and over, no prior degree is required

Coverage area: Montréal Island

Fees: variable tuition according to the activity, compulsory student fee: \$5, donations are optional

Financing: donations, grants

Legal status: non-profit organization

Employment and Income Support**BUDGET MANAGEMENT AND CONSUMPTION****BUSINESS DEVELOPMENT****EMPLOYMENT SUPPORT AND TRAINING****EMPLOYMENT SUPPORT FOR IMMIGRANTS****EMPLOYMENT SUPPORT FOR SENIORS****EMPLOYMENT SUPPORT FOR YOUTH****TAX CLINICS****VOCATIONAL REHABILITATION AND DISABILITY-RELATED EMPLOYMENT**

Budget management and consumption

FEDERATION CJA WEST ISLAND

96 Roger-Pilon Street, Dollard-Des Ormeaux, Montréal, QC, H9B 2E1

514 624-5005 Fax: 514 683-4061

Website: www.federationcja.org

Email: west.island@federationcja.org

Services: Planning, coordinating and funding of community services for welfare, health and leisure. * Financial assistance to individuals and families.

Eligibility: mainly the Jewish community

Coverage area: West Island

Hours: Monday to Thursday 9h00 to 17h00, Friday 9h00 to 16h00

Financing: fundraising campaigns

Legal status: non-profit organization

Business development

CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DE L'OUEST-DE-L'ÎLE-DE-MONTRÉAL

Confidential Address

514 630-2123

Website: www.ciusss-ouestmtl.gouv.qc.ca

Email: informations.comtl@ssss.gouv.qc.ca

Services: Planning, coordination and organization of social and health services. * Responsibility of the availability of care to the entire population, including the most vulnerable. * Management of simplified access to services. * Administration of partnerships with intermediate housing resources. * Handling of complaints regarding dissatisfaction or violation of users' rights.

Coverage area: West Island

Financing: provincial

Legal status: parapublic organization

PME - MTL - WEST-ISLAND

1675 Transcanadienne Highway, Suite 301, Dorval, Montréal, QC, H9P 1J1

514 426-2888 Fax: 514 316-3485

Website: pmemtl.com/west

Email: info@cldwi.com

Services: * Business services, including ones of social economy: support, accompaniment, financing, training. * Coaching and job placement. * Recruitment assistance. * Support to various developmental projects in the territory. * Employability program for immigrants.

Eligibility: residents and businesses

Coverage area: West-Island

Hours: Monday to Friday 8h30 to 16h30

Fees: none

Financing: provincial, municipal

Legal status: non-profit organization

SERVICES QUÉBEC - POINT DE SERVICE DE L'OUEST DE MONTRÉAL

1000 Saint-Jean Boulevard, 4th Floor, Pointe-Claire, Montréal, QC, H9R 5Y8

514 694-9494 Fax: 514 426-2611

Website: www.gouv.qc.ca/EN/NousJoindre/Pages/Bureaux.aspx

Services: * Info-emploi counter: job bank that can be consulted on site. * Job search assistance: redaction of resume and preparation to interview. * Information on programs and governmental services. * Multiservices room: access to phone, fax, computers and printing machines. * Workplace learning program. * Training programs aiming professional skills development for enterprises and specific client group: students, women, youth, young mothers, older workers, disabled people, immigrants or visible minorities. * Business assistance: advices and financial support in human resources management. * Last-resort financial and social assistance. * Administration of oath. * Last-resort financial and social assistance for people with severe or temporary restrictions on employment or occupational disabilities. * Ministère de l'Immigration, de la Francisation et de l'Intégration services.

Eligibility: job seekers, including people who have particular difficulties entering the labour market, individual and families receiving the governmental last-resort assistance or on a low income, employers and companies, people 16 years and over coping with a long term occupational disability (physical or mental health, physical or intellectual disabilities)

Coverage area: Pointe-Claire, Dollard-des-Ormeaux, Pierrefonds-Roxboro, Ile Bizard, Dorval, Beaconsfield, Ste-Geneviève, Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: provincial

Legal status: provincial government agency

Employment support and training

CENTRE DE RECHERCHE D'EMPLOI DE POINTE-CLAIRE

1000 Saint-Jean Boulevard, Suite 95, Pointe-Claire, Montréal, QC, H9R 5P1

514 697-1500 Fax: 514 697-0293

Website: crepointeclair.com/en

Email: info@crepointeclair.com

Services: * Job seeking programs: job offers, resume writing assistance, personalized follow-up, workshops, Internet training, guidance service. * Specialized service for people 50 years old and over. * Bank of candidates for employers.

Eligibility: employment insurance beneficiaries, income security and others

Coverage area: West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30

Fees: free

Financing: provincial

Legal status: non-profit organization

PME - MTL - WEST-ISLAND

1675 Transcanadienne Highway, Suite 301, Dorval, Montréal, QC, H9P 1J1

514 426-2888 Fax: 514 316-3485

Website: pmemtl.com/west

Email: info@cldwi.com

Services: * Business services, including ones of social economy: support, accompaniment, financing, training. * Coaching and job placement. * Recruitment assistance. * Support to various developmental projects in the territory. * Employability program for immigrants.

Eligibility: residents and businesses

Coverage area: West-Island

Hours: Monday to Friday 8h30 to 16h30

Fees: none

Financing: provincial, municipal

Legal status: non-profit organization

SERVICES QUÉBEC - POINT DE SERVICE DE L'OUEST DE MONTRÉAL

1000 Saint-Jean Boulevard, 4th Floor, Pointe-Claire, Montréal, QC, H9R 5Y8

514 694-9494 Fax: 514 426-2611

Website: www.gouv.qc.ca/EN/NousJoindre/Pages/Bureaux.aspx

Services: * Info-emploi counter: job bank that can be consulted on site. * Job search assistance: redaction of resume and preparation to interview. * Information on programs and governmental services. * Multiservices room: access to phone, fax, computers and printing machines. * Workplace learning program. * Training programs aiming professional skills development for enterprises and specific client group: students, women, youth, young mothers, older workers, disabled people, immigrants or visible minorities. * Business assistance: advices and financial support in human resources management. * Last-resort financial and social assistance. * Administration of oath. * Last-resort financial and social assistance for people with severe or temporary restrictions on employment or occupational disabilities. * Ministère de l'Immigration, de la Francisation et de l'Intégration services.

Eligibility: job seekers, including people who have particular difficulties entering the labour market, individual and families receiving the governmental last-resort assistance or on a low income, employers and companies, people 16 years and over coping with a long term occupational disability (physical or mental health, physical or intellectual disabilities)

Coverage area: Pointe-Claire, Dollard-des-Ormeaux, Pierrefonds-Roxboro, Ile Bizard, Dorval, Beaconsfield, Ste-Geneviève, Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: provincial

Legal status: provincial government agency

Employment support for immigrants**CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - ALEXANDER**

4734 Alexander Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2B1

514 685-3000 Fax: 514 684-0002

Website: www.cimoi.com

Email: info@cimoi.com

Services: Welcoming and integration of newcomers. * PASI program: reception and support for settlement, accompaniment, assistance with forms, house search assistance and more. * Objective Integration Program. * Cultural activities. * Group employability program with workshops and internships in a company. * Individual job search assistance. * Networking between employers and immigrant people. * Part-time French learning program. * French classes in businesses. * Nobody's Perfect program: training for parents with children under 5 years old.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

PME - MTL - WEST-ISLAND

1675 Transcanadienne Highway, Suite 301, Dorval, Montréal, QC, H9P 1J1

514 426-2888 Fax: 514 316-3485

Website: pmemtl.com/west

Email: info@cldwi.com

Services: * Business services, including ones of social economy: support, accompaniment, financing, training. * Coaching and job placement. * Recruitment assistance. * Support to various developmental projects in the territory. * Employability program for immigrants.

Eligibility: residents and businesses

Coverage area: West-Island

Hours: Monday to Friday 8h30 to 16h30

Fees: none

Financing: provincial, municipal

Legal status: non-profit organization

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

Employment support for seniors

CENTRE DE RECHERCHE D'EMPLOI DE POINTE-CLAIRE

1000 Saint-Jean Boulevard, Suite 95, Pointe-Claire, Montréal, QC, H9R 5P1

514 697-1500 Fax: 514 697-0293

Website: crepointeclair.com/en

Email: info@crepointeclair.com

Services: * Job seeking programs: job offers, resume writing assistance, personalized follow-up, workshops, Internet training, guidance service. * Specialized service for people 50 years old and over. * Bank of candidates for employers.

Eligibility: employment insurance beneficiaries, income security and others

Coverage area: West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30

Fees: free

Financing: provincial

Legal status: non-profit organization

EXECUTIVES AVAILABLE

189 Hymus Boulevard, Suite 405, Pointe-Claire, Montréal, QC, H9R 1E9

514 697-2227 Fax: 514 697-7837

Website: www.ea-cd.ca

Email: info@ea-cd.ca

Services: Association of managers and professionals seeking new career opportunities.

Eligibility: people 40 years old and over

Capacity: approximately 400 members

Coverage area: Châteauguay, île de Montréal, Saint-Constant, Vaudreuil-Dorion, Saint-Lazare, Hudson

Hours: Monday to Friday 9h00 to 16h00

Fees: free

Financing: provincial

Legal status: non-profit organization

Employment support for youth

CARREFOUR JEUNESSE-EMPLOI DE L'OUEST-DE-L'ÎLE

225-F Hymus Boulevard, Pointe-Claire, Montréal, QC, H9R 1G4

514 782-0433 Fax: 514 782-0431

Website: www.cjeoieng.org

Email: info@cjeouestile.qc.ca

Services: Employability assistance. * Reception, information, accompaniment and referral. * Job search assistance and support. * Guidance. * Academic and professional information. * Documentation centre. * Entrepreneurship awareness. * Intervention for current or potential drop-outs.

Eligibility: young adults 16 to 35 years old

Coverage area: West Island, except Lachine

Hours: Monday to Thursday 8h30 to 16h30

Fees: free

Financing: provincial

Legal status: non-profit organization

D-TROIS-PIERRES

183 Cap-Saint-Jacques Road, Pierrefonds-Roxboro, Montréal, QC, H9K 1C6

514 648-8805 Fax: 514 648-9688

Website: www.d3pierres.com

Email: info@d3pierres.com

Services: Social and professional integration enterprise. * Jobs offered: catering service, grounds and buildings maintenance, agriculture, customer service. * Support: technical and socio-professional training, support for school integration, academic recognition (CREP), job search assistance.

Eligibility: young adults aged 18 to 30 years old, unemployed and not attending school on a full time basis

Capacity: 25 people

Coverage area: Pierrefonds-Roxboro

Hours: offices: Monday to Friday 8h30 to 12h00 and 13h00 to 17h00

Financing: self-financing, grants

Legal status: non-profit organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

Tax clinics**DORVAL - COMMUNITY AID - TAX CLINIC**

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Email: acommunautaire@ville.dorval.qc.ca

Services: Tax clinic by appointment with availabilities all year.

Eligibility: people on a low income: income of less than \$25,000 for a single person, newcomers, seniors

Coverage area: Dorval

Hours: 2021 clinic: by appointment, March 3 to April 30, Monday to Friday 9h00 to 16h00, some availabilities all year

Fees: none

Financing: municipal

Legal status: municipal agency

Vocational rehabilitation and disability-related employment

ACTION MAIN-D'OEUVRE INC. - SERVICE OFFICE IN WEST ISLAND

185 Dorval Avenue, Suite 203, Dorval, Montréal, QC, H9S 5J9

514 721-4941 Fax: 514 721-0937

Website: www.actionmaindoeuvre.ca

Email: info@actionmaindoeuvre.ca

Services: * Development of employment skills and individual counselling. * Job search assistance and interview preparation. * Introduction with employers and adaptation to the work environment, if necessary. * Accompaniment for job retention. * Negotiation of financial subsidies when required. * Referral to adapted businesses.

Eligibility: people 16 years old and over living with a mild intellectual disability or an autism spectrum disorder (ASD) without an intellectual disability

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Financing: provincial

Legal status: non-profit organization

CENTRE BIENVENUE

12694 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1W4

514 421-2212

Website: www.centrebienvenue.org

Email: info@centrebienvenue.org

Services: Drop-in centre. * Support, social rehabilitation service and psychosocial interventions. * Preparatory groups toward return to work and psychoeducational workshops. * Transit vers l'emploi: program giving access to a training certificate on personal and vocational skills development and self-knowledge courses. * Sporting and cultural activities, art workshops, etc. * Discussion groups. * Voice hearers group.

Eligibility: adults living with a mental health issue

Coverage area: West Island

Hours: Monday, Tuesday, Wednesday and Friday 9h00 to 15h00, Thursday 12h30 to 19h00

Financing: provincial, donations

Legal status: non-profit organization

D-TROIS-PIERRES

183 Cap-Saint-Jacques Road, Pierrefonds-Roxboro, Montréal, QC, H9K 1C6

514 648-8805 Fax: 514 648-9688

Website: www.d3pierres.com

Email: info@d3pierres.com

Services: Social and professional integration enterprise. * Jobs offered: catering service, grounds and buildings maintenance, agriculture, customer service. * Support: technical and socio-professional training, support for school integration, academic recognition (CREP), job search assistance.

Eligibility: young adults aged 18 to 30 years old, unemployed and not attending school on a full time basis

Capacity: 25 people

Coverage area: Pierrefonds-Roxboro

Hours: offices: Monday to Friday 8h30 to 12h00 and 13h00 to 17h00

Financing: self-financing, grants

Legal status: non-profit organization

ÉQUIPE ENTREPRISE (L')

1375 Trans-Canada Highway, Suite 100, Dorval, Montréal, QC, H9P 2W8

514 636-1081

Website: www.equipeentreprise.org

Email: info@equipeentreprise.org

Services: * Social integration program: kitchen work, customer service and cleaning. * Culinary training. * Production and sale of frozen meals.

Eligibility: individuals living with a mental health problem

Coverage area: West Island

Hours: Monday to Thursday 8h00 to 15h30

Financing: provincial, donations, self-financing

Legal status: non-profit organization

OMEGA COMMUNITY SERVICES

600 de l'Église Avenue, Dorval, Montréal, QC, H9S 1R3

514 631-2760 Fax: 514 631-1930

Website: www.omegacenter.org

Email: info@omegacenter.org

Services: * Supervised apartments. * Group home. * Day centre. * Educational, recreational and therapeutic activities. * PASS Action program: employment and socialization.

Eligibility: adults living with mental health problems with a possibility of social reinsertion

Capacity: 28 31/2 fully furnished units and 8 individual rooms

Coverage area: Montréal Island

Hours: administration and day centre: Monday to Friday 8h30 to 16h00

Financing: fundraising campaigns, provincial, federal, donations

Legal status: non-profit organization

PLACEMENT POTENTIEL

111 Donegani Avenue, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-0315 Fax: 514 694-8640

Website: www.placementpotentiel.com

Email: info@placementpotentiel.com

Services: * Job placement for people with disabilities. * Specialized housekeeping division.

Eligibility: people 18 years and over with a disability

Coverage area: Greater Montréal

Hours: Monday to Friday 8h00 to 16h00

Financing: provincial

Legal status: non-profit organization

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

SERVICES QUÉBEC - POINT DE SERVICE DE L'OUEST DE MONTRÉAL

1000 Saint-Jean Boulevard, 4th Floor, Pointe-Claire, Montréal, QC, H9R 5Y8

514 694-9494 Fax: 514 426-2611

Website: www.gouv.qc.ca/EN/NousJoindre/Pages/Bureaux.aspx

Services: * Info-emploi counter: job bank that can be consulted on site. * Job search assistance: redaction of resume and preparation to interview. * Information on programs and governmental services. * Multiservices room: access to phone, fax, computers and printing machines. * Workplace learning program. * Training programs aiming professional skills development for enterprises and specific client group: students, women, youth, young mothers, older workers, disabled people, immigrants or visible minorities. * Business assistance: advices and financial support in human resources management. * Last-resort financial and social assistance. * Administration of oath. * Last-resort financial and social assistance for people with severe or temporary restrictions on employment or occupational disabilities. * Ministère de l'Immigration, de la Francisation et de l'Intégration services.

Eligibility: job seekers, including people who have particular difficulties entering the labour market, individual and families receiving the governmental last-resort assistance or on a low income, employers and companies, people 16 years and over coping with a long term occupational disability (physical or mental health, physical or intellectual disabilities)

Coverage area: Pointe-Claire, Dollard-des-Ormeaux, Pierrefonds-Roxboro, Ile Bizard, Dorval, Beaconsfield, Ste-Geneviève, Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: provincial

Legal status: provincial government agency

Food

CHRISTMAS BASKET

COLLECTIVE KITCHENS AND COOKING WORKSHOPS

COMMUNITY GARDENS AND MARKETS

FOOD ASSISTANCE

FOOD AID FOR PREGNANT WOMEN AND CHILDREN

LOW COST OR FREE MEALS

PREPARED MEALS AND MEALS-ON-WHEELS

Christmas basket

CHRISTIAN ACTION

Confidential Address

514 694-9246

Services: * Food basket delivery.

Eligibility: people with financial difficulties

Coverage area: Pointe-Claire

Fees: free

Financing: donations, municipal

Legal status: non-profit organization

COMPTOIR ALIMENTAIRE SAINTE-ANNE-DE-BELLEVUE

176 Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1N1

514 820-7174 Fax: 514 457-3802

Email: comptoirSADB176@gmail.com

Services: * Distribution of non-perishable food items. * Vouchers for perishable food. * Christmas baskets.

Eligibility: people on a low income

Coverage area: Sainte-Anne-de-Bellevue, Baie-D'Urfé and Senneville (town and Parish)

Hours: calendar hung at the counter: usually 3rd Thursday of the month 9h00 to 15h00

Fees: free

Financing: donations, municipal, fundraising campaigns

Legal status: non-profit organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

MAISON ENTRE FAMILLES (LA)

239 Labrosse Avenue, Dollard-Des Ormeaux, Montréal, QC, H9G 1R9

514 814-0402

Website: www.lamaisonentrefamilles.com

Email: lamaisonentrefamille@gmail.com

Services: * Food bank. * Christmas baskets. * Clothing donations. * Educational activities.

Eligibility: families living with financial difficulties

Coverage area: L'île-Bizard, Sainte-Geneviève et Pierrefonds Ouest

Hours: food bank: Thursday 15h30 to 17h45 at Saint-Barnabas Church 12301 Colin Street

Financing: donations

Legal status: non-profit organization

WEST ISLAND ASSISTANCE FUND

21 du Centre-Commercial Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2N9

514 683-0456 Fax: 514 683-8589

Website: www.fdoi.org

Email: info@fdoi.org

Services: * Food bank. * Collective garden. * Thrift store and on-site recovery of clothing and small household items. * Tax clinic.

Eligibility: individuals, adults and families on a low income

Capacity: food bank: 30 to 40 families per day

Coverage area: West Island

Hours: food bank: Tuesday and Wednesday 9h30 to 11h30 and 13h00 to 15h30, Thursday and Friday 13h00 to 15h30

Fees: food bank: \$5 per month per family

Financing: grant, donations

Legal status: non-profit organization

Collective kitchens and cooking workshops

BREAD BASKET

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 694-5850

Website: www.corbeilledepain.com

Email: corbeilledepain@gmail.com

Services: Food security programs. * Community kitchens and food processing from gardening. * Food security workshops and nutrition seminars. * Kitchen workshops. * Solidarity markets. * Community gardens and education. * Solidarity gardens for the benefit of food banks. * Drop-off point for the ugly fruit and vegetables baskets second-life.ca

Eligibility: individuals and families vulnerable in terms of food security

Coverage area: West Island

Hours: Monday to Friday by appointment

Fees: voluntary \$5 contribution per workshop

Financing: grants, donations

Legal status: non-profit organization

FATHERS AT HEART

9542 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 589-1270

Email: info@famillescloverdale.org

Services: * Support for fathers to promote involvement in their children's lives. * Discussion group for men promoting exchanges and sharing. * Personalized accompaniment to appropriate resources. * Individual meetings and follow-up for fathers in difficulty. * Prenatal courses. * Awareness workshops on child development. * Father-children collective kitchens. * Father-children sports activities.

Eligibility: fathers in vulnerable positions

Coverage area: West Island

Hours: Monday and Thursday 10h00 to 14h00

Fees: free

Financing: provincial, grants

Legal status: non-profit organization

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

ST. COLUMBA BY-THE-LAKE PRESBYTERIAN CHURCH - FOOD MINISTRY

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 697-2091

Website: stcolumba.ca

Email: media@stcolumba.ca

Services: * Community gardens. * Seniors lunches. * Community dinners. * Community kitchens. * Window marché: low-cost meals to go.

Eligibility: people, families and seniors who are isolated or on a low income

Coverage area: West Island

Financing: donations, self-financing

Legal status: non-profit organization

Community gardens and markets**BREAD BASKET**

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 694-5850

Website: www.corbeilledepain.com

Email: corbeilledepain@gmail.com

Services: Food security programs. * Community kitchens and food processing from gardening. * Food security workshops and nutrition seminars. * Kitchen workshops. * Solidarity markets. * Community gardens and education. * Solidarity gardens for the benefit of food banks. * Drop-off point for the ugly fruit and vegetables baskets second-life.ca

Eligibility: individuals and families vulnerable in terms of food security

Coverage area: West Island

Hours: Monday to Friday by appointment

Fees: voluntary \$5 contribution per workshop

Financing: grants, donations

Legal status: non-profit organization

DORVAL - CITY

60 Martin Avenue, Dorval, Montréal, QC, H9S 3R4

514 633-4040 Fax: 514 633-4138

Website: www.ville.dorval.qc.ca

Email: dorval@ville.dorval.qc.ca

Services: Municipal service management. * Municipal tax management and payment. * Garbage collection. * Construction permits. * Parking licenses. * Pet licenses. * Community gardens.

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30

Financing: municipal

Legal status: municipal agency

ST. COLUMBA BY-THE-LAKE PRESBYTERIAN CHURCH - FOOD MINISTRY

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 697-2091

Website: stcolumba.ca

Email: media@stcolumba.ca

Services: * Community gardens. * Seniors lunches. * Community dinners. * Community kitchens. * Window marché: low-cost meals to go.

Eligibility: people, families and seniors who are isolated or on a low income

Coverage area: West Island

Financing: donations, self-financing

Legal status: non-profit organization

WEST ISLAND ASSISTANCE FUND

21 du Centre-Commercial Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2N9

514 683-0456 Fax: 514 683-8589

Website: www.fdoi.org

Email: info@fdoi.org

Services: * Food bank. * Collective garden. * Thrift store and on-site recovery of clothing and small household items. * Tax clinic.

Eligibility: individuals, adults and families on a low income

Capacity: food bank: 30 to 40 families per day

Coverage area: West Island

Hours: food bank: Tuesday and Wednesday 9h30 to 11h30 and 13h00 to 15h30, Thursday and Friday 13h00 to 15h30

Fees: food bank: \$5 per month per family

Financing: grant, donations

Legal status: non-profit organization

Food Assistance

CHRISTIAN ACTION

Confidential Address

514 694-9246

Services: * Food basket delivery.

Eligibility: people with financial difficulties

Coverage area: Pointe-Claire

Fees: free

Financing: donations, municipal

Legal status: non-profit organization

COMPTOIR ALIMENTAIRE SAINTE-ANNE-DE-BELLEVUE

176 Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1N1

514 820-7174 Fax: 514 457-3802

Email: comptoirSADB176@gmail.com

Services: * Distribution of non-perishable food items. * Vouchers for perishable food. * Christmas baskets.

Eligibility: people on a low income

Coverage area: Sainte-Anne-de-Bellevue, Baie-D'Urfé and Senneville (town and Parish)

Hours: calendar hung at the counter: usually 3rd Thursday of the month 9h00 to 15h00

Fees: free

Financing: donations, municipal, fundraising campaigns

Legal status: non-profit organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

MAISON ENTRE FAMILLES (LA)

239 Labrosse Avenue, Dollard-Des Ormeaux, Montréal, QC, H9G 1R9

514 814-0402

Website: www.lamaisonentrefamilles.com

Email: lamaisonentrefamille@gmail.com

Services: * Food bank. * Christmas baskets. * Clothing donations. * Educational activities.

Eligibility: families living with financial difficulties

Coverage area: L'île-Bizard, Sainte-Geneviève et Pierrefonds Ouest

Hours: food bank: Thursday 15h30 to 17h45 at Saint-Barnabas Church 12301 Colin Street

Financing: donations

Legal status: non-profit organization

ON ROCK COMMUNITY SERVICES

9554 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 696-1905 Fax: 514 453-2505

Website: www.onrock.org

Email: onrock@onrock.org

Services: * Food bank. * School lunch program. * Community dinners. * Christmas baskets for those already benefiting from the food bank. * School supplies distribution.

Eligibility: people on a low income

Coverage area: West Island

Hours: Monday, Wednesday and Friday 9h30 to 17h00, Tuesday and Thursday 9h30 to 19h00

Fees: food baskets: \$7, meals: \$2

Financing: donations, fundraising campaigns

Legal status: non-profit organization

WEST ISLAND ASSISTANCE FUND

21 du Centre-Commercial Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2N9

514 683-0456 Fax: 514 683-8589

Website: www.fdoi.org

Email: info@fdoi.org

Services: * Food bank. * Collective garden. * Thrift store and on-site recovery of clothing and small household items. * Tax clinic.

Eligibility: individuals, adults and families on a low income

Capacity: food bank: 30 to 40 families per day

Coverage area: West Island

Hours: food bank: Tuesday and Wednesday 9h30 to 11h30 and 13h00 to 15h30, Thursday and Friday 13h00 to 15h30

Fees: food bank: \$5 per month per family

Financing: grant, donations

Legal status: non-profit organization

WEST ISLAND MISSION

219 Labrosse Avenue, Pointe-Claire, Montréal, QC, H9R 1A3

514 912-6813

Website: www.wimmoi.org

Email: info@wimmoi.org

Services: * Food assistance in the form of a shop. * Delivery available for people with reduced mobility. * Christmas baskets. * School supplies distribution.

Eligibility: people on a low income

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Kirkland, Pierrefonds-Roxboro, Île-Bizard-Sainte-Geneviève, Pointe-Claire

Hours: food aid: Friday 9h00 to 11h30, Wednesday 15h00 to 18h30

Fees: food aid: free

Financing: donations, fundraising campaigns

Legal status: non-profit organization

Food aid for pregnant women and children**BREAD BASKET**

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 694-5850

Website: www.corbeilledepain.com

Email: corbeilledepain@gmail.com

Services: Food security programs. * Community kitchens and food processing from gardening. * Food security workshops and nutrition seminars. * Kitchen workshops. * Solidarity markets. * Community gardens and education. * Solidarity gardens for the benefit of food banks. * Drop-off point for the ugly fruit and vegetables baskets second-life.ca

Eligibility: individuals and families vulnerable in terms of food security

Coverage area: West Island

Hours: Monday to Friday by appointment

Fees: voluntary \$5 contribution per workshop

Financing: grants, donations

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

Low cost or free meals**CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS**

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

ON ROCK COMMUNITY SERVICES

9554 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 696-1905 Fax: 514 453-2505

Website: www.onrock.org

Email: onrock@onrock.org

Services: * Food bank. * School lunch program. * Community dinners. * Christmas baskets for those already benefiting from the food bank. * School supplies distribution.

Eligibility: people on a low income

Coverage area: West Island

Hours: Monday, Wednesday and Friday 9h30 to 17h00, Tuesday and Thursday 9h30 to 19h00

Fees: food baskets: \$7, meals: \$2

Financing: donations, fundraising campaigns

Legal status: non-profit organization

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

ST. COLUMBA BY-THE-LAKE PRESBYTERIAN CHURCH - FOOD MINISTRY

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 697-2091

Website: stcolumba.ca

Email: media@stcolumba.ca

Services: * Community gardens. * Seniors lunches. * Community dinners. * Community kitchens. * Window marché: low-cost meals to go.

Eligibility: people, families and seniors who are isolated or on a low income

Coverage area: West Island

Financing: donations, self-financing

Legal status: non-profit organization

Prepared meals and Meals-on-wheels

ÉQUIPE ENTREPRISE (L')

1375 Trans-Canada Highway, Suite 100, Dorval, Montréal, QC, H9P 2W8

514 636-1081

Website: www.equipeentreprise.org

Email: info@equipeentreprise.org

Services: * Social integration program: kitchen work, customer service and cleaning. * Culinary training. * Production and sale of frozen meals.
Eligibility: individuals living with a mental health problem
Coverage area: West Island
Hours: Monday to Thursday 8h00 to 15h30
Financing: provincial, donations, self-financing
Legal status: non-profit organization

ST. COLUMBA BY-THE-LAKE PRESBYTERIAN CHURCH - FOOD MINISTRY

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 697-2091

Website: stcolumba.ca

Email: media@stcolumba.ca

Services: * Community gardens. * Seniors lunches. * Community dinners. * Community kitchens. * Window marché: low-cost meals to go.

Eligibility: people, families and seniors who are isolated or on a low income

Coverage area: West Island

Financing: donations, self-financing

Legal status: non-profit organization

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zootherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

Government services

FEDERAL SERVICES

MUNICIPAL SERVICES

OFFICIAL DOCUMENTS

PROVINCIAL SERVICES

Federal services

POINTE-CLAIRE PASSPORT CANADA OFFICE

6815 Trans-Canada Highway, Suite C-022A, Pointe-Claire, Montréal, QC, H9R 5J2

1 800 567-6868 TTY: 1 866 255-7655

Website: www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports.html

Email: cic-media-relations@cic.gc.ca

Services: Issuance of Canadian passports and other travel documents.

Coverage area: Canada

Hours: Monday to Friday 8h30 to 16h00, Saturday 9h00 to 16h30

Fees: variable, according to the type of passport

Financing: federal

Legal status: federal government agency

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

Municipal services

BAIE-D'URFÉ - CITY

20410 Lakeshore Road, Baie-D'Urfé, Montréal, QC, H9X 1P7

514 457-5324 Fax: 514 457-5671

Website: www.baie-durfe.qc.ca/en/

Email: info@baie-durfe.qc.ca

Services: Municipal services management. * Municipal tax payment. * Collection of residual materials. * Construction permits. * List of people with reduced mobility in case of emergency. * Home snow removal for seniors and people with disabilities. * Reimbursement of public transit fare for seniors.

Coverage area: Baie-D'Urfé

Hours: Monday to Thursday 8h00 to 16h30, Friday 8h00 to 13h00

Financing: municipal

Legal status: municipal agency

BAIE-D'URFÉ - COMMUNITY LIFE

20410 Lakeshore Road, Baie-D'Urfé, Montréal, QC, H9X 1P7

514 457-5324 Fax: 514 457-5671

Website: www.baie-durfe.qc.ca/en/

Email: info@baie-durfe.qc.ca

Services: * Recreational and cultural activities. * Parks, community centres, sports fields, ice rinks. * Events and concerts.

Coverage area: Baie-D'Urfé

Hours: Monday to Thursday 8h00 to 16h30, Friday 8h00 to 13h00

Financing: municipal

Legal status: municipal agency

BEACONSFIELD - CITY

303 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 428-4400 Fax: 514 428-4424

Website: www.beaconsfield.ca

Email: info@beaconsfield.ca

Services: Municipal services management. * Municipal taxes payment and management. * Residual materials management and collection. * Public work department. * Urban-planning department: construction permits. * Administration of oath. * Emergency housing in case of catastrophe. * Municipal patrol: enforcement of regulations and animal control.

Coverage area: Beaconsfield

Hours: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

BEACONSFIELD - LEISURE SERVICES

1974 City Lane, Beaconsfield, Montréal, QC, H9W 6B1

514 428-4520 Fax: 514 428-4545

Website: www.beaconsfield.ca

Email: info@beaconsfield.ca

Services: * Sporting and recreational activities for all ages. * Recreational centre, swimming pool, arena. * Summer day camp.

Coverage area: Beaconsfield

Hours: reception: Monday to Friday 8h00 to 21h00, Saturday and Sunday 9h00 to 20h00, administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

DOLLARD-DES-ORMEAUX - CITY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1010 Fax: 514 684-6894

Website: www.ville.ddo.qc.ca

Email: ville@ddo.qc.ca

Services: Municipal service management. * Municipal tax management and payment. * Garbage collection. * Construction permits. * Financial assistance for home adaptation for people living with a disability.

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 8h00 to 12h00 and 13h00 to 16h00

Financing: municipal

Legal status: municipal agency

DOLLARD-DES-ORMEAUX - SPORTS, RECREATION AND CULTURE

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1011 ext. 2 Fax: 514 684-9569

Website: ville.ddo.qc.ca/en/sports-recreation-and-culture

Email: loisirs@ddo.qc.ca

Services: * Community, sociocultural and sporting activities. * Aquatic centre and swimming pools, arenas and skating rinks, community centre, cultural centre, art gallery, fitness centre, parks and playgrounds. * Coordination with community organizations. * Hall rental. * Summer day camp.

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 8h00 to 12h00 and 13h00 to 16h00

Fees: variable

Financing: municipal

Legal status: municipal agency

DORVAL - CITY

60 Martin Avenue, Dorval, Montréal, QC, H9S 3R4

514 633-4040 Fax: 514 633-4138

Website: www.ville.dorval.qc.ca

Email: dorval@ville.dorval.qc.ca

Services: Municipal service management. * Municipal tax management and payment. * Garbage collection. * Construction permits. * Parking licenses. * Pet licenses. * Community gardens.

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30

Financing: municipal

Legal status: municipal agency

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

ÎLE-BIZARD-SAINTE-GENEVIÈVE (L') - BOROUGH

350 Montée de l'Église, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 1G9

11/6/00 Fax: 514 620-8198

Website: ville.montreal.qc.ca/ibsg

Email: arribsg@ville.montreal.qc.ca

Services: * Accès Montréal card. * Consultation of public notices. * Administration of oath. * Property assessment. * Information and payment of municipal taxes. * Ticket information and payment. * Cat and dog licenses. * Municipal service intervention requests. * Low-cost housing application. * Parking licenses. * INFO-travaux: location of infrastructure work. * Info-collectes: servicesenligne2.ville.montreal.qc.ca/sel/infocollectes * Removal of dead animals found on private or public property.

Coverage area: L'Île-Bizard-Sainte-Geneviève

Financing: municipal

Legal status: municipal agency

ÎLE-BIZARD-SAINTE-GENEVIÈVE (L') - BOROUGH - SAINTE-GENEVIÈVE BRANCH

15795 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C5

311 Fax: 514 620-7291

Website: ville.montreal.qc.ca/ibsg

Email: arribsg@ville.montreal.qc.ca

Services: * Accès Montréal card. * Consultation of public notices. * Administration of oath. * Property assessment. * Information and payment of municipal taxes. * Ticket information and payment. * Cat and dog licenses. * Municipal service intervention requests. * Low-cost housing application. * Parking licenses. * INFO-travaux: location of infrastructure work. * Info-collectes: servicesenligne2.ville.montreal.qc.ca/sel/infocollectes * Removal of dead animals found on private or public property.

Coverage area: L'Île-Bizard-Sainte-Geneviève

Financing: municipal

Legal status: municipal agency

KIRKLAND - CITY

17200 Hymus Boulevard, Kirkland, Montréal, QC, H9J 3Y8

514 694-4100 Fax: 514 630-2711

Website: www.ville.kirkland.qc.ca

Services: Municipal service management. * Municipal tax management and payment. * Garbage collection. * Construction permits. * Dog licenses. * Parking licenses. * Automated emergency call system.

Coverage area: Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: municipal

Legal status: municipal agency

KIRKLAND - RECREATION AND LIBRARY DEPARTMENT

16950 Hymus Boulevard, Kirkland, Montréal, QC, H9H 3W7

514 630-2719 Fax: 514 630-2733

Website: www.ville.kirkland.qc.ca

Email: mklaiman@ville.kirkland.qc.ca

Services: * Community, sociocultural and sporting activities. * Arena, gym, sports complex, swimming pools, ice rinks, parks, playgrounds, sports fields. * Summer day camp. * Events and shows. * Hall rental.

Coverage area: Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

PIERREFONDS-ROXBORO - BOROUGH

13665 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9A 2Z4

11/6/00 Fax: 514 624-1300

Website: ville.montreal.qc.ca/pierrefonds-roxboro

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Accès Montréal card. * Consultation of public notices. * Administration of oath. * Property assessment. * Information and payment of municipal taxes. * Ticket information and payment. * Cat and dog licenses. * Municipal service intervention requests. * Low-cost housing application. * Parking licenses. * INFO-travaux: location of infrastructure work. * Info-collectes: servicesenligne2.ville.montreal.qc.ca/sel/infocollectes * Recovery of dead animals on public and private properties.

Coverage area: Pierrefonds-Roxboro

Hours: Monday to Thursday 8h00 to 17h00, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

POINTE-CLAIRE - CITY

451 Saint-Jean Boulevard, Pointe-Claire, Montréal, QC, H9R 3J3

514 630-1200 Fax: 514 630-1272

Website: pointe-claire.ca

Email: communications@pointe-claire.ca

Services: Municipal service management. * Municipal tax payment. * Construction permits. * Administration of oath. * Collection of residual materials. * Emergency notification system.

Coverage area: Pointe-Claire

Hours: Monday, Tuesday, Wednesday and Friday 8h30 to 16h30, Thursday 8h30 to 19h00, summer: Monday to Wednesday 8h00 to 16h30, Thursday 8h00 to 19h00, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

POINTE-CLAIRE - SPORTS, LEISURE AND COMMUNITY DEVELOPMENT

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 Fax: 514 630-1270

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: * Community, sociocultural and sporting activities. * Parks, arena, swimming pools, ice rinks, aquatic centre, community centre. * Coordination with community organizations. * Summer day camp. * Hall rental.

Coverage area: Pointe-Claire

Fees: variable

Financing: municipal

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE - CITY

109 Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1M2

514 457-5500 Fax: 514 457-6087

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: info@sadb.qc.ca

Services: Municipal service management. * Municipal tax payment. * Garbage collection. * Construction permits. * Parking licences. * Dog licences. * Emergency notification system.

Coverage area: Sainte-Anne-De-Bellevue

Hours: Monday to Thursday 8h00 to 12h00 and 12h45 to 16h30, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE - RECREATION AND COMMUNITY DEVELOPMENT

60 Saint-Pierre Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y6

514 457-1605 Fax: 514 457-1129

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: loisirs@sadb.qc.ca

Services: * Community, sociocultural and sporting activities. * Community centre, sports centres, arena, swimming pools, parks and playgrounds, ice rinks. * Coordination with community organizations. * Summer day camp. * Hall rental. * Parties and events.

Coverage area: Sainte-Anne-De-Bellevue

Hours: administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

SENNEVILLE - RECREATION, CULTURE AND COMMUNITY LIFE

20 Morningside Avenue, Baie-D'Urfé, Montréal, QC, H9X 0A8

514 457-6020 ext. 120

Website: www.villagesenneville.qc.ca

Email: loisirs@villagesenneville.qc.ca

Services: * Sporting, recreational and community activities. * Parks, sports fields, swimming pool, ice rinks and community centre. * Summer day camp. * Hall rental. * Events.

Coverage area: Senneville

Fees: variable

Financing: municipal

Legal status: municipal agency

SENNEVILLE - VILLAGE

35 de Senneville Road, Senneville, Montréal, QC, H9X 1B8

514 457-6020 Fax: 514 457-0447

Website: www.villagesenneville.qc.ca

Email: info@villagesenneville.qc.ca

Services: Municipal service management. * Municipal tax payment. * Garbage collection. * Construction permits. * Dog licences. * Emergency notification system.

Coverage area: Senneville

Hours: Monday to Thursday 8h00 to 12h00 and 12h45 to 16h30, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTRÉAL - POLICE STATION 1 - BAIE-D'URFÉ, BEACONSFIELD, KIRKLAND, SAINTE-ANNE-DE-BELLEVUE, SENNEVILLE

2883 Saint-Charles Boulevard, Kirkland, Montréal, QC, H9H 3B5

514 280-0101 Fax: 514 280-0601

Website: spvm.qc.ca/en/PDQ1

Email: pdq1@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: Baie-d'Urfé, Beaconsfield, Kirkland, Sainte-Anne-de-Bellevue, Senneville

Hours: Monday to Sunday 9h00 to 19h00

Financing: provincial, municipal

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTRÉAL - POLICE STATION 3 - L'ÎLE-BIZARD, PIERREFONDS, SAINTE-GENEVIÈVE, ROXBORO

14680 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4Y6

514 280-0103 Fax: 514 280-0603

Website: spvm.qc.ca/en/PDQ3

Email: pdq3@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: L'Île-Bizard, Pierrefonds, Sainte-Geneviève, Roxboro

Hours: Monday to Sunday 9h00 to 19h00

Financing: municipal, provincial

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTREAL - POLICE STATION 4 - DOLLARD-DES-ORMEAUX

4139 des Sources Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A6

514 280-0104 Fax: 514 280-0604

Website: spvm.qc.ca/en/PDQ4

Email: pdq4@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Sunday 9h00 to 19h00

Financing: municipal, provincial

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTREAL - POLICE STATION 5 - DORVAL, L'ÎLE-DORVAL, POINTE-CLAIRE

395 Saint-Jean Boulevard, Pointe-Claire, Montréal, QC, H9R 3J2

514 280-0105 Fax: 514 280-0605

Website: spvm.qc.ca/en/PDQ5

Email: pdq5@spvm.qc.ca

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Criminal record check-up. * Loan of engravers to identify valuables. * Sociocommunity sector, specialized units and awareness-raising.

Eligibility: citizens and residents of the neighbourhood

Coverage area: Dorval, L'Île-Dorval, Pointe-Claire

Hours: Monday to Sunday 9h00 to 19h00

Financing: municipal, provincial

Legal status: municipal agency

SERVICE DE POLICE DE LA VILLE DE MONTRÉAL - POLICE STATION 55 - AÉROPORT INTERNATIONAL PIERRE-ELLIOT-TRUDEAU DE MONTRÉAL

975 Roméo-Vachon Boulevard North, Dorval, Montréal, QC, H4Y 1H1

514 280-0455

Website: spvm.qc.ca/en/PDQ55

Services: Peacekeeping, law enforcement and public security. * Prevention and repression of crime and offences. * Maintenance of the system's fluidity. * Follow-up on luggage theft.

Eligibility: users and employees of Montréal Pierre-Elliott-Trudeau International Airport

Coverage area: Montréal Pierre-Elliott-Trudeau International Airport

Financing: municipal, provincial

Legal status: municipal agency

Official documents

POINTE-CLAIRE PASSPORT CANADA OFFICE

6815 Trans-Canada Highway, Suite C-022A, Pointe-Claire, Montréal, QC, H9R 5J2

1 800 567-6868 TTY: 1 866 255-7655

Website: www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports.html

Email: cic-media-relations@cic.gc.ca

Services: Issuance of Canadian passports and other travel documents.

Coverage area: Canada

Hours: Monday to Friday 8h30 to 16h00, Saturday 9h00 to 16h30

Fees: variable, according to the type of passport

Financing: federal

Legal status: federal government agency

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

Provincial services

SERVICES QUÉBEC - POINT DE SERVICE DE L'OUEST DE MONTRÉAL

1000 Saint-Jean Boulevard, 4th Floor, Pointe-Claire, Montréal, QC, H9R 5Y8

514 694-9494 Fax: 514 426-2611

Website: www.gouv.qc.ca/EN/NousJoindre/Pages/Bureaux.aspx

Government services

Services: * Info-emploi counter: job bank that can be consulted on site. * Job search assistance: redaction of resume and preparation to interview. * Information on programs and governmental services. * Multiservices room: access to phone, fax, computers and printing machines. * Workplace learning program. * Training programs aiming professional skills development for enterprises and specific client group: students, women, youth, young mothers, older workers, disabled people, immigrants or visible minorities. * Business assistance: advices and financial support in human resources management. * Last-resort financial and social assistance. * Administration of oath. * Last-resort financial and social assistance for people with severe or temporary restrictions on employment or occupational disabilities. * Ministère de l'Immigration, de la Francisation et de l'Intégration services.

Eligibility: job seekers, including people who have particular difficulties entering the labour market, individual and families receiving the governmental last-resort assistance or on a low income, employers and companies, people 16 years and over coping with a long term occupational disability (physical or mental health, physical or intellectual disabilities)

Coverage area: Pointe-Claire, Dollard-des-Ormeaux, Pierrefonds-Roxboro, Ile Bizard, Dorval, Beaconsfield, Ste-Geneviève, Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: provincial

Legal status: provincial government agency

Health

DENTAL CARE

FAMILY PLANNING

HOME CARE

HOSPITALS, CLSC AND COMMUNITY CLINICS

PALLIATIVE CARE

PATIENT SUPPORT ASSOCIATIONS

PUBLIC HEALTH

Dental care

JOHN ABBOTT COLLEGE - DENTAL CLINIC

Stewart East Building, 21275 Lakeshore Road, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 3L9

514 457-5010 Fax: 514 457-7733

Website: www.johnabbott.qc.ca/community/dental-clinic

Services: Dental services provided by dental hygiene students under the supervision of licensed dental hygienists and dentists. * Dental exams. * X-rays. * Cleaning. * Polishing. * Nutritional guidance. * Pits and fissure sealants. * Fluoride application. * Sport guards. * Restorative services: amalgam fillings and esthetic fillings.

Coverage area: Greater Montréal

Hours: September to May, Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: self-financing

Legal status: parapublic organization

Family planning

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

CANADIAN FERTILITY AND ANDROLOGY SOCIETY

94 de la Présentation Avenue, Dorval, Montréal, QC, H9S 3L3

514 300-1333 Fax: 514 524-2163

Website: www.cfas.ca

Email: info@cfas.ca

Services: * Representation and support targeting the advancement of reproductive science. * Research.

Eligibility: obstetricians and gynecologists, urologists, reproductive endocrinologists, research scientists, nurses and other health care professionals

Capacity: 700 members

Coverage area: Canada

Financing: foundations

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

Home care**CLSC DE PIERREFONDS**

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

Hospitals, CLSC and community clinics

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

LAKESHORE GENERAL HOSPITAL

160 Stillview Avenue, Pointe-Claire, Montréal, QC, H9R 2Y2

514 630-2225

Website: ciusss-ouestmtl.gouv.qc.ca/en/home

Services: Hospital providing general and specialized health care.

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Financing: provincial

Legal status: parapublic organization

SAINTE-ANNE'S HOSPITAL

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

1 800 361-9287

Website: ciusss-ouestmtl.gouv.qc.ca/en/ste-anne-s-hospital/

Email: informations.comtl@ssss.gouv.qc.ca

Services: General and specialized care hospital. * Long-term care and respite for veterans. * Day centre for veterans. * Residential and mobile operational stress injury clinics. * Respite care for families and caregivers. * Telemedecine: individual and family consultations, follow-up appointments.

Eligibility: veterans, their families, general public

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Financing: provincial

Legal status: parapublic organization

Palliative care

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

LITTLE BROTHERS - WEST ISLAND

204 Lakeview Avenue, Pointe-Claire, Montréal, QC, H9S 4C5

514 247-1282

Website: www.littlebrothers.ca

Email: westisland@littlebrothers.ca

Services: Organization aiming to break the isolation and loneliness of people of advanced age until their end of life. * Accompaniment and pairing with volunteers. * Visits in people's living environments: at-home, at the hospital or CHSLD, in residences, etc. * Activities and special outings to celebrate birthdays and traditional holidays. * Holiday stays at The Juliette Huot Chalet in Oka. * End-of-life accompaniment.

Eligibility: seniors 75 years old and over without a present family or significant social relations

Capacity: no limit

Coverage area: West Island, Lachine, Vaudreuil-Dorion, Île-Perrot, Saint-Lazare

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: fundraising campaigns, self-financing, donations

Legal status: non-profit organization

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

WEST ISLAND PALLIATIVE CARE RESIDENCE

265 André-Brunet Street, Kirkland, Montréal, QC, H9H 3R4

514 693-1718 Fax: 514 693-0374

Website: residencesoinspalliatifs.com

Email: tdellar@wipcr.ca

Services: Palliative care. * Support groups for relatives. * Support calls: support during the illness and grief. * Montreal Institute for Palliative Care: advancement of palliative care through education and research.

Eligibility: patients who are terminally ill, their families

Capacity: 23 patients

Coverage area: West Island

Hours: 24 hours / 7 days

Fees: none

Financing: provincial, fundraising campaigns, donations

Legal status: non-profit organization

Patient support associations

ARTHRITIS WEST ISLAND SELF-HELP ASSOCIATION OF MONTRÉAL

640 Lakeshore Road, Suite 103, Dorval, Montréal, QC, H9S 2B6

514 631-3288 Fax: 514 631-9484

Website: www.awishmontreal.org

Email: arthritis@awishmontreal.org

Services: * Information on all types of arthritis. * Emotional support. * Caring and sharing: support groups for people living with arthritis and caregivers. * Support groups for people coping with scleroderma. * Information sessions, pain management classes. * Exercise classes.

Eligibility: people living with fibromyalgia, scleroderma, and/or other types of arthritis (osteoarthritis, rheumatoid, lupus)

Coverage area: West Island

Hours: Monday to Friday 9h00 to 16h00

Fees: annual membership: individual \$25, family \$30

Financing: grants, membership fees, fundraising campaigns, donations

Legal status: non-profit organization

CANADIAN LIVER FOUNDATION - MONTRÉAL CHAPTER

42-B Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1L3

514 457-7575

Website: www.liver.ca

Email: klyon@liver.ca

Services: * Educational programs on liver disease. * Documentation. * Support groups for people affected and their families: three meetings per year. * Awareness activities for the general public and for community organizations. * Financial support to research.

Eligibility: people with liver disease, liver transplant recipients, families, caregivers, people who want to learn about liver health

Coverage area: Greater Montréal, Northern Québec, Québec City, Sherbrooke

Hours: Monday to Friday 9h00 to 16h30, call beforehand

Fees: free

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

PROSTATE CANCER CANADA NETWORK - MONTRÉAL WEST ISLAND

1335 Lakeshore Drive, Dorval, Montréal, QC, H9S 2E5

514 694-6412

Website: www.pccnmontrealwestisland.com

Email: mtlwi@gmail.com

Services: * Conferences with health professionals. * Open discussion meetings. * Documentation.

Eligibility: men living with prostate cancer

Capacity: around 35 people per meeting

Coverage area: West Island

Hours: 4th Thursday of the month 19h30, except for December, July and August

Fees: annual membership: \$10 suggested
Financing: membership fees, provincial, donations
Legal status: non-profit organization

RECOVERY CANADA - WEST ISLAND GROUP

98 Aurora Avenue, Pointe-Claire, Montréal, QC, H9R 3G7

514 694-3461

Website: www.recoverycanada.org

Email: kelemensusan@gmail.com

Services: * Ongoing weekly self-help groups. * Training in cognitive behavioural skills for the management of nervous fears and nervous symptoms.

Eligibility: adults living with emotional difficulties

Capacity: self-help group: between 5-20 and 20 people per meeting

Coverage area: West Island

Hours: self-help group: Monday 18h30-19h00

Fees: voluntary contributions

Financing: self-financing

Legal status: non-profit organization

REGROUPEMENT QUÉBÉCOIS DES MALADIES ORPHELINES

Confidential Address

819 943-2854

Website: rqmo.org

Email: info@rqmo.org

Services: Online or telephone information, referral and support. * Public and medical body awareness. * Promotion of discussions between researchers and people living with an illness.

Eligibility: people with a rare disease and their relatives

Coverage area: Province of Québec

Hours: Monday to Friday 9h00 to 17h00

Fees: none

Financing: fundraising campaigns

Legal status: non-profit organization

VOBOC FOUNDATION (THE)

269 Saint-Jean Boulevard, Suite 215, Pointe-Claire, Montréal, QC, H9R 3J1

514 695-9292 Fax: 514 695-3443

Website: voboc.org

Email: info@voboc.org

Services: Support for teenagers and young adults with cancer. * Vo-pak: backpacks with tools and resources. * Education and awareness-raising. * Holiday baskets for patients. * Partnerships with hospitals.

Eligibility: teenagers and young adults with cancer

Coverage area: Montréal Island

Fees: none

Financing: donations, fundraising campaigns

Legal status: non-profit organization

WEST ISLAND CANCER WELLNESS CENTRE

115 Barry Street, Kirkland, Montréal, QC, H9H 0C4

514 695-9355 Fax: 514 695-9315

Website: www.wicwc.org

Email: info@wicwc.org

Services: Complementary services and programs adapted to emotional, physical and spiritual needs of people living with cancer. * Psychosocial, psychological and spiritual accompaniment. * Support groups such as: Newly diagnosed, Healing your life and On the Road to health. * Programs and workshops: art therapy, nutritional cooking, Reiki, Yoga, therapeutic touch.

Eligibility: people affected by cancer and caregivers

Coverage area: Grand Montréal

Hours: Monday, Tuesday, Thursday and Friday 8h30 to 16h00, Wednesday 8h30 to 20h00, most groups and programs are offered during the day

Fees: free

Financing: donations

Legal status: non-profit organization

Public Health

BREAD BASKET

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 694-5850

Website: www.corbeilledepain.com

Email: corbeilledepain@gmail.com

Services: Food security programs. * Community kitchens and food processing from gardening. * Food security workshops and nutrition seminars. * Kitchen workshops. * Solidarity markets. * Community gardens and education. * Solidarity gardens for the benefit of food banks. * Drop-off point for the ugly fruit and vegetables baskets second-life.ca

Eligibility: individuals and families vulnerable in terms of food security

Coverage area: West Island

Hours: Monday to Friday by appointment

Fees: voluntary \$5 contribution per workshop

Financing: grants, donations

Legal status: non-profit organization

CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DE L'OUEST-DE-L'ÎLE-DE-MONTRÉAL

Confidential Address

514 630-2123

Website: www.ciusss-ouestmtl.gouv.qc.ca

Email: informations.comtl@ssss.gouv.qc.ca

Services: Planning, coordination and organization of social and health services. * Responsibility of the availability of care to the entire population, including the most vulnerable. * Management of simplified access to services. * Administration of partnerships with intermediate housing resources. * Handling of complaints regarding dissatisfaction or violation of users' rights.

Coverage area: West Island

Financing: provincial

Legal status: parapublic organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

HALTE-FRAÎCHEUR - CENTRE COMMUNAUTAIRE DE L'EST - GERRY-ROBERTSON

9665 Gouin Boulevard Ouest, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R4

Services: Air-conditioned place open to the public during extreme heat periods.

Eligibility: citizens

Coverage area: Pierrefonds-Roxboro

Hours: Friday, Saturday and Sunday 9h00 to 21h00

Financing: municipal

Legal status: municipal agency

VILLE DE POINTE-CLAIRE - AID FOR SENIORS

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 ext. 1644

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: Services for seniors. * Friendly Hello: friendly phone calls. * Indoor and outdoor cleaning services. * Snow shoveling service. * Activities, annual events, outings, discussion groups. * Senior centre at Arthur-Séguin Chalet, 365 Saint-Louis Avenue. * Sports and recreational activities: knitting club, walking, bridge, fitness, dance, conferences, etc. * Nutrition workshops.

Eligibility: recreational activities, friendly phone calls and senior centre: seniors 60 years and over, house cleaning: people on a low income 65 years and over

Coverage area: Pointe-Claire

Hours: October to April: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30, May to September: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00, cleaning: Monday to Friday 9h00 to 16h00, senior centre: Wednesday 10h00 to 14h00 and Friday 13h00 to 15h00, closed in July and August

Fees: senior centre: \$25 for residents, \$30 for non-residents

Financing: membership fees

Legal status: municipal agency

WEST ISLAND CANCER WELLNESS CENTRE

115 Barry Street, Kirkland, Montréal, QC, H9H 0C4

514 695-9355 Fax: 514 695-9315

Website: www.wicwc.org

Email: info@wicwc.org

Services: Complementary services and programs adapted to emotional, physical and and spiritual needs of people living with cancer. * Psychosocial, psychological and spiritual accompaniment. * Support groups such as: Newly diagnosed, Healing your life and On the Road to health. * Programs and workshops: art therapy, nutritional cooking, Reiki, Yoga, therapeutic touch.

Eligibility: people affected by cancer and caregivers

Coverage area: Grand Montréal

Hours: Monday, Tuesday, Thursday and Friday 8h30 to 16h00, Wednesday 8h30 to 20h00, most groups and programs are offered during the day

Fees: free

Financing: donations

Legal status: non-profit organization

Homelessness

DAY AND EVENING CENTRES

MOBILE UNITS AND STREET WORK

SHELTERS

TRANSITIONAL HOUSING

Day and evening centres

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

Mobile units and street work

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciuiss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciuss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

Shelters

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE - WARMING CENTRE

5100 du Château-Pierrefonds Avenue, Pierrefonds-Roxboro, Montréal, QC, H9K 1P3

438 497-4869

Services: Heat stop. * Camp beds. * Chairs, tables, snacks, coffee, clothing assistance, bathrooms with showers.

Eligibility: homeless people, pets accepted

Capacity: 10 to 15 people per night

Coverage area: Montréal Island

Hours: 19h00 à 8h00, 7 days from December 21st 2020 to March 31st 2021

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

Transitional housing

AMCAL FAMILY SERVICES

7 Sainte-Anne Street, Pointe-Claire, Montréal, QC, H9S 4P6

514 694-3161 ext. 223 Fax: 514 694-1109

Website: www.amcal.ca

Email: afs@amcal.ca

Services: * Residential program for teenagers with trips home on the weekend and family therapy. * Family therapy and mediation. * Supervised visits. * Emerging Adults: program for young adults under 30 years old still living with their parents. * Training for community groups. * Anger management.

Eligibility: families, children, youth, young adults 18 years and over still living with their parents, parents of youth in crisis, residential program: youth aged 12 to 17 years and their parents

Capacity: residence: 8 beds

Coverage area: Greater Montréal

Hours: 7 days 9h00 to 17h00

Fees: according to income, some programs are free

Financing: provincial, donations, fundraising campaigns, self-financing

Legal status: non-profit organization

WEST ISLAND WOMEN'S SHELTER

Confidential Address

514 620-4845 ext. 221 Fax: 514 620-6555

Website: www.wiws.ca

Email: info@rfoi.org

Services: Shelter for women and children victim of domestic violence. * Reception and post-shelter follow-up. * Phone listening. * External counselling. * Assistance with legal and financial procedures. * Specialized intervention for children. * Support to relatives and professionals. * Alternat'Elle: subsidized apartments with community life workshops, individual and group psychosocial support. * Awareness and prevention workshops. * Training.

Eligibility: women and children victims of domestic violence, their families, professionals

Capacity: 15 places in the shelter and 14 apartments

Coverage area: Montréal Island and surroundings

Hours: 24 hours / 7 days

Fees: free

Financing: provincial, self-financing

Legal status: non-profit organization

Housing

EMERGENCY

HOUSING COOPERATIVES AND CORPORATIONS

HOUSING SEARCH ASSISTANCE

SOCIAL HOUSING AND HOUSING COOPERATIVES

Emergency

BAIE-D'URFÉ - CITY

20410 Lakeshore Road, Baie-D'Urfé, Montréal, QC, H9X 1P7

514 457-5324 Fax: 514 457-5671

Website: www.baie-durfe.qc.ca/en/

Email: info@baie-durfe.qc.ca

Services: Municipal services management. * Municipal tax payment. * Collection of residual materials. * Construction permits. * List of people with reduced mobility in case of emergency. * Home snow removal for seniors and people with disabilities. * Reimbursement of public transit fare for seniors.

Coverage area: Baie-D'Urfé

Hours: Monday to Thursday 8h00 to 16h30, Friday 8h00 to 13h00

Financing: municipal

Legal status: municipal agency

BEACONSFIELD - SERVICES TO SENIORS

303 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 428-4520

Website: www.beaconsfield.ca/en/living-in-beaconsfield/services-to-seniors

Email: 70plus@beaconsfield.ca

Services: * Free bus tickets for seniors on a low income. * Vulnerable person self-registry.

Eligibility: bus tickets: seniors receiving the federal Guaranteed Income Supplement

Coverage area: Beaconsfield

Hours: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

HALTE-FRAÎCHEUR - CENTRE COMMUNAUTAIRE DE L'EST - GERRY-ROBERTSON

9665 Gouin Boulevard Ouest, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R4

Services: Air-conditioned place open to the public during extreme heat periods.

Eligibility: citizens

Coverage area: Pierrefonds-Roxboro

Hours: Friday, Saturday and Sunday 9h00 to 21h00

Financing: municipal

Legal status: municipal agency

KIRKLAND - CITY

17200 Hymus Boulevard, Kirkland, Montréal, QC, H9J 3Y8

514 694-4100 Fax: 514 630-2711

Website: www.ville.kirkland.qc.ca

Services: Municipal service management. * Municipal tax management and payment. * Garbage collection. * Construction permits. * Dog licenses. * Parking licenses. * Automated emergency call system.

Coverage area: Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: municipal

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE - CITY

109 Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1M2

514 457-5500 Fax: 514 457-6087

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: info@sadb.qc.ca

Services: Municipal service management. * Municipal tax payment. * Garbage collection. * Construction permits. * Parking licences. * Dog licences. * Emergency notification system.

Coverage area: Sainte-Anne-De-Bellevue

Hours: Monday to Thursday 8h00 to 12h00 and 12h45 to 16h30, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

SENNEVILLE - VILLAGE

35 de Senneville Road, Senneville, Montréal, QC, H9X 1B8

514 457-6020 Fax: 514 457-0447

Website: www.villagesenneville.qc.ca

Email: info@villagesenneville.qc.ca

Services: Municipal service management. * Municipal tax payment. * Garbage collection. * Construction permits. * Dog licences. * Emergency notification system.

Coverage area: Senneville

Hours: Monday to Thursday 8h00 to 12h00 and 12h45 to 16h30, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

Housing cooperatives and corporations

DOLLARD-DES-ORMEAUX - CITY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1010 Fax: 514 684-6894

Website: www.ville.ddo.qc.ca

Email: ville@ddo.qc.ca

Services: Municipal service management. * Municipal tax management and payment. * Garbage collection. * Construction permits. * Financial assistance for home adaptation for people living with a disability.

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 8h00 to 12h00 and 13h00 to 16h00

Financing: municipal

Legal status: municipal agency

Housing search assistance

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - ALEXANDER

4734 Alexander Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2B1

514 685-3000 Fax: 514 684-0002

Website: www.cimoi.com

Email: info@cimoi.com

Services: Welcoming and integration of newcomers. * PASI program: reception and support for settlement, accompaniment, assistance with forms, house search assistance and more. * Objective Integration Program. * Cultural activities. * Group employability program with workshops and internships in a company. * Individual job search assistance. * Networking between employers and immigrant people. * Part-time French learning program. * French classes in businesses. * Nobody's Perfect program: training for parents with children under 5 years old.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

COMMUNITY PERSPECTIVE IN MENTAL HEALTH

15795 Gouin Boulevard West, 2nd floor, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C5

514 696-0972 Fax: 514 696-0982

Website: www.pcsm-cpmh.org

Email: info@pcsm-cpmh.org

Services: Support in the daily life of people living with mental health problems to support their social retention in their community. * Home visits focusing on daily living skills, coping skills for mental health, and the development of natural support in the community. * Telephone contacts. * Reference to appropriate community resources. * Assistance in finding low cost quality housing in the West Island.

Eligibility: adults living with chronic mental health problems

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Financing: provincial

Legal status: non-profit organization

Social housing and housing cooperatives

COOPÉRATIVE D'HABITATION TERRASSE SOLEIL

11550 de Pierrefonds Boulevard, Apartment 102, Pierrefonds-Roxboro, Montréal, QC, H8Y 2Y9

514 683-4112 ext. 22 Fax: 514 683-6042

Website: terrasse-soleil.ca

Email: chtsoleil@videotron.ca

Services: Housing cooperative. * Studios to two-bedroom apartments.

Capacity: 228 apartments

Coverage area: Greater Montréal

Hours: by appointment

Fees: \$678 to \$905, discounts for members, heating included

Financing: self-financing

Legal status: non-profit organization

Immigration and cultural communities**FRENCH COURSES****INTERPRETATION AND TRANSLATION****MULTICULTURAL ORGANIZATIONS****PREVENTION AND FIGHT AGAINST RACISM****RECOGNITION OF PRIOR LEARNING AND DIPLOMAS****SETTLEMENT SERVICES FOR NEWCOMERS**

French courses

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - ALEXANDER

4734 Alexander Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2B1

514 685-3000 Fax: 514 684-0002

Website: www.cimoi.com

Email: info@cimoi.com

Services: Welcoming and integration of newcomers. * PASI program: reception and support for settlement, accompaniment, assistance with forms, house search assistance and more. * Objective Integration Program. * Cultural activities. * Group employability program with workshops and internships in a company. * Individual job search assistance. * Networking between employers and immigrant people. * Part-time French learning program. * French classes in businesses. * Nobody's Perfect program: training for parents with children under 5 years old.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

LESTER B. PEARSON SCHOOL BOARD

1925 Brookdale Avenue, Dorval, Montréal, QC, H9P 2Y7

514 422-3000 Fax: 514 422-3016

Website: www.lbpsb.qc.ca

Email: info@lbpsb.qc.ca

Services: English School Board gathering elementary, high and specialized schools. * Vocational training. * Adult education. * Vocational training and adult education: help and orientation. * High school equivalency test (TENS): assessment of the knowledge of adults who don't have a high school diploma in order to obtain a certificate of educational equivalence (AENS) that facilitates access to certain jobs and vocational training. * French classes. * Distance training. * School transportation coordination.

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Dorval, Hudson, Île-Perrot, Kirkland, Lachine, LaSalle, Pierrefonds-Roxboro, Pointe-Claire, Rigaud, Vaudreuil-Dorion, Saint-Lazare, Verdun

Financing: provincial, self-financing

Legal status: parapublic organization

Interpretation and translation

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - ALEXANDER

4734 Alexander Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2B1

514 685-3000 Fax: 514 684-0002

Website: www.cimoi.com

Email: info@cimoi.com

Services: Welcoming and integration of newcomers. * PASI program: reception and support for settlement, accompaniment, assistance with forms, house search assistance and more. * Objective Integration Program. * Cultural activities. * Group employability program with workshops and internships in a company. * Individual job search assistance. * Networking between employers and immigrant people. * Part-time French learning program. * French classes in businesses. * Nobody's Perfect program: training for parents with children under 5 years old.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

Multicultural organizations

MONTRÉAL PUBLIC LIBRARIES NETWORK - PIERREFONDS LIBRARY

13555 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9A 1A6

514 626-1800

Website: www.bibliomontreal.com

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Story time. * Book club for children. * Book club for adults. * Les mots partagés: intercultural coffee-meeting. * Home loan for people with reduced mobility. * Workshops, conferences and exhibitions. * Rental of music instruments. * Reading devices for people with a visual disability.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

Prevention and fight against racism

SENIORS ACTION QUÉBEC

17 de la Baie de Valois Avenue, Suite 202D, Pointe-Claire, Montréal, QC, H9R 4B3

438 386-1944

Email: info@seniorsactionquebec.ca

Services: Promotion of English-speaking seniors' interests. * Information and referral. * Promotion of access to information. * Promotion and development of seniors' leadership. * Advocacy.

Eligibility: English-speaking seniors

Coverage area: Province of Québec

Fees: membership: \$20

Financing: donations, contributions, federal

Legal status: non-profit organization

Recognition of prior learning and diplomas

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

Settlement services for newcomers

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - ALEXANDER

4734 Alexander Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2B1

514 685-3000 Fax: 514 684-0002

Website: www.cimoi.com

Email: info@cimoi.com

Services: Welcoming and integration of newcomers. * PASI program: reception and support for settlement, accompaniment, assistance with forms, house search assistance and more. * Objective Integration Program. * Cultural activities. * Group employability program with workshops and internships in a company. * Individual job search assistance. * Networking between employers and immigrant people. * Part-time French learning program. * French classes in businesses. * Nobody's Perfect program: training for parents with children under 5 years old.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly West Island and Saint-Laurent

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00

Fees: free

Financing: provincial

Legal status: non-profit organization

CENTRE D'INTÉGRATION MULTI-SERVICES DE L'OUEST DE L'ÎLE - PIERREFONDS

15650 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4K3

514 305-1616 Fax: 514 305-1919

Website: www.cimoi.com/?lang=en

Email: info@cimoi.com

Services: Reception and integration of immigrants. Francisation * Part-time French courses. * French courses in companies. Employment * Job search and internship workshops. * Individual assistance in job search. * Contact Emploi events. Integration * Integration Support Program (PASI): Information and orientation, support in administrative procedures, first steps in settling in, etc. Other * Collective activities: community dinners, recreational outings. * Nobody's Perfect Program (YAPP): training for parents of young children.

Eligibility: immigrant people and newcomers

Coverage area: Montréal Island, particularly the West Island, Saint-Laurent, LaSalle, Lachine

Hours: Monday to Friday 8h30 to 16h30, French classes: Monday to Wednesday 18h00 to 21h00 (only during francization sessions)

Fees: free

Financing: provincial

Legal status: non-profit organization

DORVAL - COMMUNITY AID - TAX CLINIC

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Email: acommunautaire@ville.dorval.qc.ca

Services: Tax clinic by appointment with availabilities all year.

Eligibility: people on a low income: income of less than \$25,000 for a single person, newcomers, seniors

Coverage area: Dorval

Hours: 2021 clinic: by appointment, March 3 to April 30, Monday to Friday 9h00 to 16h00, some availabilities all year

Fees: none

Financing: municipal

Legal status: municipal agency

LESTER B. PEARSON SCHOOL BOARD

1925 Brookdale Avenue, Dorval, Montréal, QC, H9P 2Y7

514 422-3000 Fax: 514 422-3016

Website: www.lbpsb.qc.ca

Email: info@lbpsb.qc.ca

Services: English School Board gathering elementary, high and specialized schools. * Vocational training. * Adult education. * Vocational training and adult education: help and orientation. * High school equivalency test (TENS): assessment of the knowledge of adults who don't have a high school diploma in order to obtain a certificate of educational equivalence (AENS) that facilitates access to certain jobs and vocational training. * French classes. * Distance training. * School transportation coordination.

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Dorval, Hudson, Île-Perrot, Kirkland, Lachine, LaSalle, Pierrefonds-Roxboro, Pointe-Claire, Rigaud, Vaudreuil-Dorion, Saint-Lazare, Verdun

Financing: provincial, self-financing

Legal status: parapublic organization

MAISON CARACOL (LA), CENTRE DE PÉDIATRIE SOCIALE EN COMMUNAUTÉ DE PIERREFONDS-EST

8652 Basswood Street, Apartment 2, Pierrefonds-Roxboro, Montréal, QC, H8Y 1S7

514 545-1977 Fax: 514 545-1979

Website: maisoncaracol.com

Email: info@maisoncaracol.com

Services: Reception, clinical assessment and assistance for children and families. * Preventive multidisciplinary services and pediatric follow-up. * Language development support. * Language stimulation workshops. * Stimulation workshops for children at risk. * Preparation camps for kindergarten. * Early stimulation and motor skills workshops. * Parents and children workshops. * Support groups for parents of children with special needs: attention deficit hyperactivity disorder and immigrants. * Social and recreational activities.

Eligibility: children aged 0 to 17 years and their families

Capacity: 250

Coverage area: Pierrefonds-Est and Cloverdale district

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: provincial, foundations, donations

Legal status: non-profit organization

PME - MTL - WEST-ISLAND

1675 Transcanadienne Highway, Suite 301, Dorval, Montréal, QC, H9P 1J1

514 426-2888 Fax: 514 316-3485

Website: pmemtl.com/west

Email: info@cldwi.com

Services: * Business services, including ones of social economy: support, accompaniment, financing, training. * Coaching and job placement. * Recruitment assistance. * Support to various developmental projects in the territory. * Employability program for immigrants.

Eligibility: residents and businesses

Coverage area: West-Island

Hours: Monday to Friday 8h30 to 16h30

Fees: none

Financing: provincial, municipal

Legal status: non-profit organization

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

WEST ISLAND WOMEN'S CENTRE

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 695-8529 Fax: 514 695-0503

Website: www.wiwc.ca

Email: womenscentre@wiwc.ca

Services: * Daytime and evening courses: personal development, fitness, special interest and classes for children. * Seminars. * Adult and teen workshops. * Program for recent immigrants to facilitate their integration. * Monthly support group to help women coping with a miscarriage, stillbirth or infant death. * Monthly support group to help new mothers adjust to life with a baby. * Weekly support groups (8 weeks) on various topics. * Wellness clinics once or twice a month. * Free childcare offered during daytime activities only.

Eligibility: women and pre-school children

Capacity: courses: 10 to 25 participants, depending on the type of course, support groups: 14 participants, free seminars or wellness clinics: 6 to 25 participants

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 15h00, closed in July and August, most support groups: during the evening

Fees: annual membership: \$25, course fees vary, seminars, wellness clinics, support groups, and other outreach programs: free

Financing: Centraide of Greater Montréal, provincial

Legal status: non-profit organization

Indigenous Peoples

EMPLOYMENT

GOVERNMENT SERVICES

Employment

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

Government services

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

SERVICES QUÉBEC - POINT DE SERVICE DE L'OUEST DE MONTRÉAL

1000 Saint-Jean Boulevard, 4th Floor, Pointe-Claire, Montréal, QC, H9R 5Y8

514 694-9494 Fax: 514 426-2611

Website: www.gouv.qc.ca/EN/NousJoindre/Pages/Bureaux.aspx

Indigenous Peoples

Services: * Info-emploi counter: job bank that can be consulted on site. * Job search assistance: redaction of resume and preparation to interview. * Information on programs and governmental services. * Multiservices room: access to phone, fax, computers and printing machines. * Workplace learning program. * Training programs aiming professional skills development for enterprises and specific client group: students, women, youth, young mothers, older workers, disabled people, immigrants or visible minorities. * Business assistance: advices and financial support in human resources management. * Last-resort financial and social assistance. * Administration of oath. * Last-resort financial and social assistance for people with severe or temporary restrictions on employment or occupational disabilities. * Ministère de l'Immigration, de la Francisation et de l'Intégration services.

Eligibility: job seekers, including people who have particular difficulties entering the labour market, individual and families receiving the governmental last-resort assistance or on a low income, employers and companies, people 16 years and over coping with a long term occupational disability (physical or mental health, physical or intellectual disabilities)

Coverage area: Pointe-Claire, Dollard-des-Ormeaux, Pierrefonds-Roxboro, Ile Bizard, Dorval, Beaconsfield, Ste-Geneviève, Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Financing: provincial

Legal status: provincial government agency

Justice and Advocacy

ADVOCACY GROUPS

CONSUMER PROTECTION AND COMPLAINTS

LEGAL ASSISTANCE AND INFORMATION

PROFESSIONAL ORDERS AND ASSOCIATIONS

Advocacy groups

CENTRE D'AIDE ET DE LUTTE CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL - WEST ISLAND

Confidential Address

514 684-2198 Fax: 514 684-4703

Website: www.calacsdelouest.ca

Email: info@calacsdelouest.ca

Services: * Individual sessions, information, helpline for survivors and close ones. * Public awareness, education, prevention and advocacy for right regarding sexual violence. * Weekly support groups of 15 meetings for survivors, occasional thematic groups. * Accompaniment through legal process.

Eligibility: women and teens 14 years old and over victims of sexual assault

Coverage area: Montréal Island

Hours: Monday to Friday 9h00 to 17h00, support group at night

Fees: free

Financing: provincial, donations, grants

Legal status: non-profit organization

CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DE L'OUEST-DE-L'ÎLE-DE-MONTRÉAL - SERVICE QUALITY AND COMPLAINTS COMMISSION

160 Stillview Avenue, Suite 1289, Pointe-Claire, Montréal, QC, H9R 2Y2

1 844 630-5125

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/service-quality-and-complaints-commission

Email: commissariat.plaintes.comtl@ssss.gouv.qc.ca

Services: Responsible of enforcing the users' rights. * Reception and analysis of complaints. * Makes recommendations to the establishment and to the executive board about the improvement of the quality and security of the provided services.

Coverage area: CIUSSS de l'Ouest-de-l'Île-de-Montréal

Financing: provincial

Legal status: parapublic organization

SAINTE-ANNE HOSPITAL USERS' COMMITTEE

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

514 457-3440 ext. 2259

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/users

Services: Users committee. * Information on the rights and obligations of users. * Advocacy. * Assistance in the proceedings when making a complaint.

Eligibility: users of Sainte-Anne Hospital

Coverage area: Montréal Island

Financing: provincial

Legal status: parapublic organization

SENIORS ACTION QUÉBEC

17 de la Baie de Valois Avenue, Suite 202D, Pointe-Claire, Montréal, QC, H9R 4B3

438 386-1944

Email: info@seniorsactionquebec.ca

Services: Promotion of English-speaking seniors' interests. * Information and referral. * Promotion of access to information. * Promotion and development of seniors' leadership. * Advocacy.

Eligibility: English-speaking seniors

Coverage area: Province of Québec

Fees: membership: \$20

Financing: donations, contributions, federal

Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

WEST ISLAND FACILITIES USERS' COMMITTEE

160 Stillview Avenue, Pointe-Claire, Montréal, QC, H9R 2Y2

514 630-2225 ext. 1453

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/users

Email: patients.lgh@ssss.gouv.qc.ca

Services: Users committee. * Information on the rights and obligations of users. * Advocacy. * Assistance in the proceedings when making a complaint.

Eligibility: users of Lakeshore General Hospital, CLSC du Lac-Saint-Louis, CLSC de Pierrefonds and CHSLD Denis-Benjamin-Viger

Coverage area: Montréal Island

Financing: provincial

Legal status: parapublic organization

WEST MONTREAL READAPTATION CENTRE USERS' COMMITTEE

231 Elm Street, Beaconsfield, Montréal, QC, H9W 2E2

514 363-3025 ext. 2422

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/users

Services: Users committee. * Information on the rights and obligations of users. * Advocacy. * Assistance in the proceedings when making a complaint.

Eligibility: users of the West Montreal Readaptation Centre

Coverage area: Montréal Island

Financing: provincial

Legal status: parapublic organization

Consumer protection and complaints**CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DE L'OUEST-DE-L'ÎLE-DE-MONTRÉAL - SERVICE QUALITY AND COMPLAINTS COMMISSION**

160 Stillview Avenue, Suite 1289, Pointe-Claire, Montréal, QC, H9R 2Y2

1 844 630-5125

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/service-quality-and-complaints-commission

Email: commissariat.plaintes.comtl@ssss.gouv.qc.ca

Services: Responsible of enforcing the users' rights. * Reception and analysis of complaints. * Makes recommendations to the establishment and to the executive board about the improvement of the quality and security of the provided services.

Coverage area: CIUSSS de l'Ouest-de-l'Île-de-Montréal

Financing: provincial

Legal status: parapublic organization

SAINTE-ANNE HOSPITAL USERS' COMMITTEE

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

514 457-3440 ext. 2259

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/users

Services: Users committee. * Information on the rights and obligations of users. * Advocacy. * Assistance in the proceedings when making a complaint.

Eligibility: users of Sainte-Anne Hospital

Coverage area: Montréal Island

Financing: provincial

Legal status: parapublic organization

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

WEST ISLAND FACILITIES USERS' COMMITTEE

160 Stillview Avenue, Pointe-Claire, Montréal, QC, H9R 2Y2

514 630-2225 ext. 1453

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/users

Email: patients.lgh@ssss.gouv.qc.ca

Services: Users committee. * Information on the rights and obligations of users. * Advocacy. * Assistance in the proceedings when making a complaint.

Eligibility: users of Lakeshore General Hospital, CLSC du Lac-Saint-Louis, CLSC de Pierrefonds and CHSLD Denis-Benjamin-Viger

Coverage area: Montréal Island

Financing: provincial

Legal status: parapublic organization

WEST MONTREAL READAPTATION CENTRE USERS' COMMITTEE

231 Elm Street, Beaconsfield, Montréal, QC, H9W 2E2

514 363-3025 ext. 2422

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/users

Services: Users committee. * Information on the rights and obligations of users. * Advocacy. * Assistance in the proceedings when making a complaint.

Eligibility: users of the West Montreal Readaptation Centre

Coverage area: Montréal Island

Financing: provincial

Legal status: parapublic organization

Legal assistance and information

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

ÉQUIJUSTICE MONTRÉAL - COMMUNITY MEDIATION

230 Brunswick Street, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9864 ext. 5215

Website: equijustice.ca

Email: mediationmontreal@equijustice.ca

Services: * Mediation: accompaniment in case of neighbourhood dispute, interpersonal conflict, conflict between one or many citizens and private or public organizations, workplace conflicts.

Coverage area: Montréal Island

Hours: flexible

Fees: free

Financing: foundations, provincial

Legal status: non-profit organization

ÎLE-BIZARD-SAINTE-GENEVIÈVE (L') - BOROUGH

350 Montée de l'Église, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 1G9

11/6/00 Fax: 514 620-8198

Website: ville.montreal.qc.ca/ibsg

Email: arribsg@ville.montreal.qc.ca

Services: * Accès Montréal card. * Consultation of public notices. * Administration of oath. * Property assessment. * Information and payment of municipal taxes. * Ticket information and payment. * Cat and dog licenses. * Municipal service intervention requests. * Low-cost housing application. * Parking licenses. * INFO-travaux: location of infrastructure work. * Info-

collectes: servicesenligne2.ville.montreal.qc.ca/sel/infocollectes * Removal of dead animals found on private or public property.

Coverage area: L'Île-Bizard-Sainte-Geneviève

Financing: municipal

Legal status: municipal agency

ÎLE-BIZARD-SAINTE-GENEVIÈVE (L') - BOROUGH - SAINTE-GENEVIÈVE BRANCH

15795 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C5

311 Fax: 514 620-7291

Website: ville.montreal.qc.ca/ibsg

Email: arribsg@ville.montreal.qc.ca

Services: * Accès Montréal card. * Consultation of public notices. * Administration of oath. * Property assessment. * Information and payment of municipal taxes. * Ticket information and payment. * Cat and dog licenses. * Municipal service intervention requests. * Low-cost housing application. * Parking licenses. * INFO-travaux: location of infrastructure work. * Info-collectes: servicesenligne2.ville.montreal.qc.ca/sel/infocollectes * Removal of dead animals found on private or public property.

Coverage area: L'Île-Bizard-Sainte-Geneviève

Financing: municipal

Legal status: municipal agency

PIERREFONDS-ROXBORO - BOROUGH

13665 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9A 2Z4

11/6/00 Fax: 514 624-1300

Website: ville.montreal.qc.ca/pierrefonds-roxboro

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Accès Montréal card. * Consultation of public notices. * Administration of oath. * Property assessment. * Information and payment of municipal taxes. * Ticket information and payment. * Cat and dog licenses. * Municipal service intervention requests. * Low-cost housing application. * Parking licenses. * INFO-travaux: location of infrastructure work. * Info-collectes: servicesenligne2.ville.montreal.qc.ca/sel/infocollectes * Recovery of dead animals on public and private properties.

Coverage area: Pierrefonds-Roxboro

Hours: Monday to Thursday 8h00 to 17h00, Friday 8h00 to 12h00

Financing: municipal

Legal status: municipal agency

WEST ISLAND COMMUNITY RESOURCE CENTRE

114 Donegani Avenue, Pointe-Claire, Montréal, QC, H9R 2V4

514 694-6404 Fax: 514 782-0777

Website: www.crcinfo.ca

Email: info@crcinfo.ca

Services: * Information and referral towards self-help groups, community organizations and public services. * Support of community initiatives and projects. * Support to collective projects. * Office or meeting space for community services according to availabilities. * Free legal counselling by appointment. * Coordination of networking opportunities and workshops. * Tax clinic. * CRC mobile: seniors meetings and referrals to community services by a community outreach worker. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV).

Eligibility: general public

Coverage area: West Island

Hours: Monday to Friday 9h00 to 16h00

Financing: municipal, provincial, Centraide of Greater Montréal, donations, federal

Legal status: non-profit organization

Professional orders and associations

CANADIAN FERTILITY AND ANDROLOGY SOCIETY

94 de la Présentation Avenue, Dorval, Montréal, QC, H9S 3L3

514 300-1333 Fax: 514 524-2163

Website: www.cfas.ca

Email: info@cfas.ca

Services: * Representation and support targeting the advancement of reproductive science. * Research.

Eligibility: obstetricians and gynecologists, urologists, reproductive endocrinologists, research scientists, nurses and other health care professionals

Capacity: 700 members

Coverage area: Canada

Financing: foundations

Legal status: non-profit organization

EXECUTIVES AVAILABLE

189 Hymus Boulevard, Suite 405, Pointe-Claire, Montréal, QC, H9R 1E9

514 697-2227 Fax: 514 697-7837

Website: www.ea-cd.ca

Email: info@ea-cd.ca

Services: Association of managers and professionals seeking new career opportunities.

Eligibility: people 40 years old and over

Capacity: approximately 400 members

Coverage area: Châteauguay, île de Montréal, Saint-Constant, Vaudreuil-Dorion, Saint-Lazare, Hudson

Hours: Monday to Friday 9h00 to 16h00

Fees: free

Financing: provincial

Legal status: non-profit organization

Mental Health and addictions

ADDICTION PREVENTION

ADDICTION TREATMENT

COMMUNITY SUPPORT IN MENTAL HEALTH

CRISIS CENTRES AND SUICIDE PREVENTION

HELPLINES

MENTAL HEALTH ADVOCACY GROUPS

MENTAL HEALTH HOUSING

SELF-HELP GROUPS FOR MENTAL HEALTH ISSUES

Addiction prevention

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

ANEB - ANOREXIA AND BULIMIA QUÉBEC

5500 TransCanada Highway, Pointe-Claire, Montréal, QC, H9R 1B6

514 630-0907 Fax: 514 630-0599

Website: www.anebquebec.com

Email: info@anebquebec.com

Services: * Help and referral phone line. * Open support group for people affected and their relatives and 8 to 15 week closed support group offered in various locations. * Forum and chat sessions. * Conferences, information booths and training. * Text message service. * Website and chat for teenagers: www.anebados.com/en

Eligibility: adults and teenagers with eating disorders, their close ones, support groups: people 17 years old and over

Coverage area: Province of Québec

Hours: help and referral phone line: everyday 8h00 to 3h00, text message: Monday to Friday 11h00 to 15h30

Fees: open support group: free, closed support group: \$180 to \$200, conferences, information booths and training: variable

Financing: fundraising campaigns, membership fees, donations, provincial, self-financing

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciuss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'Île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

Addiction treatment

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

FOSTER ADDICTION REHABILITATION CENTRE (THE) - EXTERNAL SERVICES - POINTE-CLAIRE

CLSC du Lac-Saint-Louis, 180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

1 866 851-2255 Fax: 514 486-2831

Website: santemonteregie.qc.ca/services/dependances

Email: accueil.dependance.cisssmo16@ssss.gouv.qc.ca

Services: * Internal et external detoxification. * Consultation and treatment for compulsive gamblers. * Support to the relatives: individual and group meetings, support group for parents of teenagers and group for adults relatives. * Social rehabilitation.

Eligibility: youth 12 years and older, adults dealing with addictions, support to relatives

Coverage area: Montréal, Montérégie

Hours: Monday to Friday 8h30 to 16h30

Fees: free

Legal status: parapublic organization

Community support in mental health

ANEB - ANOREXIA AND BULIMIA QUÉBEC

5500 TransCanada Highway, Pointe-Claire, Montréal, QC, H9R 1B6

514 630-0907 Fax: 514 630-0599

Website: www.anebquebec.com

Email: info@anebquebec.com

Services: * Help and referral phone line. * Open support group for people affected and their relatives and 8 to 15 week closed support group offered in various locations. * Forum and chat sessions. * Conferences, information booths and training. * Text message service. * Website and chat for teenagers:

www.anebados.com/en

Eligibility: adults and teenagers with eating disorders, their close ones, support groups: people 17 years old and over

Coverage area: Province of Québec

Hours: help and referral phone line: everyday 8h00 to 3h00, text message: Monday to Friday 11h00 to 15h30

Fees: open support group: free, closed support group: \$180 to \$200, conferences, information booths and training: variable

Financing: fundraising campaigns, membership fees, donations, provincial, self-financing

Legal status: non-profit organization

CENTRE BIENVENUE

12694 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1W4

514 421-2212

Website: www.centrebienvenue.org

Email: info@centrebienvenue.org

Services: Drop-in centre. * Support, social rehabilitation service and psychosocial interventions. * Preparatory groups toward return to work and psychoeducational workshops. * Transit vers l'emploi: program giving access to a training certificate on personal and vocational skills development and self-knowledge courses. * Sporting and cultural activities, art workshops, etc. * Discussion groups. * Voice hearers group.

Eligibility: adults living with a mental health issue

Coverage area: West Island

Hours: Monday, Tuesday, Wednesday and Friday 9h00 to 15h00, Thursday 12h30 to 19h00

Financing: provincial, donations

Legal status: non-profit organization

CENTRE FAMILLE ET RESSOURCE A.D.D.

12301 Colin Street, Pierrefonds-Roxboro, Montréal, QC, H9A 1C3

514 676-7775

Website: www.centrefamille.com

Email: info@centrefamille.com

Services: Guidance and support for families struggling with social, behavioural or academic problems. * SNAP program (Stop Now and Plan) available for West Island children 6 to 11 years old and their parents who demonstrate delinquency or behavioral risk factors. * Accompaniment and support to families in crisis. * Girls Empowerment Program for girls who are beginning secondary school. * Transitioning to High School: skills development to make the transition easier. * Transitioning after High School: making the transition easier by offering skills and information to enter the work force or school. * Referral services.

Eligibility: children 6 to 11 years old with social and academic difficulties or mental health issues, with or without diagnosis, parents, professionals

Capacity: 25

Coverage area: West Island

Hours: Monday to Friday 9h00 to 17h00

Fees: variable

Financing: grants, foundations, self-financing

Legal status: non-profit organization

COMMUNITY PERSPECTIVE IN MENTAL HEALTH

15795 Gouin Boulevard West, 2nd floor, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C5

514 696-0972 Fax: 514 696-0982

Website: www.pcs-sm-cpmh.org

Email: info@pcsm-cpmh.org

Services: Support in the daily life of people living with mental health problems to support their social retention in their community. * Home visits focusing on daily living skills, coping skills for mental health, and the development of natural support in the community. * Telephone contacts. * Reference to appropriate community resources. * Assistance in finding low cost quality housing in the West Island.

Eligibility: adults living with chronic mental health problems

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Financing: provincial

Legal status: non-profit organization

FRIENDS FOR MENTAL HEALTH, WEST ISLAND

186 Sutton Place, Suite 121, Beaconsfield, Montréal, QC, H9W 5S3

514 636-6885

Website: www.asmfmh.org

Email: info@asmfmh.org

Services: * Reception, information, referral. * Counseling. * Support groups. * Trainings. * Webinars, conferences. * Art-therapy. * Library. * Youth services. * Respite. * Filling of court orders for a clinical psychiatric examination.

Eligibility: families and friends of people with mental health problems

Coverage area: West Island

Hours: office: Monday to Friday 9h00 to 16h30, various activities and support groups in the evening

Fees: annual contribution: individual: \$30, family: \$40, youth: \$10

Financing: Centraide of Greater Montréal, provincial, donations

Legal status: non-profit organization

OMEGA COMMUNITY SERVICES

600 de l'Église Avenue, Dorval, Montréal, QC, H9S 1R3

514 631-2760 Fax: 514 631-1930

Website: www.omegacenter.org

Email: info@omegacenter.org

Services: * Supervised apartments. * Group home. * Day centre. * Educational, recreational and therapeutic activities. * PASS Action program: employment and socialization.

Eligibility: adults living with mental health problems with a possibility of social reinsertion

Capacity: 28 31/2 fully furnished units and 8 individual rooms

Coverage area: Montréal Island

Hours: administration and day centre: Monday to Friday 8h30 to 16h00

Financing: fundraising campaigns, provincial, federal, donations

Legal status: non-profit organization

SAINTE-ANNE'S HOSPITAL

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

1 800 361-9287

Website: ciusss-ouestmtl.gouv.qc.ca/en/ste-anne-s-hospital/

Email: informations.comtl@ssss.gouv.qc.ca

Services: General and specialized care hospital. * Long-term care and respite for veterans. * Day centre for veterans. * Residential and mobile operational stress injury clinics. * Respite care for families and caregivers. * Telemedecine: individual and family consultations, follow-up appointments.

Eligibility: veterans, their families, general public

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Financing: provincial

Legal status: parapublic organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

Crisis centres and suicide prevention

WEST ISLAND CRISIS CENTRE

Confidential Address

514 684-6160 Fax: 514 421-1587

Website: www.centredecriseoi.com/en

Services: * Crisis intervention phone line. * Short-term psychosocial intervention within the community. * Short-term housing. * Evaluation.

Eligibility: adults in psychosocial crisis with or without mental health issues

Capacity: 8 beds

Coverage area: CIUSSS de l'Ouest-de-l'Île

Hours: administration: Monday to Friday 9h00 to 17h00, crisis intervention line and evaluation: 24/7

Fees: free

Financing: provincial

Legal status: non-profit organization

Helplines

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

ANEB - ANOREXIA AND BULIMIA QUÉBEC

5500 TransCanada Highway, Pointe-Claire, Montréal, QC, H9R 1B6

514 630-0907 Fax: 514 630-0599

Website: www.anebquebec.com

Email: info@anebquebec.com

Services: * Help and referral phone line. * Open support group for people affected and their relatives and 8 to 15 week closed support group offered in various locations. * Forum and chat sessions. * Conferences, information booths and training. * Text message service. * Website and chat for teenagers:

www.anebados.com/en

Eligibility: adults and teenagers with eating disorders, their close ones, support groups: people 17 years old and over

Coverage area: Province of Québec

Hours: help and referral phone line: everyday 8h00 to 3h00, text message: Monday to Friday 11h00 to 15h30

Fees: open support group: free, closed support group: \$180 to \$200, conferences, information booths and training: variable

Financing: fundraising campaigns, membership fees, donations, provincial, self-financing

Legal status: non-profit organization

WEST ISLAND CRISIS CENTRE

Confidential Address

514 684-6160 Fax: 514 421-1587

Website: www.centredecriseoi.com/en

Services: * Crisis intervention phone line. * Short-term psychosocial intervention within the community. * Short-term housing. * Evaluation.

Eligibility: adults in psychosocial crisis with or without mental health issues

Capacity: 8 beds

Coverage area: CIUSSS de l'Ouest-de-l'Île

Hours: administration: Monday to Friday 9h00 to 17h00, crisis intervention line and evaluation: 24/7

Fees: free

Financing: provincial

Legal status: non-profit organization

Mental health advocacy groups

ANEB - ANOREXIA AND BULIMIA QUÉBEC

5500 TransCanada Highway, Pointe-Claire, Montréal, QC, H9R 1B6

514 630-0907 Fax: 514 630-0599

Website: www.anebquebec.com

Email: info@anebquebec.com

Services: * Help and referral phone line. * Open support group for people affected and their relatives and 8 to 15 week closed support group offered in various locations. * Forum and chat sessions. * Conferences, information booths and training. * Text message service. * Website and chat for teenagers:

www.anebados.com/en

Eligibility: adults and teenagers with eating disorders, their close ones, support groups: people 17 years old and over

Coverage area: Province of Québec

Hours: help and referral phone line: everyday 8h00 to 3h00, text message: Monday to Friday 11h00 to 15h30

Fees: open support group: free, closed support group: \$180 to \$200, conferences, information booths and training: variable

Financing: fundraising campaigns, membership fees, donations, provincial, self-financing

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEP: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

FRIENDS FOR MENTAL HEALTH, WEST ISLAND

186 Sutton Place, Suite 121, Beaconsfield, Montréal, QC, H9W 5S3

514 636-6885

Website: www.asmfmh.org

Email: info@asmfmh.org

Services: * Reception, information, referral. * Counseling. * Support groups. * Trainings. * Webinars, conferences. * Art-therapy. * Library. * Youth services. * Respite. * Filling of court orders for a clinical psychiatric examination.

Eligibility: families and friends of people with mental health problems

Coverage area: West Island

Hours: office: Monday to Friday 9h00 to 16h30, various activities and support groups in the evening

Fees: annual contribution: individual: \$30, family: \$40, youth: \$10

Financing: Centraide of Greater Montréal, provincial, donations

Legal status: non-profit organization

RECOVERY CANADA - WEST ISLAND GROUP

98 Aurora Avenue, Pointe-Claire, Montréal, QC, H9R 3G7

514 694-3461

Website: www.recoverycanada.org

Email: kelemensusan@gmail.com

Services: * Ongoing weekly self-help groups. * Training in cognitive behavioural skills for the management of nervous fears and nervous symptoms.

Eligibility: adults living with emotional difficulties

Capacity: self-help group: between 5-20 and 20 people per meeting

Coverage area: West Island

Hours: self-help group: Monday 18h30-19h00

Fees: voluntary contributions

Financing: self-financing

Legal status: non-profit organization

Mental health housing

CHESHIRE FOUNDATION (QUEBEC) (THE) - PAT KHAL SUNSHINE RESIDENCE

19 Sunshine Drive, Dollard-Des Ormeaux, Montréal, QC, H9B 1G1

514 207-3556

Email: cheshirequebec@live.com

Services: Transitional housing for people experiencing mental health problems. * Assistance with community integration.

Eligibility: people experiencing mental health problems

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Fees: variable

Financing: self-financing, donations, municipal

Legal status: non-profit organization

COMMUNITY PERSPECTIVE IN MENTAL HEALTH

15795 Gouin Boulevard West, 2nd floor, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C5

514 696-0972 Fax: 514 696-0982

Website: www.pcsm-cpmh.org

Email: info@pcsm-cpmh.org

Services: Support in the daily life of people living with mental health problems to support their social retention in their community. * Home visits focusing on daily living skills, coping skills for mental health, and the development of natural support in the community. * Telephone contacts. * Reference to appropriate community resources. * Assistance in finding low cost quality housing in the West Island.

Eligibility: adults living with chronic mental health problems

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Financing: provincial

Legal status: non-profit organization

OMEGA COMMUNITY SERVICES

600 de l'Église Avenue, Dorval, Montréal, QC, H9S 1R3

514 631-2760 Fax: 514 631-1930

Website: www.omegacenter.org

Email: info@omegacenter.org

Services: * Supervised apartments. * Group home. * Day centre. * Educational, recreational and therapeutic activities. * PASS Action program: employment and socialization.

Eligibility: adults living with mental health problems with a possibility of social reinsertion

Capacity: 28 31/2 fully furnished units and 8 individual rooms

Coverage area: Montréal Island

Hours: administration and day centre: Monday to Friday 8h30 to 16h00

Financing: fundraising campaigns, provincial, federal, donations

Legal status: non-profit organization

RÉSIDENCE BIENVENUE

Confidential Address

514 542-0889

Email: info@centrebienvenue.org

Services: Supervised social housing.

Eligibility: adults living with a mental health issue

Coverage area: West Island

Financing: provincial, donations
Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

Self-help groups for mental health issues

ANEB - ANOREXIA AND BULIMIA QUÉBEC

5500 TransCanada Highway, Pointe-Claire, Montréal, QC, H9R 1B6

514 630-0907 Fax: 514 630-0599

Website: www.anebquebec.com

Email: info@anebquebec.com

Services: * Help and referral phone line. * Open support group for people affected and their relatives and 8 to 15 week closed support group offered in various locations. * Forum and chat sessions. * Conferences, information booths and training. * Text message service. * Website and chat for teenagers:

www.anebados.com/en

Eligibility: adults and teenagers with eating disorders, their close ones, support groups: people 17 years old and over

Coverage area: Province of Québec

Hours: help and referral phone line: everyday 8h00 to 3h00, text message: Monday to Friday 11h00 to 15h30

Fees: open support group: free, closed support group: \$180 to \$200, conferences, information booths and training: variable

Financing: fundraising campaigns, membership fees, donations, provincial, self-financing

Legal status: non-profit organization

CENTRE BIENVENUE

12694 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1W4

514 421-2212

Website: www.centrebienvenue.org

Email: info@centrebienvenue.org

Services: Drop-in centre. * Support, social rehabilitation service and psychosocial interventions. * Preparatory groups toward return to work and psychoeducational workshops. * Transit vers l'emploi: program giving access to a training certificate on personal and vocational skills development and self-knowledge courses. * Sporting and cultural activities, art workshops, etc. * Discussion groups. * Voice hearers group.

Eligibility: adults living with a mental health issue

Coverage area: West Island

Hours: Monday, Tuesday, Wednesday and Friday 9h00 to 15h00, Thursday 12h30 to 19h00

Financing: provincial, donations

Legal status: non-profit organization

FRIENDS FOR MENTAL HEALTH, WEST ISLAND

186 Sutton Place, Suite 121, Beaconsfield, Montréal, QC, H9W 5S3

514 636-6885

Website: www.asmfmh.org

Email: info@asmfmh.org

Services: * Reception, information, referral. * Counseling. * Support groups. * Trainings. * Webinars, conferences. * Art-therapy. * Library. * Youth services. * Respite. * Filling of court orders for a clinical psychiatric examination.

Eligibility: families and friends of people with mental health problems

Coverage area: West Island

Hours: office: Monday to Friday 9h00 to 16h30, various activities and support groups in the evening

Fees: annual contribution: individual: \$30, family: \$40, youth: \$10

Financing: Centraide of Greater Montréal, provincial, donations

Legal status: non-profit organization

RECOVERY CANADA - WEST ISLAND GROUP

98 Aurora Avenue, Pointe-Claire, Montréal, QC, H9R 3G7

514 694-3461

Website: www.recoverycanada.org

Email: kelemensusan@gmail.com

Services: * Ongoing weekly self-help groups. * Training in cognitive behavioural skills for the management of nervous fears and nervous symptoms.

Eligibility: adults living with emotional difficulties

Capacity: self-help group: between 5-20 and 20 people per meeting

Coverage area: West Island

Hours: self-help group: Monday 18h30-19h00

Fees: voluntary contributions

Financing: self-financing

Legal status: non-profit organization

Seniors

CAREGIVERS

COMMUNITY AND RECREATION CENTRES

DAY CENTRES AND RESPITE

FRIENDLY VISITS AND SAFETY CALLS

HOME SUPPORT

HOUSING FOR SENIORS

INTERGENERATIONAL ACTIVITIES

MEALS ON WHEELS

SENIORS' ADVOCACY AND ASSISTANCE ASSOCIATIONS

VOLUNTEER TRANSPORTATION

Caregivers

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

SAINTE-ANNE'S HOSPITAL

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

1 800 361-9287

Website: ciusss-ouestmtl.gouv.qc.ca/en/ste-anne-s-hospital/

Email: informations.comtl@ssss.gouv.qc.ca

Services: General and specialized care hospital. * Long-term care and respite for veterans. * Day centre for veterans. * Residential and mobile operational stress injury clinics. * Respite care for families and caregivers. * Telemedecine: individual and family consultations, follow-up appointments.

Eligibility: veterans, their families, general public

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Financing: provincial

Legal status: parapublic organization

Community and Recreation Centres

BEACONSFIELD - LEISURE SERVICES

1974 City Lane, Beaconsfield, Montréal, QC, H9W 6B1

514 428-4520 Fax: 514 428-4545

Website: www.beaconsfield.ca

Email: info@beaconsfield.ca

Services: * Sporting and recreational activities for all ages. * Recreational centre, swimming pool, arena. * Summer day camp.

Coverage area: Beaconsfield

Hours: reception: Monday to Friday 8h00 to 21h00, Saturday and Sunday 9h00 to 20h00, administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

CARREFOUR DES AÎNÉS DE PIERREFONDS

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

514 624-1449

Website: sites.google.com/site/ainesenglish

Email: carrefourdesaines@videotron.ca

Services: Bilingual place for meetings and recreational activities. * Language workshops. * Various games. * Dance classes. * Drawing classes. * Fitness. * Cooking, knitting and crochet workshops. * Computer classes. * Special events.

Eligibility: autonomous people 50 years old and over

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 16h00, office: Monday to Friday 9h00 to 12h00, Tuesday and Thursday 13h00 to 15h00

Fees: annual membership: \$25 for residents of Montréal, \$35 for the others

Financing: membership fees, self-financing

Legal status: non-profit organization

CLUB 55+ OF KIRKLAND

16950 Hymus Boulevard, Suite A, Kirkland, Montréal, QC, H9H 5J5

Email: clubkirkland55@gmail.com

Services: * Recreational and social activities: bridge, card games, bingo. * Line dancing and social dancing. * Dinners and dances. * Movie projections. * Outings and trips.

Eligibility: seniors 55 years and over

Capacity: 300 members

Coverage area: Kirkland

Hours: variable, welcoming: Monday 13h30 to 15h00

Fees: membership: \$25 per year

Financing: self-financing

Legal status: non-profit organization

CLUB DE L'ÂGE D'OR SAINT-LUC

49 Westpark Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9A 1N8

514 620-5783

Services: Social and recreational activities for seniors. * Cards and board games. * Restaurant outings.

Eligibility: seniors

Coverage area: West Island

Hours: Thursday 13h00 to 16h30

Fees: annual membership: \$10
Financing: membership fees
Legal status: non-profit organization

DOLLARD-DES-ORMEAUX SENIORS CLUB

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1012 ext. 209

Website: www.ddoclub55.com

Email: ddoclub55@gmail.com

Services: * Leisure activities adapted to the needs and interests of seniors. * Courses, social activities. * Information sessions.

Eligibility: seniors 55 years old and over

Coverage area: Dollard-des-Ormeaux

Hours: information office: Monday to Thursday 10h00 to 12h00 and 13h00 to 15h00, Friday 10h00 to 12h00

Fees: annual membership

Financing: municipal, membership fees

Legal status: non-profit organization

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

DORVAL FIRST CITIZENS CLUBS

Confidential Address

514 633-4000 Fax: 514 633-4016

Website: www.ville.dorval.qc.ca/en

Email: lc@ville.dorval.qc.ca

Services: Local clubs for seniors. * Recreational activities: woodwork, knitting, cribbage, card and board games, billiards, carpet bowling. * Trips and outings.

Eligibility: seniors 55 years old and over

Capacity: variable depending on the club

Coverage area: Dorval

Hours: variable depending on the club

Fees: variable depending on the club

Financing: municipal, self-financing

Legal status: non-profit organization

LITTLE BROTHERS - WEST ISLAND

204 Lakeview Avenue, Pointe-Claire, Montréal, QC, H9S 4C5

514 247-1282

Website: www.littlebrothers.ca

Email: westisland@littlebrothers.ca

Services: Organization aiming to break the isolation and loneliness of people of advanced age until their end of life. * Accompaniment and pairing with volunteers. * Visits in people's living environments: at-home, at the hospital or CHSLD, in residences, etc. * Activities and special outings to celebrate birthdays and traditional holidays. * Holiday stays at The Juliette Huot Chalet in Oka. * End-of-life accompaniment.

Eligibility: seniors 75 years old and over without a present family or significant social relations

Capacity: no limit

Coverage area: West Island, Lachine, Vaudreuil-Dorion, l'Île-Perrot, Saint-Lazare

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: fundraising campaigns, self-financing, donations

Legal status: non-profit organization

UNIVERSITÉ DU TROISIÈME ÂGE - MONTRÉAL - OUEST-DE-L'ÎLE

Confidential Address

514 426-9866

Website: www.usherbrooke.ca/uta/prog/mtl/oim

Services: Educational programming distributed in 49 university branches for people aged 50 years and over. * Non-credited educational activities without papers or exams. * Different teaching methods: courses, seminars, lectures, workshops, physical activities. * Student associations promoting integration in cultural and social life.

Eligibility: people 50 years old and over, no prior degree is required

Coverage area: Montréal Island

Fees: variable tuition according to the activity, compulsory student fee: \$5, donations are optional

Financing: donations, grants

Legal status: non-profit organization

VILLE DE POINTE-CLAIRE - AID FOR SENIORS

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 ext. 1644

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: Services for seniors. * Friendly Hello: friendly phone calls. * Indoor and outdoor cleaning services. * Snow shoveling service. * Activities, annual events, outings, discussion groups. * Senior centre at Arthur-Séguin Chalet, 365 Saint-Louis Avenue. * Sports and recreational activities: knitting club, walking, bridge, fitness, dance, conferences, etc. * Nutrition workshops.

Eligibility: recreational activities, friendly phone calls and senior centre: seniors 60 years and over, house cleaning: people on a low income 65 years and over

Coverage area: Pointe-Claire

Hours: October to April: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30, May to September: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00, cleaning: Monday to Friday 9h00 to 16h00, senior centre: Wednesday 10h00 to 14h00 and Friday 13h00 to 15h00, closed in July and August

Fees: senior centre: \$25 for residents, \$30 for non-residents

Financing: membership fees

Legal status: municipal agency

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Seniors

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zootherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

Day centres and respite**CLSC DE PIERREFONDS**

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

LITTLE BROTHERS - WEST ISLAND

204 Lakeview Avenue, Pointe-Claire, Montréal, QC, H9S 4C5

514 247-1282

Website: www.littlebrothers.ca

Email: westisland@littlebrothers.ca

Services: Organization aiming to break the isolation and loneliness of people of advanced age until their end of life. * Accompaniment and pairing with volunteers. * Visits in people's living environments: at-home, at the hospital or CHSLD, in residences, etc. * Activities and special outings to celebrate birthdays and traditional holidays. * Holiday stays at The Juliette Huot Chalet in Oka. * End-of-life accompaniment.

Eligibility: seniors 75 years old and over without a present family or significant social relations

Capacity: no limit

Coverage area: West Island, Lachine, Vaudreuil-Dorion, l'Île-Perrot, Saint-Lazare

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: fundraising campaigns, self-financing, donations

Legal status: non-profit organization

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

SAINTE-ANNE'S HOSPITAL

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

1 800 361-9287

Website: ciusss-ouestmtl.gouv.qc.ca/en/ste-anne-s-hospital/

Email: informations.comtl@ssss.gouv.qc.ca

Services: General and specialized care hospital. * Long-term care and respite for veterans. * Day centre for veterans. * Residential and mobile operational stress injury clinics. * Respite care for families and caregivers. * Telemedecine: individual and family consultations, follow-up appointments.

Eligibility: veterans, their families, general public

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Financing: provincial

Legal status: parapublic organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiah.qc.ca

Email: info@wiah.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Friendly visits and safety calls

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

LITTLE BROTHERS - WEST ISLAND

204 Lakeview Avenue, Pointe-Claire, Montréal, QC, H9S 4C5

514 247-1282

Website: www.littlebrothers.ca

Email: westisland@littlebrothers.ca

Services: Organization aiming to break the isolation and loneliness of people of advanced age until their end of life. * Accompaniment and pairing with volunteers. * Visits in people's living environments: at-home, at the hospital or CHSLD, in residences, etc. * Activities and special outings to celebrate birthdays and traditional holidays. * Holiday stays at The Juliette Huot Chalet in Oka. * End-of-life accompaniment.

Eligibility: seniors 75 years old and over without a present family or significant social relations

Capacity: no limit

Coverage area: West Island, Lachine, Vaudreuil-Dorion, l'Île-Perrot, Saint-Lazare

Hours: Monday to Friday 9h00 to 16h00

Fees: none

Financing: fundraising campaigns, self-financing, donations

Legal status: non-profit organization

VILLE DE POINTE-CLAIRE - AID FOR SENIORS

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 ext. 1644

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: Services for seniors. * Friendly Hello: friendly phone calls. * Indoor and outdoor cleaning services. * Snow shoveling service. * Activities, annual events, outings, discussion groups. * Senior centre at Arthur-Séguin Chalet, 365 Saint-Louis Avenue. * Sports and recreational activities: knitting club, walking, bridge, fitness, dance, conferences, etc. * Nutrition workshops.

Eligibility: recreational activities, friendly phone calls and senior centre: seniors 60 years and over, house cleaning: people on a low income 65 years and over

Coverage area: Pointe-Claire

Hours: October to April: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30, May to September: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00, cleaning: Monday to Friday 9h00 to 16h00, senior centre: Wednesday 10h00 to 14h00 and Friday 13h00 to 15h00, closed in July and August

Fees: senior centre: \$25 for residents, \$30 for non-residents

Financing: membership fees

Legal status: municipal agency

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zootherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

WEST ISLAND COMMUNITY RESOURCE CENTRE

114 Donegani Avenue, Pointe-Claire, Montréal, QC, H9R 2V4

514 694-6404 Fax: 514 782-0777

Website: www.crcinfo.ca

Email: info@crcinfo.ca

Services: * Information and referral towards self-help groups, community organizations and public services. * Support of community initiatives and projects. * Support to collective projects. * Office or meeting space for community services according to availabilities. * Free legal counselling by appointment. * Coordination of networking opportunities and workshops. * Tax clinic. * CRC mobile: seniors meetings and referrals to community services by a community outreach worker. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV).

Eligibility: general public

Coverage area: West Island

Hours: Monday to Friday 9h00 to 16h00

Financing: municipal, provincial, Centraide of Greater Montréal, donations, federal

Legal status: non-profit organization

Home support

BAIE-D'URFÉ - CITY

20410 Lakeshore Road, Baie-D'Urfé, Montréal, QC, H9X 1P7

514 457-5324 Fax: 514 457-5671

Website: www.baie-durfe.qc.ca/en/

Email: info@baie-durfe.qc.ca

Services: Municipal services management. * Municipal tax payment. * Collection of residual materials. * Construction permits. * List of people with reduced mobility in case of emergency. * Home snow removal for seniors and people with disabilities. * Reimbursement of public transit fare for seniors.

Coverage area: Baie-D'Urfé

Hours: Monday to Thursday 8h00 to 16h30, Friday 8h00 to 13h00

Financing: municipal

Legal status: municipal agency

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

NOVA WEST ISLAND

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 Fax: 514 695-8432

Website: www.novawi.org

Email: info@novawi.org

Services: Palliative and oncology home care program, home visits by experienced nurses and volunteers. * Weekly adult bereavement support groups. * Monthly ALS caregivers support group and weekly Alzheimer's caregivers support group. * Support program for children and youth dealing with the difficulties caused by a permanent illness or a death in the family. * Day centre program for seniors with cognitive disorders. * At-home assistance program with personal support services and accompaniment.

Eligibility: adults living with cancer, Lou Gehrig's disease (ALS) or at the end of life, seniors with a loss of autonomy, bereaved young people and adults, caregivers, day centre: seniors over 60 years living with cognitive deficits or related diseases (dementia, Alzheimer's, Parkinson's, strokes)

Capacity: bereavement support groups: 12

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30

Fees: cancer and bereavement services: free, day centre and home care: minimal cost

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

SERVICES WEST-NETTE

271 Labrosse Avenue, Suite B, Pointe-Claire, Montréal, QC, H9R 1A3

514 626-1296 Fax: 514 505-6664

Website: www.westnette.org/en/home

Email: westnette@westnette.org

Services: Heavy and light housekeeping. * Various tasks of everyday life: laundry, emptying garbage cans, cleaning the kitchen, washing dishes, etc. * Heavy work: walls, ceilings, windows and carpet cleaning, etc.

Eligibility: residents

Coverage area: West Island

Hours: administration: Monday to Friday 8h30 to 17h00

Fees: RAMQ Financial Assistance Program

Financing: self-financing, provincial

Legal status: non-profit organization

VILLE DE POINTE-CLAIRE - AID FOR SENIORS

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 ext. 1644

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: Services for seniors. * Friendly Hello: friendly phone calls. * Indoor and outdoor cleaning services. * Snow shoveling service. * Activities, annual events, outings, discussion groups. * Senior centre at Arthur-Séguin Chalet, 365 Saint-Louis Avenue. * Sports and recreational activities: knitting club, walking, bridge, fitness, dance, conferences, etc. * Nutrition workshops.

Eligibility: recreational activities, friendly phone calls and senior centre: seniors 60 years and over, house cleaning: people on a low income 65 years and over

Coverage area: Pointe-Claire

Hours: October to April: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30, May to September: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00, cleaning: Monday to Friday 9h00 to 16h00, senior centre: Wednesday 10h00 to 14h00 and Friday 13h00 to 15h00, closed in July and August

Fees: senior centre: \$25 for residents, \$30 for non-residents

Financing: membership fees

Legal status: municipal agency

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zotherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

Housing for seniors**CENTRE D'HÉBERGEMENT DE DORVAL**

225 de La Présentation Avenue, Dorval, Montréal, QC, H9S 3L7

514 631-9094 Fax: 514 631-0095

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/long-term-care-centres-chsld/centre-d-hebergement-de-dorval

Services: Public care centre for seniors and people with a loss of autonomy. * Housing and long term cares. * Day Centre offering therapeutic services to maintain the autonomy of seniors living at home.

Eligibility: seniors and people with a loss of autonomy

Coverage area: West Island

Financing: provincial

Legal status: parapublic organization

CENTRE D'HÉBERGEMENT DENIS-BENJAMIN-VIGER

3292 Cherrier Street, L'île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 1E4

514 620-6310

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/long-term-care-centres-chsld/centre-d-hebergement-denis-benjamin-viger

Services: Public housing centre for seniors and people with a loss of autonomy. * Housing and long term care.

Eligibility: seniors and people with a loss of autonomy

Coverage area: West Island

Financing: provincial

Legal status: parapublic organization

DOLLARD-DES-ORMEAUX - CITY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1010 Fax: 514 684-6894

Website: www.ville.ddo.qc.ca

Email: ville@ddo.qc.ca

Services: Municipal service management. * Municipal tax management and payment. * Garbage collection. * Construction permits. * Financial assistance for home adaptation for people living with a disability.

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 8h00 to 12h00 and 13h00 to 16h00

Financing: municipal

Legal status: municipal agency

OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL - RESIDENCES ENHARMONIE - RESIDENCE DES SOURCES

4200 des Sources Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 3M6

514 683-2323

Website: www.residencesenharmonie.qc.ca/en/residences/des-sources-residence

Email: info.ds@omhm.qc.ca

Services: Affordable housing: studios, one-bedrooms or two-bedrooms. * Included in monthly rent: 5 meals a week in the dining hall, 2 breakfasts on weekends, security cameras, around-the-clock surveillance, controlled access, cable television, telephone service, electricity, heating and hot water, various community activities, free use of laundry room. * Additional services: indoor and outdoor parking, hall rental. * Common areas: air-conditioned dining hall and common room, computer stations with free Internet access, home cinema, sitting rooms.

Eligibility: seniors 60 years and over on a low income (less than \$30,000 for an individual or a couple and less than \$34,500 for two people not living as a couple)

Capacity: 131 apartments

Coverage area: Greater Montréal

Hours: 7 days, 9h00 to 17h00

Financing: federal, provincial, municipal

Legal status: non-profit organization

OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL - RESIDENCES ENHARMONIE - RESIDENCE MAYWOOD

33 Maywood Avenue, Pointe-Claire, Montréal, QC, H9R 6B9

514 693-1754

Website: www.residencesenharmonie.qc.ca/en/residences/maywood-residence

Email: info.may@omhm.qc.ca

Services: Affordable housing: studios, one-bedrooms or two-bedrooms. * Included in monthly rent: 5 meals a week in the dining hall, 2 breakfasts on weekends, security cameras, around-the-clock surveillance, controlled access, cable television, telephone service, electricity, heating and hot water, various community activities. * Additional services: indoor and outdoor parking, hall rental, laundry room. * Common areas: air-conditioned dining hall and common room, computer stations with free Internet access, home cinema.

Eligibility: seniors 60 years and over on a low income (less than \$30,000 for an individual or a couple and less than \$34,500 for two people not living as a couple)

Capacity: 135 apartments

Coverage area: Greater Montréal

Hours: 7 days, 9h00 to 17h00

Financing: federal, provincial, municipal

Legal status: non-profit organization

RÉSIDENCE JEAN MARIE-CHABOT

5035 Côte Saint-Paul Road, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 2N4

514 276-8717 Fax: 514 276-8797

Website: www.hpdg.ca

Email: info@hpdg.ca

Services: Housing for autonomous seniors.

Eligibility: autonomous seniors over 55 years old

Capacity: 68 apartments: 3 ½, 4 ½

Coverage area: Le Sud-Ouest

Hours: Monday to Friday 8h30 to 17h00

Fees: \$650 to \$775 per month

Financing: self-financing

Legal status: non-profit organization

RÉSIDENCE NORMA MCALISTER

5100 des Maçons Street, Suite 100, Pierrefonds-Roxboro, Montréal, QC, H9A 2T2

514 620-9695

Email: res.n.mcalister@videotron.ca

Services: Semi-subsidized building that provides housing for autonomous seniors with low income. * Income tax clinic for residents.

Eligibility: autonomous seniors with low income

Capacity: 34 units

Coverage area: Pierrefonds

Hours: Monday, Wednesday and Friday 8h30 to 15h00

Fees: 25% of income plus electricity, parking and air conditioning

Financing: provincial

Legal status: non-profit organization

SAINTE-ANNE'S HOSPITAL

305 des Anciens-Combattants Boulevard, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y9

1 800 361-9287

Website: ciusss-ouestmtl.gouv.qc.ca/en/ste-anne-s-hospital/

Email: informations.comtl@ssss.gouv.qc.ca

Services: General and specialized care hospital. * Long-term care and respite for veterans. * Day centre for veterans. * Residential and mobile operational stress injury clinics. * Respite care for families and caregivers. * Telemedecine: individual and family consultations, follow-up appointments.

Eligibility: veterans, their families, general public

Coverage area: Province of Québec

Hours: 24 hours / 7 days

Financing: provincial

Legal status: parapublic organization

VILLA BEAUREPAIRE

23 Fieldfare Avenue, Beaconsfield, Montréal, QC, H9W 4W4

514 697-0123 Fax: 514 697-9047

Website: www.villabeaurepaire.com

Email: info@villabeaurepaire.com

Services: Housing for seniors with services. * 5 meals a week. * Heating, electricity and cable included. * Social activities. * Maintenance.

Eligibility: autonomous seniors or with a slight loss of autonomy

Capacity: 50 apartments

Coverage area: Montréal Island

Hours: Monday to Friday 9h00 to 17h00

Fees: studio: \$1184 per month, 3½: \$1396 per month, 4½: \$1526 per month

Financing: self-financing

Legal status: non-profit organization

Intergenerational activities

DOLLARD-DES-ORMEAUX PUBLIC LIBRARY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1496 Fax: 514 684-9569

Website: webopac.ddo.qc.ca/iguana/www.main.cls?sURL=Accueil

Email: bibliotheque@ddo.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Home delivery for people with reduced mobility. * Computers, Internet access and printing devices. * Story time. * Reading activities for toddlers. * Book club for children. * Homework assistance. * Générations@branchées: introduction to computer technology for seniors by pairing with a teenager-teacher. * Activities, events.

Eligibility: children, youth and adults

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 9h00 to 17h00, summer: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: residents: free

Financing: municipal, provincial

Legal status: municipal agency

Meals on Wheels

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zootherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

Seniors' Advocacy and Assistance Associations

CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DE L'OUEST-DE-L'ÎLE-DE-MONTRÉAL - SERVICE QUALITY AND COMPLAINTS COMMISSION

160 Stillview Avenue, Suite 1289, Pointe-Claire, Montréal, QC, H9R 2Y2

1 844 630-5125

Website: ciusss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/service-quality-and-complaints-commission

Email: commissariat.plaintes.comtl@ssss.gouv.qc.ca

Services: Responsible of enforcing the users' rights. * Reception and analysis of complaints. * Makes recommendations to the establishment and to the executive board about the improvement of the quality and security of the provided services.

Coverage area: CIUSSS de l'Ouest-de-l'Île-de-Montréal

Financing: provincial

Legal status: parapublic organization

SENIORS ACTION QUÉBEC

17 de la Baie de Valois Avenue, Suite 202D, Pointe-Claire, Montréal, QC, H9R 4B3

438 386-1944

Email: info@seniorsactionquebec.ca

Services: Promotion of English-speaking seniors' interests. * Information and referral. * Promotion of access to information. * Promotion and development of seniors' leadership. * Advocacy.

Eligibility: English-speaking seniors

Coverage area: Province of Québec

Fees: membership: \$20

Financing: donations, contributions, federal

Legal status: non-profit organization

WEST ISLAND CITIZEN ADVOCACY

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 694-5850 Fax: 514 694-1867

Website: volunteerwica.com

Email: info@pcbo-wica.com

Services: Recruitment, training and follow-up of volunteers to be partnered with vulnerable citizens. * Role of the Sponsor: friendship, assistance in everyday problems, spokesperson, social, emotional and practical support. * Outreach work initiative for seniors living in a vulnerable situation (ITMAV). * Special Projects: Youth Engagement, Rendez-vous Arts, Seniors Liaisons. * Church Apartment Program (CAP): permanent community housing with daily support for adults living with long-term mental illness. * Sunshine residence: short to medium term transition house for people living with mental health problems. * Seniors' advocacy.

Eligibility: people with disabilities, seniors, people with mental health problems

Capacity: apartment program for people with a mental illness: 42 beds, Sunshine residence: 7 rooms

Coverage area: Lachine, Sainte-Anne-de-Bellevue, Pierrefonds-Roxboro, Beaconsfield, Baie-D'Urfé, Pointe-Claire, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 9h00 to 16h30

Fees: none

Financing: Centraide of Greater Montréal, provincial, donations, municipal

Legal status: non-profit organization

WEST ISLAND FACILITIES USERS' COMMITTEE

160 Stillview Avenue, Pointe-Claire, Montréal, QC, H9R 2Y2

514 630-2225 ext. 1453

Website: ciuss-ouestmtl.gouv.qc.ca/en/users-info/users-rights/users

Email: patients.lgh@ssss.gouv.qc.ca

Services: Users committee. * Information on the rights and obligations of users. * Advocacy. * Assistance in the proceedings when making a complaint.

Eligibility: users of Lakeshore General Hospital, CLSC du Lac-Saint-Louis, CLSC de Pierrefonds and CHSLD Denis-Benjamin-Viger

Coverage area: Montréal Island

Financing: provincial

Legal status: parapublic organization

Volunteer Transportation

WEST-ISLAND VOLUNTEER ACCOMPANIMENT SERVICE

Confidential Address

514 694-3838

Website: www.abovas.com

Email: info@abovas.com

Services: Accompaniment and transportation for medical appointments.

Eligibility: people 18 years of age and older

Coverage area: West Island: Dorval, Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Kirkland, L'Île-Bizard-Sainte-Geneviève, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: office: Monday to Friday 8h30 to 16h00, accompaniment: Monday to Friday 7h00 to 16h00

Fees: predetermined fixed rate

Financing: provincial, donations

Legal status: non-profit organization

Sex and gender

LGBTQ ASSOCIATIONS

WOMEN'S CENTRES

WOMEN'S ASSOCIATIONS

LGBTQ associations

WEST ISLAND LGBTQ2+ CENTRE

202 Woodside Road, Beaconsfield, Montréal, QC, H9W 2P1

514 794-5428

Website: www.lgbtq2centre.com

Email: info@lgbtq2centre.com

Services: * Twice weekly drop-in program for youth between 13 to 20 years old. * Weekly dinner for seniors and adults. * Weekly support group for transgender and gender diverse people. * Young adult social group. * Parents and family support group. * Advocacy of rights and fight against homophobia.

Eligibility: lesbian, gay, bisexual, transgender, queer or questioning individuals of all ages, their relatives

Coverage area: West Island, MRC Vaudreuil-Soulanges, Greater Montreal

Hours: youth drop-in: Wednesday and Friday 16h00 to 20h00, seniors and adults' dinner: Thursday 16h30 to 20h30, young adults' meeting: 2nd Friday of the month 20h30 to 22h30, parents support group: 2nd Tuesday of the month, trans and gender diverse support group: Saturday 14h00 to 17h00

Financing: grants, donations

Legal status: non-profit organization

Women's centres

BEACONSFIELD NEWCOMERS CLUB

288 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 901-0511

Website: beaconsfieldnewcomersclub.weebly.com

Email: bncmembers@gmail.com

Services: Social integration club. * Monthly meeting. * Children and adult social activities. * Cooking, international dining, coffee and wine tasting clubs. * Cycling, walking, exploring and outdoor adventure clubs. * Movie, theatre, craft, book and gardening clubs.

Eligibility: women newcomers, retirees, stay-at-home moms, their family

Coverage area: Baie-D'Urfé, Beaconsfield, Dollard-Des Ormeaux, Dorval, L'Île-Dorval, Kirkland, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville, L'Île-Bizard-Sainte-Geneviève, Pierrefonds-Roxboro

Hours: monthly meeting: 2nd Thursday of the month 19h30

Fees: annual membership: \$40 for Beaconsfield residents, \$45 for non-residents

Financing: contributions, self-financing

Legal status: non-profit organization

BEACONSFIELD WOMEN'S CLUB

303 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 630-1604

Website: beaconsfieldwomensclub.ca

Services: * Social club: bridge, canasta, mah-jong, american mah-jong, book club, movie nights, dinner and breakfast outings.

Eligibility: women

Coverage area: Beaconsfield

Hours: meeting: 1st Monday of the month, except June to August

Fees: annual membership: \$25

Financing: self-financing, membership fees

Legal status: non-profit organization

WEST ISLAND WOMEN'S CENTRE

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 695-8529 Fax: 514 695-0503

Website: www.wiwc.ca

Email: womenscentre@wiwc.ca

Services: * Daytime and evening courses: personal development, fitness, special interest and classes for children. * Seminars. * Adult and teen workshops. * Program for recent immigrants to facilitate their integration. * Monthly support group to help women coping with a miscarriage, stillbirth or infant death. * Monthly support group to help new mothers adjust to life with a baby. * Weekly support groups (8 weeks) on various topics. * Wellness clinics once or twice a month. * Free childcare offered during daytime activities only.

Eligibility: women and pre-school children

Capacity: courses: 10 to 25 participants, depending on the type of course, support groups: 14 participants, free seminars or wellness clinics: 6 to 25 participants

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 15h00, closed in July and August, most support groups: during the evening

Fees: annual membership: \$25, course fees vary, seminars, wellness clinics, support groups, and other outreach programs: free

Financing: Centraide of Greater Montréal, provincial

Legal status: non-profit organization

Women's associations**BEACONSFIELD WOMEN'S CLUB**

303 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 630-1604

Website: beaconsfieldwomensclub.ca

Services: * Social club: bridge, canasta, mah-jong, american mah-jong, book club, movie nights, dinner and breakfast outings.

Eligibility: women

Coverage area: Beaconsfield

Hours: meeting: 1st Monday of the month, except June to August

Fees: annual membership: \$25

Financing: self-financing, membership fees

Legal status: non-profit organization

WEST ISLAND WOMEN'S CENTRE

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 695-8529 Fax: 514 695-0503

Website: www.wiwc.ca

Email: womenscentre@wiwc.ca

Services: * Daytime and evening courses: personal development, fitness, special interest and classes for children. * Seminars. * Adult and teen workshops. * Program for recent immigrants to facilitate their integration. * Monthly support group to help women coping with a miscarriage, stillbirth or infant death. * Monthly support group to help new mothers adjust to life with a baby. * Weekly support groups (8 weeks) on various topics. * Wellness clinics once or twice a month. * Free childcare offered during daytime activities only.

Eligibility: women and pre-school children

Capacity: courses: 10 to 25 participants, depending on the type of course, support groups: 14 participants, free seminars or wellness clinics: 6 to 25 participants

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 15h00, closed in July and August, most support groups: during the evening

Sex and gender

Fees: annual membership: \$25, course fees vary, seminars, wellness clinics, support groups, and other outreach programs: free

Financing: Centraide of Greater Montréal, provincial

Legal status: non-profit organization

Sports, Recreation and Culture

ARTS AND CULTURE

CLUBS AND SOCIAL EVENTS

COMMUNITY RECREATION CENTRES

HOBBIES

LIBRARIES

MUNICIPAL SPORTS AND RECREATION SERVICES

SPORT

SPORTS AND RECREATION FOR PEOPLE WITH A DISABILITY

Arts and culture

BAIE-D'URFÉ PUBLIC LIBRARY

20551 Lakeshore Road, Baie-D'Urfé, Montréal, QC, H9X 1R3

514 457-3274

Website: www.bibliobaiedurfe.com

Email: biblio@baie-durfe.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Home loan for people with reduced mobility. * Computers and Internet access. * Book club for children. * Readers' nights. * Movie club. * Clubs, workshops, exhibitions and activities.

Eligibility: children, youth and adults

Coverage area: Baie-D'Urfé

Hours: Monday, Tuesday, Thursday and Friday 14h30 to 17h00 and 19h30 to 21h00, Wednesday 10h00 to 12h00 and 14h30 to 21h00, Saturday and Sunday 13h30 to 16h00

Fees: free

Financing: municipal, provincial

Legal status: municipal agency

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

DORVAL PUBLIC LIBRARY

1401 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4170

Website: biblioweb.ville.dorval.qc.ca

Email: biblio@ville.dorval.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Home delivery for people with reduced mobility. * Computers, Internet access and iPads. * Story time. * Book club for children. * Reading clubs in English and French. * Conferences, launches.

Eligibility: children, youth and adults

Coverage area: Dorval

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 10h00 to 17h00, summer: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 17h00

Fees: residents: free

Financing: municipal, provincial

Legal status: municipal agency

KIRKLAND PUBLIC LIBRARY

17100 Hymus Boulevard, Kirkland, Montréal, QC, H9J 2W2

514 630-2726 Fax: 514 630-2716

Website: www.ville.kirkland.qc.ca

Email: JFilion@ville.kirkland.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Book club for adults. * Story time. * Conferences, exhibitions, workshops and meetings.

Eligibility: children, youth and adults

Coverage area: Kirkland

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 10h00 to 17h00

Fees: residents: free

Financing: municipal

Legal status: municipal agency

MONTRÉAL PUBLIC LIBRARIES NETWORK - L'ÎLE BIZARD LIBRARY

500 Montée de l'Église, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 1G9

514 620-6257

Website: www.bibliomontreal.com

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Work rooms. * Story time. * Book club for children. * Workshops, conferences and exhibitions.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Thursday 10h00 to 20h00, Friday 10h00 to 18h00, Saturday and Sunday 11h00 to 17h00, summer: Monday to Thursday 10h00 to 19h00, Friday 10h00 to 18h00, Saturday and Sunday 11h00 to 16h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

MONTRÉAL PUBLIC LIBRARIES NETWORK - PIERREFONDS LIBRARY

13555 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9A 1A6

514 626-1800

Website: www.bibliomontreal.com

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Story time. * Book club for children. * Book club for adults. * Les mots partagés: intercultural coffee-meeting. * Home loan for people with reduced mobility. * Workshops, conferences and exhibitions. * Rental of music instruments. * Reading devices for people with a visual disability.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE PUBLIC LIBRARY

40 Saint-Pierre Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y6

514 457-1940 Fax: 514 457-7146

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: biblio@sadb.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Biblio-roulante: home loan for people with reduced mobility. * Computer workshop. * Book clubs for children. * Book club for adults. * Story time. * Exhibitions, conferences and workshops.

Coverage area: Sainte-Anne-De-Bellevue

Hours: Monday and Tuesday 12h00 to 20h00, Wednesday 10h00 to 13h30, Thursday 10h00 to 20h00, Friday 15h00 to 20h00, Saturday and Sunday 11h00 to 16h00, summer: Monday, Tuesday and Thursday 10h00 to 20h00, Wednesday 10h00 to 17h00, Friday 15h00 to 20h00

Fees: free

Financing: municipal

Legal status: municipal agency

Clubs and social events

BEACONSFIELD WOMEN'S CLUB

303 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 630-1604

Website: beaconsfieldwomensclub.ca

Services: * Social club: bridge, canasta, mah-jong, american mah-jong, book club, movie nights, dinner and breakfast outings.

Eligibility: women

Coverage area: Beaconsfield

Hours: meeting: 1st Monday of the month, except June to August

Fees: annual membership: \$25

Financing: self-financing, membership fees

Legal status: non-profit organization

CARREFOUR DES AÎNÉS DE PIERREFONDS

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

514 624-1449

Website: sites.google.com/site/ainesenglish

Email: carrefourdesaines@videotron.ca

Services: Bilingual place for meetings and recreational activities. * Language workshops. * Various games. * Dance classes. * Drawing classes. * Fitness. * Cooking, knitting and crochet workshops. * Computer classes. * Special events.

Eligibility: autonomous people 50 years old and over

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 16h00, office: Monday to Friday 9h00 to 12h00, Tuesday and Thursday 13h00 to 15h00

Fees: annual membership: \$25 for residents of Montréal, \$35 for the others

Financing: membership fees, self-financing

Legal status: non-profit organization

CLUB 55+ OF KIRKLAND

16950 Hymus Boulevard, Suite A, Kirkland, Montréal, QC, H9H 5J5

Email: clubkirkland55@gmail.com

Services: * Recreational and social activities: bridge, card games, bingo. * Line dancing and social dancing. * Dinners and dances. * Movie projections. * Outings and trips.

Eligibility: seniors 55 years and over

Capacity: 300 members

Coverage area: Kirkland

Hours: variable, welcoming: Monday 13h30 to 15h00

Fees: membership: \$25 per year

Financing: self-financing

Legal status: non-profit organization

CLUB DE L'ÂGE D'OR SAINT-LUC

49 Westpark Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9A 1N8

514 620-5783

Services: Social and recreational activities for seniors. * Cards and board games. * Restaurant outings.

Eligibility: seniors

Coverage area: West Island

Hours: Thursday 13h00 to 16h30

Fees: annual membership: \$10

Financing: membership fees

Legal status: non-profit organization

DOLLARD-DES-ORMEAUX SENIORS CLUB

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1012 ext. 209

Website: www.ddoclub55.com

Email: ddoclub55@gmail.com

Services: * Leisure activities adapted to the needs and interests of seniors. * Courses, social activities. * Information sessions.

Eligibility: seniors 55 years old and over

Coverage area: Dollard-des-Ormeaux

Hours: information office: Monday to Thursday 10h00 to 12h00 and 13h00 to 15h00, Friday 10h00 to 12h00

Fees: annual membership

Financing: municipal, membership fees

Legal status: non-profit organization

DORVAL FIRST CITIZENS CLUBS

Confidential Address

514 633-4000 Fax: 514 633-4016

Website: www.ville.dorval.qc.ca/en

Email: lc@ville.dorval.qc.ca

Services: Local clubs for seniors. * Recreational activities: woodwork, knitting, cribbage, card and board games, billiards, carpet bowling. * Trips and outings.

Eligibility: seniors 55 years old and over

Capacity: variable depending on the club

Coverage area: Dorval

Hours: variable depending on the club

Fees: variable depending on the club

Financing: municipal, self-financing

Legal status: non-profit organization

REGROUPEMENT DES SÉPARÉ(E)S ET DIVORCÉ(E)S DE L'OUEST

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

438 390-7736

Website: www.rsdo.org

Email: info@rsdo.org

Services: * Information and referral. * Personal growth workshops. * Coffee chats. * Conferences. * Support groups. * Fitness classes. * Anxiety management classes.

Eligibility: men and women who are separated, widowed, divorced or single, civil partners

Coverage area: West Island, MRC Vaudreuil-Soulanges

Hours: variable, conferences: Thursday 19h30 to 22h00

Fees: membership: \$15 per year for 2021-2022

Financing: provincial

Legal status: non-profit organization

VILLE DE POINTE-CLAIRE - AID FOR SENIORS

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 ext. 1644

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: Services for seniors. * Friendly Hello: friendly phone calls. * Indoor and outdoor cleaning services. * Snow shoveling service. * Activities, annual events, outings, discussion groups. * Senior centre at Arthur-Séguin Chalet, 365 Saint-Louis Avenue. * Sports and recreational activities: knitting club, walking, bridge, fitness, dance, conferences, etc. * Nutrition workshops.

Eligibility: recreational activities, friendly phone calls and senior centre: seniors 60 years and over, house cleaning: people on a low income 65 years and over

Coverage area: Pointe-Claire

Hours: October to April: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30, May to September: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00, cleaning: Monday to Friday 9h00 to 16h00, senior centre: Wednesday 10h00 to 14h00 and Friday 13h00 to 15h00, closed in July and August

Fees: senior centre: \$25 for residents, \$30 for non-residents

Financing: membership fees

Legal status: municipal agency

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zootherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

WEST ISLAND LGBTQ2+ CENTRE

202 Woodside Road, Beaconsfield, Montréal, QC, H9W 2P1

514 794-5428

Website: www.lgbtq2centre.com

Email: info@lgbtq2centre.com

Services: * Twice weekly drop-in program for youth between 13 to 20 years old. * Weekly dinner for seniors and adults. * Weekly support group for transgender and gender diverse people. * Young adult social group. * Parents and family support group. * Advocacy of rights and fight against homophobia.

Eligibility: lesbian, gay, bisexual, transgender, queer or questioning individuals of all ages, their relatives

Coverage area: West Island, MRC Vaudreuil-Soulanges, Greater Montreal

Hours: youth drop-in: Wednesday and Friday 16h00 to 20h00, seniors and adults' dinner: Thursday 16h30 to 20h30, young adults' meeting: 2nd Friday of the month 20h30 to 22h30, parents support group: 2nd Tuesday of the month, trans and gender diverse support group: Saturday 14h00 to 17h00

Financing: grants, donations

Legal status: non-profit organization

WEST ISLAND WOMEN'S CENTRE

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 695-8529 Fax: 514 695-0503

Website: www.wiwc.ca

Email: womenscentre@wiwc.ca

Services: * Daytime and evening courses: personal development, fitness, special interest and classes for children. * Seminars. * Adult and teen workshops. * Program for recent immigrants to facilitate their integration. * Monthly support group to help women coping with a miscarriage, stillbirth or infant death. * Monthly support group to help new mothers adjust to life with a baby. * Weekly support groups (8 weeks) on various topics. * Wellness clinics once or twice a month. * Free childcare offered during daytime activities only.

Eligibility: women and pre-school children

Capacity: courses: 10 to 25 participants, depending on the type of course, support groups: 14 participants, free seminars or wellness clinics: 6 to 25 participants

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 15h00, closed in July and August, most support groups: during the evening

Fees: annual membership: \$25, course fees vary, seminars, wellness clinics, support groups, and other outreach programs: free

Financing: Centraide of Greater Montréal, provincial

Legal status: non-profit organization

Community recreation centres**BEACONSFIELD - LEISURE SERVICES**

1974 City Lane, Beaconsfield, Montréal, QC, H9W 6B1

514 428-4520 Fax: 514 428-4545

Website: www.beaconsfield.ca

Email: info@beaconsfield.ca

Services: * Sporting and recreational activities for all ages. * Recreational centre, swimming pool, arena. * Summer day camp.

Coverage area: Beaconsfield

Hours: reception: Monday to Friday 8h00 to 21h00, Saturday and Sunday 9h00 to 20h00, administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

CARREFOUR DES AÎNÉS DE PIERREFONDS

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

514 624-1449

Website: sites.google.com/site/ainesenglish

Email: carrefourdesaines@videotron.ca

Services: Bilingual place for meetings and recreational activities. * Language workshops. * Various games. * Dance classes. * Drawing classes. * Fitness. * Cooking, knitting and crochet workshops. * Computer classes. * Special events.

Eligibility: autonomous people 50 years old and over

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 16h00, office: Monday to Friday 9h00 to 12h00, Tuesday and Thursday 13h00 to 15h00

Fees: annual membership: \$25 for residents of Montréal, \$35 for the others

Financing: membership fees, self-financing

Legal status: non-profit organization

CLUB 55+ OF KIRKLAND

16950 Hymus Boulevard, Suite A, Kirkland, Montréal, QC, H9H 5J5

Email: clubkirkland55@gmail.com

Services: * Recreational and social activities: bridge, card games, bingo. * Line dancing and social dancing. * Dinners and dances. * Movie projections. * Outings and trips.

Eligibility: seniors 55 years and over

Capacity: 300 members

Coverage area: Kirkland

Hours: variable, welcoming: Monday 13h30 to 15h00

Fees: membership: \$25 per year

Financing: self-financing

Legal status: non-profit organization

DOLLARD-DES-ORMEAUX SENIORS CLUB

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1012 ext. 209

Website: www.ddoclub55.com

Email: ddoclub55@gmail.com

Services: * Leisure activities adapted to the needs and interests of seniors. * Courses, social activities. * Information sessions.

Eligibility: seniors 55 years old and over

Coverage area: Dollard-des-Ormeaux

Hours: information office: Monday to Thursday 10h00 to 12h00 and 13h00 to 15h00, Friday 10h00 to 12h00

Fees: annual membership

Financing: municipal, membership fees

Legal status: non-profit organization

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

MAISON DES JEUNES A-MA-BAIE

9625 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R4

514 685-2989

Website: mdjamabaie.webnode.com

Email: mdjamabaie@videotron.ca

Services: Meeting place with animation and supervision. * Information and referral. * Help with homework. * Recreational, prevention, sporting, cultural and community activities. * Outings.

Eligibility: youth 12 to 17 years old

Coverage area: Pierrefonds

Hours: Monday to Thursday 13h00 to 20h00, Friday and Saturday 13h00 to 21h00

Fees: membership: \$5, it gives a 50% discount on all activities

Financing: grants, donations

Legal status: non-profit organization

MAISON DES JEUNES DE PIERREFONDS (LA)

4855 des Sources Boulevard, Pierrefonds-Roxboro, Montréal, QC, H8Y 3C8

514 683-4164

Website: maisondj.wix.com/mdj-pierrefonds

Email: maisondj@videotron.ca

Services: Supervised meeting place. * Information and referral. * Prevention and education activities. * Sports, recreational and social activities. * Outings.

Eligibility: youth 12 to 18 years old

Capacity: 40

Coverage area: Roxboro, Pierrefonds, Pointe-Claire, Dollard-des-Ormeaux, Sainte-Geneviève, L'Île-Bizard

Hours: school year: Tuesday to Thursday 14h30 to 21h00, Friday 14h30 to 22h00, Saturday 13h00 to 22h00, summer: Monday to Friday 11h00 to 21h00

Fees: free

Financing: provincial, self-financing, municipal, donations

Legal status: non-profit organization

REGROUPEMENT DES SÉPARÉ(E)S ET DIVORCÉ(E)S DE L'OUEST

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

438 390-7736

Website: www.rsdo.org

Email: info@rsdo.org

Services: * Information and referral. * Personal growth workshops. * Coffee chats. * Conferences. * Support groups. * Fitness classes. * Anxiety management classes.

Eligibility: men and women who are separated, widowed, divorced or single, civil partners

Coverage area: West Island, MRC Vaudreuil-Soulanges

Hours: variable, conferences: Thursday 19h30 to 22h00

Fees: membership: \$15 per year for 2021-2022

Financing: provincial

Legal status: non-profit organization

VILLE DE POINTE-CLAIRE - AID FOR SENIORS

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 ext. 1644

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: Services for seniors. * Friendly Hello: friendly phone calls. * Indoor and outdoor cleaning services. * Snow shoveling service. * Activities, annual events, outings, discussion groups. * Senior centre at Arthur-Séguin Chalet, 365 Saint-Louis Avenue. * Sports and recreational activities: knitting club, walking, bridge, fitness, dance, conferences, etc. * Nutrition workshops.

Eligibility: recreational activities, friendly phone calls and senior centre: seniors 60 years and over, house cleaning: people on a low income 65 years and over

Coverage area: Pointe-Claire

Hours: October to April: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30, May to September: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00, cleaning: Monday to Friday 9h00 to 16h00, senior centre: Wednesday 10h00 to 14h00 and Friday 13h00 to 15h00, closed in July and August

Fees: senior centre: \$25 for residents, \$30 for non-residents

Financing: membership fees

Legal status: municipal agency

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zootherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

WEST ISLAND WOMEN'S CENTRE

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 695-8529 Fax: 514 695-0503

Website: www.wiwc.ca

Email: womenscentre@wiwc.ca

Services: * Daytime and evening courses: personal development, fitness, special interest and classes for children. * Seminars. * Adult and teen workshops. * Program for recent immigrants to facilitate their integration. * Monthly support group to help women coping with a miscarriage, stillbirth or infant death. * Monthly support group to help new mothers adjust to life with a baby. * Weekly support groups (8 weeks) on various topics. * Wellness clinics once or twice a month. * Free childcare offered during daytime activities only.

Eligibility: women and pre-school children

Capacity: courses: 10 to 25 participants, depending on the type of course, support groups: 14 participants, free seminars or wellness clinics: 6 to 25 participants

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 15h00, closed in July and August, most support groups: during the evening

Fees: annual membership: \$25, course fees vary, seminars, wellness clinics, support groups, and other outreach programs: free

Financing: Centraide of Greater Montréal, provincial

Legal status: non-profit organization

WEST ISLAND YMCA

230 Brunswick Boulevard, Pointe-Claire, Montréal, QC, H9R 5N5

514 630-9622 Fax: 514 630-9868

Website: www.ymcaquebec.org

Email: info.westisland@ymcaquebec.org

Services: * Summer day camp. * Youth zone and activities: cooking, arts and music, children's birthday parties. * Homework assistance. * Community programs for young offenders or youth struggling at school. * Community mediation program. * Health, fitness and recreation: aquatic activities, martial arts, cardio cycle, fitness, mind and body, dancing, racquet sports, team sports and activities. * Club for 60 years and over. * Cardiopulmonary resuscitation (CPR) courses. * Fitness instructor training.

Eligibility: children, youth, adults, seniors

Coverage area: West Island

Hours: Monday to Friday 6h00 to 22h45, Saturday and Sunday 7h00 to 19h45, holidays 7h00 to 19h00

Financing: foundations

Legal status: non-profit organization

Hobbies

BREAD BASKET

11 Rodney Avenue, Pointe-Claire, Montréal, QC, H9R 4L8

514 694-5850

Website: www.corbeilledepain.com

Email: corbeilledepain@gmail.com

Services: Food security programs. * Community kitchens and food processing from gardening. * Food security workshops and nutrition seminars. * Kitchen workshops. * Solidarity markets. * Community gardens and education. * Solidarity gardens for the benefit of food banks. * Drop-off point for the ugly fruit and vegetables baskets second-life.ca

Eligibility: individuals and families vulnerable in terms of food security

Coverage area: West Island

Hours: Monday to Friday by appointment

Fees: voluntary \$5 contribution per workshop

Financing: grants, donations

Legal status: non-profit organization

CARREFOUR DES AÎNÉS DE PIERREFONDS

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

514 624-1449

Website: sites.google.com/site/ainesenglish

Email: carrefourdesaines@videotron.ca

Services: Bilingual place for meetings and recreational activities. * Language workshops. * Various games. * Dance classes. * Drawing classes. * Fitness. * Cooking, knitting and crochet workshops. * Computer classes. * Special events.

Eligibility: autonomous people 50 years old and over

Coverage area: Montréal Island

Hours: Monday to Friday 8h30 to 16h00, office: Monday to Friday 9h00 to 12h00, Tuesday and Thursday 13h00 to 15h00

Fees: annual membership: \$25 for residents of Montréal, \$35 for the others

Financing: membership fees, self-financing

Legal status: non-profit organization

DORVAL FIRST CITIZENS CLUBS

Confidential Address

514 633-4000 Fax: 514 633-4016

Website: www.ville.dorval.qc.ca/en

Email: lc@ville.dorval.qc.ca

Services: Local clubs for seniors. * Recreational activities: woodwork, knitting, cribbage, card and board games, billiards, carpet bowling. * Trips and outings.

Eligibility: seniors 55 years old and over

Capacity: variable depending on the club

Coverage area: Dorval

Hours: variable depending on the club

Fees: variable depending on the club

Financing: municipal, self-financing

Legal status: non-profit organization

LITERACY UNLIMITED

111 Broadview Avenue, Pointe-Claire, Montréal, QC, H9R 3Z3

514 694-0007

Website: www.literacyunlimited.ca

Email: info@literacyunlimited.ca

Services: Empowerment of adults through literacy. * Tutoring: reading, writing, document use, numeracy, computer and digital technology. * Continuing Education support. * Volunteer Support: training and orientation, workshops. * Community development partnerships and events. * Library and resource centre.

Eligibility: english speaking adults

Coverage area: Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Dorval, Kirkland, L'île-Bizard-Sainte-Geneviève, L'île-Dorval, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: Monday and Wednesday 9h00 to 16h00, Tuesday and Thursday 9h00 to 21h00, closed from mid-June to September

Fees: none

Financing: donations, grants

Legal status: non-profit organization

MONTRÉAL PUBLIC LIBRARIES NETWORK - ROXBORO LIBRARY

110 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-8247

Website: www.bibliomontreal.com

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Toys and educative games. * Story time. * Book club for children. * Computer workshop for youth and for adults. * Rental of music instruments. * Workshops, conferences and exhibitions.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Wednesday 13h00 to 20h00, Thursday 10h00 to 20h00, Friday to Sunday 10h00 to 17h00, summer: Monday to Thursday 13h00 to 20h00, Friday 10h00 to 17h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE PUBLIC LIBRARY

40 Saint-Pierre Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y6

514 457-1940 Fax: 514 457-7146

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: biblio@sadb.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Biblio-roulante: home loan for people with reduced mobility. * Computer workshop. * Book clubs for children. * Book club for adults. * Story time. * Exhibitions, conferences and workshops.

Coverage area: Sainte-Anne-De-Bellevue

Hours: Monday and Tuesday 12h00 to 20h00, Wednesday 10h00 to 13h30, Thursday 10h00 to 20h00, Friday 15h00 to 20h00, Saturday and Sunday 11h00 to 16h00, summer: Monday, Tuesday and Thursday 10h00 to 20h00, Wednesday 10h00 to 17h00, Friday 15h00 to 20h00

Fees: free

Financing: municipal

Legal status: municipal agency

VILLE DE POINTE-CLAIRE - AID FOR SENIORS

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 ext. 1644

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: Services for seniors. * Friendly Hello: friendly phone calls. * Indoor and outdoor cleaning services. * Snow shoveling service. * Activities, annual events, outings, discussion groups. * Senior centre at Arthur-Séguin Chalet, 365 Saint-Louis Avenue. * Sports and recreational activities: knitting club, walking, bridge, fitness, dance, conferences, etc. * Nutrition workshops.

Eligibility: recreational activities, friendly phone calls and senior centre: seniors 60 years and over, house cleaning: people on a low income 65 years and over

Coverage area: Pointe-Claire

Hours: October to April: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30, May to September: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00, cleaning: Monday to Friday 9h00 to 16h00, senior centre: Wednesday 10h00 to 14h00 and Friday 13h00 to 15h00, closed in July and August

Fees: senior centre: \$25 for residents, \$30 for non-residents

Financing: membership fees

Legal status: municipal agency

Libraries

BAIE-D'URFÉ PUBLIC LIBRARY

20551 Lakeshore Road, Baie-D'Urfé, Montréal, QC, H9X 1R3

514 457-3274

Website: www.bibliobaiedurfe.com

Email: biblio@baie-durfe.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Home loan for people with reduced mobility. * Computers and Internet access. * Book club for children. * Readers' nights. * Movie club. * Clubs, workshops, exhibitions and activities.

Eligibility: children, youth and adults

Coverage area: Baie-D'Urfé

Hours: Monday, Tuesday, Thursday and Friday 14h30 to 17h00 and 19h30 to 21h00, Wednesday 10h00 to 12h00 and 14h30 to 21h00, Saturday and Sunday 13h30 to 16h00

Fees: free

Financing: municipal, provincial

Legal status: municipal agency

BEACONSFIELD PUBLIC LIBRARY

303 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4A7

514 428-4460

Website: www.beaconsfield.ca/en/living-in-beaconsfield/library

Email: bibliotheque@beaconsfield.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers and Internet access. * Story time. * Book clubs for children. * Book clubs for adults. * Volunteering. * Conferences and events.

Coverage area: Beaconsfield, Kirkland

Hours: Monday 13h00 to 21h00, Tuesday to Friday 10h00 to 21h00, Saturday 10h00 to 17h00, Sunday 13h00 to 17h00, summer: Monday 13h00 to 21h00, Tuesday to Friday 10h00 to 21h00, Sunday 13h00 to 17h00

Financing: municipal

Legal status: municipal agency

DOLLARD-DES-ORMEAUX PUBLIC LIBRARY

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1496 Fax: 514 684-9569

Website: webopac.ddo.qc.ca/iguana/www.main.cls?sURL=Accueil

Email: bibliotheque@ddo.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Home delivery for people with reduced mobility. * Computers, Internet access and printing devices. * Story time. * Reading activities for toddlers. * Book club for children. * Homework assistance. * Générations@branchées: introduction to computer technology for seniors by pairing with a teenager-teacher. * Activities, events.

Eligibility: children, youth and adults

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 9h00 to 17h00, summer: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: residents: free

Financing: municipal, provincial

Legal status: municipal agency

DORVAL PUBLIC LIBRARY

1401 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4170

Website: biblioweb.ville.dorval.qc.ca

Email: biblio@ville.dorval.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Home delivery for people with reduced mobility. * Computers, Internet access and iPads. * Story time. * Book club for children. * Reading clubs in English and French. * Conferences, launches.

Eligibility: children, youth and adults

Coverage area: Dorval

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 10h00 to 17h00, summer: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 17h00

Fees: residents: free

Financing: municipal, provincial

Legal status: municipal agency

KIRKLAND PUBLIC LIBRARY

17100 Hymus Boulevard, Kirkland, Montréal, QC, H9J 2W2

514 630-2726 Fax: 514 630-2716

Website: www.ville.kirkland.qc.ca

Email: JFilion@ville.kirkland.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Book club for adults. * Story time. * Conferences, exhibitions, workshops and meetings.

Eligibility: children, youth and adults

Coverage area: Kirkland

Hours: Monday to Friday 10h00 to 21h00, Saturday and Sunday 10h00 to 17h00

Fees: residents: free

Financing: municipal

Legal status: municipal agency

MONTRÉAL PUBLIC LIBRARIES NETWORK - L'ÎLE BIZARD LIBRARY

500 Montée de l'Église, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 1G9

514 620-6257

Website: www.bibliomontreal.com

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Work rooms. * Story time. * Book club for children. * Workshops, conferences and exhibitions.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Thursday 10h00 to 20h00, Friday 10h00 to 18h00, Saturday and Sunday 11h00 to 17h00, summer: Monday to Thursday 10h00 to 19h00, Friday 10h00 to 18h00, Saturday and Sunday 11h00 to 16h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

MONTRÉAL PUBLIC LIBRARIES NETWORK - PIERREFONDS LIBRARY

13555 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9A 1A6

514 626-1800

Website: www.bibliomontreal.com

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Story time. * Book club for children. * Book club for adults. * Les mots partagés: intercultural coffee-meeting. * Home loan for people with reduced mobility. * Workshops, conferences and exhibitions. * Rental of music instruments. * Reading devices for people with a visual disability.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Thursday 10h00 to 21h00, Friday 10h00 to 18h00, Saturday and Sunday 10h00 to 17h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

MONTRÉAL PUBLIC LIBRARIES NETWORK - ROXBORO LIBRARY

110 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-8247

Website: www.bibliomontreal.com

Email: pierrefonds-roxboro@ville.montreal.qc.ca

Services: * Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Toys and educative games. * Story time. * Book club for children. * Computer workshop for youth and for adults. * Rental of music instruments. * Workshops, conferences and exhibitions.

Eligibility: general public

Coverage area: Montréal

Hours: Monday to Wednesday 13h00 to 20h00, Thursday 10h00 to 20h00, Friday to Sunday 10h00 to 17h00, summer: Monday to Thursday 13h00 to 20h00, Friday 10h00 to 17h00

Fees: membership: free for residents, variable for non-residents

Financing: municipal, provincial

Legal status: municipal agency

POINTE-CLAIRE PUBLIC LIBRARY

100 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 4V1

514 630-1218 Fax: 514 630-1261

Website: biblio.pointe-claire.ca

Email: bibliotheque@pointe-claire.ca

Services: Loan and consultation of books, audiovisual and electronic documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Story time. * Early literacy workshops. * Youth volunteering. * Conferences, projections and activities.

Eligibility: adults, children and teenagers

Coverage area: Pointe-Claire

Hours: Monday to Friday 10h00 to 21h00, Saturday 10h00 to 17h00, Sunday 13h00 to 17h00

Fees: free for residents

Financing: municipal

Legal status: municipal agency

POINTE-CLAIRE PUBLIC LIBRARY - VALOIS BRANCH

68 Prince-Edward Avenue, Pointe-Claire, Montréal, QC, H9R 4C7

514 630-1219 Fax: 514 695-9924

Website: biblio.pointe-claire.ca

Email: bibliotheque@pointe-claire.ca

Services: Loan and consultation of books and audiovisual documents. * Computers and Internet access. * Home loan for people with reduced mobility. * Book club for children. * Story time. * Early literacy workshops. * Youth volunteering. * Conferences, projections and activities.

Eligibility: adults, children and teenagers

Coverage area: Pointe-Claire

Hours: Monday, Wednesday and Friday 13h00 to 21h00, Saturday 13h00 to 17h00, summer: closed on Saturday

Fees: free for residents

Financing: municipal

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE PUBLIC LIBRARY

40 Saint-Pierre Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y6

514 457-1940 Fax: 514 457-7146

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: biblio@sadb.qc.ca

Services: Loan and consultation of books and audiovisual documents. * Computers, Internet access and printing devices. * Biblio-roulante: home loan for people with reduced mobility. * Computer workshop. * Book clubs for children. * Book club for adults. * Story time. * Exhibitions, conferences and workshops.

Coverage area: Sainte-Anne-De-Bellevue

Hours: Monday and Tuesday 12h00 to 20h00, Wednesday 10h00 to 13h30, Thursday 10h00 to 20h00, Friday 15h00 to 20h00, Saturday and Sunday 11h00 to 16h00, summer: Monday, Tuesday and Thursday 10h00 to 20h00, Wednesday 10h00 to 17h00, Friday 15h00 to 20h00

Fees: free

Financing: municipal

Legal status: municipal agency

Municipal sports and recreation services**BAIE-D'URFÉ - COMMUNITY LIFE**

20410 Lakeshore Road, Baie-D'Urfé, Montréal, QC, H9X 1P7

514 457-5324 Fax: 514 457-5671

Website: www.baie-durfe.qc.ca/en/

Email: info@baie-durfe.qc.ca

Services: * Recreational and cultural activities. * Parks, community centres, sports fields, ice rinks. * Events and concerts.

Coverage area: Baie-D'Urfé

Hours: Monday to Thursday 8h00 to 16h30, Friday 8h00 to 13h00

Financing: municipal

Legal status: municipal agency

BEACONSFIELD - LEISURE SERVICES

1974 City Lane, Beaconsfield, Montréal, QC, H9W 6B1

514 428-4520 Fax: 514 428-4545

Website: www.beaconsfield.ca

Email: info@beaconsfield.ca

Services: * Sporting and recreational activities for all ages. * Recreational centre, swimming pool, arena. * Summer day camp.

Coverage area: Beaconsfield

Hours: reception: Monday to Friday 8h00 to 21h00, Saturday and Sunday 9h00 to 20h00, administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h45, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

DOLLARD-DES-ORMEAUX - SPORTS, RECREATION AND CULTURE

12001 De Salaberry Boulevard, Dollard-Des Ormeaux, Montréal, QC, H9B 2A7

514 684-1011 ext. 2 Fax: 514 684-9569

Website: ville.ddo.qc.ca/en/sports-recreation-and-culture

Email: loisirs@ddo.qc.ca

Services: * Community, sociocultural and sporting activities. * Aquatic centre and swimming pools, arenas and skating rinks, community centre, cultural centre, art gallery, fitness centre, parks and playgrounds. * Coordination with community organizations. * Hall rental. * Summer day camp.

Coverage area: Dollard-des-Ormeaux

Hours: Monday to Friday 8h00 to 12h00 and 13h00 to 16h00

Fees: variable

Financing: municipal

Legal status: municipal agency

DORVAL - LEISURE AND CULTURE

Sarto-Desnoyers Community Centre, 1335 Lakeshore Road, Dorval, Montréal, QC, H9S 2E5

514 633-4000 Fax: 514 633-4016

Website: loisirs.ville.dorval.qc.ca

Email: lc@ville.dorval.qc.ca

Services: * Community, cultural and sporting activities. * Aquatic centres and swimming pools, arenas and skating rinks, community centres, sporting centre, bike paths, parks and playgrounds. * Museum of local history and heritage, cultural centre. * Coordination with community organizations. * Summer day camp. * Youth job co-op. * Teen zone: youth centre. * Activities and events. * Hall rental.

Coverage area: Dorval

Hours: Monday to Thursday 8h30 to 23h00, Friday 8h30 to 13h00, Saturday 9h00 to 13h00, Sunday 13h00 to 23h00, administrative office: Monday to Friday 8h30 to 16h30, Surrey Aquatic and Community Centre: Monday to Friday 8h30 to 21h00, administrative office: Monday to Friday 8h30 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

KIRKLAND - RECREATION AND LIBRARY DEPARTMENT

16950 Hymus Boulevard, Kirkland, Montréal, QC, H9H 3W7

514 630-2719 Fax: 514 630-2733

Website: www.ville.kirkland.qc.ca

Email: mklaiman@ville.kirkland.qc.ca

Services: * Community, sociocultural and sporting activities. * Arena, gym, sports complex, swimming pools, ice rinks, parks, playgrounds, sports fields. * Summer day camp. * Events and shows. * Hall rental.

Coverage area: Kirkland

Hours: Monday to Friday 8h30 to 12h00 and 13h00 to 16h30

Fees: variable

Financing: municipal

Legal status: municipal agency

POINTE-CLAIRE - SPORTS, LEISURE AND COMMUNITY DEVELOPMENT

94 Douglas-Shand Avenue, Pointe-Claire, Montréal, QC, H9R 2A8

514 630-1214 Fax: 514 630-1270

Website: www.pointe-claire.ca

Email: recreation@pointe-claire.ca

Services: * Community, sociocultural and sporting activities. * Parks, arena, swimming pools, ice rinks, aquatic centre, community centre. * Coordination with community organizations. * Summer day camp. * Hall rental.

Coverage area: Pointe-Claire

Fees: variable

Financing: municipal

Legal status: municipal agency

SAINTE-ANNE-DE-BELLEVUE - RECREATION AND COMMUNITY DEVELOPMENT

60 Saint-Pierre Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1Y6

514 457-1605 Fax: 514 457-1129

Website: www.ville.sainte-anne-de-bellevue.qc.ca

Email: loisirs@sadb.qc.ca

Services: * Community, sociocultural and sporting activities. * Community centre, sports centres, arena, swimming pools, parks and playgrounds, ice rinks. * Coordination with community organizations. * Summer day camp. * Hall rental. * Parties and events.

Coverage area: Sainte-Anne-De-Bellevue

Hours: administration: Monday to Thursday 8h00 to 12h00 and 13h00 to 16h30, Friday 8h00 to 12h00

Fees: variable

Financing: municipal

Legal status: municipal agency

SENNEVILLE - RECREATION, CULTURE AND COMMUNITY LIFE

20 Morningside Avenue, Baie-D'Urfé, Montréal, QC, H9X 0A8

514 457-6020 ext. 120

Website: www.villagesenneville.qc.ca

Email: loisirs@villagesenneville.qc.ca

Services: * Sporting, recreational and community activities. * Parks, sports fields, swimming pool, ice rinks and community centre. * Summer day camp. * Hall rental. * Events.

Coverage area: Senneville

Fees: variable

Financing: municipal

Legal status: municipal agency

Sport**WEST ISLAND CANCER WELLNESS CENTRE**

115 Barry Street, Kirkland, Montréal, QC, H9H 0C4

514 695-9355 Fax: 514 695-9315

Website: www.wicwc.org

Email: info@wicwc.org

Services: Complementary services and programs adapted to emotional, physical and and spiritual needs of people living with cancer. * Psychosocial, psychological and spiritual accompaniment. * Support groups such as: Newly diagnosed, Healing your life and On the Road to health. * Programs and workshops: art therapy, nutritional cooking, Reiki, Yoga, therapeutic touch.

Eligibility: people affected by cancer and caregivers

Coverage area: Grand Montréal

Hours: Monday, Tuesday, Thursday and Friday 8h30 to 16h00, Wednesday 8h30 to 20h00, most groups and programs are offered during the day

Fees: free

Financing: donations

Legal status: non-profit organization

Sports and recreation for people with a disability

ASSOCIATION QUÉBÉCOISE DE VOILE ADAPTÉE

1 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4R3

438 395-5362

Website: www.aqva.org

Email: administration@aqva.org

Services: Promotion of autonomy for people living with a physical or sensorial disability. * Accompanied adapted sailing outings, individual or in group. * Adapted sailing theoretical and practical classes. * Racing sailing classes. * Youth program: accompanied outings for youths aged 10 to 18 years old. * Thematic events for members.

Eligibility: people living with a physical or sensorial disability

Coverage area: Greater Montreal and Sherbrooke

Hours: Monday 13h00 to 21h00, Tuesday to Friday 10h00 to 21h00, Saturday 9h00 to 17h00, Sunday 10h00 to 17h00

Fees: annual membership: \$15, adapted sailing outing: \$15

Financing: federal, provincial, municipal, fundraising campaigns, self-financing

Legal status: non-profit organization

CENTRE BIENVENUE

12694 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1W4

514 421-2212

Website: www.centrebienvenue.org

Email: info@centrebienvenue.org

Services: Drop-in centre. * Support, social rehabilitation service and psychosocial interventions. * Preparatory groups toward return to work and psychoeducational workshops. * Transit vers l'emploi: program giving access to a training certificate on personal and vocational skills development and self-knowledge courses. * Sporting and cultural activities, art workshops, etc. * Discussion groups. * Voice hearers group.

Eligibility: adults living with a mental health issue

Coverage area: West Island

Hours: Monday, Tuesday, Wednesday and Friday 9h00 to 15h00, Thursday 12h30 to 19h00

Financing: provincial, donations

Legal status: non-profit organization

OMEGA COMMUNITY SERVICES

600 de l'Église Avenue, Dorval, Montréal, QC, H9S 1R3

514 631-2760 Fax: 514 631-1930

Website: www.omegacenter.org

Email: info@omegacenter.org

Services: * Supervised apartments. * Group home. * Day centre. * Educational, recreational and therapeutic activities. * PASS Action program: employment and socialization.

Eligibility: adults living with mental health problems with a possibility of social reinsertion

Capacity: 28 31/2 fully furnished units and 8 individual rooms

Coverage area: Montréal Island

Hours: administration and day centre: Monday to Friday 8h30 to 16h00

Financing: fundraising campaigns, provincial, federal, donations

Legal status: non-profit organization

WIAIH

111 Donegani Street, Pointe-Claire, Montréal, QC, H9R 2W3

514 694-7090 Fax: 514 694-5839

Website: wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: * Seniors day centre. * Angelman respite centre. * Infant stimulation. * Preschool. * Recreational activities and summer camp for teens and adults. * After school program for adolescents 12 to 21 years old. * Information and referral. * Documentation and educational resource centre. * Monthly parents and caregivers mutual help groups, led by a parent and a professional. * Daycare integration. * Babysitter or companion referral.

Eligibility: children and adults living with an intellectual disability or an autism spectrum disorder, as well as their family

Capacity: variable depending on the programs

Coverage area: West Island

Hours: Monday to Friday 8h30 to 16h30, mutual help groups during the day

Fees: annual membership: \$25, support and mutual help groups: free

Financing: Centraide of Greater Montréal, fundraising campaigns, self-financing

Legal status: non-profit organization

Thrift store and material aid

CLOTHING

DONATION PICK-UPS

SCHOOL SUPPLIES

THRIFT STORES

USED ITEM DONATION RECOVERY PROGRAMS

Clothing

MAISON ENTRE FAMILLES (LA)

239 Labrosse Avenue, Dollard-Des Ormeaux, Montréal, QC, H9G 1R9

514 814-0402

Website: www.lamaisonentrefamilles.com

Email: lamaisonentrefamille@gmail.com

Services: * Food bank. * Christmas baskets. * Clothing donations. * Educational activities.

Eligibility: families living with financial difficulties

Coverage area: L'île-Bizard, Sainte-Genève et Pierrefonds Ouest

Hours: food bank: Thursday 15h30 to 17h45 at Saint-Barnabas Church 12301 Colin Street

Financing: donations

Legal status: non-profit organization

Donation pick-ups

THRIFT SHOPS FOR NOVA - BEACONSFIELD

449 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 694-8417

Website: www.thriftshopsfornova.com

Email: thriftshopsab@gmail.com

Services: * Sale of second hand furniture and various items. * Used items recycling: clothes, furniture, small household items, toys, sport equipment, books. * Collected at-home: furniture only.

Coverage area: West Island

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

School supplies

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

ON ROCK COMMUNITY SERVICES

9554 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

514 696-1905 Fax: 514 453-2505

Website: www.onrock.org

Email: onrock@onrock.org

Services: * Food bank. * School lunch program. * Community dinners. * Christmas baskets for those already benefiting from the food bank. * School supplies distribution.

Eligibility: people on a low income

Coverage area: West Island

Hours: Monday, Wednesday and Friday 9h30 to 17h00, Tuesday and Thursday 9h30 to 19h00

Fees: food baskets: \$7, meals: \$2

Financing: donations, fundraising campaigns

Legal status: non-profit organization

WEST ISLAND MISSION

219 Labrosse Avenue, Pointe-Claire, Montréal, QC, H9R 1A3

514 912-6813

Website: www.wimmoi.org

Email: info@wimmoi.org

Services: * Food assistance in the form of a shop. * Delivery available for people with reduced mobility. * Christmas baskets. * School supplies distribution.

Eligibility: people on a low income

Coverage area: Beaconsfield, Dollard-des-Ormeaux, Kirkland, Pierrefonds-Roxboro, Île-Bizard-Sainte-Geneviève, Pointe-Claire

Hours: food aid: Friday 9h00 to 11h30, Wednesday 15h00 to 18h30

Fees: food aid: free

Financing: donations, fundraising campaigns

Legal status: non-profit organization

Thrift Stores**À COUR OUVERT (FONDS DE DÉPANNAGE)**

120 Jacques-Bizard Boulevard, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 2T9

514 626-8150

Email: acoeurouvert120@gmail.com

Services: Help desk. * Used items recovery on site: clothes, household items, toys, sports equipment and books. * Organization and funding of a recreational daycamp for young people living with a disability. * Thrift store: recuperation and sale of second hand clothing and items.

Eligibility: general public

Coverage area: West Island

Hours: Monday to Friday 12h00 to 17h00, Saturday 10h00 to 17h00, Sunday 10h00 to 16h00

Financing: self-financing

Legal status: non-profit organization

RENAISSANCE - GALERIE DES SOURCES THRIFT STORE

3237 des Sources Boulevard, Suite 84, Dollard-Des Ormeaux, Montréal, QC, H9B 1Z6

438 797-1100

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Recovery and sale of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: Dollard-Des Ormeaux

Thrift store and material aid

Hours: Monday and Tuesday 10h00 to 18h00, Wednesday to Friday 10h00 to 20h00, Saturday and Sunday 10h00 to 17h00

Financing: self-financing

Legal status: non-profit organization

RENAISSANCE - PIERREFONDS BOOKSTORE

14891 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4M5

514 696-4961

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Sale of books. * Recovery of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: Pierrefonds

Hours: Monday to Sunday 8h00 to 18h00

Financing: self-financing

Legal status: non-profit organization

THRIFT SHOPS FOR NOVA - BEACONSFIELD

449 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 694-8417

Website: www.thriftshopsfornova.com

Email: thriftshopsab@gmail.com

Services: * Sale of second hand furniture and various items. * Used items recycling: clothes, furniture, small household items, toys, sport equipment, books. * Collected at-home: furniture only.

Coverage area: West Island

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

THRIFT SHOPS FOR NOVA - KIRKLAND

2750 Saint-Charles Boulevard, Kirkland, Montréal, QC, H9H 3B6

514 697-6692

Website: www.novawi.org

Email: thriftshopsab@gmail.com

Services: Recovery and sale of second hand clothing, books and household items.

Coverage area: West Island

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

THRIFT SHOPS FOR NOVA - SAINTE-ANNE

43 and 41-5 Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1L4

514 457-1642

Website: www.thriftshopsfornova.com

Email: thriftshopsab@gmail.com

Services: Recovery and sale of second hand clothing, books and household items.

Coverage area: West Island

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

THRIFT SHOPS POUR NOVA - POINTE-CLAIRE

321 Saint-Jean Street, Pointe-Claire, Montréal, QC, H9R 3J1

514 697-8457

Website: www.thriftshopsfornova.com

Email: thriftshopsab@gmail.com

Services: Recovery and sale of second hand clothing, books and household items.

Coverage area: Pointe-Claire and surroundings

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

UNION CHURCH - BOUTIQUE 24

24 Maple Street, basement, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 2E6

514 713-5054

Email: june5054@videotron.ca

Services: Sale of used clothing, shoes, small household items, dishes, small appliances, books or games.

Coverage area: Montréal Island

Hours: Thursday 11h30 to 15h30, last Friday evening of the month, summer: closed

Fees: variables

Financing: self-financing, donations

Legal status: non-profit organization

WEST ISLAND ASSISTANCE FUND

21 du Centre-Commercial Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2N9

514 683-0456 Fax: 514 683-8589

Website: www.fdoi.org

Email: info@fdoi.org

Services: * Food bank. * Collective garden. * Thrift store and on-site recovery of clothing and small household items. * Tax clinic.

Eligibility: individuals, adults and families on a low income

Capacity: food bank: 30 to 40 families per day

Coverage area: West Island

Hours: food bank: Tuesday and Wednesday 9h30 to 11h30 and 13h00 to 15h30, Thursday and Friday 13h00 to 15h30

Fees: food bank: \$5 per month per family

Financing: grant, donations

Legal status: non-profit organization

Used item donation recovery programs**À COUR OUVERT (FONDS DE DÉPANNAGE)**

120 Jacques-Bizard Boulevard, L'Île-Bizard—Sainte-Genève, Montréal, QC, H9C 2T9

514 626-8150

Email: acoeurouvert120@gmail.com

Services: Help desk. * Used items recovery on site: clothes, household items, toys, sports equipment and books. * Organization and funding of a recreational daycamp for young people living with a disability. * Thrift store: recuperation and sale of second hand clothing and items.

Eligibility: general public

Coverage area: West Island

Hours: Monday to Friday 12h00 to 17h00, Saturday 10h00 to 17h00, Sunday 10h00 to 16h00

Financing: self-financing

Legal status: non-profit organization

DORVAL - COMMUNITY AID

1335 Lakeshore Drive, Suite S-020, Dorval, Montréal, QC, H9S 2E5

514 633-4100 Fax: 514 633-4105

Website: www.ville.dorval.qc.ca/fr/communaute/page/assistance-communautaire

Email: acommunautaire@ville.dorval.qc.ca

Services: * Support, information and referral, on-site or over the phone, on matters concerning health, social services, legal aid, government and parapublic services, etc. * Assistance with filling out forms. * Participation in the Community Volunteer Income Tax Program. * Emergency food aid. * In Case of Disaster program: registration in order to receive personalized assistance in the event of an emergency. * Parents Support program for families experiencing difficulties. * Teen-Plus program for teenagers experiencing difficulties. * Daily security phonecalls for seniors. * Free bus tickets for eligible seniors. * Youth for Seniors program: housekeeping and ground maintenance services for eligible seniors. * Foot care clinic with fees. * Christmas baskets. * School supplies.

Eligibility: citizens of all ages

Coverage area: Dorval

Hours: Monday to Friday 8h30 to 16h30, security phonecalls: Monday to Friday

Fees: foot care clinic: variable

Financing: municipal

Legal status: municipal agency

RENAISSANCE - BEACONSFIELD DONATION CENTRE

42B Saint-Charles boulevard, Beaconsfield, Montréal, QC, H9W 5Z6

514 426-4765

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Recovery of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: Beaconsfield

Hours: Monday to Sunday 8h00 to 18h00

Financing: self-financing

Legal status: non-profit organization

RENAISSANCE - DORVAL DONATION CENTRE

707 du Bord-du-Lac Road, Dorval, Montréal, QC, H9S 2B9

514 636-4746

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Recovery of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: Dorval

Hours: Monday to Sunday 8h00 to 18h00

Financing: self-financing

Legal status: non-profit organization

RENAISSANCE - GALERIE DES SOURCES THRIFT STORE

3237 des Sources Boulevard, Suite 84, Dollard-Des Ormeaux, Montréal, QC, H9B 1Z6

438 797-1100

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Recovery and sale of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: Dollard-Des Ormeaux

Hours: Monday and Tuesday 10h00 to 18h00, Wednesday to Friday 10h00 to 20h00, Saturday and Sunday 10h00 to 17h00

Financing: self-financing

Legal status: non-profit organization

RENAISSANCE - HYMUS DONATION CENTRE

225C Hymus Boulevard, Pointe-Claire, Montréal, QC, H9R 1G4

514 630-0101

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Recovery of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: Pointe-Claire

Hours: Monday to Sunday 8h00 to 18h00

Financing: self-financing

Legal status: non-profit organization

RENAISSANCE - L'ÎLE-BIZARD DONATION CENTRE

570 Jacques-Bizard Boulevard, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9C 2H2

514 626-8741

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Recovery of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: L'Île-Bizard

Hours: Monday to Sunday

Financing: self-financing

Legal status: non-profit organization

RENAISSANCE - PIERREFONDS BOOKSTORE

14891 de Pierrefonds Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 4M5

514 696-4961

Website: www.renaissancequebec.ca

Email: information@renaissancequebec.ca

Services: Sale of books. * Recovery of clothing, housewares, sporting equipment, school supplies, small appliances, computer equipment, books and bicycles.

Coverage area: Pierrefonds

Hours: Monday to Sunday 8h00 to 18h00

Financing: self-financing

Legal status: non-profit organization

THRIFT SHOPS FOR NOVA - BEACONSFIELD

449 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 694-8417

Website: www.thriftshopsfornova.com

Email: thriftshopsab@gmail.com

Services: * Sale of second hand furniture and various items. * Used items recycling: clothes, furniture, small household items, toys, sport equipment, books. * Collected at-home: furniture only.

Coverage area: West Island

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

THRIFT SHOPS FOR NOVA - KIRKLAND

2750 Saint-Charles Boulevard, Kirkland, Montréal, QC, H9H 3B6

514 697-6692

Website: www.novawi.org

Email: thriftshopsab@gmail.com

Services: Recovery and sale of second hand clothing, books and household items.

Coverage area: West Island

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

THRIFT SHOPS FOR NOVA - SAINTE-ANNE

43 and 41-5 Sainte-Anne Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1L4

514 457-1642

Website: www.thriftshopsfornova.com

Email: thriftshopsab@gmail.com

Services: Recovery and sale of second hand clothing, books and household items.

Coverage area: West Island

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

THRIFT SHOPS POUR NOVA - POINTE-CLAIRE

321 Saint-Jean Street, Pointe-Claire, Montréal, QC, H9R 3J1

514 697-8457

Website: www.thriftshopsfornova.com

Email: thriftshopsab@gmail.com

Services: Recovery and sale of second hand clothing, books and household items.

Coverage area: Pointe-Claire and surroundings

Hours: Tuesday to Sunday 10h00 to 16h00

Financing: donations, self-financing

Legal status: non-profit organization

UNION CHURCH - BOUTIQUE 24

24 Maple Street, basement, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 2E6

514 713-5054

Email: june5054@videotron.ca

Services: Sale of used clothing, shoes, small household items, dishes, small appliances, books or games.

Coverage area: Montréal Island

Hours: Thursday 11h30 to 15h30, last Friday evening of the month, summer: closed

Fees: variables

Financing: self-financing, donations

Legal status: non-profit organization

WEST ISLAND ASSISTANCE FUND

21 du Centre-Commercial Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 2N9

514 683-0456 Fax: 514 683-8589

Website: www.fdoi.org

Email: info@fdoi.org

Services: * Food bank. * Collective garden. * Thrift store and on-site recovery of clothing and small household items. * Tax clinic.

Eligibility: individuals, adults and families on a low income

Capacity: food bank: 30 to 40 families per day

Thrift store and material aid

Coverage area: West Island

Hours: food bank: Tuesday and Wednesday 9h30 to 11h30 and 13h00 to 15h30, Thursday and Friday 13h00 to 15h30

Fees: food bank: \$5 per month per family

Financing: grant, donations

Legal status: non-profit organization

Transportation

ACCOMPANIED TRANSPORT

ACCOMPANIED TRANSPORT FOR MEDICAL REASONS

Accompanied transport

WEST-ISLAND VOLUNTEER ACCOMPANIMENT SERVICE

Confidential Address

514 694-3838

Website: www.abovas.com

Email: info@abovas.com

Services: Accompaniment and transportation for medical appointments.

Eligibility: people 18 years of age and older

Coverage area: West Island: Dorval, Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Kirkland, L'Île-Bizard-Sainte-Geneviève, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: office: Monday to Friday 8h30 to 16h00, accompaniment: Monday to Friday 7h00 to 16h00

Fees: predetermined fixed rate

Financing: provincial, donations

Legal status: non-profit organization

Accompanied transport for medical reasons

WEST-ISLAND VOLUNTEER ACCOMPANIMENT SERVICE

Confidential Address

514 694-3838

Website: www.abovas.com

Email: info@abovas.com

Services: Accompaniment and transportation for medical appointments.

Eligibility: people 18 years of age and older

Coverage area: West Island: Dorval, Baie-D'Urfé, Beaconsfield, Dollard-des-Ormeaux, Kirkland, L'Île-Bizard-Sainte-Geneviève, Pierrefonds-Roxboro, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville

Hours: office: Monday to Friday 8h30 to 16h00, accompaniment: Monday to Friday 7h00 to 16h00

Fees: predetermined fixed rate

Financing: provincial, donations

Legal status: non-profit organization

Violence and abuse**CHILD ABUSE****DOMESTIC VIOLENCE: SHELTERS AND SUPPORT****HELP LINES RELATED TO VIOLENCE AND ABUSE****PREVENTION OF VIOLENCE AND CRIME****SEXUAL ASSAULT AND INCEST****SUPPORT FOR PERPETRATORS OF VIOLENCE AND THEIR FAMILIES****SUPPORT FOR VICTIMS AND THEIR FAMILIES****THERAPY AND COUNSELLING**

Child abuse

ACTION JEUNESSE DE L'OUEST-DE-L'ÎLE

15632 Gouin Boulevard West, L'Île-Bizard—Sainte-Geneviève, Montréal, QC, H9H 1C4

514 675-4450 Fax: 514 675-4425

Website: www.ajoi.info

Email: adjoint@ajoi.info

Services: Street and outreach work. * Welcoming, listening, support, assistance and referral. * Guidance and accompaniment to resources: housing, addiction treatment, food bank, methadone program, etc. * First aid. * Bus ticket donations. * Assistance with mediation between peers and within families. * Accompaniment to job search assistance resources. * Housing search assistance. * Condom distribution and needle exchange. * Naxolone distribution. * Distribution of fentanyl test strips. * Outreach cultural and sports animation work for youth at risk. * Criminality and criminal gangs recruitment prevention. * Sexual health, drug addictions, homelessness and violence prevention services. * Workshops, information and awareness in schools.

Eligibility: youth 12 to 25 years old, marginalized or in a precarious situation, adults experiencing residential instability or at risk of homelessness

Coverage area: West Island

Hours: Tuesday to Saturday 12h00 to 24h00

Fees: none

Financing: municipal, provincial, federal, Centraide of Greater Montréal, donations

Legal status: non-profit organization

BIKERS AGAINST CHILD ABUSE

9554 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

438 794-6200

Website: www.bacaworld.org

Email: info@mo-can.bacaworld.org

Services: Bikers association supporting abused children. * Friendly meetings. * Physical presence at the child's home when necessary. * Child abuse prevention. * Accompaniment to Court. * Association meetings open to the public.

Eligibility: abused children referred by court, local authorities or Direction de la Protection de la Jeunesse

Coverage area: Greater Montréal

Hours: meetings: first Thursday of the month 19h30

Fees: free

Financing: self-financing

Legal status: non-profit organization

WEST ISLAND WOMEN'S SHELTER

Confidential Address

514 620-4845 ext. 221 Fax: 514 620-6555

Website: www.wiws.ca

Email: info@rfoi.org

Services: Shelter for women and children victim of domestic violence. * Reception and post-shelter follow-up. * Phone listening. * External counselling. * Assistance with legal and financial procedures. * Specialized intervention for children. * Support to relatives and professionals. * Alternat'Elle: subsidized apartments with community life workshops, individual and group psychosocial support. * Awareness and prevention workshops. * Training.

Eligibility: women and children victims of domestic violence, their families, professionals

Capacity: 15 places in the shelter and 14 apartments

Coverage area: Montréal Island and surroundings

Hours: 24 hours / 7 days

Fees: free

Financing: provincial, self-financing

Legal status: non-profit organization

Domestic violence: shelters and support

WEST ISLAND WOMEN'S SHELTER

Confidential Address

514 620-4845 ext. 221 Fax: 514 620-6555

Website: www.wiws.ca

Email: info@rfoi.org

Services: Shelter for women and children victim of domestic violence. * Reception and post-shelter follow-up. * Phone listening. * External counselling. * Assistance with legal and financial procedures. * Specialized intervention for children. * Support to relatives and professionals. * Alternat'Elle: subsidized apartments with community life workshops, individual and group psychosocial support. * Awareness and prevention workshops. * Training.

Eligibility: women and children victims of domestic violence, their families, professionals

Capacity: 15 places in the shelter and 14 apartments

Coverage area: Montréal Island and surroundings

Hours: 24 hours / 7 days

Fees: free

Financing: provincial, self-financing

Legal status: non-profit organization

Help lines related to violence and abuse

CENTRE D'AIDE ET DE LUTTE CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL - WEST ISLAND

Confidential Address

514 684-2198 Fax: 514 684-4703

Website: www.calacsdelouest.ca

Email: info@calacsdelouest.ca

Services: * Individual sessions, information, helpline for survivors and close ones. * Public awareness, education, prevention and advocacy for right regarding sexual violence. * Weekly support groups of 15 meetings for survivors, occasional thematic groups. * Accompaniment through legal process.

Eligibility: women and teens 14 years old and over victims of sexual assault

Coverage area: Montréal Island

Hours: Monday to Friday 9h00 to 17h00, support group at night

Fees: free

Financing: provincial, donations, grants

Legal status: non-profit organization

WEST ISLAND WOMEN'S SHELTER

Confidential Address

514 620-4845 ext. 221 Fax: 514 620-6555

Website: www.wiws.ca

Email: info@rfoi.org

Services: Shelter for women and children victim of domestic violence. * Reception and post-shelter follow-up. * Phone listening. * External counselling. * Assistance with legal and financial procedures. * Specialized intervention for children. * Support to relatives and professionals. * Alternat'Elle: subsidized apartments with community life workshops, individual and group psychosocial support. * Awareness and prevention workshops. * Training.

Eligibility: women and children victims of domestic violence, their families, professionals

Capacity: 15 places in the shelter and 14 apartments

Coverage area: Montréal Island and surroundings

Hours: 24 hours / 7 days

Fees: free

Financing: provincial, self-financing

Legal status: non-profit organization

Prevention of violence and crime

PROJET COMMUNAUTAIRE DE PIERREFONDS

116 Cartier Street, Pierrefonds-Roxboro, Montréal, QC, H8Y 1G8

514 684-5995 Fax: 514 684-7407

Website: www.pcpwi.org

Email: info@pcpwi.org

Services: * Community meals. * Community kitchens. * Preschool program. * Motive-Action: homework assistance. * Anges de la cour: anti-violence communication school programs. * Visits and self-help for young mothers. * Support for parents and integration assistance. * Summer camps.

Eligibility: children 0 to 12 years old and their families, newcomers

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Thursday 9h00 to 18h00, Friday 9h00 to 13h00

Fees: membership: \$20 per family, collective kitchen: free for members, community meal: \$3 suggested contribution

Financing: provincial

Legal status: non-profit organization

WEST ISLAND WOMEN'S SHELTER

Confidential Address

514 620-4845 ext. 221 Fax: 514 620-6555

Website: www.wiws.ca

Email: info@rfoi.org

Services: Shelter for women and children victim of domestic violence. * Reception and post-shelter follow-up. * Phone listening. * External counselling. * Assistance with legal and financial procedures. * Specialized intervention for children. * Support to relatives and professionals. * Alternat'Elle: subsidized apartments with community life workshops, individual and group psychosocial support. * Awareness and prevention workshops. * Training.

Eligibility: women and children victims of domestic violence, their families, professionals

Capacity: 15 places in the shelter and 14 apartments

Coverage area: Montréal Island and surroundings

Hours: 24 hours / 7 days

Fees: free

Financing: provincial, self-financing

Legal status: non-profit organization

Sexual assault and incest

CENTRE D'AIDE ET DE LUTTE CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL - WEST ISLAND

Confidential Address

514 684-2198 Fax: 514 684-4703

Website: www.calacsdelouest.ca

Email: info@calacsdelouest.ca

Services: * Individual sessions, information, helpline for survivors and close ones. * Public awareness, education, prevention and advocacy for right regarding sexual violence. * Weekly support groups of 15 meetings for survivors, occasional thematic groups. * Accompaniment through legal process.

Eligibility: women and teens 14 years old and over victims of sexual assault

Coverage area: Montréal Island

Hours: Monday to Friday 9h00 to 17h00, support group at night

Fees: free

Financing: provincial, donations, grants

Legal status: non-profit organization

THE WAY OUT

4747 St-Charles Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 3C7

514 923-7255

Website: www.lasortie.org

Email: info@lasortie.org

Services: Support and assistance for victims of sexual exploitation. * Support in the community for women wishing to leave the sex trade. * Proximity support for sex workers. * Shelter for women wishing to leave the sex trade. * Social reintegration. * Awareness.

Eligibility: people victim of sexual exploitation, sex workers

Capacity: 60

Coverage area: Montréal Island

Hours: 24 hours / 7 days

Fees: free

Financing: donations, provincial, federal, fundraising campaigns

Legal status: non-profit organization

Support for perpetrators of violence and their families

AMCAL FAMILY SERVICES

7 Sainte-Anne Street, Pointe-Claire, Montréal, QC, H9S 4P6

514 694-3161 ext. 223 Fax: 514 694-1109

Website: www.amcal.ca

Email: afs@amcal.ca

Services: * Residential program for teenagers with trips home on the weekend and family therapy. * Family therapy and mediation. * Supervised visits. * Emerging Adults: program for young adults under 30 years old still living with their parents. * Training for community groups. * Anger management.

Eligibility: families, children, youth, young adults 18 years and over still living with their parents, parents of youth in crisis, residential program: youth aged 12 to 17 years and their parents

Capacity: residence: 8 beds

Coverage area: Greater Montréal

Hours: 7 days 9h00 to 17h00

Fees: according to income, some programs are free

Financing: provincial, donations, fundraising campaigns, self-financing

Legal status: non-profit organization

Support for victims and their families

BIKERS AGAINST CHILD ABUSE

9554 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Y 1R3

438 794-6200

Website: www.bacaworld.org

Email: info@mo-can.bacaworld.org

Services: Bikers association supporting abused children. * Friendly meetings. * Physical presence at the child's home when necessary. * Child abuse prevention. * Accompaniment to Court. * Association meetings open to the public.

Eligibility: abused children referred by court, local authorities or Direction de la Protection de la Jeunesse

Coverage area: Greater Montréal

Hours: meetings: first Thursday of the month 19h30

Fees: free

Financing: self-financing

Legal status: non-profit organization

CENTRE D'AIDE ET DE LUTTE CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL - WEST ISLAND

Confidential Address

514 684-2198 Fax: 514 684-4703

Website: www.calacsdelouest.ca

Email: info@calacsdelouest.ca

Services: * Individual sessions, information, helpline for survivors and close ones. * Public awareness, education, prevention and advocacy for right regarding sexual violence. * Weekly support groups of 15 meetings for survivors, occasional thematic groups. * Accompaniment through legal process.

Eligibility: women and teens 14 years old and over victims of sexual assault

Coverage area: Montréal Island

Hours: Monday to Friday 9h00 to 17h00, support group at night

Fees: free

Financing: provincial, donations, grants

Legal status: non-profit organization

SERVICE CANADA CENTRE - POINTE-CLAIRE

6500 Trans-Canada Highway, floor ground, Suite 100, Pointe-Claire, Montréal, QC, H9R 0A5

1 800 622-6232 TTY: 1 800 926-9105

Website: www.canada.ca

Services: Service centre bringing together programs, services and benefits at the federal level. * Applications for Social Insurance Number. * Information on the labor market. * Job bank. * Record of Employment. * Annuities. * Retirement pension from Canada Pension Plan. * Guaranteed Income Supplement, Old Age Security. * International Benefits. * Career Transition Services for veterans. * Allowance Program. * Special Benefits. * Employment Insurance Regular Benefits. * Career Planning. * Wage Earner Protection Program. * Canada Summer Jobs (CSJ) for youth and students. * Orientation on foreign credentials. * Receiving agents of passports. * Office of complaints. * Employer service centre. * Prevention and reporting of fraud. * Savings plan. * Income support for parents of murdered or missing children.

Coverage area: Pointe-Claire

Hours: Monday to Friday 8h30 to 16h00

Financing: federal

Legal status: federal government agency

THE WAY OUT

4747 St-Charles Boulevard, Pierrefonds-Roxboro, Montréal, QC, H9H 3C7

514 923-7255

Website: www.lasortie.org

Email: info@lasortie.org

Services: Support and assistance for victims of sexual exploitation. * Support in the community for women wishing to leave the sex trade. * Proximity support for sex workers. * Shelter for women wishing to leave the sex trade. * Social reintegration. * Awareness.

Eligibility: people victim of sexual exploitation, sex workers

Capacity: 60

Coverage area: Montréal Island

Hours: 24 hours / 7 days

Fees: free

Financing: donations, provincial, federal, fundraising campaigns

Legal status: non-profit organization

Therapy and counselling

AMCAL FAMILY SERVICES

7 Sainte-Anne Street, Pointe-Claire, Montréal, QC, H9S 4P6

514 694-3161 ext. 223 Fax: 514 694-1109

Website: www.amcal.ca

Email: afs@amcal.ca

Services: * Residential program for teenagers with trips home on the weekend and family therapy. * Family therapy and mediation. * Supervised visits. * Emerging Adults: program for young adults under 30 years old still living with their parents. * Training for community groups. * Anger management.

Eligibility: families, children, youth, young adults 18 years and over still living with their parents, parents of youth in crisis, residential program: youth aged 12 to 17 years and their parents

Capacity: residence: 8 beds

Coverage area: Greater Montréal

Hours: 7 days 9h00 to 17h00

Fees: according to income, some programs are free

Financing: provincial, donations, fundraising campaigns, self-financing

Legal status: non-profit organization

CLSC DE PIERREFONDS

13800 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 3H6

514 364-2572

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-de-pierrefonds

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Pierrefonds-Roxboro, Dollard-des-Ormeaux, L'île-Bizard-Sainte-Geneviève

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, routine services: Monday to Friday 7h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 8h00 to 20h00, Saturday 13h00 to 16h00, test centre: Monday to Friday 6h00 to 12h30

Financing: provincial

Legal status: parapublic organization

CLSC DU LAC-SAINT-LOUIS

180 Cartier Avenue, Pointe-Claire, Montréal, QC, H9S 4S1

514 697-4110

Website: ciusss-ouestmtl.gouv.qc.ca/en/contact-location/local-community-services-centres/clsc-du-lac-saint-louis

Services: Frontline services for routine health and social services. * Support to pregnant women and new parents. * Sexual health clinic. * Youth clinic: sexual health and psychosocial intervention. * Mental health care. * SIDEPE: HIV/AIDS and STBBI screening and prevention integrated services. * Disposal of used syringes and needles. * Distribution of injection equipment to people who use drugs. * Alcochoix+ program. * Quit smoking centre. * Chronic disease education centre: individual and group meetings for people with diabetes, high blood pressure or chronic obstructive pulmonary disease (COPD). * Support to people with a loss of autonomy and their caregivers. * Loan of mobility aids to people with a loss of autonomy. * Palliative and end-of-life care.

Coverage area: Senneville, Sainte-Anne-de-Bellevue, Baie d'Urfé, Beaconsfield, Pointe-Claire

Hours: Monday to Friday 8h00 to 20h00, Saturday 8h00 to 16h00, psychosocial intake: Monday to Friday 9h00 to 17h00

Financing: provincial

Legal status: parapublic organization

FRIENDS FOR MENTAL HEALTH, WEST ISLAND

186 Sutton Place, Suite 121, Beaconsfield, Montréal, QC, H9W 5S3

514 636-6885

Website: www.asmfmh.org

Email: info@asmfmh.org

Services: * Reception, information, referral. * Counseling. * Support groups. * Trainings. * Webinars, conferences. * Art-therapy. * Library. * Youth services. * Respite. * Filling of court orders for a clinical psychiatric examination.

Eligibility: families and friends of people with mental health problems

Coverage area: West Island

Hours: office: Monday to Friday 9h00 to 16h30, various activities and support groups in the evening

Fees: annual contribution: individual: \$30, family: \$40, youth: \$10

Financing: Centraide of Greater Montréal, provincial, donations

Legal status: non-profit organization

NOVA WEST ISLAND - CAROUSEL PROGRAM

447 Beaconsfield Boulevard, Beaconsfield, Montréal, QC, H9W 4C2

514 695-8335 ext. 210

Website: www.novawi.org

Services: Bereavement support for children and adolescents. * Individual sessions: listening, discussions, creative activities. * Carrousel camp: recreational sports, craft activities, campfires, small group workshops. * Remembrance ceremony.

Eligibility: children and youth exposed to the difficulties caused by a serious illness in their family or the death of a loved one, camp: bereaved youth from 6 to 17 years

Capacity: camp: maximum 25

Coverage area: West Island, Camp: Pierrefonds

Hours: camp in Spring and Autumn: Friday evening to Sunday afternoon

Fees: free

Financing: grants, donations, self-financing, fundraising campaigns

Legal status: non-profit organization

REGROUPEMENT DES SÉPARÉ(E)S ET DIVORCÉ(E)S DE L'OUEST

14068 Gouin Boulevard West, Pierrefonds-Roxboro, Montréal, QC, H8Z 1Y1

438 390-7736

Website: www.rsdo.org

Email: info@rsdo.org

Services: * Information and referral. * Personal growth workshops. * Coffee chats. * Conferences. * Support groups. * Fitness classes. * Anxiety management classes.

Eligibility: men and women who are separated, widowed, divorced or single, civil partners

Coverage area: West Island, MRC Vaudreuil-Soulanges

Hours: variable, conferences: Thursday 19h30 to 22h00

Fees: membership: \$15 per year for 2021-2022

Financing: provincial

Legal status: non-profit organization

VOLUNTEER WEST ISLAND

1 de l'Église Street, Sainte-Anne-de-Bellevue, Montréal, QC, H9X 1W4

514 457-5445 Fax: 514 457-9677

Website: www.cabvwi.org

Email: info@volunteerwestisland.org

Services: * Volunteers recruitment, guidance and orientation (support for organizations, youth in action, corporate volunteering). * Meals on wheels. * Frozen meals and purées. * Friendly phone calls. * Handyman: minor repairs. * PAIR program: computerized safety and medication reminder phone calls for seniors. * Caring Paws Animal Therapy: zotherapy. * Seniors community centre: recreational and sport activities, coffee meetings. * Tax clinic.

Eligibility: citizens, seniors, people with a loss of autonomy, organizations

Coverage area: Lachine, Dorval, Pointe-Claire, Beaconsfield, Baie-D'Urfé, Sainte-Anne-de-Bellevue, Senneville, Kirkland, Pierrefonds-Roxboro, Dollard-des-Ormeaux, Sainte-Geneviève, Île-Bizard

Hours: Monday to Friday 8h30 to 16h00

Fees: variable

Financing: Centraide of Greater Montréal, provincial, municipal, donations, foundations

Legal status: non-profit organization

WEST ISLAND CANCER WELLNESS CENTRE

115 Barry Street, Kirkland, Montréal, QC, H9H 0C4

514 695-9355 Fax: 514 695-9315

Website: www.wicwc.org

Email: info@wicwc.org

Services: Complementary services and programs adapted to emotional, physical and and spiritual needs of people living with cancer. * Psychosocial, psychological and spiritual accompaniment. * Support groups such as: Newly diagnosed, Healing your life and On the Road to health. * Programs and workshops: art therapy, nutritional cooking, Reiki, Yoga, therapeutic touch.

Eligibility: people affected by cancer and caregivers

Coverage area: Grand Montréal

Hours: Monday, Tuesday, Thursday and Friday 8h30 to 16h00, Wednesday 8h30 to 20h00, most groups and programs are offered during the day

Fees: free

Financing: donations

Legal status: non-profit organization

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