TOGETHER FOR 
LIFE

OUR FACILITIES WHICH PROVIDE HEALTH CARE AND FRONTLINE SERVICES

TERRITORY FACILITY TELEPHONE

Val-Saint-François CLSC - Urgence mineure – Centre d’hébergement de Windsor 819 542-2777
CLSC de Richmond, CLSC - Centre d’hébergement de Valcourt

Asbestos Hôpital, CLSC et centre d’hébergement d’Asbestos 819 879-7151
819 879-5473 (CHSLD)

Haut-St-François CLSC d’East Angus, CLSC de Weeden, CLSC de la Patrie, CLSC de Cockshire 819 821-4000

Granit CSSS du Granit - Point de service de Lac-Mégantic 819 583-2572
CSSS du Granit - Point de service de Saint-Ludger

CSSS du Granit - Point de service de Lambton 418 486-7441 (CLSC)
418 486-7477 (CHSLD)

La Pomeranie CLSC et centre d’hébergement de Bedford 450 248-4304
CLSC de LaC-Brome 450 242-2001
CLSC de Fantam 450 293-3622
CLSC de Sutton, CLSC de Cowansville-Larouche, CLSC de Cowansville-du-Sud 450 266-4342

Haute-Yamaska CLSC Yvan-Duquette, CLSC Notre-Dame, CLSC de Saint-Joseph, Clinique des jeunes 450 375-1442
CLSC Robinson-Sud 450 776-6116
CLSC de Waterloo 450 539-3340
CLSC de Bromont 450 534-1248

Coaticook CSSS de la MRC-de-Coaticook 819 849-4876

Membremagog CSSS de Membremagog 819 843-2572

Sherbrooke Clinique de planning, santé sexuelle et planification familiale 819 565-0176
Clinique des jeunes, CLSC Speid, CLSC King Est, CLSC Camirand (50) 819 780-2220
Clinique du voyageur international 819 564-5160

EMERGENCY HOTLINES

DEPARTMENT TELEPHONE DESCRIPTION SCHEDULE

Emergency hotline 911 911 Urgencies: police, firefighters and ambulance technicians Available 24/7

Centre anti-poison du Québec (poison control centre) 1 800-463-5060 For poisonings and intoxications Available 24/7

Centre de prévention du suicide (suicide prevention centre) 1 866 277-3553 For those in distress with suicidal thoughts Available 24/7

Youth protection 1 800-463-1029 When concerned about a child’s safety, your intervention will remain absolutely confidential. Available 24/7

Ligne Parents (hotline for parents) 1 800 361-5085 Professional support for parents experiencing problems with their children Available 24/7

Tel-Jeunes 1 800 263-2266 Professional support for young people and teenagers from 7 a.m. to 9 p.m., 7 days a week

SOS violence conjugale (spousal abuse victims) 1 800 363-9010 Helpline for victims of spousal abuse. Call if you are a victim or a witness. From 9 a.m. to 9 p.m., 7 days a week

Drugs: Help and Referral 1 800 265-2262 Support for persons affected by drug and alcohol abuse Available 24/7

Aide Abus Ainés (elder abuse victims) 1 888 489-2287 Provincial helpline and referral service for those seeking support and information in cases of elder abuse From 8 a.m. to 8 p.m., 7 days a week

The information in this publication is not meant to replace the advice of a health professional. If you have questions about your state of health, call Info-Santé 811 or contact a health professional.

WHEN TO GO TO YOUR CLSC FOR: • Depression • Bereavement • Addictions (drug, alcohol, etc.) • Social support • Stable mental health problem • Relationship problems • Crisis or difficult situation • Family issues • Intellectual disability and autism

WHERE TO GO FOR YOUR OTHER NEEDS

Prescription renewals At your pharmacy or at a drop-in clinic if you do not have a family physician (santeestrie.qc.ca/guide-sante)

General immunization or flu shots Your CLSC

Equipment loans Your CLSC if you receive home care or home support services. In all other cases, go to a pharmacy or a specialized shop.

Contraception (Morning-after pill) Pharmacy, CLSC or Youth clinic for 25 years or younger (Sherbrooke or Granby)

Travel advice or vaccines for a trip Pharmacy or International traveller’s clinic

Interruption of pregnancy Planned parenthood clinic (Sherbrooke) or CLSC de Cowansville-du-Sud

Pregnancies santeestrie.qc.ca/guide-sante

Sexually transmitted and blood-borne infections Youth clinic for 25 years or younger (Sherbrooke or Granby)
**DECISION ASSISTANT FOR FLU**

The flu is a respiratory infection that is spread easily. It is caused by the influenza virus. In Quebec, it especially spreads during the end of the fall to the beginning of the spring. Flu symptoms, which appear suddenly, and their severity can vary depending on age and health condition.

### MAIN SYMPTOMS
- sudden fever between 38 °C and 40 °C (100.4 °F and 104 °F);
- sudden cough;
- sore throat;
- muscle or joint pain;
- extreme fatigue;
- headache.

### PROTECTION AND CLEANLINESS MEASURES CAN HELP PREVENT TRANSMISSION
- Wash your hands frequently with soap and water;
- Cough or sneeze into a facial tissue, into the crook of your elbow, or into your upper forearm rather than into your hands;
- Keep your immediate environment clean.

### NASAL CLEARANCE FOR CHILDREN AGED LESS THAN 18 MONTHS

If your baby has a runny nose, noisy breathing, or has a mild cough or fever, and drinks less than usual, it is important to ensure that his nostrils are cleared so that he can remain hydrated even while congested. View the video capsules on nasal aspiration techniques using four types of nose pump at [santeestrie.qc.ca/guide-sante](http://santeestrie.qc.ca/guide-sante).

### MAIN SYMPTOMS OF GASTROENTERITIS
- diarrhea: at least 3 liquid or semi-liquid stools every 24 hours;
- abdominal cramps;
- nausea;
- vomiting;
- fever (in some cases).

### HYGIENIC AND PREVENTIVE MEASURES CAN HELP ENSURE THAT OTHERS ARE NOT INFECTED
- Wash your hands often with soap and water;
- Use an antiseptic hand cleaner if you do not have soap and water at hand;
- Avoid preparing meals for others;
- Remain at home.

### DECISION ASSISTANT FOR GASTROENTERITIS

Gastroenteritis can be caused by viruses, bacteria or parasites.

### MAIN SYMPTOMS OF GASTROENTERITIS
- diarrhea:
- abdominal pain;
- vomiting;
- fever (in some cases).

### HYGIENIC AND PREVENTIVE MEASURES CAN HELP ENSURE THAT OTHERS ARE NOT INFECTED
- Wash your hands often with soap and water;
- Use an antiseptic hand cleaner if you do not have soap and water at hand;
- Regularly disinfect the toilet bowl and any surfaces or objects that may be contaminated by stool or vomit;
- Avoid preparing meals for others;
- Remain at home.

### ADULTS OR CHILDREN SITUATION

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Action</th>
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<tbody>
<tr>
<td>Fever (less than 38 °C or 100.4 °F)</td>
<td>It is probably a cold. You need to rest.</td>
</tr>
<tr>
<td>Fever (higher than 38 °C or 100.4 °F) as well as the following symptoms:</td>
<td>It is probably the flu. You must treat yourself at home. Get information at <a href="http://santeestrie.qc.ca/guide-sante">santeestrie.qc.ca/guide-sante</a> or if need be, you can call Info-Santé 811.</td>
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### DECISION

If you have one or more of the following conditions:
- difficulty breathing that persists or increases suddenly;
- blue lips;
- intense headache that persists or gets worse;
- drowsiness, difficulty staying awake, weakness;
- confusion, disorientation;
- seizures (body stiffens and muscles contract in a jerky and involuntary manner);
- no urine output for 12 hours, excessive thirst;
- fever in a child who seems too calm and less energetic than usual or who refuses to play or is agitated;
- fever in a baby less than 3 months old.

You must go to the emergency department of a hospital immediately.

If you require assistance, call 911.

### DECISION

If you have:
- a lot of bloody or black stool;
- diarrhea with intense abdominal pain;
- diarrhea, extreme thirst, have not urinated in 12 hours;
- vomiting frequently, and it does not slow down after 4 to 6 hours;
- vomit contains blood or stool (reddish or with the appearance of ground coffee);
- general health is deteriorating (weakness, drowsiness, irritability, confusion).

You must go to the emergency department of a hospital immediately.

If you require assistance, call 911.