

# Quebec

## organizations and programs

*Note: Most materials reviewed for this section were translated into English.*

In Quebec, the **Ministry of Health and Social Services** (Ministère de la Santé et des Services sociaux) shares responsibilities with health and social service institutions across 18 health regions. According to local service providers, there is a wide variety of organizations that work with people transitioning away from the criminal justice system, though most do not specialize in this area.



### Service navigation and crisis lines

The **Ministry of Health and Social Services** offers mental health information and support resources, as well as resources on substance use.

Visit: [quebec.ca/en/health/health-issues/mental-health-mental-illness/#c1578](https://quebec.ca/en/health/health-issues/mental-health-mental-illness/#c1578) (mental health)

Visit: [ciusss-centresudmtl.gouv.qc.ca/soins-et-services/problemes-de-consommation-ou-de-dependance](https://ciusss-centresudmtl.gouv.qc.ca/soins-et-services/problemes-de-consommation-ou-de-dependance) (substance use)

**Ami Québec** lists a series of crisis and support lines to call.

Visit: [amiquebec.org/listen](https://amiquebec.org/listen)

**Drogue : aide et référence (DAR)** offers support, information, and referrals to people who use substances.

Call: 514-527-2626 (Montreal and surroundings)

Call: 1-800-265-2626 (rest of the province)

### Other services

**Diogène** provides a listing of health and social resources that could also be relevant for people transitioning from the criminal justice system to the community.

Visit: [diogeneqc.org/bottin-ressources](https://diogeneqc.org/bottin-ressources)

**Pech** offers community support and crisis services.

Visit: [infopech.org](https://infopech.org)

**Espadrille Social Reintegration Service** supports people who are under provincial jurisdiction in a detention centre.

Visit: [ymcaquebec.org/fr/Programmes-communautaires/Prevention-de-l-exclusion/Service-de-reinsertion-sociale-Espadrille](https://ymcaquebec.org/fr/Programmes-communautaires/Prevention-de-l-exclusion/Service-de-reinsertion-sociale-Espadrille)

**Le Marigot de Matane** is an alternative living environment for adults who are living with mental health needs or are concerned about their mental health.

Visit: [santementalebsl.org/organisme/centre-alternatif-en-sante-mentale-et-sociale-le-marigot-de-matane/#description](https://santementalebsl.org/organisme/centre-alternatif-en-sante-mentale-et-sociale-le-marigot-de-matane/#description)

**Maison l'Intervalle** offers accommodation and follow-up services in the community for forensic clients.

Visit: [asrsq.ca/en/member-organizations/maison-lintervalle](https://asrsq.ca/en/member-organizations/maison-lintervalle)

**Centre l'Entre-Toit** also offers accommodation and follow-up services in the community.

Visit: [lentretoit.org](https://lentretoit.org)

# Diogène

<b>Agency/organization/provider name:</b> Diogène	<b>Province/territory where located:</b> Quebec
<b>Geographic reach or focus of program:</b> Local/municipal	<b>Language of services:</b> French
<b>Contact information:</b> Phone: 514-874-1214 Email: <a href="mailto:info@diogeneqc.org">info@diogeneqc.org</a> <b>Website:</b> <a href="http://diogeneqc.org">diogeneqc.org</a> <b>Main address:</b> P.O. Box 608, Succ. C, Montreal, QC H2L 4L5 <b>Single or multi-site:</b> Single	<b>Specific services available for:*</b> <input checked="" type="radio"/> Other (program participants must have severe and persistent needs in mental health and be experiencing homelessness or in contact with the criminal justice system)
<b>Specific focus on criminal justice-involved populations:</b> Yes	<b>Referral required:</b> Not specified
<b>Costs associated:</b> Not specified	<b>Supporting evidence/evaluation available online:</b> None found



This information is based on program information available online. Not all organizations indicate specific populations, but may still offer programs or services tailored to particular population groups.

## Program description and objectives:

The mission of Diogène, as a community organization, is to offer services adapted to the needs of adults living with severe and persistent mental health issues associated with being involved in the criminal justice system or experiencing homelessness. Services are intended to support individual well-being and include follow-up and supports in the community.

## Span of services and supports:

Diogène offers various services adapted to the needs of the individual, while respecting the philosophy and mission of the organization. Three intervention teams provide

- transitional/temporary support services
- ongoing support services
- housing support services.

These teams work with various organizations, professionals, and family members. If necessary, Diogène can refer clients to services available in the community, including rights organizations or any other resource related to their expressed needs.

The organization also provides

- one-off clinical-type activities, such as reflection-, sharing-, and learning-focused activities addressing
  - emotional management
  - stress and anxiety
  - non-violent communication
  - self-esteem
  - recovery
  - personal growth.
- group clinical interventions.

## Additional notes:

N/A

# Maison St-Léonard and Service Oxygène

<b>Agency/organization/provider name:</b> Corporation Maison Cross Roads	<b>Province/territory where located:</b> Quebec
<b>Geographic reach or focus of program:</b> Provincial	<b>Language of services:</b> English and French
<b>Contact information:</b> Phone: 514-932-7188 Email: <a href="mailto:info@maisoncrossroads.qc.ca">info@maisoncrossroads.qc.ca</a> <b>Website:</b> <a href="http://maisoncrossroads.qc.ca">maisoncrossroads.qc.ca</a> <b>Main address:</b> 5262 Notre-Dame St. West, Montreal, QC H4C 1T5 <b>Single or multi-site:</b> Multi	<b>Specific services available for:*</b> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> Women</li> <li><input checked="" type="radio"/> Age 55+</li> <li><input checked="" type="radio"/> Other (Service Oxygène is specifically for adults 55+ who are currently or formerly incarcerated)</li> </ul>
<b>Specific focus on criminal justice-involved populations:</b> Yes	<b>Referral required:</b> Yes
<b>Costs associated:</b> Not specified	<b>Supporting evidence/evaluation available online:</b> None found

## Program description and objectives:

Maison Cross Roads is a not-for-profit community-based organization affiliated with the Association des services de réhabilitation sociale du Québec (ASRSQ), St. Leonard Society of Canada, and other organizations with similar missions. It provides social and community reintegration programs and services to men and women involved in the criminal justice system.

### Objectives:

- Foster self-sufficiency and empowerment, so people in contact with the criminal justice system can adapt to social and community integration.
- Provide services and programs approved by the board of directors, to prevent recidivism.

- Promote and, where possible, implement programs and services that contribute to improving community corrections practices.
- Raise community awareness of the realities faced by people involved with the criminal justice system.
- Identify the social, demographic, and cultural needs of people in contact with the criminal justice system and develop appropriate programs.

Service Oxygène has more specific objectives regarding the social integration of older adults.



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*more on next page*

**Span of services and supports:**

The primary purpose of **Maison St-Léonard** is to provide a structured release program for people transferred from federal correctional institutions. Residential and supervision services are provided for people released on day parole, full parole, statutory release, and unescorted temporary absence. Staff offer a humanistic and individualized approach to social integration.

Services provided include

- individual assessment of social integration needs
- individual intervention specifically adapted to meet these needs
- referrals to community resources and agencies
- 22 single-occupancy and six double-occupancy rooms
- proximity to adult education centres.

Maison Cross Roads' other main service, **Service Oxygène**, focuses on older adults (50+) who have received a life or long-term sentence or have been incarcerated later in life and

- are experiencing difficulties in transitioning away from detention

- have already been released in the community and may be experiencing difficulties as a result of their long-term incarceration, emerging physical or mental health needs, or any other crisis situation
- are lacking housing, financial, or other key supports/networks.

Service Oxygène meets individuals experiencing one or more of these needs and intercedes, on their behalf, within various correctional and community networks.

Services include

- orienting clients toward services and programs available in the community
- ongoing liaison with case management officers (in institutions and in the community) and staying informed of Correctional Service of Canada and National Parole Board policies
- referrals for placement in accommodations
- referrals to various senior's resources, including long-term care facilities.

**Additional notes:**

Individuals not eligible for Maison St-Léonard include those

- with a record of repeat sexual offences
- who require intensive psychiatric care
- with an ongoing drug/alcohol concern
- who are "known informants"
- facing a deportation/expulsion order
- unable to communicate in English or French.

# Minowé Clinic

<b>Agency/organization/provider name:</b> Val-d'Or Native Friendship Centre and local public health authority (CISSS)	<b>Province/territory where located:</b> Quebec
<b>Geographic reach or focus of program:</b> Local/municipal	<b>Language of services:</b> English and French
<b>Contact information:</b> Phone: 819-825-6857 Email: None found <b>Website:</b> <a href="http://en.caavd.ca/minoweacute-clinic.html">en.caavd.ca/minoweacute-clinic.html</a> <b>Main address:</b> 1272, 7 <sup>st</sup> Street, Val-d'Or, QC J9P 6W6 <b>Single or multi-site:</b> Single	<b>Specific services available for:*</b> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> First Nations, Inuit, and/or Métis</li> <li><input checked="" type="radio"/> Women</li> </ul>
<b>Specific focus on criminal justice-involved populations:</b> No	<b>Referral required:</b> Not specified
<b>Costs associated:</b> Not specified	<b>Supporting evidence/evaluation available online:</b> None found
<b>Program description and objectives:</b> The Minowé Clinic is integrated into the local network of health and social services of the Vallée-de-l'Or area. It facilitates Indigenous persons' access to culturally relevant and safe health and social services.	<b>Span of services and supports:</b> Among relevant services and supports offered by the program are those designed to address <ul style="list-style-type: none"> <li>■ family and relationship issues</li> <li>■ addiction</li> <li>■ mental health needs.</li> </ul> The program offers social services from staff social workers, mental health services from a staff psychologist, traditional services, and community services such as daycare and wrap-around supports through the local Friendship Centre.

**Additional notes:**

N/A



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## Propose a new resource to be included in this inventory

This inventory represents mental health and substance use services and supports identified during a relatively short period of time (September 2020 to February 2021). One notable gap is a lack of programs and services specific to First Nations, Inuit, and Métis peoples. As such, this inventory is by no means an exhaustive list of services and supports. The MHCC may update this inventory as other resources are identified that address gaps.

Please submit a program, service or resource that is not included in this first edition of the inventory. All submissions will be reviewed for inclusion in the next edition of the inventory.

[Click here to propose a program to be included in the inventory.](#)

The inventory includes:

- community-based mental health and substance use services and supports specific to people who are transitioning away from the criminal justice system.

The inventory does not include:

- mental health and substance use programs embedded in correctional institutions or therapeutic residences run by the Correctional Service of Canada (but some programs are included that are available only to people who are or have been recently incarcerated)
- mental health and wellness courts
- drug treatment courts
- forensic mental health hospital settings (those designed primarily for people found not criminally responsible on account of mental disorder or unfit to stand trial).





## Appendix: Glossary of terms

**Alcoholics Anonymous (AA)** is an international self-support network for individuals seeking a sobriety approach to alcohol-related problems.

**Assertive community treatment (ACT)** is a model of care designed to improve community-based care for people living with a serious mental illness or associated complexities such as difficulty with following treatment.

**Cognitive behavioural therapy (CBT)** is a highly structured and time-limited form of psychotherapy focused on addressing challenging thoughts and behaviours.

**Concurrent disorders** refers to co-occurring problems or illnesses, particularly co-occurring mental health and substance use concerns.

**Continuity of care** refers to the quality of health and social service care that individuals receive over time.

**Critical time intervention (CTI)** is an intervention model designed to help individuals through critical transitional periods such as the transition to the community from correctional settings, shelters, and hospitals.

**Dialectical behaviour therapy (DBT)** is a form of psychotherapy focused on building healthier ways to manage stress, mood, and relationships.

**Discharge or release planning** refers to the process of preparing individuals for their release from incarceration and community re-entry.

**Diversion** refers to processes and opportunities for redirecting people away from the criminal justice system.

The **federal correctional system** in Canada oversees people who have been convicted of criminal offences and sentenced to two years or more. The Correctional Service of Canada manages federal correctional institutions and supervises persons under conditional release in the community.

**Forensic assertive community treatment (FACT)** is a type of specialty mental health program for individuals living with one or more serious mental illnesses who are involved in the forensic care system.

The **forensic care system** provides service to individuals who have been involved in the criminal justice system while experiencing one or more serious mental illnesses. Typically in Canada, this system provides mental health care for persons who have been found not criminally responsible on account of mental disorder and those deemed unfit to stand trial.

A **halfway house** is a type of setting designed for people who have been involved in the criminal justice system to assist with their community re-entry.

**Harm reduction** comprises an array of policies, services, and practices that aim to reduce the negative health and social impacts associated with substance use, drug policy, and drug laws.

**Health equity** is the principle that all people should have equal access to opportunities to achieve their highest health potential, independent of differences in social, economic, and demographic status.

**Mental health court** is a type of criminal law court for people with lived and living experience of mental illness or mental health concerns.

**Naloxone** is a medication used to counter the effects of opioid overdose.

**Narcotics Anonymous (NA)** is an international support network for people seeking recovery from use of drugs other than alcohol.

The **provincial/territorial correctional systems** in Canada are responsible for managing people who are on remand, are convicted and sentenced to less than two years, or are in immigration detention.

**Rapid-access addiction medicine (RAAM)** clinics offer quick access to care for people living with substance use concerns.

**Recidivism** refers to the tendency for people who have been previously involved with the criminal justice system to be re-exposed to the criminal justice system.

**Reintegration** refers to the transition away from criminal justice settings such as correctional facilities and back to the community.

**Transitional and supportive housing** includes temporary types of accommodation designed to help people move away from homelessness or precarious housing to permanent housing. Supportive housing includes affordable community housing combined with dedicated support from mental health and/or substance use program staff.

**Trauma-informed practice and policies** recognize the complexities of personal, family, and community experiences of trauma. They incorporate what is needed to prevent re-traumatization including acknowledgement of the contributing cultural and systemic forces and power dynamics such as colonialization, social exclusion of diverse people, and systemic racism. These policies facilitate journeys of mental health recovery through compassionate care, consumer choice, flexibility, and opportunities for self-mastery and resilience-building.