

OTHER CLSCS IN THE PONTIAC AREA

- **Centre multiservices de santé et des services sociaux de Mansfield-et-Pontefract**
160 La Chute Rd.
Mansfield-et-Pontefract QC J0X 1R0
Phone number: 819-683-3000 or 1-800-567-9625
- **CLSC Chapeau**
72 Saint-Patrick St.
L'Isle-aux-Allumettes QC J0X 1M0
Phone number: 819-689-5080
- **CLSC Rapides-des-Joachims**
48-A, l'Église St.
Rapides-des-Joachims QC J0X 3M0
Phone number: 613-586-2357
- **CLSC et centre de services externes pour les aînés de Shawville**
290 Marion St.
Shawville QC J0X 2Y0
Phone number: 819-647-3553
- **CLSC Quyon**
1164 Clarendon St.
Quyon QC J0X 2V0
Phone number: 819-458-2848

DID YOU KNOW THAT

- **CLSC Otter Lake can provide you with care and services, regardless of where you live.** To obtain a service, you must have your valid health insurance card on hand. The CLSC can help you renew or obtain a health insurance card.
- If you are concerned or have questions about your physical or psychological health or that of a loved one, you can call **811, option 2**. This service is free, confidential and available **24/7**. Depending on your need, a nurse or social worker can advise you and direct you to the appropriate resources: you can put in a request by calling 811.



Services to the Community

CLSC OTTER-LAKE

ciss-ouataouais.gouv.qc.ca/CLSC



**INFO-SANTÉ
INFO-SOCIAL**

**811
1-866-567-4036**



**SUICIDE
PREVENTION LINE**

1-866-Appelle (provincial number)
1-866-277-3553

**THE ELDER
MISTREATMENT HELPLINE**

1-888-489-2287 (provincial number)

CONTACT INFORMATION

**340 Martineau Ave.
Otter Lake QC J0X 2P0
Phone number: 819-453-7392**

HOURS OF OPERATION AND HOLIDAYS

- **Open Monday to Thursday, 8:30 a.m. to 4:30 p.m. Closed at lunch from 12 noon to 1:00 p.m.**
- Holiday schedules can vary, depending on the services. Contact the CLSC before heading out.

ACCESSIBILITY AND PARKING

- Accessible for people in a wheelchair: access ramp at the main entrance and accessible washroom.
- Parking: free.

MAKING AN APPOINTMENT

- **Note:** Different phone numbers are available, depending on the type of appointment. When you call the CLSC, your call will be transferred or you will be given another number to call in order to guide you properly.
- If you're looking for a service that isn't available at the CLSC, call 811, option 2.

SERVICES AVAILABLE AT THE CLSC	NUMBERS TO CALL	WITHOUT APPOINTMENT	WITH APPOINTMENT
Vaccinations	CLSC 819-453-7392		✓
Common health services (e.g. removal of staples and stitches, wound care, injections)	819-683-3000		Services provided at Shawville Hospital Monday to Friday 8:00 a.m. to 4:00 p.m. <i>On weekends and holidays, common health services are provided at the Mansfield-et-Pontefract. Multi-Service Health and Social Services Centre.</i> ✓
Sexual health and sexually transmitted and blood-borne infections (STBBI) / Services for clients age 12 to 24: counselling, STBBI screening and follow-up as needed, pregnancy testing, emergency contraception (morning-after pill), prescription for a hormonal contraceptive <i>*These sexual health and STBBI services are also available in a number of public high schools through the school nurse.</i>	819-683-3000 ext. 280 or 1-800-567-9625 ext. 280		✓
Falls Prevention Program (age 55 and older)	To register or for information: 819-647-3851 ext. 2521		✓
<ul style="list-style-type: none"> • Follow-up during pregnancy and at birth • Breastfeeding tips • Child nutrition and development (age 0 to 5) • Support for families and young people in difficulty • Speak with a social worker • Mental health concerns • Addiction problems (alcohol, drugs, gambling) • Home support (seniors, people with disabilities, or those needing temporary help such as after an operation) • Support for caregivers 	Call 811, option 2		✓
Community organization support: collective actions/social and community development/improving environments conducive to healthy life styles	CLSC 819-453-7392		✓