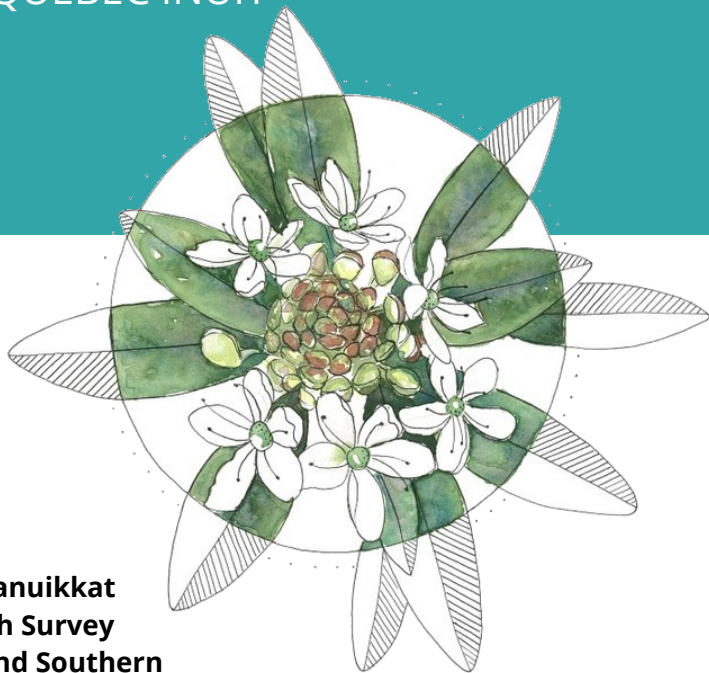


HEALTH RESOURCES

AN INFORMATION BOOKLET FOR
SOUTHERN QUEBEC INUIT



Created by the Qanuikkat
Siqinirmiut Health Survey
Research Team and Southern
Quebec Inuit Association

May 2019



The Qanuikkat Siqinirmiut (How are the people in the South?) health survey is a community-based participatory project that aims to describe the health and well-being of Siqinirmiut (southern Inuit). Our goal is to develop an understanding of health and well-being that is based in Inuit experience in order to effectively build the capacity to address community needs and support the development of Inuit-specific services.

The Southern Quebec Inuit Association (SQIA) was created to answer the needs of the growing population of Inuit outside of Inuit Nunangat, living mostly in Montreal. Our mission is to unite southern Quebec Inuit and assist in the communities' development by advocating for, promoting, preserving and celebrating our language, culture, traditions and way of life.

Since February 2018, SQIA has been the principal community partner and designated "knowledge user" for the Qanuikkat Siqinirmiut health survey.

To know more about the project or to get involved, visit our website at <https://qanuikkatsiqinirmiut.ca/>. You can contact us by email at info@qanuikkatsiqinirmiut.ca or on our Facebook page "Qanuikkat Siqinirmiut? Southern Quebec Inuit health and well-being survey".

This booklet will help you find **INUIT-FRIENDLY HEALTHCARE SERVICES**

Please see the sections below for information on the following:

● Beneficiary Card	1-2
● Non-Insured Health Benefits (NIHB - "N" number).....	3-4
● Health Card-(RAMQ).....	5
● Help Lines.....	6
● Mental health & Spiritual support.....	7
● General health services.....	8-11
● Dental care.....	12
● Vision care.....	12
● Victim or witness of a crime?.....	13-14
● Important community resources.....	15

Disclaimer: Please note this is a Qanuikkat Siqinirmiut Health Survey Research Team product. Although we strive to ensure that the information contained in this booklet is accurate and credible, you should always call ahead to confirm dates, times, location, and other information.

DID YOU KNOW...?

You need to be a registered beneficiary to receive healthcare services through the Non-Insured Health Benefits (NIHB, often referred to as "N" number), such as:

- Dental care
- Vision care
- Medical supplies and equipment
- Medication
- Mental health counseling
- Medical transportation

HOW CAN I GET A BENEFICIARY CARD?

You are from Nunavik?

To enrol as a Nunavik Inuit Beneficiary, you must complete and sign an enrolment application form (available at www.makivik.org) and send it to the Community Enrolment Committee you wish to be affiliated with (list of Community Enrolment Committees: <https://www.makivik.org/wp-content/uploads/2013/02/05-Address-CEC.pdf>.)

For more information, please contact:
Nunavik Enrolment Office
Mail: P.O. Box 179 Kuujuaq, Qc J0M 1C0
Tel: (819) 964-2925
Fax: (819) 964-0458
Email: nunavikenrolmentoffice@makivik.org
Website: www.makivik.org

You are from Nunavut?

To enrol as a Nunavut Inuit Beneficiary, you must complete and sign an enrolment application form (available at www.tunngavik.com) and send it by fax to (867) 645-5414 or by mail to:

Nunavut Tunngavik Incorporated (NTI)
P.O. Box 280, Rankin Inlet, NU X0C 0G0

For more information, please contact:
Nunavut Tunngavik Inc. Enrolment Administrator
Department of Human Resources
P.O. Box 280 Rankin Inlet, NU X0C 0G0
Tel: (867) 645-5400
Toll-free: 1-888-236-5400
Fax: (867) 645-3451
Website: www.tunngavik.com

You are from Nunatsiavut?

To enrol as a Nunatsiavut Inuit Beneficiary, you must complete and sign a enrolment application form (available at www.nunatsiavut.com) and send it by email to registrar.beneficiaries@nunatsiavut.com or by mail to:

Registrar of Beneficiaries
Nunatsiavut Government
Mail: P.O. Box 70 Nain, Labrador, NL
AOP 1L0 709.922.2942

For more information, please contact:

Registrar of Beneficiaries
Nunatsiavut Government
P.O. Box 70 Nain, Labrador, NL
AOP 1L0
Tel: (709) 922-2942
Toll-free: 1-888-922-2942
Email:
registrar.beneficiaries@nunatsiavut.com

You are from Inuvialuit?

Once an individual turns 18, they are eligible to apply for enrolment under the Inuvialuit Trust. In order to apply, an individual must submit a new application package (available at <http://www.irc.inuvialuit.com>) and send it by mail to:

Inuvialuit Regional Corporation
C/O Registrar of Enrolment
Bag Service #21 Inuvik, NT, XOE OTO

For more information, please contact:

Inuvialuit Regional Corporation
Legal and Enrolment
107 Mackenzie Road
Bag Service #21
Inuvik, NT XOE OTO
Tel: (867) 777-7015
Toll-free: 1-855-777-7011
Fax: (877) 266-8036
Email: earey@inuvialuit.com
Website:
<http://www.irc.inuvialuit.com>

What are Non-Insured Health Benefits (NIHB), often referred to as “N” number?

As in Inuk living in Quebec, you are eligible for the Quebec Health Insurance Plan. Many medical services, such as seeing a doctor, are covered by your health insurance card (RAMQ).

NIHB Program provides eligible Inuit with coverage for a specified range of medically necessary health-related goods and services when not covered through private insurance plans or provincial health and social programs.

Coverage includes prescription drugs, medical supplies and equipment, mental health counselling, dental care, vision care, and medical transportation.

All pharmacies are registered providers with Indigenous Services Canada, as well as many optometrists, but only a few dentists. Places that have not registered will ask you to pay upfront for their services, and you will have to ask for a reimbursement. Requests must be filled out using an NIHB

Client Reimbursement Request Form (available at https://www.canada.ca/content/dam/hc-sc/migration/hc-sc/fniah-spnia/alt_formats/pdf/nihb-ssna/benefit-prestation/form-reimburse-rembourse2-eng.pdf) and received by the Program within one year from the date of service or purchase to be eligible for payment. Please note that **NIHB does not cover everything, call them if you have any questions about coverage.**

Need More Information?

Non-Insured Health Benefits

200 René-Lévesque Boulevard West
Guy-Favreau Complex, East Tower, Suite 202
Montreal, Qc, H2Z 1X4

Mental Health Counseling

Tel: (514) 283-2965
Toll-free: 1-877-583-2965
Fax: (514) 496-2962



Dental Predetermination Centre (Dental Services)

Toll-Free: 1-855-618-6291
Toll-Free Fax: 1-855-618-6290



Vision/Medical Supplies and Equipment/Medical Transportation

Tel: (514) 283-1575
Toll-free: 1-877-483-1575
Fax: (514) 283-7762
Fax toll-free: 1-855-244-4470



Dental Predetermination Centre (Orthodontic Services)

Toll-Free: 1-866-227-0943
Toll-Free Fax: 1-866-227-0957



Pharmacy Benefits - NIHB Drug Exception Centre

Toll-free: 1-800-580-0950
Toll-Free Fax: 1-877-789-4379

Website: <https://www.canada.ca/en/indigenous-services-canada/services/first-nations-inuit-health/non-insured-health-benefits/benefits-information.html>

How do I get a health card (RAMQ)?

Call the Régie de l'assurance maladie Québec at **(514) 864-3411** to obtain a registration form or go to the Montréal reception desk. Complete the form and present yourself to the RAMQ office with two valid ID's to have your identify checked and photo taken.

Montréal reception desk
425, boulevard de Maisonneuve Ouest
3e étage, bureau 301
Montréal, Qc, H3A 3G5

Need a health card but have no ID?

The Open Door, Chez Doris, Projets Autochtones du Québec (PAQ) or the Native Women's Shelter of Montreal can provide a letter of recommendation for you to get a health card. Once you have the letter you have to bring it with you to CLSC des Faubourgs or CLSC de Verdun to get your health card done.

CLSC des Faubourgs
Homelessness service
(Tuesday 8:30am -11am)
Youth homelessness clinic
(Thursday 1pm - 4pm)
66 Ste-Catherine Street East
Montreal, QC H2X 1K6
Tel: (514) 527-9565 ext. 3625

CLSC Verdun
Homelessness service
(Wednesday 1pm - 4:30pm)
400 Rue de l'Église
Verdun, QC H4G 3E4
Tel: (514) 362-1000 ext. 62448
or (514) 766-0546 ext. 52379



Who can I call if I need immediate support?

Hope for Wellness Help Line for First Nations and Inuit (English, French and Inuktitut)
1-855-242-3310/ hopeforwellness.ca
(online chat)

Canadian Indian Residential School Crisis line
1-866-925-4419

Native Youth Crisis Hotline
1-877-209-1266

Nunavut Kamatsiaqtut Help Line
1-800-265-3333

Suicide Action Montreal Help Line
1-866-277-3553 / TEXT 45645

Canada Drug Rehab Addiction Services Directory
1-866-462-6362

Centre for Suicide Prevention
1-833-456-4566

Action on Mental Illness
1-877-303-0264

Kids Help Phone
1-800-668-6868/ TEXT 686868
(6:00 PM to 2:00 AM)

SOS violence conjugale
1-800-363-9010

LGBT Youth Line
1-800-268-9688/ TEXT 647-694-4275

HELPLINES PROPOSE FREE IMMEDIATE SUPPORT AND REFERRALS 24 HOURS A DAY, 7 DAYS A WEEK.

HELP LINES

Where do I go for mental health services?



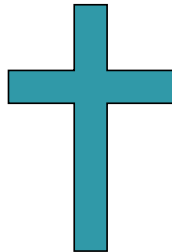
*You can call NIHB mental health services for a list of registered therapists (see pg. 4 for contact information).

CLSC des Faubourgs – Psychosocial services

Walk-in clinic (Monday, Wednesday, Thursday & Friday 8:00 AM to 12:00 PM)
1705 Rue de la Visitation
Montréal, Qc, H2L 3C3
Tel: (514) 527-2361 ext. 3625

Douglas Hospital (psychiatric institute)

6875 Boulevard Lasalle
Verdun, Qc, H4H 1R3
Tel: (514) 761-6131



Need spiritual support?

Church of the Epiphany

4322 Wellington Street
Verdun, QC H4G 1W4
Tel: (514) 769-5373
Email: epiphany.verdun@gmail.com

Need to see a doctor?



GENERAL HEALTH SERVICES

Bonjour Santé

To find a clinic, book an appointment or subscribe for the family doctor waiting list, visit <https://bonjour-sante.ca/LandingPage/>

CLSC Metro

Walk-in clinic open from Monday to Friday, 9:00AM to 1:00PM (registration starts at 7:30 AM).

1801 Boul. de Maisonneuve West
Montréal, Qc, H3H 1J9
Tel: (514) 934-0354

Youth Clinic of St. Mary's Family Medicine Centre

Sexual health clinic for youths from 14 to 25 years old

3777 Jean-Brillant Street
Montréal, Qc, H3T 1M5
Tel: (514) 734-2677

Montreal General Hospital

1650 Cedar Avenue
Montreal, Qc, H3G 1A4
Tel: (514) 934-1934

Montreal Children's Hospital

1001 Boul. Décarie
Montréal, Qc, H4A 3J1
Tel: (514) 412-4400
Emergency: (514) 412-4499
Email (general inquiries):
mchpr@muhc.mcgill.ca



Info-Santé (24 h/day,
7 days/week)

To have information, guidance, advices, etc. for health problems that are not urgent, dial **8-1-1**.

Need rehab?

Onen'tó:kon Healing Lodge

Onen'tó:kon Healing Lodge provides a six (6) week trauma focused-cultural based program, which incorporates traditional practices of healing while working with clients one-to-one.

380 St-Michel Street
Kanehsatake Mohawk Territory, Qc, J0N 1E0
Tel: (450) 479-8353
Email: info@onentokon.org

Need help to fill out an Onen'tó:kon application?
Contact Robin Sky, Outreach Worker
Available Monday to Friday, 8:00AM to 4:00PM at the Native Friendship Center of Montreal (2001 boul. St. Laurent, Montreal, Qc, H2X 2T3) or email: otsmontrealoutreach@hotmail.com

Foster Addiction Rehabilitation Centre (CRD Foster)

Foster is a public rehabilitation centre of the health and social services network providing rehabilitation and social reintegration services to the English-speaking population of Quebec.

3285 Boul Cavendish
Montréal, Qc, H4B 2L9
Tel: (514) 486-1304

Portage

Portage offers specialised drug rehabilitation programs, based on the therapeutic community approach, for adolescents, adults, pregnant women and mothers with children, the aboriginal community, adults with mental health issues, and individuals referred by the justice system.

1640 Saint-Antoine West
Montréal, Qc, H3J 1A1
Tel: (514) 939-0202

If I don't want to go to rehab but still want help, where can I go?

Narcotics Anonymous (N.A.) Quebec

Call or check their website for a list of meeting locations.

5496 rue Notre-Dame Est
Montreal, Qc, H1N 2C4
Tel: 1-855-544-6362
Email: info@naquebec.org
Website: <https://naquebec.org/>

Alcooliques anonymes (A.A.)

Call or check their website for a list of meeting locations.

Area 87 Service Office
3920, rue Rachel Est
Montréal (Québec) H1X 1Z3
Tel (administration): (514) 374-3688
Tel: (514) 350-3444
Toll-free: 1-888-424-2975
Website: <https://aa87.org/en/>

Anonyme

L'Anonyme aims to promote safe behaviours and egalitarian relationships as well as prevent the transmission of sexually transmitted and blood-borne infections (STBI).

Two mobile units travel through the streets of Montreal, providing psychosocial support, harm reduction supplies and referrals to local resources. Call them or go to their website for the bus schedule.

5600 Hochelaga Street (suite 160)
Montréal, Qc, H1N3L7
Toll-free (bus): 1-855-236-6700
Toll-free (SIS mobile): 1-844-381-2455
Tel (administration): (514) 842-1488
Email: administration@anonyme.ca
Website: <http://www.anonyme.ca/en/>

CACTUS-Montréal

CACTUS Montréal is a community-based organization for the prevention of sexually transmitted and blood-borne infections (STBBIs), active in downtown Montreal. They offer services day, evening and night with people who use drugs, sex workers and trans people. They have outreach workers to help you, check their website for more info.

1300 Sanguinet Street
Montréal, Qc, H2X 3E7
Tel: (514) 847-0067

No Health Card? No problem.

CLSC des Faubourgs- Ste-Catherine

No appointment needed for nursing care from Monday to Friday,
8:00am to 12:00pm.

Walk-in Homelessness Youth Clinic (12-25 years old) every Thursday
from 1:00 PM to 4:00 PM.

66 Ste-Catherine East
Montreal, Qc, H2X 1K6
Tel: (514) 527-2361 ext. 3625

Médecins du Monde - Mobile Health Clinic Van

Médecins du Monde's community nurses work in
Montreal in partnership with community organizations
working on the streets to reach people in difficulty
where they are. The van stops at different places
around the city each month to provide basic health
care. Call them or check their website for their schedule.

Tel Clinique mobile: (514) 501-3411
Website: <https://www.medecinsdumonde.ca/en/mobile-clinic-montreal/cliniquepourmigrants>

Need to see a dentist?



Urgence Dentaire Montréal

1081 Rue Saint-Denis, Montréal, QC H2X 3H9
514-288-8888

Centre Dentaire Les Jardins Dorval

342 Avenue Dorval, Dorval, QC H9S 3H7
514-636-5760

Need Informations about your insurance?

Dental or Orthodontic Services Non-Insured Health
Benefit Program
200 Eglantine Driveway Ottawa, ON
1-855-618-6291 (dental) | 1-866-227- 0943
(orthodontic)



Need Visual Care?

Donnelly Optical

281 Boul Saint-Jean
Pointe-Claire, Qc, H9R 3J1
Tel: (514) 694-0836

Centre visuel

159 Rue Saint-Antoine Ouest
Montréal, QC H2Z 1X8
Tel: 514 842-5274t

New Look Eye Wear

(Multiple locations check Google Maps for closest location)

Victim or witness of a crime?

Crime Victims' Compensation (Indemnisation des victimes d'actes criminels - IVAC)

IVAC's services as compensation planners aim to help victims and rescuers mitigate the consequences of a traumatic event and support them throughout their recovery (financial assistance may be available in certain cases). Open Monday to Friday from 8:30 AM to 12:00 PM, and from 1:00 PM to 4:30 PM.

1199 Bleury Street
Montréal, Qc, H3B 3J1
Tel: (514) 906-3016
Toll-free: 1-800-561-4822

Crime Victims Assistance Centre (Centre d'aide pour les victimes d'actes criminels - CAVAC)

CAVAC's first line psycho-legal services are free and confidential for any crime victims, their relatives and witnesses of a crime. Services are offered in English and in French. Open Monday to Friday from 9:00 AM to 5:00 PM (with an appointment)

Centre de l'île (Métro Beaubien)/ Est de l'île (Métro Cadillac)/ Ouest de l'île (Métro Du Collège)
Tel: (514) 277-9860
Toll-free: 1-866-532-2822

Montreal Sexual Assault Centre

The Montreal Sexual Assault Centre offers a range of bilingual services free of charge to anyone who has been a victim of sexual assault, sexual abuse or incest. Services are also offered to the victim's family and close friends (medical and legal services, clinical follow-up, listening, support and referral).

1801 de Maisonneuve Blvd. West (Suite 600)
Montreal, Qc, H3H 1J9
Tel (administration): (514) 934-0505 ext. 7456
Help line toll-free: 1-888-933-9007
Email: info@cvasm.ca

Want to be accompanied in your legal process?

Native Para-Judicial Services of Quebec - NPJSQ (Services parajudiciaires Autochtones du Québec - SPAQ)

Native Para-Judicial Services of Quebec offers legal assistance to Native persons involved in the criminal and penal justice system as victims, witnesses or accused. Victims assistance services for First Nation and Inuit victimized by police abuse can call the toll-free number at 1-888-844-2094 to disclose the event. Services are confidential and are offered in French, English and if requested, in Inuktitut.

Sonya Gagnier
Conseillère
parajudiciaire | Courtworker
2001, boul St-Laurent
Montréal, Québec H2X 2T3
Tel: (514) 499-1854 poste 2238
Fax: (514) 499-9436
Email: cpmontreal@spaq.qc.ca

First People's Justice Center of Montreal

The Center helps Indigenous people in Montreal with justice issues. No reference needed to have access to their services. All services are free.

2001 Boul. St Laurent (suite 203)
Montréal, Qc, H2X 2T3
Tel: (514) 499-1854
Email:
direction@justicemontreal.ca

VICTIM OF A CRIME?

Important Community Resources

Community organizations, day centers and shelters provide different services, such as free meals, clothing, computer access, counseling, workshops, accompaniment, referrals, support and assistance with paperwork.

Native Friendship Centre of Montreal (Indigenous - mixed)

2001 boul. St. Laurent
Montréal, Qc, H2X 2T3
Tel: (514) 499-1854

Chez Doris (women only)

Open everyday from
8:30AM to 3:00PM
1430 Chomedey Street
Montréal, Qc, H3H 2A7
Tel: (514) 937-2341

The Open Door (mixed)

Open Monday to Friday,
7:30AM to 5:00PM
3535 Avenue du Parc
Montréal, Qc, H2X 2H8
Tel: (514) 939-1970

Centre Résilience Montréal

Open Monday to Friday,
8:00AM to 8:00PM (except
Friday)
4000 rue Ste-Catherine Ouest
Westmount, Qc, H3Z 1P1
Tel: (438) 828-5767

St. Michael's mission - Red Roof (mixed)

Open Monday to Friday, 8:00AM to
1:00PM
137 Avenue du Président-Kennedy
Montréal, Qc, H2X 3P6
Tel: (514) 844-8127

Projets Autochtones du Québec (mixed)

169 Rue de la Gauchetière East
Montréal, Qc, H2X 1P7
Tel: (514) 879-3310

Native Women's Shelter of Montréal (women only)

Tel: (514) 933-4688

Southern Quebec Inuit Association

Tina Pisuktie/ Sarah Carrière
Tel: (514) 545-1885
Email: sqiainfo@gmail.com

Saturviit Inuit Women's Association of Nunavik

(Tel: (866) 944-5003
Email: executive@saturviit.ca

Notes
