

Info-Social Laurentides 811 option 2

You can access your regional Info-Social service by calling 811, option 2.

You will be offered two choices. For information, press 1. If it is a crisis situation, press 2.

Get in touch with Info-Social right away to get help!

A psychosocial worker will be able to give you support and refer you to resources suited to your needs.

LE CISSS DES LAURENTIDES
complice de votre santé

Info-Social Laurentides 811 option 2

24/7
Free
Confidential

The 24/7 telephone psychosocial consultation service is available to everyone.

It is a free, confidential service provided by professionals and available at all times.

Anyone living in Québec can contact Info-Social for themselves or for a loved one.



Photo credit: Pexels.com

In case of emergency, contact 911.

www.santelaurentides.gouv.qc.ca



**Information for patients and
their families and friends**



Why contact Info-Social?



Do you need advice and psychosocial support for yourself or a loved one? Would you like a referral to a CISSS des Laurentides service program?

Here are a few examples of when to call Info-Social:

- You are having suicidal or homicidal thoughts.
- You are anxious about a situation or a difficult event you are experiencing.
- You are worried about a loved one.
- You are having family or relationship problems.
- You or a loved one is a victim of violence and/or any other criminal act.
- You or a loved one would like to receive services from the CISSS des Laurentides.
- You have questions about other situations or behaviours that worry you.

How does a call work?

The psychosocial worker who answers the call will take the time to:

- Gather, with your permission, some personal information.
- Explore and analyze the situation that worries you by asking some questions.
- Work with you to identify your needs and expectations.
- Screen for suicide and homicide risk by asking a few standard questions.
- Provide crisis intervention over the phone and in person, when required;
- Come to an agreement with you on the measures to be put in place to ensure your safety and that of your loved ones, when necessary
- Orient and refer you to the appropriate services and resources.

What can the psychosocial worker do?

- Provide support during one-off psychosocial interventions.
- Respond to a crisis situation.
- Implement the strategies and protective measures required to ensure personal safety.
- Provide information about the services provided by the CISSS des Laurentides.
- Make a referral to appropriate services based on your needs.
- Direct you to appropriate resources based on your needs.



Photo credit: Canva

At all times, no matter the situation, contact Info-Social Laurentides to get rapid psychosocial support.

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