

Your **HEALTH GUIDE****OUR FACILITIES WHICH PROVIDE HEALTH CARE AND FRONTLINE SERVICES**

TERRITORY	FACILITY	TELEPHONE
<b>Contact Information for CLSCs: <a href="http://santeestrie.qc.ca/en/clsc">santeestrie.qc.ca/en/clsc</a></b>		
<b>Val Saint-François</b>	CLSC - Urgence mineure – Centre d'hébergement de Windsor	<b>819-542-2777</b>
<b>Des Sources</b>	Hôpital, CLSC et centre d'hébergement d'Asbestos	<b>819-879-7151</b> <b>819-879-5475</b> (long-term care centre)
<b>Haut Saint-François</b>	CLSC d'East Angus, CLSC de Weedon, CLSC de la Patrie, CLSC de Cookshire	<b>819-821-4000</b>
<b>Granit</b>	CSSS du Granit - Point de service de Lac-Mégantic CSSS du Granit - Point de service de Saint-Ludger CSSS du Granit - Point de service de Lambton	<b>819-583-2572</b> <b>418-486-7441</b> (CLSC) <b>418-486-7417</b> (CHSLD)
<b>Pommerai</b>	CLSC et centre d'hébergement de Bedford CLSC de Lac-Brome CLSC de Farnham CLSC de Sutton, CLSC de Cowansville-Larouche, CLSC de Cowansville-du-Sud	<b>450-248-4304</b> <b>450-242-2001</b> (morning) <b>450-242-2020</b> (afternoon) <b>450-293-3622</b> <b>450-266-4342</b>
<b>Haute-Yamaska</b>	CLSC Yvan-Duquette, CLSC Notre-Dame, CLSC de Saint-Joseph, Clinique des jeunes CLSC de Waterloo CLSC de Bromont	<b>450-375-1442</b> <b>450-375-1691</b> <b>450-375-1692</b>
<b>Coaticook</b>	CSSS de la MRC-de-Coaticook	<b>819-849-4876</b>
<b>Memphrémagog</b>	CSSS de Memphrémagog	<b>819-843-2572</b>
<b>Sherbrooke</b>	Clinique de planning, santé sexuelle et planification familiale Clinique des jeunes, CLSC King Est CLSC Camirand (50), CLSC Speid	<b>819-565-0767</b> <b>819-780-2222</b>

**EMERGENCY HOTLINES**

DEPARTMENT	TELEPHONE	DESCRIPTION	SCHEDULE
<b>Emergency hotline 911</b>	<b>911</b>	Urgencies: police, firefighters and ambulance technicians	Available 24/7
<b>Centre anti-poison du Québec (poison control centre)</b>	<b>1-800-463-5060</b>	For poisonings and intoxications	Available 24/7
<b>Centre de prévention du suicide (suicide prevention centre)</b>	<b>1-866-277-3553</b>	For those in distress with suicidal thoughts	Available 24/7
<b>Youth protection</b>	<b>1-800-463-1029</b>	When concerned about a child's safety. Your intervention will remain absolutely confidential.	Available 24/7
<b>Ligne Parents (hotline for parents)</b>	<b>1-800-361-5085</b>	Professional support for parents experiencing problems with their children	Available 24/7
<b>Tel-Jeunes</b>	<b>1-800-263-2266</b>	Professional support for young people and teenagers	From 9 a.m. to 9 p.m., 7 days a week
<b>SOS violence conjugale (spousal abuse victims)</b>	<b>1-800-363-9010</b>	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
<b>Drugs: Help and Referral</b>	<b>1-800-265-2626</b>	Support for persons affected by drug and alcohol abuse	Available 24/7

TOGETHER  
for  
**LIFE**

This guide is provided by the **Centre intégré universitaire de santé et de services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke** (CIUSSS de l'Estrie – CHUS) to assist you in making enlightened decisions when it comes to your health, and to guide you to the right resources at the right time.

**YOUR  
OPTIONS  
IF YOU ARE  
WORRIED**

**1**  
**For non-urgent health problems or psychosocial problems:** dial 811 for Info-Santé or Info-Social.

**2**  
**For suicidal thoughts:** dial 1-866-APPELLE (277-3553).

**3**  
**To be referred to the appropriate health service:** visit the digital Primary Care Access Point (GAP) at [gap.soinsvirtuels.gouv.qc.ca/en](http://gap.soinsvirtuels.gouv.qc.ca/en).

**4**  
**For medications or for advice:** call your pharmacist.

**5**  
**For other problems:** call the medical clinic of your family physician (GMF, family medicine group).

**If you need a family physician**  
Enroll with the family physician access registry (GAMF): [gamf.gouv.qc.ca](http://gamf.gouv.qc.ca). Requests are prioritized according to your health status.

**YOUR  
OPTIONS  
IF YOU  
ARE ILL**

**1**  
Use the Decision Assistant if you have flu or stomach-flu symptoms (information on the next page).  
**Call Info-Santé at 811.**

**2**  
Visit the digital Primary Care Access Point at [gap.soinsvirtuels.gouv.qc.ca/en](http://gap.soinsvirtuels.gouv.qc.ca/en).

**3**  
Call your pharmacist.

**4**  
Schedule an appointment with your family physician (GMF). Call the Primary Care Access Point at **811, option 3** (you must be awaiting assignment to a family physician). Visit a walk-in medical clinic ([sante.gouv.qc.ca/en/repertoire-ressources/](http://sante.gouv.qc.ca/en/repertoire-ressources/)).

**5**  
Go to an emergency room if your situation is critical.

Does your child have flu-like symptoms or stomach flu?  
Call **Info-Santé at 811** to reach the dedicated priority line for parents.

**WHERE  
TO GO IF YOU  
REQUIRE  
CARE OR  
A SERVICE**

**Go to the health reception desk of your CLSC (by appointment) for:**

- Wound care
- Ear irrigation
- Removal of stitches
- Change of dressing (bandaging)
- And much more!

**Go to the psychosocial reception desk of 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

**Go to your CLSC to monitor or follow up on your chronic disease:**

- Tobacco cessation
- Diabetes
- Nutrition, weight loss
- Heart problems
- Respiratory problems
- Kidney problems
- Hypertension

Make an appointment on [clicsante.ca](http://clicsante.ca) for flu or COVID-19 vaccination, a blood test, or any other available care or service.

**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/pharmacy](http://santeestrie.qc.ca/pharmacy)).

**Vaccination and immunization**  
[clicsante.ca](http://clicsante.ca) (flu or COVID-19)  
Your CLSC (other).

**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, school nurse or Youth clinic (25 years or younger).

**Travel advice or vaccines for a trip**  
Pharmacy or your CLSC.

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

**Pregnancies**  
[santeestrie.qc.ca/pregnancy](http://santeestrie.qc.ca/pregnancy).

**Sexually transmitted and blood-borne infections**  
School nurse or Youth clinic (25 years or younger)  
([santeestrie.qc.ca/en/itss](http://santeestrie.qc.ca/en/itss)).

**IF YOU HAVE ANY FLU OR GASTROENTERITIS SYMPTOMS, REFER TO THE TABLES FOR GUIDANCE IN MAKING THE BEST HEALTH DECISION FOR YOURSELF AND FOR OTHERS.**

(Excerpt from 'Decision Assistant', a document produced by the ministère de la Santé et des Services sociaux.)

## DECISION ASSISTANT FOR FLU

The flu is a respiratory infection that is spread easily. It is caused by the influenza virus. In Québec, 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/flu-gastro](http://santeestrie.qc.ca/flu-gastro).

Symptoms such as nausea, vomiting, diarrhea and abdominal pain may also be experienced. These symptoms are most common in children. Flu is often confused with other respiratory infections such as the cold.

### DECISION

ADULTS OR CHILDREN SITUATION		DECISION
No fever (less than 38 °C or 100.4 °F) but you have the following symptoms:	<ul style="list-style-type: none"> <li>• blocked nose;</li> <li>• runny nose;</li> <li>• cough.</li> </ul>	It is probably a cold. You <b>need to rest</b> .
Fever (higher than 38 °C or 100.4 °F) as well as the following symptoms:	<ul style="list-style-type: none"> <li>• sudden cough;</li> <li>• sore throat;</li> <li>• muscle or joint pain;</li> <li>• extreme fatigue;</li> <li>• headache.</li> </ul>	It is probably the flu. <b>You must treat yourself at home.</b> Get information at <a href="http://santeestrie.qc.ca/flu-gastro">santeestrie.qc.ca/flu-gastro</a> or if need be, you can call <b>Info-Santé 811</b> .
Flu symptoms are present and you belong to the category of individuals at risk for complications (children less than 5 years of age, adults 65 and over, pregnant women or women who gave birth in the last 4 weeks, persons suffering from a chronic disease).		<b>You need to call Info-Santé 811.</b> A nurse will assess your condition and recommend steps to be taken, depending on your condition.
Flu symptoms are present and one of the following conditions applies to you:	<ul style="list-style-type: none"> <li>• increasing or persistent pain when you breathe;</li> <li>• a rising fever or one that has lasted for more than 5 days;</li> <li>• symptoms that deteriorate or do not improve after 7 days.</li> </ul>	<b>Consult your physician on the same day or go to a walk-in clinic even if you do not have a family physician (<a href="http://sante.gouv.qc.ca/en/repertoire-ressources/">sante.gouv.qc.ca/en/repertoire-ressources/</a>).</b>
You have one or more of the following conditions:	<ul style="list-style-type: none"> <li>• difficulty breathing that persists or increases suddenly;</li> <li>• blue lips;</li> <li>• intense headache that persists or gets worse;</li> <li>• drowsiness, difficulty staying awake, weakness;</li> <li>• confusion, disorientation;</li> <li>• seizures (body stiffens and muscles contract in a jerky and involuntary manner);</li> <li>• no urine output for 12 hours, excessive thirst;</li> <li>• fever in a child who seems too calm and less energetic than usual or who refuses to play or is agitated;</li> <li>• fever in a baby less than 3 months old.</li> </ul>	<b>You must go to the emergency department of a hospital immediately.</b> If you require assistance, call <b>911</b> .

## DECISION ASSISTANT FOR GASTROENTERITIS

Gastroenteritis can be caused by viruses, bacteria or parasites.

### 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;
- 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.**

Symptoms of gastroenteritis usually last 24 to 72 hours. Persons with gastroenteritis are usually contagious when showing symptoms, and most particularly so when symptoms are severe. They may be contagious even a few weeks after symptoms have subsided.

### DECISION

ADULTS OR CHILDREN SITUATION		DECISION
Diarrhea but no other symptoms associated with gastroenteritis, general state of health is good.		It is probably a temporary intestinal disorder. <b>A balanced diet should get rid of the symptoms.</b> If need be, call <b>Info-Santé 811</b> .
Diarrhea and at least one of the following symptoms for less than 72 hours:	<ul style="list-style-type: none"> <li>• nausea or vomiting;</li> <li>• abdominal pain or cramps;</li> <li>• headache;</li> <li>• loss of appetite.</li> </ul>	It is probably a viral gastroenteritis that will last between 24 and 72 hours. <b>You must treat yourself at home.</b> Get information at <a href="http://santeestrie.qc.ca/flu-gastro">santeestrie.qc.ca/flu-gastro</a> or if need be, call <b>Info-Santé 811</b> .
Symptoms of gastroenteritis are present and you belong to a category of people at risk for complications (children less than 2 years of age, adults 65 and over, pregnant women, persons suffering from a chronic disease).		<b>You need to call Info-Santé 811.</b> A nurse will assess your condition and recommend steps to be taken, depending on your condition.
Symptoms of gastroenteritis are present, and one of the following conditions applies to you:	<ul style="list-style-type: none"> <li>• diarrhea for more than 48 hours, with no improvement;</li> <li>• diarrhea and fever (higher than 38° C or 100.4° F) for over 48 hours;</li> <li>• vomiting for 48 hours, with no improvement;</li> <li>• diarrhea for more than 1 week.</li> </ul>	<b>Consult your physician on the same day or go to a walk-in clinic even if you do not have a family physician (<a href="http://sante.gouv.qc.ca/en/repertoire-ressources/">sante.gouv.qc.ca/en/repertoire-ressources/</a>).</b>
You have:	<ul style="list-style-type: none"> <li>• a lot of bloody or black stool;</li> <li>• diarrhea with intense abdominal pain;</li> <li>• diarrhea, extreme thirst, have not urinated in 12 hours;</li> <li>• vomiting frequently, and it does not slow down after 4 to 6 hours;</li> <li>• vomit contains blood or stool (reddish or with the appearance of ground coffee);</li> <li>• general health is deteriorating (weakness, drowsiness, irritability, confusion).</li> </ul>	<b>You must go to the emergency department of a hospital immediately.</b> If you require assistance, call <b>911</b> .