

Coronavirus (COVID-19)

Montreal, June 15th, 2020

Dear Parents,

COVID-19 has caused major upheavals for the last several months, particularly in the education sector. Over the past few weeks, we know that you and your children are making considerable efforts and have shown great resilience so that your children can continue their schooling and development in exceptional circumstances.

For the past few weeks, the five school boards, the five *Centres intégrés universitaires de santé et de services sociaux* (CIUSSS), the *Direction régionale de santé publique de Montréal* (DRSP) and the city of Montreal have been working together to support children and families and respond to their needs during the pandemic. With the arrival of summer, we wanted to give you some important information.

First, until the end of the school year, we want to remind you that if you have any questions or concerns about your child, **you can contact your school principal directly.**

In addition, even during the summer, **health and social services are available through the CLSC closest to you.** More specifically, you will find the phone number for the psychosocial services of each CLSC if you experience personal, professional or family difficulties or if you have concerns for one of your loved ones. We have also added a **list of help lines and resources**, often available 24/7. In addition, the city of Montreal has made [line 211](#) available for its citizens for information and referrals to all available community and social resources.

Finally, to learn more about the coronavirus and to know the latest updates regarding health recommendations for Montrealers, you can visit the website of the [Direction régionale de santé publique de Montréal](#).

In preparation for the start of the school year in the fall, we would like to reassure you that our top priority is the safety and well-being of each student and their family. We will continue to work together over the summer and will keep you informed on a regular basis of the next steps.

Finally, we sincerely thank you for your precious collaboration during this difficult period. We are aware that the decisions taken have had a huge impact on your daily life and your continued support remains essential.

Sincerely,



Directrice régionale de santé publique

To translate this letter : <https://translate.google.com/>

Help lines and resources for the general population

- **Info-Social 811**

Free and confidential telephone consultation service, available 24 hours a day, 365 days a year in order to get advice and answers about psychosocial issues. References can also be made to an appropriate resource in the health and social services network or to a community resource.

- **CLSC Accueils psychosociaux**

Every CLSC has a psychosocial intake department. The CLSC staff assesses situation and needs, and provides follow-up or references the right department. Phone numbers are available on the next page.

- **Ligne 211 — Ressources Montréal**

Free information and referral service available 7 days a week, from 8 am to 6 pm, 365 days a year regarding the social and community resources available.

Website : <https://www.211qc.ca/>

- **Tel-jeunes**

Bilingual youth helpline, available 24/7 by phone, email, text or chat.

Phone : **1 800 263-2266** or Website : <https://www.teljeunes.com/Accueil>

- **Jeunesse, J'écoute**

Bilingual youth helpline, available 24/7 by phone, email, text or chat.

Phone : **1 800 668-6868** or Website : <https://jeunessejecoute.ca/>

- **Suicide Action Montréal**

Support services for Montrealers who are either witnesses, distressed, worried or bereaved.

Phone : **1 866 277-3553** or Website : <https://suicideactionmontreal.org/nous-contacter/>

- **Ligne Parents**

Helpline for parents, by chat or email.

Phone : **1 800 361-5085** or Website : <https://www.ligneparents.com/LigneParents>

- **SOS Violence conjugale**

Bilingual, free and confidential helpline available 24/7 for victims of intimate partner violence (IPV) and anyone who is concerned about a situation of IPV.

Phone : **1 800 363-9010** or Website : <http://www.sosviolenceconjugale.ca/>

- **Tel-Aide**

Bilingual youth helpline, available 24/7

Phone : **514 935-1101** or Website : <http://www.telaide.org/>

- **CLSC Psychosocial intake department (Accueils psychosociaux)**

| LOCATION | PHONE NUMBER |
|---|---------------------------|
| For the CLSCs of the CIUSSS du Nord-de-l'Île-de-Montréal | 514 940-3300 |
| CLSC Ahunatic | |
| CLSC Bordeaux-Cartierville | |
| CLSC de La Petite-Patrie | |
| CLSC de Montréal-Nord | |
| CLSC St-Laurent | |
| CLSC de Villeray | |
| For the CLSCs of the CIUSSS de l'Est-de-l'Île-de-Montréal | |
| CLSC de Mercier-Est | 514 356-2574, poste 73102 |
| CLSC de l'Est-de-Montréal | 514 642-4050, poste 77409 |
| CLSC de Saint-Michel | 514 722-3000, poste 1422 |
| CLSC de Hochelaga-Maisonneuve | 514 253-2181, poste 65337 |
| CLSC de Saint-Léonard | 514 722-3000, poste 1422 |
| CLSC de Rosemont | 514 524-3541, poste 65337 |
| CLSC de Rivière-des-Prairies | 514 494-4924, poste 72252 |
| CLSC Olivier-Guimond | 514 255-2356, poste 65337 |
| For the CLSCs of the CIUSSS du Centre-Ouest-de-l'Île-de-Montréal | Info-Social 811 |
| CLSC de Benny Farm | |
| CLSC de Côte-des-Neiges | |
| CLSC Métro | |
| CLSC de Parc-Extension | |
| CLSC René-Cassin | |
| For the CLSCs of the CIUSSS de l'Ouest-de-l'Île-de-Montréal | |
| CLSC de Pierrefonds | 514 626-2572, poste 3956 |
| CLSC du Lac-Saint-Louis | 514 697-4110, poste 1559 |
| CLSC de LaSalle | 514 364-2572 |
| CLSC de Dorval-Lachine | 514 639-0660 |
| For the CLSCs of the CIUSSS Centre-Sud-de-l'Île-de-Montréal | |
| CLSC de Verdun | 514-766-0546 |
| CLSC de Ville-Émard | 514-766-0546 |
| CLSC de Saint-Henri | 514-933-7541 |
| CLSC de Saint-Louis-du-Parc | |
| CLSC du Plateau | 514-527-9565 |
| CLSC des Faubourgs – locations on Sainte-Catherine, Parthenais and Visitation | |