

OTHER RESOURCES AVAILABLE TO ALL

There are ways to get help without going through the public health system. These resources could offer help in multiple languages, tailored to the needs of specific groups.

Community mental health organizations

Community organizations can provide free or low-cost services. The following resources can refer you to an organization that suits your needs:

- [Info-Social 811](#) | 811 | [sante.gouv.qc.ca](#)
- [suicide.ca](#) | 1 866-277-3553 | [suicide.ca](#)

Private mental health care providers

- [Ordre des psychologues du Québec](#) (Quebec order of psychologists) | [ordrepsy.qc.ca](#)

To learn more about your rights and recourses when it comes to mental health, consult our Web Guide.



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Accessing Mental Health Care and Services



Because mental health shapes how we
think, feel and **connect** with others



If you or someone close to you is in distress or showing signs and symptoms of a mental disorder, do not hesitate to ask for help.

All public health and social services institutions in Quebec offer mental health care and services.

- Free for those covered by the public health insurance plan (RAMQ) or the Interim Federal Health Program (IFHP)
- Without discrimination (age, gender, race, socio-economic status...)
- In French and/or in English

For example:



Family medicine groups (FMG)



Local community service centres (CLSC)



Residential and long-term care centres (CHSLD)

If you're more comfortable communicating in English than in French, you have the right to receive these services in English.

But the availability of services in English depends on factors like

- available facilities,
- human resources,
- budget.

Some services may only be available in English in certain facilities, during certain time slots, or through an interpreter.



How to receive services?

- Call Info-Social 811
- Go to your family medicine group
- See your doctor
- Go to a CLSC
- Consult a care provider at a community mental health organization or crisis centre to get a referral for public health services
- **In case of an emergency:**
Go to the hospital emergency room or call 911



Are you more comfortable in English than in French?

Ask for health and social services in English as soon as possible.

In some cases, you can ask for English at the time you're receiving the services, like when you call 811 for non-urgent health issues or go to an emergency room for urgent care.

In other cases, it's important to ask for English when making an appointment, to ensure you're referred to a facility that offers the services you need in English.

Problems?

If you think your right to health and social services isn't being respected, you can **file a complaint** with your local service quality and complaints commissioner.