

# Phone resources

## General resource



### 211 Montreal

- **Phone:** 2-1-1
- **Website:** [211qc.ca](http://211qc.ca)
- 7 days from 8 am to 6 pm
- + 200 languages

Referral line for everyone to community, public and parapublic resources close to home.

## General resource



### Poison Control Center of Quebec

- **Phone:** 1 800 463-5060
- **Website:** [ciuss-capitalenationale.gouv.qc.ca/antipoison](http://ciuss-capitalenationale.gouv.qc.ca/antipoison)
- 24 hours, 7 days
- French and English

Poisoning or intoxication hotline.

## General resource



### Listening and intervention center Face à Face

- **Phone:** 514 934-4546
- **Website:** [faceafacemontreal](http://faceafacemontreal)
- Monday, Tuesday and Friday 9 am to 5 pm, last week of the month: Monday to Friday 9 am to 5 pm
- French and English

Listening and referral line for people looking for housing, homeless or at risk of homelessness, living with mental health problems with or without addictions and alone and isolated.

## General resource



### Écoute Entraide

- **Phone:** 514 278-2130
- **Toll free:** 1 855 365 4463
- **Website:** [ecoute-entraide.org](http://ecoute-entraide.org)
- 7 days from 8 am to 10 pm
- French

Helpline for anyone going through a difficult time



### Health Info 8-1-1

- **Phone:** 8-1-1 option 1
- 24 hours, 7 days
- French and English

Information line for health advice. Allows you to quickly reach a nurse in the event of a non-urgent health problem.



### Tel Help Montreal

- **Phone:** 514 935-1101
- **Website:** [telaidemontreal.org](http://telaidemontreal.org)
- 7 days from 7 am to 11 pm
- French and English

Anonymous and confidential helpline for any need: mental health, addiction, couple in crisis, domestic violence, stress at work, abuse and intimidation, loneliness, strained relationships.



### Tel-Écoute

- **Phone:** 514 493-4484
- **Website:** [tel-ecoute.org](http://tel-ecoute.org)
- 7 days from 10 am to 10 pm
- French and English

Crisis and referral lines



### Bureau de Consultation Jeunesse (BCJ)

- **Phone:** 514 270-9760
- Monday, Wednesday and Thursday from 1 pm to 6 pm
- French

Line of intervention to support young people aged 14 to 25 in their journey towards greater autonomy and in the implementation of solutions to improve their living conditions,

## General resource

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## Resource for young people

# Phone resources

## Resource for young people



### Youth I Listen

- **Phone:** 1 800 668-6868
- **Website:** [jeunessejecouta.ca](http://jeunessejecouta.ca)
- 24 hours, 7 days
- Arabic, Dari, French, English, Mandarin, Pashto, Russian and Ukrainian

Confidential help and intervention line for young people aged 5 to 29.

## Resource for young people



### Tel-Jeunes

- **Phone:** 1 800 263-2266
- **Website:** [teljeunes.com/accueil](http://teljeunes.com/accueil)
- 7 days from 6 am to 10:30 pm
- French and English

Listening and psychosocial intervention line for young people aged 20 and under.

## Resource for Parents



### Emergency pregnancy

- **Phone:** 514 271-0554
- **Website :** [grossesse-secours.org](http://grossesse-secours.org)
- 7 days from 9 am to 9 pm
- French and English

Confidential and pro-choice helpline for anyone concerned by a pregnancy, planned or not: listening, information and referrals.

## Resource for Parents



### ParentLine

- **Phone:** 1 800 361-5085
- **Website:** [ligneparents.com](http://ligneparents.com)
- 24 hours, 7 days
- French and English

Listening and intervention line for parents of children aged 20 and under.



### First Resource, help for parents

- **Phone:** 1 866 329-4223
- **Website:** [premiereressource.com](http://premiereressource.com)
- Monday to Friday from 8 am to 5 pm
- French and English

Professional and confidential consultation by telephone, with possible follow-up for parent-child relations.

## Resource for Parents



### Harmony group

- **Phone:** 514 939-2640
- **Website:** [groupeharmonie.org](http://groupeharmonie.org)
- Monday to Friday 8:30 am to 4:30 pm
- French and English

Support for people aged 55 and over struggling with alcohol, drug or other substance use problems.

## Resource for seniors and caregivers



### Elder Abuse Helpline

- **Phone :** 1 888 489-2287
- **Website:** [aideabusaines.ca](http://aideabusaines.ca)
- Monday to Sunday 8 am to 8 pm
- French and English

Telephone line for seniors who are victims of abuse or mistreatment and for adults in vulnerable situations.

## Resource for seniors and caregivers



### Info-Suppliers Line Cvml

- **Phone:** 514 307-4636
- Monday to Friday from 9 am to 5 pm
- French and English

free line to help people aged 50 and over living on the territory of the CIUSSS de l'Ouest de l'Île-de-Montréal find service providers.

## Resource for seniors and caregivers

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## Resource for seniors and caregivers



### Info-Caregiver

- **Phone:** 1 855 852-7784
- **Website:** [lappui.org](http://lappui.org)
- 7 days from 8 am to 8 pm
- French and English

Telephone listening, information and referral service for caregivers of a person aged 50 and over.

## Resource for seniors and caregivers



### Tel-Aînés

- **Phone:** 514 353-2463
- **Website:** [tel-ecoute.org](http://tel-ecoute.org)
- 7 days from 10 am to 10 pm
- French

Help line and referrals for seniors aged 60 and over.

## Resource for LGBTQ+ people



### Interligne - Your space for LGBTQ+

- **Phone:** 514 866-0103
- **Website:** [interligne.co](http://interligne.co)
- 24 hours, 7 days
- French and English

Helpline for gay, lesbian, bisexual, trans and questioning people, people interested in issues related to sexual orientation and gender identity.

## Resource for LGBTQ+ people



### ATQ Help for trans people of Quebec

- **Phone:** 1 855 909-9038 #1
- **Website:** [atq1980.org/](http://atq1980.org/)
- 24 hours, 7 days
- French

Listening and intervention line for trans, non-binary and questioning people.



### CAVAC Crime Victims Assistance Center

- **Phone:** 514 277-9860
- **Website:** [cavac.qc.ca](http://cavac.qc.ca)
- Monday to Friday from 9 am to 5 pm
- French, English and Spanish

Front-line confidential services adapted to each stage of the legal process.

Resource for domestic violence, sexual assault and any criminal act



### Montreal Sexual Assault Center (CVASM)

- **Phone:** 514 933-9007
- **Website:** [cvasm.org/fr](http://cvasm.org/fr)
- 24 hours, 7 days
- French and English

Information, support and referrals for legal and police procedures for people aged 18 and over, victims of sexual assault in the last 12 months, their loved ones.

Resource for domestic violence, sexual assault and any criminal act



### SOS Domestic Violence

- **Phone:** 1 800 363-9010
- **Website:** [sosviolenceconjugale.ca](http://sosviolenceconjugale.ca)
- 24 hours, 7 days
- French, English, Spanish and Arabic

Reception, assessment, information, awareness, anonymous and confidential support and referral for victims of domestic violence, their relatives, perpetrators of violence, workers, people affected by this problem.

Resource for domestic violence, sexual assault and any criminal act



### Drug Help and Reference

- **Phone:** 514 527-2626
- **Website:** [aidedrogue.ca](http://aidedrogue.ca)
- 24 hours, 7 days
- French and English

Anonymous, confidential, bilingual and free information, referral and support service on alcoholism and drug addiction.

Resource for dependencies

# Phone resources



## Resource for dependencies



### Game Help and Reference

- **Phone:** 514 527-0140
- **Website:** [aidejeu.ca](http://aidejeu.ca)
- 24 hours, 7 days
- French and English

Anonymous, confidential, bilingual and free telephone service for information, referral and support on gambling and gambling problems, as well as cyberaddiction.

## Resource for mental health and those around you



### ANEB - Anorexia and Bulimia Quebec

- **Phone:** 514 630-0907
- **Website:** [anebquebec.com](http://anebquebec.com)
- 7 days from 8 am to 3 am
- French and English

Listening and referral line for young people and adults with eating disorders and their loved ones.

## Resource for mental health and those around you



### Arborescence

- **Phone:** 514 524-7131 ext. 102
- **Website:** [arborescence.quebec](http://arborescence.quebec)
- Monday to Friday from 9 am to 5 pm
- French and English

Listening and referral line for parents, friends, caregivers and loved ones of adults living with a mental health problem, in the different spheres of their lives.

## Resource for mental health and those around you



### Réseau Avant de craquer

- **Phone:** 1 855 272-7837
- **Website:** [avantdecraquer.com](http://avantdecraquer.com)
- Monday to Friday from 8:30 am to 4 pm
- French

Reference telephone line for people close to people living with mental illness.



### Centre d'écoute le Havre

- **Phone:** 514 982-0333
- **Website:** [le-havre.qc.ca](http://le-havre.qc.ca)
- Monday to Friday from 9 am to 5 pm
- French

Confidential telephone hotline, by volunteers trained in active listening.

Resource for mental health and those around you



### Info-Social 811

- **Phone:** 8-1-1 option 2
- 24 hours, 7 days
- French and English

Free and confidential telephone consultation service that allows you to quickly reach a professional in psychosocial intervention in the event of a psychosocial problem.

Resource for mental health and those around you



### Phobies-Zéro

- **Phone:** 1 866 922-0002
- **Website:** [phobies-zero.qc.ca](http://phobies-zero.qc.ca)
- Monday to Friday 9 am to 9 pm
- French

Helpline for adults and young people aged 14 and over living with anxiety disorders including obsessive-compulsive disorder, their families and loved ones.

Resource for mental health and those around you



### REVIVRE

- **Phone:** 1 866 738-4873
- Monday to Friday from 9 am to 9 pm
- French

Listening, information and referral line for people affected, directly or indirectly, by anxiety, depressive or bipolar disorders, as well as their loved ones, that they have a telephone line at their disposal.

Resource for mental health and those around you

# Phone resources



## Resource for mental health and those around you



### Suicide Action Montréal

- **Phone:** 1 866 277-3553
- **Website:** [suicideactionmontreal.org](http://suicideactionmontreal.org)
- 24 hours, 7 days
- French and English

Confidential 24-hour telephone intervention line for suicidal people, their loved ones, people bereaved by suicide and workers

## Resource for bereavement



### 1 888 LE DEUIL

- **Phone:** 1 888 533-3845
- **Website:** [tel-ecoute.org](http://tel-ecoute.org)
- 7 days from 10 am to 10 pm
- French

Help line for anyone who has lost a loved one.

## Resource for bereavement



### Mourning-Youth

- **Phone:** 1 855 889-3666
- **Website:** [deuil-jeunesse.com](http://deuil-jeunesse.com)
- Monday to Friday from 8 am to 4 pm
- French and English

Toll-free helpline that helps young people and families experiencing serious illness, the disappearance or death of a loved one or losses related to parental separation, abandonment or adoption.

## Resource for immigrants



### Listening center and reference Multi-Écoute

- **Phone:** 514 378-3430
- **Website:** [multiecouste.org](http://multiecouste.org)
- 24 hours, 7 days
- French and English

Confidential and anonymous helpline for anyone in need of help and immigrants



### Sport'Aide

- **Phone:** 1 833 211-2433
- **Website:** [sportaide.ca](http://sportaide.ca)
- 24 hours, 7 days
- French and English

Guidance line, listening and support for young athletes who are victims of violence in sport, parents, coaches, sports organizations, officials and volunteers who have witnessed or been victims of violence.

## Resource for violence in sport



### Stella

- **Phone:** 514 285-8889
- **Website:** [chezstella.org](http://chezstella.org)
- Monday, Wednesday, Thursday and Friday from 11 am to 5 pm
- French and English

Hotline for sex workers and ex-sex workers.

## Resource for sex work