



Annual report

Drugs: Help and Referral

2013-2014



INFORMATION
AND REFERRAL
CENTRE OF GREATER
MONTREAL

INFORMATION AND REFERRAL CENTRE OF GREATER MONTRÉAL

Annual report of Drugs: Help and Referral 2013-2014
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DRUGS: HELP AND REFERRAL

For the past 22 years, Drugs: Help and Referral has been providing support, information and referral to people with drug addictions throughout the province of Québec. Available 24 hours a day, 7 days a week, the helpline is bilingual, free, anonymous and confidential. The counsellors working at Drugs: Help and Referral are able to target callers' requests, assess all the alternative possibilities and propose appropriate solutions, which demands great understanding and empathy.

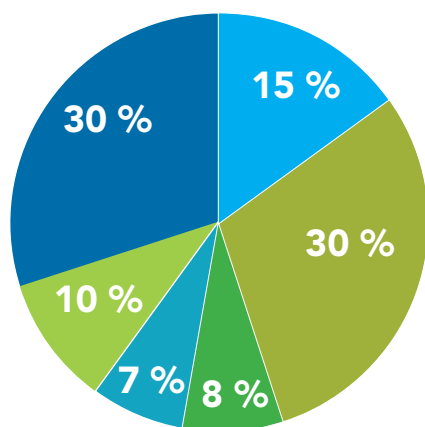
In 2013-2014, the personnel have answered 18, 000 calls, 760 of which were from English-speaking people. No complaint has been made this year against Drugs: help and Referral. Over the past 22 years, Drugs: Help and Referral has assisted more than half a million of people.

In 2013-2014, the calls typically involved:

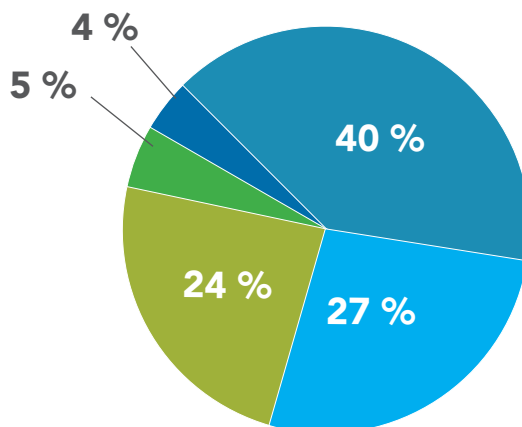
- **Requests for available rehabilitation services : 30%**
- **Requests for general information on drug addiction and services provided by Drugs: Help and Referral: 30%**
- **Requests on related issues, such as mental health, housing issues, psychosocial and suicidal crisis management, violence, gambling problems, legal services, etc.: 15%**
- **Requests for listening and support from drug addicts, their spouses, peers and parents: 10%**
- **Requests for self-help groups: 8%**
- **Requests for rehab support: 7%**



Types of requests



Source of requests



In 2013-2014, out of the 67% of calls received from people with a drug addiction, 27% were from women and 40% were from men. Spouses, parents and relatives represented 24% of these requests. Field workers stood for 4% of the callers, as educational institutions, employers, unions and media represented 5% of them. We would like to emphasize the increase in calls from professionals in private practices, as well as from the CLSC's.

From the total of all calls, 1% represented children and teenagers and approximately 2% were from elderly people.

In 2013-2014, nearly 47 % of these calls were from the Montréal area, 15% from the Montérégie, 7% from the Laurentians, around 6% from the Capitale Nationale region, 5% from Lanaudière, and 4% from the Eastern Townships; the other remaining 9 regions stood for 16% of the calls. These results seem to fairly match each territory's population across Québec.

The substances mentioned, in order of importance, were: cocaine (sometimes with alcohol, by injection or crack), alcohol, cannabis (sometimes with alcohol), amphetamines, prescribed medications (by prescription or black market), nicotine, heroine (whether by injection or not), ecstasy, GHB and Rophypnol, ketamine, steroids, magic mushrooms, mescaline or Phencyclidine (PCP), LSD and inhalants.

Some cases were of great concern among our callers, including comorbidity with addiction and mental health disorders (1,073 requests), need for accommodation (603 requests), psychosocial crisis situations (237), suicidal thoughts (190 at risks), violence (146 cases), comorbidity with addiction and gambling problems (137 requests) and need for legal services (70 cases).

Public Relations

In terms of public relations, Drugs: Help and Referral was involved in some thirty activities, two of which were television and radio broadcasts. In total, our department was subject to 38 mentions and publications by the media.

For the Québec Drug Awareness Week held last November, the ministère de la Santé et des Services sociaux du Québec had the contact information of the helpline Drugs: Help and Referral, published on promotional material targeting teenagers.

In 2013, a major campaign promoting direct mail was launched in the Greater Montréal area by the advertising distribution network PROCITÉ. More than 1.2 million households of the area received information on all four services provided by the IRCGM, including Drugs: Help and Referral and Gambling: Help and Referral.

An information session was held in April, regarding the mission and operating principles of our service. It was intended for six Belgian nurses training in Québec, thanks to the Bureau International Jeunesse from Belgium.

We would like to underline that Mrs. Hélène Hamel, coordinator of both specialized helplines, was a member of the planning committee for the 41st Conference of the Association des Intervenants en Toxicomanie du Québec, entitled: "Dépendance : multiples enjeux, nouveaux défis". During the same conference, Mrs. Hamel also took part in the preparation and presentation of a three-hour workshop on "Supervision clinique en milieux des dépendances".

Last December, Mrs. Pierrette Gagné, Executive Director of the IRCGM and Hélène Hamel set up a meeting with Mrs. Joane Turgeon and Claudine Thibaudeau, Executive Director and clinical support officer for the organization SOS Violence conjugale. The goal of this meeting was to discuss each organization's operating principles and explore new avenues for cooperation.

In March, the Executive Director and the coordinator attended, at the theatre Le Gesù, a fund-raising event celebrating the 30 years of service of the organization Suicide Action Montréal.

At the request of Mrs. Nadia Ouellet, the coordinator also presented in March of this year, the services offered by Drugs: Help and Referral and Gambling: Help and Referral to students at the Collège Maisonneuve.

Thank-you to the collaboration of our valued partners, including The Association des centres de réadaptation en dépendance du Québec and the Association des intervenants en toxicomanie du Québec, to name a few, as frequent publications were made in their newsletters about Drugs: Help and Referral. This ongoing cooperation with field workers and professionals has enabled us to adequately promote our services.





Transfer of knowledge activities

Mrs. Hamel took part in the unveiling of the “Résultats du projet Chez soi Montréal : Vers une stratégie pour mettre fin à l’itinérance”, in November 2013. This event was held by the Douglas Mental Health University Institute; the Commission de la santé mentale du Canada; the Centre hospitalier de l’Université de Montréal; and the CSSS Jeanne-Mance.

Mrs. Monique Côté, counsellor for the Drugs: Help and Referral helpline and Mrs. Hamel both attended the Workshop “Le DSM-5, défiant ou décevant?” at the Douglas Mental Health University Institute last November. Over the same period, Mrs. Côté and Hamel participated in the Cross-Training session entitled Troubles de la personnalité et toxicomanie chez les jeunes (15 à 30 ans) : mieux comprendre pour mieux agir. Mrs. Hamel regularly acts a “rapporteur” in one of the workshops of this bi-annual activity.



Information stands

- The Bar Association of Montréal - Salon Visez Droit, April 2013
- Salon Aînés, Résidence soleil, October 2013
- Douglas Mental Health University Institute, April and November 2013
- Salon Mieux-Vivre, for seniors, November 2013
- Conseil régional FTQ métropolitain - 26^e Conférence annuelle des délégué(e)s sociaux, February 2014

Conferences

- 9th Nordic Conference, International conference on « Changing the Landscape of Gambling – Treatment and Prevention, May 2013
- The Association des intervenants en toxicomanie du Québec, October 2013
- Last January, the conférence La socialisation des hommes âgés, held at the Centre Saint-Pierre and organized by the Association canadienne pour la santé mentale, filiale de Montréal. Speaker was Mr. Pierre L’Heureux, M.A. Andragogy, human relations officer at the CSSS Pierre-Boucher.

Vocational Training

Since the field of intervention for drug addiction is constantly evolving, the training program is key to maintain the efficiency of the service.

Therefore, the personnel has attended various workshops, either in partnership with the University of Sherbrooke and the Association des intervenants en toxicomanie du Québec, or through the Jeudis de l'Institut, by the Centre de réadaptation en dépendance de Montréal- Institut universitaire. Over the past year, we attended workshops on: Les agressions sexuelles : pour ne pas maintenir le secret / Sensibilisation à l'approche motivationnelle et Mise en pratique de l'entretien motivationnel / La charge transférentielle, une aventure tumultueuse en intervention / Psychose et consommation : intervenir dans le chaos / Troubles de la personnalité et dépendance. The organization Grip Montréal, through Mrs. Jessica Turmel, also hosted a one-day workshop on the subject: Drogues de synthèse, autres psychotropes actuels et nouvelles tendances de consommation.

Mrs. Gagné and Hamel also took part in a workshop offered jointly by the University of Sherbrooke and the Association des Intervenants en Toxicomanie du Québec on: Gérer les personnalités toxiques au sein des équipes de travail et en contexte de réunion dans le domaine de la toxicomanie.

The coordinator also attended the activity Ensemble face à la dépression presented by the Institut universitaire en santé mentale de Montréal Louis-Hyppolite-Lafontaine.

Conclusion

We would like to thank our sponsor Les Productions du Sixième Inc. for their steadfast technical support. This year, the website of Drugs: Help and Referral, www.drogue-aidereference.qc.ca has received 390, 011 hits, with 91, 697 pages viewed and 18, 764 visits.

For many years, the Centre was well aware of the extent of drug addiction issues, through its general Info-Referral helpline and in 1992, agreed with the decision made by the ministère de la Santé et des Services sociaux to make services more available to the thousands of people affected by alcohol and drug abuse. Over the past two decades, the service hasn't stopped putting forward its expertise while committing to the Centre's initial mission: HELPING THROUGH INFORMATION.

