

SSCPN Mission

The South Shore Community Partners Network – is a volunteer-based non-profit corporation whose objective is to build a sense of community among the Montreal South Shore English-speaking community groups by helping to encourage awareness of their various activities, programs, and support services. The SSCPn assists in promoting all levels of government programs, events and services offered by organizations or individuals that could be of benefit to our community.

Regroupement réseau communautaire rive-sud est une corporation à but non-lucratif formée d'une base de volontaires dont l'objectif est de bâtir un sens de communauté parmi les groupes communautaires de langue anglaise de la rive-sud de Montréal en aidant à connaître leurs activités variées, leurs programmes et services de soutien. Le SSCPn assiste aussi à la promotion des programmes des gouvernements à tous les niveaux et les services non offerts par des organisations ou des individus qui peuvent être bénéfiques à notre communauté.

Contact Us: sscpn@bell.net

Tel : 450-466-1325 (leave a message)

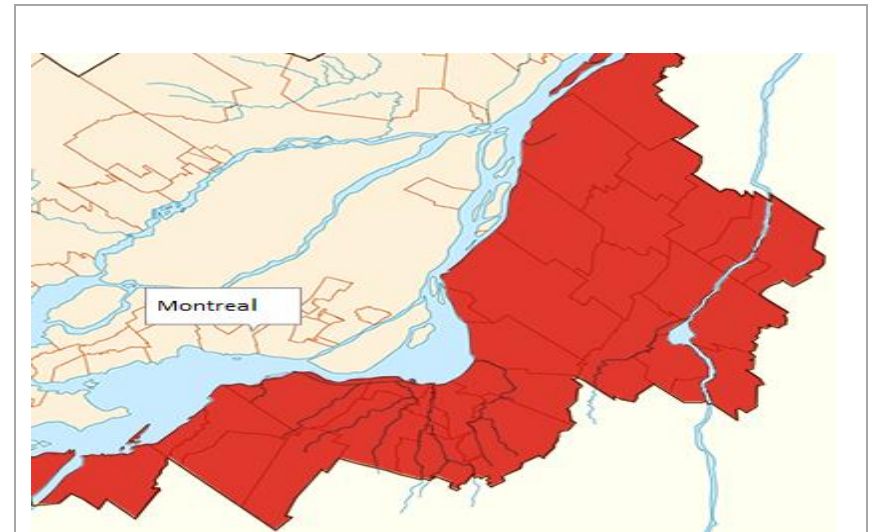
For community information and events, visit us at:

Pour plus d'information et évènements communautaires, visitez-nous au :

<http://www.sscpn.org>

We dedicate this booklet in memory to our friend Irene Frail: who encouraged so many in our community. f-2016*

SSCPN Reference Guide to basic Québec Medical & Social Services terms you may encounter



**SOUTH SHORE COMMUNITY PARTNERS NETWORK
(SSCPN)**

Regroupement réseau communautaire rive-sud

We thank Service Canada, Vision Gaspé-Percé and Voice of English Québec for providing resources that assisted us in preparing this document

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Medical Vocabulary

This booklet is for general reference only. It doesn't replace the instruction offered by medical staff. If you feel you do not understand the medical instructions given to you. Ask that they be translated for you

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*If have a positive experience you should inform your health service provider



INFO SANTE

for non-emergencies and helpful information 24/7. Offers Bilingual information and can connect you directly with local Health and Social Services

Chateauguay English Community Network Community Matters

is a volunteer non-profit community based support network whose objective is to promote awareness various services offered to the English-speaking community within the Chateauguay area; *Contact ;450-617-0513 (leave a message) or email cecn-racc@hotmail.com*

SSCPN: Helping you to Navigate Information on Community programs and services

Community E-Newsletter/Website/



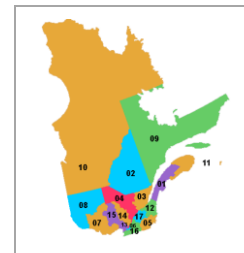
The SSCPN produces a very popular Community Email Newsletter that assists various community organizations promote their programs and events. Along with our information Website and Facebook page we also help groups produce pamphlets, flyers and prepare notices for the media etc.

Community Programs contacts and Services



Through our Network of contacts,we provide support to individuals seeking information on community groups and services along with accessing Government programs. The SSCPN can provide resources to host or promote programs ourselves or offer support to our partners and like-minded individuals

Community Partnerships throughout Québec



The SSCPN works in partnership with various Québec organizations to promote programs and services that also benefit the South Shore English-speaking community: *Québec Community Group Network, Québec Health and Social Service Network, Seniors Action Québec, Chateauguay Community Service Network etc*

**Greater Montreal
Hotline to assist Seniors
(50 plus)**

Community Resources (Bilingual) call (514) 527-0007, seven days a week FROM 8 a.m. and 6 p.m. to access the helpline, offers information on services and programs aim towards seniors

Download The CHSSN Health Passport <http://health-passport.ca/>

Do you have a Complaint about a Health Service provider you are receiving (or not)? Then contact CAAP Montérégie



CAAP Montérégie have been accompanying users in filing a healthcare or social services complaint for over 21 years. Through the years, more than 8 500 people have called upon us, and about 2,800 users have been guided in their complaint proceedings.

Our professional team is dedicated to provide information on users' rights as well as the complaint's examination procedure. We advise users of the best method of proceedings and support them along the way. Our Interventions are to collect facts, to understand users' expectations, to analyze the situation, to propose means of process, to accompany the user and ease the proceedings and to ensure a satisfactory conclusion.

Our approach is based on conciliation and aims at finding solutions. In daring to express oneself, the user is part of the solution. Our services are free and confidential.

The Establishments and Organizations under our mandate are all Healthcare and Social Services Centres (Hospitals, CLSCs, CHSLDs), Rehabilitation Centres, Gaming and Addiction Resources, Community Organizations, Foster Homes and Families, Private Senior Housing Residences, Youth Centres, Ambulance Services and Healthcare and Social Services Agencies.

We serve all 179 municipalities of Montérégie and its citizens.

Saint-Jean-sur-Richelieu

580, 1re Rue, office 102, Saint-Jean-sur-Richelieu
450 347.0670
1.800.263.0670

E-mail : caap@caapmonteregie.ca

Longueuil : 450 928.3223

Saint-Hyacinthe : 450 252.6620

Granby : 450 361.2228

Visit our website to learn more about our services: www.caapmonteregie.ca

Important Numbers



In non-medical emergencies the 9-1-1 operator will forward your call to the ambulance dispatch who will evaluate your call

Poison Control Centre 1-800-463-5060

Info Crime 1-800-711-1800

S.O.S Conjugal Violence -24/7 1-800-363-9010

Suicide Action Montreal a 24hr Bilingual Help line. Hope and help can just be a call away 514 723-4000

Québec Health Insurance (RAMQ) 514-864-3411 or go to www.ramq.gouv.qc.ca

Québec Automobile Insurance (SAAQ) 514-873 -873-7620 or go to www.saaq.gouv.qc.ca

If you have a medical disability, caring for a love-one or need added assistance to live at home. Then you could be receiving added tax credits. Contact both levels of Government for information on what programs and services that would be beneficial for you....

Revenu Québec 514-864-6299 & Service Canada 1-800-622-6232

Para-Transport (adapted transport services) for Greater Longueuil. Call 450-670-2992 Service (2) Eligibility (3) or go www.rtl-longueuil.qc.ca

Greater Montreal Information & Reference centre: 514-527-1375 your one stop source for all types of Information on help services www.info-reference.qc.ca

Assistance and Referral Centre (ARC) for contact information and listings of Health and Social Services available in your sector of the South Shore (Montérégie) go to www.arc-hss.ca

Éducaloi is a non-profit organization whose mission is to explain the law in language that is Easy to understand. Free legal information resources to articles and videos on a wide range of topics. New resources deal with **health issues, Wills, Legal Mandates** *Éducaloi's website, educaloi.qc.ca*



Language and making sure you are understood is an important part of your Medical Treatment. Talk to your Health Professional the more you can tell them about your condition, the more they can help...

SYMPTOMS AND FEELINGS PATIENT TO MEDICAL STAFF/SYMPTOMES ET SESATIONS PATIENT AU PERSONNEL

I have...

- shortness of breath...../J'ai le soufflé court
- chills, a cough...../J'ai les frissons, une toux
- It burns...../Ça brule
- It aches, hurts...../Ça fait mal
- It itches...../Ça pique,Ça me démange
- It tingles...../J'ai des picotements

I feel.../Je me sens...

- dizzy...../étourdi
- exhausted...../épuisé fiant/prise d'une défaillance..
- feverish...../fièvreux
- nervous...../nerveux
- sick...../malade
- sick to my stomach, nauseated...../J'ai mal au cœur
- weak...../faible

- The pain is...../La douleur est
- sharp...../aiguë
- dull...../sourde
- constant...../continue
- getting worse...../augmente
- getting better...../diminue

After a stay at an Hospital ... you will be asked to complete a form for follow up services. We should meet with a social worker to see if you need added assistance from the local CLSC. A social worker (travailleur social) at the hospital is in the best position to connect you with follow-up services. Do not feel that you can do everything by yourself, or depend solely on a love one or friends. The Health system wants to help ... **All You need to do is Ask**

You need/Vous avez besoin...

- *home care/.....de soins à domicile
- *household help/..... d'aide ménagère
- emotional support/.....de soutien affectif
- *meals on wheel/.....service de repas à domicile

For Placement at a Private residence you can make your own choice. However, for placement in a public Long Term Care Centre (CHSLD) you must apply through the Social Service department at the Hospital or CLSC.

*The SSCPN has information on local Home & Respite support services

Community Services you should know more about:

Meals on Wheels: Healthy Hot Meals –delivered twice a week (Tuesdays-Thursdays) Average cost \$4 to \$5 per meal for information about services within your community contact your local CLSC or volunteer bureau

Amélys 3323 Grande Alleé –Saint Hubert call 450-466-8444 visit www.amelys.ca Offers quality Home services to seniors: Accompaniment, supervision, light & heavy housework, personal help, respite services...these service cost are offered are according to one's income. You can receive financial support from Québec (Based on income) . They can provide English-language services (St-Lambert-Brossard-Greenfield Park-St Hubert-Lemoyne-Longueuil Saint Bruno-Boucherville)

CARE GIVER SUPPORT: Care-for-Me information and workshops that are and at-home accompaniment to facilitate the participation of the caregivers. 1688, rue Gustave-Désourdy, Saint-Hubert (Québec) J4T 1Y6 Téléphone : 450 465-2520 poste 204 [visit www.centredesoutienentraidants.com](http://www.centredesoutienentraidants.com)

Volunteer Drivers: Transport for medical appointments: Contact your local Volunteer Bureau **Centre de Benevolent** at least 7 working days in advance. A reasonable amount is charged for travel time. Added volunteers are welcome Para-Transport (adapted transport services) see page 3

Pair ...is an automated call service that gets in touch with seniors to make sure they are Ok Subscribers receive calls at predetermined hours once or more a day. If the subscriber does not answer the call. An alert will be launched ... The service is free -Bilingual and simply to subscribe. The service covers 750 municipalities in Quebec Call **Centre de Benevolent de la Rive – Sud.** to sign up Call; **450-679-5916**



Visual Signs

Bedsores...../une plaie de lit
Blister...../une ampoule
Boil...../un clou
Breast lump...../une bosse au sein
Bruise...../ un bleu
Bunion...../ un oignon
Cold sore...../un feu sauvage
Cut,sore,wound...../une plaie, un bobo
Hangnail...../un tour d'ongle
Ingrown toenail...../un ongle incarné
Injury...../une blessure
Lesions...../des lésions
Lump...../une bosse
Pimple...../un bouton
Rash...../une éruption cutanée
Scar...../une cicatrice
Scratch...../une égratignure
Varicose veins...../les varices

FINDING THE WAY - S'ORIENTER

I am lost.	Je suis perdu.
Where is/are...?	Où est/sont...?
to the left/right	vers la gauche/la droite
go up/go down	montez/descendez
straight ahead	tout droit
at the other end	à l'autre bout
on the other side	de l'autre bord (coté)

GENERAL OR PUBLIC AREAS

accounting
admissions
cafeteria
canteen/snack bar
doctor's office
elevator
emergency room/ward
examining room
gift shop
nursing station
outpatient's clinic
private/semi-private room
washroom
way out/exit

DEPARTMENTS, UNITS, WARDS

burn unit
cancer (treatments)
delivery room/obstetrics

Dietics
endocrinology
gynecology/postpartum

LES ENDROITS PUBLIQUES

compatibilité
admission/accueil
cafeteria
casse croute
bureau/cabinet du medecin
ascenseurs
salle d'urgence
salle d'examen
boutique de cadeaux
poste des infirmières
clinique externe
chamber privée/semi-privée
toilette
sortie

DÉPARTEMENTS, UNITÉS, SALLES

unité des grandes brûlés
oncologie (chimiothérapie)
salle d'accouchement/obstétrique

diététique
endocrinologie
gynécologie/postpartum

INTERNAL PAINS AND CONDITIONS

I have :

an allergy to...../Je fais une allergie à angina/Je fais de l'angine
back pains...../J'ai mal au dos
chest pains...../J'ai des points au coeur
diabetes...../Je suis diabétique
an earache...../J'ai mal à l'oreille
gallstones...../J'ai des calculs biliaires
gas pain...../J'ai des ballonnements
glaucoma...../Je fais du glaucome
a headache...../J'ai mal à la tête
heart trouble...../J'ai des problèmes cardiaques

Low blood sugar...../Je fais de l'hypoglycémie
lower back pain...../J'ai mal aux reins
a stomach ache...../J'ai mal au ventre
a sore throat...../J'ai mal à la gorge
a toothache...../J'ai mal aux dents
nausea...../J'ai mal au coeur

I have had:

a heart attack...../J'ai eu une crise cardiaque
kidney stones...../J'ai eu des calculs rénaux
a nervous breakdown...../J'ai fait une dépression nerveuse
a stroke...../J'ai eu un accident cérébral (ACV)
gallstones...../J'ai eu des calculs biliaires

I am taking these

medications...../Je prends les médicaments suivants:

Many hospital emergencies are medication related If you are going to a hospital, You do not have to bring all your medications with you. Have a list of your medications available for the Para-medics. The statement listing of your medications and your Pharmacies contact number would be perfect. **In case of an emergency;** Leave a copy on the fridge or in your medical cabinet so you anyone assisting you can easily locate it.

DEPARTMENTS/DÉPARTEMENTS

Heart,coronary care...../soins coronariens
intensive care...../soins intensifs
internal medicine...../médecine interne
isolation...../isolement
laboratory...../laboratoire
long-term care...../soins prolongés
nuclear medicine...../médecine nucléaire
nursery...../pouponnière
observation room...../salle d'observation
operating room...../salle d'opération
ophthamology...../ophtalmologie
patients' lounge...../salle de séjour
pediatrics...../pédiatrie
physiotherapy...../physiothérapie
psychiatry...../psychiatrie
public health...../santé communautaire
recovery room...../salle de reveil
respiratory care,therapy...../inhalothérapie
surgical floor, unit...../unité de chirurgie

* Social Service -Social worker/travailleur social
x-ray/radiology...../radiologie

LABORATORY/LABORATOIRE

Blood test...../prise de sang
taking swabs and samples...../les prélèvements
urine...../urine
stool...../selles
sputum...../crachats
blood sample...../prélèvement sanguine
blood sugar...../glycémie
glucose tolerance test...../test de hypoglycémie provoqué

If you need an adapted transport taxi for follow-up appointments...ask the dispatch to book you an adapted taxi in advance. They are also private adapted transport services (ask for a receipt for income tax purposes)

QUESTIONS AND INSTRUCTIONS MEDICAL STAFF TO PATIENT

Montrez-moi où vous avez mal.

show me where it hurts

Depuis combien de temps vous sentez-vous comme ça?

How long have you felt this way?

Est-ce arrive tout d'un coup? Petit à petit?

Did it happen suddenly? Gradually?

Prenez-vous des médicaments? Lesquels?

Are you taking medication? Which ones?

Avez-vous eu des nausées ou vomissements?

have you been nauseated or vomiting?

Êtes-vous allé à la selle? Avez-vous uriné?

Have you had a bowel movement? Have you urinated?

Inspirez. Gardez l'air. Expirez. Ne bougez pas.

Take a deep breath. Hold it. Exhale. Don't move.

We need.../nous avons besoin

a blood sample...../d'une prise de sang

an x ray...../d'une radiographie

your prescription slip...../votre feuille d'ordonnance

your health card...../votre carte soleil- Medicare card

You need/Vous avez besoin

a checkup...../d'un examen général, un bilan de santé

a physical...../d'un examen routine

You must/Vous devez/il vous faut

have an empty stomach...../être à jeun

not eat after_ o'clock...../être à jeun à partir de_,,,heurs

take this medication...../prendre ce médicament

have this prescription filled...../faire remplir cette ordonnance

ACCIDENTS/SPRAINS/FRACTURES-ENTORSES/FRACTURES

concussion/une commotion cérébrale

broken bone,.....a dislocation/une fracture/une luxation

sprained ankle/wrist.....un entorse à la cheville/un poignet foulé

slipped disc/.....une hernie discale

ACCIDENTS, SPRAINS, FRACTURES/ ACCIDENTS, ENTORSES, FRACTURES

PATIENT TO MEDICAL STAFF/PATIENT AU PERSONNEL

I fell down...../j'ai tombé

I was bitten by a..(cat,dog)...../j'ai été mordu par (animal)

I was bitten by...(insect)...../j'ai été mordu par..(insecte)

I swallowed...../J'ai avalé

I cut myself...../Je me suis coupé

I burned myself...../Je me suis brûlé

It hurts here...../Ça fait mal ici

I banged myself...../Je me suis cogné

MEDICATIONS AND TREATMENTS/MÉDICAMMENTS ET SOINS

You must take this medication/....vous devez prendre ces médicaments:

regularly everyday with food/.....chaque jour régulièrement en mangeant
before/after meals-avant/.....après les repas

until they are finished/.....jusqu'à ce qu'il n'u en ait plus

Possible side effects/effets secondaires possibles

While taking this medication you must...../Pendant que vous prenez ces
médicaments il faut...

avoid dairy products...../éviter les produits laitiers

fatty/spicy foods...../les aliments gras/épicés

drink plenty of water...../boire beaucoup d'eau

You must/Vous devez...

eliminate/reduce your salt intake.../éliminer,

réduire votre consommation de sel

lose weight...../maigrir

stop smoking...../cesser de fumer

stop drinking alcohol...../ne plus boire d'alcool

consult a dietician...../consulter un diététicien

THE BODY/LE CORPS

Arm, armpit...../le bras, le sous bras
back, spine...../le dos, la colonne vertébrale
belly, stomach...../le ventre, l'estomac
bladder...../ la vessie
bones...../ les os
breast, nipple...../ le sein, le mamelon
buttocks...../ les fesses
cheeks, cheekbone...../ la joue, la pommette
chest...../la poitrine
chin, jaw...../le menton, la mâchoire
collar bone...../la clavicule
ear...../oreille
elbow, wrist...../ le coude, le poignet
eye, eyes...../ l'œil, les yeux
eyelashes, eyebrows...../les cils, les sourcils
finger, fingernails...../ le doigt, les ongles
foot, toes...../ le pied, les orteilles
forehead...../le front
gall bladder...../ la vésicule biliaire
groin...../l'aine
hand, thumb...../ la main, la pousse
head, skull, brain/la tête, le crâne, le cerveau
hear...../le cœur
hips, pelvis...../ les hanches, le bassin
joints, knuckles...../les articulations, les jointures
kidneys...../les reins
legs, knee, ankle...../ la jambe, le genou, la cheville
liver...../le foie
lungs...../ les poumons
mouth, lips, tongue...../la bouche, les lèvres, la langue
neck, nape...../ le cou, la nuque
nose, nostrils...../ le nez, les narines

Ribs...../ le côtes
shoulder, shoulder blade...../l'épaule, l'omoplate
tooth, teeth...../la dent, les dents
thigh...../la cuisse
throat, lymph nodes...../ la gorge, les ganglions

CHILDHOOD AND COMMUNICABLE DISEASES

AIDS...../le SIDA
chicken pox...../la varicelle, la picote
colic...../la collique
diphtheria...../la diphtérie
german measles, rubella...../la rubéole
hepatitis...../l'hépatite
measles...../la rugéole
mumps...../les oreillons
rabies...../la rage
roseola...../ la roséole
scarlet fever...../la scarlatine
small pox...../la variole
STD(venereal disease)... .. /MTS, maladies transmises sexuellement
tetanus...../le tétanos
tuberculosis...../la tuberculose
typhoid fever...../la fièvre typhoïde
whooping cough...../ la coqueluche

Good Eating is part of Good Health: Visit Santé Québec and Health Canada for information on Food Guides, publications and Tips on eating habits for all ages and various health conditions



Québec :<http://www.msss.gouv.qc.ca/>

Health Canada: <http://www.hc-sc.gc.ca>