



# HEALTH ACCESS GUIDE

Health and Social Services  
Mauricie-Centre-du-Québec



THIS DOCUMENT WAS PRODUCED BY CASE  
IN PARTNERSHIP WITH THE CIUSSS MCQ

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# About This Guide

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This guide is a collaborative effort of the Centre for Access to Services in English (CASE) and the *Centre intégré universitaire de santé et de services sociaux* (CIUSSS-MCQ). CASE is a community organization providing support and resources to promote the vitality and well-being of the English-speaking community in the region of Mauricie-Centre-du-Québec (MCQ), with particular attention to assisting the English-speaking population in accessing health and social services.

The CIUSSS-MCQ offers a wide range of services in designated territories. This booklet presents a global portrait of the services available in your region.

If you need to be served in English, please don't hesitate to ask. The CIUSSS has put into place tools to assist patients in English, either through bilingual health professionals or volunteer interpreters. They are committed to improving access to services in English.

However, it is important to remember that the English-speaking population in Mauricie and Centre-du-Québec represents 1.2% of the population. It is therefore unrealistic to expect all health professionals and admission personnel to be fluent in English. Requesting courteously is always appreciated.

## Contact CASE – The Centre for Access to Services in English

### Centre-du-Québec

1045 Chabanel St.  
Drummondville, QC J2B 2J4  
**819 850-5560**

### Mauricie

1875 Nicolas-Perrot St.  
Trois-Rivières, QC G9A 1C5  
**819 375-2332 ext. 1520**

### Email

[infoandliaison.agent@gmail.com](mailto:infoandliaison.agent@gmail.com)

## Disclaimer

The information in this booklet is meant as a general public service. It is in summary form; please check with health institutions for full details. Information provided is subject to change at any time. CASE and CIUSSS-MCQ assume no responsibility for how this material is used by the public.

# Information and Emergency

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## **Info-Santé / Info-Social ..... 811**

This easy-to-remember number allows you to speak with a health professional about non-urgent problems.

Info-Santé offers answers to common non-urgent health issues such as fever, flu, burns, allergies, vomiting, diarrhea, children’s ailments, and new medication. This professional telephonic consultation by a nurse is accessible in English 24/7.

Info-Social offers access to a social worker if you need help with issues such as suicide, family problems, violence, bereavement, mental health, and drug and alcohol abuse.

## **Emergency..... 911**

In case of emergency, call 911. If physically able, seek out the emergency room of the nearest hospital, available 24 hours a day, 7 days per week.



# Medical Services By Appointment

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The following external clinic and exam services are by appointment only. Consult the grid to locate the contact information for the service you seek.

*Don't forget to bring to your appointment any necessary documentation along with your health insurance card, and when necessary, a prescription from your doctor for the test or screening.*

## Blood Testing and Screening

General blood testing and screening, including for breast cancer, as well as HIV, sexually-transmitted infections or other blood-transmitted infections.

## Vaccinations

Vaccinations for the flu, hepatitis, or in anticipation of travel abroad.

## TROIS-RIVIÈRES

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Centre multiservices de santé et de services sociaux Cloutier  
**1 866 444-1112**

Centre hospitalier affilié universitaire régional (CHAUR)  
**819 378-9842** | Toll free: **1 833 652-6014**

Orthopedics | **819 378-9142**  
Pulmonology | **819 372-3567**  
Neurology | **819 371-5040**

## DRUMMONDVILLE

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Hôpital Sainte-Croix | **819 478-6406**

## SHAWINIGAN

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Hôpital du Centre-de-la-Mauricie (Shawinigan-Sud) | **1 866 444-1112**

## VICTORIAVILLE

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Hôtel-Dieu d'Arthabaska | **819 357-6025**

## LA TUQUE

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Centre multiservices de santé et de services sociaux  
du Haut-Saint-Maurice | **819 523-4858**

## NICOLET

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Centre multiservices de santé et de services sociaux Christ-Roi  
**819 293-2071** | Toll free: **1 800 263-2572**

## LOUISEVILLE

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Centre multiservices de santé et de services sociaux Avellin-Dalcourt  
**819 228-2731**

## Need a Doctor?

To register for the waiting list for a family doctor, visit [www4.prod.ramq.gouv.qc.ca/GRL/LM\\_GuichAccesMdFamCitoy/en](http://www4.prod.ramq.gouv.qc.ca/GRL/LM_GuichAccesMdFamCitoy/en) or call your local clinic.



# Medical Services Without an Appointment

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Most regions have walk-in clinics offering a range of services without an appointment, and often exclusively to patients without a family doctor. To access the full list for the CIUSSS-MCQ, visit: [www.ciuusssmcq.ca/soins-et-services/consultation-medicale/ou-consulter-un-medecin/](http://www.ciuusssmcq.ca/soins-et-services/consultation-medicale/ou-consulter-un-medecin/) (Original French) or see our adapted English version below, with updates at [casemcq.com/walkin-clinics](http://casemcq.com/walkin-clinics).

## DRUMMONDVILLE

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### Centre médical St-François

*Walk-ins available only on weekends for Drummondville residents without a family doctor.*

**819 477-6793**

2125, boulevard Lemire, bureau 200  
Drummondville QC J2B 8N8

### Clinique médicale ambulatoire de Drummondville (site AJC)

*Walk-ins available only on weekends for Drummondville residents without a family doctor. [Service in English and French.](#)*

**819 850-1567 (from 8 a.m.)**

110, rue Saint-Jean, Drummondville QC J2B 7T1

## TROIS-RIVIÈRES

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### Clinique multidisciplinaire en santé UQTR

**819 376-5190**

3351, boulevard des Forges, pavillon de la santé  
Trois-Rivières QC G8Z 4M3

### GMF réseau de Trois-Rivières (Super-clinique)

*Patients without a family doctor may make an appointment, online or by phone:*

**819 415-2257 (after 7:15 p.m.)**

1785 boul. du Carmel, suite #246, Trois-Rivières QC G8Z 3R8

### Clinique de proximité Cloutier

**819 370-2200**

155, rue Toupin, Trois-Rivières (Cap-de-la-Madeleine)

### Clinique médicale Les Grès

*Walk-ins available only for residents Saint-Etienne-des-Grès, St-Boniface, St-Élie-de-Caxton, St-Barnabé, Charette, and St-Thomas-de-Caxton without a family doctor.*

**819 535-6512**

190, rue St-Honoré, local 104  
St-Étienne-des-Grès QC G0X 2P0

## SHAWINIGAN AND SURROUNDINGS

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### Clinique ambulatoire Laflèche

**819 533-2500**

1650, avenue de Grand-Mère  
Shawinigan QC G9T 2K4

### GMF de l'Énergie

**819 539-2999**

1295, boulevard Saint-Sacrement  
Shawinigan QC G9N 3M8

## VICTORIANVILLE AND SURROUNDINGS (ARTHABASKA-ET-DE-L'ÉRABLE)

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### Clinique Médicale de Warwick

*Walk-ins available only for residents of  
Arthabaska-et-de-l'Érable without a family doctor.*

**819 358-4600**

5, rue du Centre-Sportif, bureau A  
Warwick QC JOA 1M0

### Clinique Médicale Notre-Dame

*Walk-ins available only for residents of  
Arthabaska-et-de-l'Érable without a family doctor.*

**819 260-4411**

1111, boulevard Jutras Est, bureau 103  
Victoriaville QC G6S 1C1

### Clinique Familiale D'Arthabaska

*Walk-ins available only for residents of  
Arthabaska-et-de-l'Érable without a family doctor.*

**819 357-9322**

39, rue Laurier Est, porte 2  
Victoriaville QC G6P 6P6

### Clinique Médicale de Kingsey Falls

*Walk-ins available only for residents of Arthabaska-et-de-l'Érable  
without a family doctor. [Service in English and French.](#)*

**819 363-3030**

19, rue Comeau, Kingsey Falls QC JOA 1B0

### Clinique Médicale Jacques Faucher

*Walk-ins available only for residents of  
Arthabaska-et-de-l'Érable without a family doctor.*

**819 344-2083**

454, rue Principale  
Ham-Nord QC GOP 1A0



## **Clinique Médicale du Grand Boulevard**

*Patients without a family doctor may make an appointment by calling the following number after 9 a.m. on the desired day of the appointment: 888 294-9255*

**819 751-3006**

359, boulevard des Bois-Francis Sud  
Victoriaville QC G6P 4T2

## **Clinique de médecine familiale de Plessisville**

*Walk-ins available only for residents of Arthabaska-et-de-l'Érable without a family doctor.*

**819 362-6337**

1971, rue Bilodeau  
Plessisville QC G6L 3J1

## **MASKINONGÉ**

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### **Point de service de Saint-Alexis-des-Monts**

*Service in English and French.*

**819 228-1813**

10, rue Jonathan  
Saint-Alexis-des-Monts QC J0K 1V0

### **CLSC de Saint-Paulin**

**819 268-2572**

2841, rue Laffèche  
Saint-Paulin QC J0K 3G0

## **VALLÉE DE LA BATISCAN**

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### **CLSC Sainte-Geneviève-de-Batiscan**

*Walk-ins available only for residents of Vallée-de-la-Batiscan without a family doctor.*

**418 362-2727 x 6623**

90, rang de la Rivière-à-Veillet  
Sainte-Geneviève-de-Batiscan QC G0X 2R0

### **CLSC Saint-Tite**

*Walk-ins available only for residents of Vallée-de-la-Batiscan without a family doctor.*

**418 365-7555 x 5512**

750, rue du Couvent  
Saint-Tite QC G0X 3H0

# Family Services

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A variety of services are available to children, parents and parents-to-be. Contact your local clinic for more detailed information on specific services offered.

## Pregnancy and Breastfeeding

Your local clinic provides information and assistance including how to access midwife care and pre-natal courses, as well as information and support regarding breastfeeding, newborn care, and post-partum issues. See below to find the clinic near you.

For midwife services, contact the Maison de Naissance de la Rivière, the birthing centre for the MCQ region, at **819 293-5861**.

## TROIS-RIVIÈRES

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Centre multiservices de santé et de services sociaux Saint-Joseph  
**819 370-2100**

## DRUMMONDVILLE

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Centre multiservices de santé et de services sociaux Saint-Jean  
**819 370-2100**

## SHAWINIGAN

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CLSC du Centre-de-la-Mauricie  
**819 539-8371**

## VICTORIAVILLE

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CLSC Suzor-Coté  
**819 758-7281**

## LA TUQUE

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Centre multiservices de santé et de services sociaux du Haut-Saint-Maurice  
**819 523-4581**

## NICOLET

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Centre Filles de la Sagesse  
**819 293-2071**

## BÉCANCOUR

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Centre multiservices de santé et de services sociaux de Bécancour  
**819 298-2144**

## LOUISEVILLE

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Centre de services Comtois  
**819 228-2731**

## PLESSISVILLE

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CLSC de l'Érable  
**819 362-6301**

## SAINT-TITE

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CLSC et centre de réadaptation en dépendance de Saint-Tite  
**418 365-7555**

## SAINTE-GENEVIÈVE-DE-BATISCAN

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CLSC et centre de réadaptation en dépendance  
de Sainte-Geneviève-de-Batiscan | **418 362-2727**

## FORTIERVILLE

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Centre multiservices de santé et de services sociaux de Fortierville  
**819 287-4442**



## Child Vaccination

The Québec healthcare system follows a vaccination schedule of 2 months, 4 months, 6 months, 1 year, 18 months and before entering kindergarten. To make an appointment, find your local clinic below.

### TROIS-RIVIÈRES

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Centre multiservices de santé et de services sociaux Saint-Joseph  
**819 370-2100 ext. 42108**

### DRUMMONDVILLE

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Centre multiservices de santé et de services sociaux Saint-Jean  
**819 474-2572**

### SHAWINIGAN

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CLSC du Centre-de-la-Mauricie | **819 539-8371**

### VICTORIAVILLE

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CLSC Suzor-Coté | **819 758-7281**

### LA TUQUE

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Centre multiservices de santé et de services sociaux  
du Haut-Saint-Maurice | **819 523-4581 ext. 2147**

### NICOLET

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CLSC Filles de la Sagesse | **819 293-2071**

### BÉCANCOUR

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Centre multiservices de santé et de services sociaux de Bécancour  
**819 298-2144**

### LOUISEVILLE

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Centre multiservices de santé et de services sociaux Avellin-Dalcourt  
**819 228-2731**

### PLESSISVILLE

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CLSC de l'Érable | **819 362-6301**

### SAINT-TITE

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CLSC et centre de réadaptation en dépendance de Saint-Tite  
**418 365-7555**

### SAINTE-GENEVIÈVE-DE-BATISCAN

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CLSC et centre de réadaptation en dépendance  
de Sainte-Geneviève-de-Batiscan | **418 362-2727**

Vaccination services are also offered in schools. The calendar provides for vaccination in the fourth year of primary school and in the third year of high school. You will be informed by the staff of the school your child attends.

## **Adoption**

For information regarding the adoption process, whether Canadian or international, contact the regional *Programme jeunesse-famille CIUSSS-MCQ*, at **1 866 873-3281**.

## **Locating Biological Parents or Siblings**

Contact the Services aux origines, **819 378-7457** (Trois-Rivières), or toll free: **1 888 448-7457**. You can also send an email to: **services\_aux\_origines\_cj04@ssss.gouv.qc.ca**.



# Youth Services

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For support and assistance for youth ages 0-21 in the areas of sexuality, contraception, pregnancy, drugs and alcohol, family or behaviour problems, and other topics that touch this age group, begin by contacting your local clinic below. Youth and their parents/guardians are eligible to meet with a nurse, social worker, dental hygienist, speech therapist or nutritionist either at school or a local clinic, listed below.

## TROIS-RIVIÈRES

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Centre multiservices de santé et de services sociaux Saint-Joseph  
**819 370-2100**

## DRUMMONDVILLE

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Centre multiservices de santé et de services sociaux Saint-Jean  
**819 474-2572**

## SHAWINIGAN

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CLSC du Centre-de-la-Mauricie  
**819 539-8371**

## VICTORIAVILLE

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CLSC Suzor-Coté  
**819 758-7281**

## LA TUQUE

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Centre multiservices de santé et de services sociaux  
du Haut-Saint-Maurice  
**819 523-4581**

## NICOLET

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Centre Filles de la Sagesse  
**819 293-2071**

## BÉCANCOUR

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Centre multiservices de santé et de services sociaux de Bécancour  
**819 298-2144**

## LOUISEVILLE

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Centre de services Comtois  
**819 228-2731**

## PLESSISVILLE

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CLSC de l'Érable  
**819 362-6301**

## SAINT-TITE

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CLSC et centre de réadaptation en dépendance de Saint-Tite  
**418 365-7555**

## SAINTE-GENEVIÈVE-DE-BATISCAN

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CLSC et centre de réadaptation en dépendance  
de Sainte-Geneviève-de-Batiscan  
**418 362-2727**

## FORTIERVILLE

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Centre multiservices de santé et de services sociaux de Fortierville  
**819 287-4442**



## Youth Protection Services (Direction de Protection de la jeunesse, or DPJ)

To report abuse or neglect concerning a child or adolescent, contact the Director of Youth Protection Services (DPJ) at **1 800 567-8520**. You may also send an email to: **urgence.sociale@sss.gov.qc.ca**. In case of emergency, call 911.

## Tel-Jeunes

This free service is for youth seeking confidential help with problems related to sexuality, bullying, violence, suicide, school-related issues, and family or personal concerns. Available in English. **1 800 263-2266**.

*Québec Civil Code provides that youth aged 14 and over may have access to confidential health services without parental consent. At school, all students have access to school health services, including a social worker.*





# Seniors Services

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## Day Centres

Day Centres provide specialized nursing or rehabilitation services to seniors experiencing a loss of autonomy but who are still living at home.

### TROIS-RIVIÈRES

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Centre multiservices de santé et de services sociaux Saint-Joseph  
**819 370-2100**

Centre hospitalier affilié universitaire régional  
**819 697-3333 ext. 0**

Centre multiservices de santé et de services sociaux Cloutier  
**819 370-2100**

### DRUMMONDVILLE

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Centre multiservices de santé et de services sociaux Saint-Jean  
**819 474-2572 ext. 33378**

### SHAWINIGAN

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CLSC du Centre-de-la-Mauricie | **819 539-8371**

### VICTORIAVILLE

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CLSC Suzor-Coté | **819 758-7281**

### LA TUQUE

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Centre multiservices de santé et de services sociaux  
du Haut-Saint-Maurice | **819 523-4581**

### NICOLET, BÉCANCOUR, YAMASKA

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Centre multiservices de santé et de services sociaux Christ-Roi  
**819 293-2071**  
**1 800 263-2572 ext. 54148 or 54166** (Bécanour)

### LOUISEVILLE

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Centre de services Avellin-Dalcourt | **819 228-2731**

### PLESSISVILLE

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CLSC et Centre de services externes pour les aînés de Plessisville  
**819 362-1330**

## Slip and Fall Prevention

The CIUSSS-MCQ offers two programs to inform about safe living habits and best practices concerning the prevention of falls.

*Debout: Awareness-raising activities and workshops aimed at acquiring healthy lifestyles and adopting safe behaviors at home.*

City / Area	Telephone
Trois-Rivières	819 376-9999
Drummondville	819 474-2572 ext. 33578
Shawinigan	418 365-7555 ext. 3061
Victoriaville	819 751-8555
La Tuque	819 523-4581 ext. 2872
Nicolet	819 293-2071 ext. 56299
Louiseville	819 228-2731 ext. 3345
Plessisville	819 751-8555
Saint-Tite	418 365-7555 ext. 3061
Sainte-Geneviève-de-Batiscan	418 362-2727 ext. 3061
Bécancour	819 293-2071 ext. 56299

PIED: This program consists of group and at-home exercises, as well as information capsules, to teach best practices for preventing falls. The sessions help improve balance and flexibility, strengthen the legs, and guide older adults toward remaining active and independent.

City / Area	Telephone
Trois-Rivières	819 370-2200 ext. 43604
Shawinigan	819 536-7500 ext. 8648
Drummondville	819 474-2572 ext. 33578
Nicolet	819 293-2071 ext. 52149
Bécancour	819 293-2071 ext. 52149
Victoriaville	819 751-8555
Plessisville	819 751-8555
La Tuque	819 523-4581 ext. 2872
Maskinongé	819 228-2731 ext. 3353
Saint-Tite	418 365-7555 ext. 3065
Sainte-Geneviève-de-Batiscan	418 362-2727 ext. 3065

## **Long-term Care Residences (CHSLD)**

Public long-term care is available to qualifying seniors with a loss of autonomy who have undergone a medical and psycho-social evaluation by a certified healthcare professional. Contact the number below that corresponds to your city or area for more information.

For information on private residences regulated by the CIUSSS-MCQ, call **819 293-2071 ext. 52205**.

### **TROIS-RIVIÈRES**

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**819 370-2100**

### **DRUMMONDVILLE**

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Centre multiservices de santé et de services sociaux Saint-Jean  
**819 474-2572 ext. 33378**

### **SHAWINIGAN**

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CLSC du Centre-de-la-Mauricie | **819 539-8371**

### **VICTORIAVILLE**

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CLSC Suzor-Coté | **819 758-7281**

### **LA TUQUE**

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Centre multiservices de santé et de services sociaux  
du Haut-Saint-Maurice | **819 523-4581**

### **NICOLET, BÉCANCOUR, YAMASKA**

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Centre multiservices de santé et de services sociaux Christ-Roi  
**819 293-2071 | 1 800 263-2572 ext. 54166**

### **LOUISEVILLE**

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Centre de services Avellin-Dalcourt | **819 228-2731**

### **PLESSISVILLE**

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CLSC de l'Érable | **819 362-6301**

### **SAINT-TITE**

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CLSC et centre de réadaptation en dépendance de Saint-Tite  
**418 365-7555**

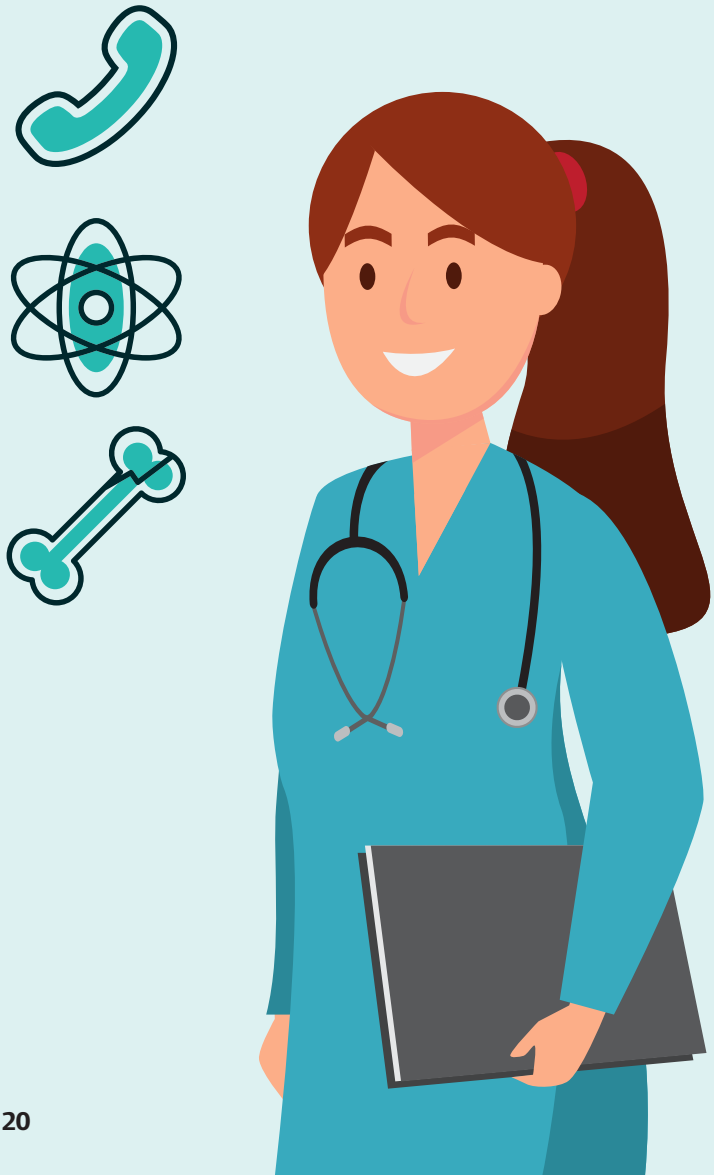
### **SAINTE-GENEVIÈVE-DE-BATISCAN**

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CLSC et centre de réadaptation en dépendance  
de Sainte-Geneviève-de-Batiscan | **418 362-2727**

## Reporting Neglect and Abuse

In addition to contacting your local clinic, you can also call *La Ligne Aide Abus Aînés* (Senior Abuse Line), a bilingual and confidential help line and referral service for seniors who are victims of exploitation, abuse or neglect, by their family members, friends, neighbours and the general population. This is a provincial government service. **1 888 489-2287**.



# Home Care Services

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Upon evaluation by a healthcare professional, these services are available to people of all ages suffering from a temporary or permanent loss of autonomy, a physical or mental handicap, or a terminal illness.

- Nursing or medical care
- Personal assistance
- Social services
- Temporary domestic help
- Hygiene services
- Rehabilitation
- Nutrition
- Respiratory therapy
- Support for caregivers
- Long-term care
- Rentals for wheelchairs, hospital beds, etc.

# Living with a Handicap

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## **Motor, Auditory, Visual or Language Deficiency**

Contact the *Centre de réadaptation en déficience physique Jacques-de-Labadie* (Mauricie) **819 378-4083**

## **Mental Handicaps and Neurodevelopment Disorders (such as autism)**

Contact the *L'Institut universitaire en déficience intellectuelle (DI) et en trouble du spectre de l'autisme (TSA)* (Mauricie) **819 379-7732**.

# Addiction Services

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In addition to the range of services offered through your local clinic for you or someone you know who is experiencing difficulty related to drugs, alcohol, or gambling, the following organizations may be of additional help.

**Addiction Treatment Centres  
in Mauricie-Centre-du-Québec ..... 1 866 568-3877**

## Alcoholic's Anonymous

Drummondville | 819 478-7030

Victoriaville | 819 758-3959

Trois-Rivières | 819 376-6279



# Crisis Situations

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## Sexual Assault

If you are a victim of sexual assault, **call 911** or go to the emergency room of the nearest hospital.

## Unwanted Pregnancy

Contact the sexual health clinic below for your area.

### TROIS-RIVIÈRES

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Centre de santé des femmes de la Mauricie | **819 378-1661**

Centre multiservices de santé et de services sociaux Saint-Joseph  
**819 370-2100 ext. 42401**

Centre multiservices de santé et de services sociaux Cloutier  
**819 370-2100 ext. 2302**

### DRUMMONDVILLE

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Centre multiservices de santé et de services sociaux Saint-Jean  
**819 474-2572**

### SHAWINIGAN

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CLSC du Centre-de-la-Mauricie | **819 539-8371 ext. 8345**

### VICTORIAVILLE

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CLSC Suzor-Coté | **819 758-7281 ext. 2147**

### LA TUQUE

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Centre multiservices de santé et de services sociaux  
du Haut-Saint-Maurice | **819 523-4581 ext. 2147**

### NICOLET

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Centre Filles de la Sagesse  
**819 293-2071 | 1 800 263-2572 ext. 52299**

### BÉCANCOUR

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Centre multiservices de santé et de services sociaux de Bécancour  
**819 293-2071 | 1 800 263-2572 ext. 52299**

## LOUISEVILLE

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Centre de services Comtois | **819 228-2522**

## PLESSISVILLE

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CLSC de l'Érable | **819 362-6301**

## SAINT-TITE

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CLSC et centre de réadaptation en dépendance de Saint-Tite  
**418 365-7555**

## SAINTE-GENEVIÈVE-DE-BATISCAN

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CLSC et centre de réadaptation en dépendance de Sainte-Geneviève-de-Batiscan | **418 362-2727** Psychiatric Emergencies  
**Call 911** or go to the emergency room of the nearest hospital.

### Suicide

For information on suicide prevention or for support if someone close to you has died by suicide, contact your local clinic or the Suicide Prevention Centre at **1 866 277-3553**. Info-Santé can also be contacted 24/7 by dialing **811**.

### Spousal Abuse

If you are a victim of spousal abuse, contact your local clinic. If needed, they can help you find shelter. For emergencies, call **911**. For counselling, you can contact SOS Spousal Abuse at **1 800 363-9010**.





# Depression and Mental Health

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Local clinics offer a range of support services to youth and adults suffering from depression, anxiety or other mental illnesses.

The clinics also provide specific programs for those who are experiencing problems adapting to difficult situations such as serious illness, or the death of a family member or close friend.

Info-Social can also offer more information at **811**.

## TROIS-RIVIÈRES

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Centre multiservices de santé et de services sociaux Saint-Joseph  
**819 370-2100**

Centre multiservices de santé et de services sociaux Cloutier  
**819 370-2100**

## DRUMMONDVILLE

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Centre multiservices de santé et de services sociaux Saint-Jean  
**819 474-2572**

## SHAWINIGAN

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CLSC du Centre-de-la-Mauricie  
**819 539-8371**

## VICTORIAVILLE

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CLSC Suzor-Coté  
**819 758-7281**

## LA TUQUE

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Centre multiservices de santé et de services sociaux  
du Haut-Saint-Maurice  
**819 523-4581**

## NICOLET

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Centre multiservices de santé et de services sociaux Christ-Roi  
**819 233-7532**

## LOUISEVILLE

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Centre multiservices de santé et de services sociaux Avellin-Dalcourt  
**819 228-2731**

## PLESSISVILLE

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CLSC de l'Érable  
**819 362-6301**

## SAINT-TITE

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CLSC et centre de réadaptation en dépendance de Saint-Tite  
**418 365-7555**

## SAINTE-GENEVIÈVE-DE-BATISCAN

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CLSC et centre de réadaptation en dépendance  
de Sainte-Geneviève-de-Batiscan  
**418 362-2727**

## FORTIERVILLE

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Centre multiservices de santé et de services sociaux de Fortierville  
**819 287-4442**

## BÉCANCOUR

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Centre multiservices de santé et de services sociaux de Bécancour  
**819 298-2144**



# User's Rights and Filing Complaints

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As a user of the provincial health and social services network, you have rights recognized by the "Act respecting health services and social services" (LSSSS). These rights include the right to choose a professional or institution, to consent or refuse care, and to actively participate in decision-making, among others. For more information on your rights and how they are defended, visit the *Regroupement provincial des comités des usagers* (Link is to page in English).

While health institutions are committed to providing quality care and service, it may happen that a situation arises that needs to be reported.

For assistance filing a complaint, contact the *Centre d'assistance et d'accompagnement aux plaintes Mauricie-Centre-Du-Québec* (CAAP-MCQ), an organization funded by the Québec Ministry of Health and Social Services whose mandate it is to help a user navigate the process of filing a complaint from start to end. The service is free and they will try to assist you in English to the best of their abilities. For help with translation, please don't hesitate to contact CASE.

In the event that you are unsatisfied with the ruling of the complaint department, you can contact the Québec Ombudsman's Office at **1 800 463-5070**.



# Contact US

**CASE - The Centre for  
Access to Services in English**

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## **Centre-du-Québec**

1045 Chabanel St.  
Drummondville QC J2B 2J4  
**819 850-5560**

## **Mauricie**

1875 Nicolas-Perrot St.  
Trois-Rivières QC G9A 1C5  
**819 375-2332 ext. 1520**

## **Email address**

[infoandliaison.agent@gmail.com](mailto:infoandliaison.agent@gmail.com)



**CENTRE FOR ACCESS TO  
SERVICES IN ENGLISH  
CENTRE D'ACCÈS POUR  
SERVICES EN ANGLAIS**

*Centre intégré  
universitaire de santé  
et de services sociaux  
de la Mauricie-et-  
du-Centre-du-Québec*

**Québec** 