

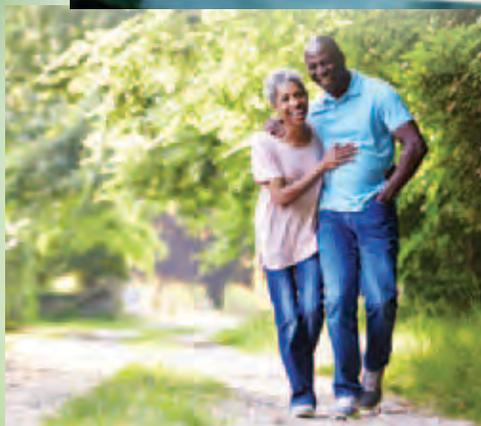
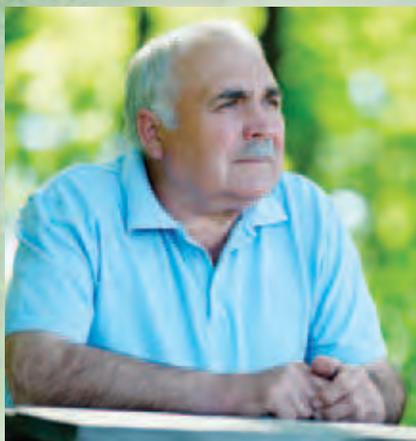
ANNUAL REPORT

Drugs: Help and Referral

2014 | **2015**



INFORMATION
AND REFERRAL
CENTRE OF GREATER
MONTREAL



INFORMATION AND REFERRAL CENTRE OF GREATER MONTRÉAL

Annual report of Drugs: Help and Referral 2014-2015
April 1st 2014 to March 31st 2015

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DRUGS: HELP AND REFERRAL

Drugs: Help and Referral (DHR) is a helpline offering support, information and referral to people coping with addictions throughout Québec. For the past 23 years, this service has been available 24 hours a day and 7 days a week and is provided freely in both official languages, in a confidential and anonymous way. Counsellors at Drugs: Help and Referral target callers' requests, assess alternative possibilities and offer appropriate solutions. This requires great understanding and empathy, as well as listening skills and openness.

Over this 23rd year of operation, staff answered more than 15,000 calls, 5.5% of which were from English-speaking people. The service received two complaints this year, properly managed by the Coordinator, to the satisfaction of the complainants. In 23 years of service, Drugs: Help and Referral has assisted approximately 600,000 persons.

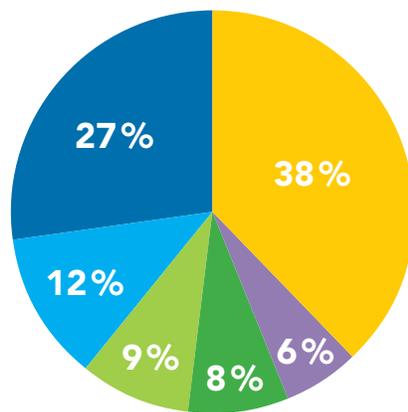
Type of requests

In 2014-2015, 67% of callers were themselves coping with an addiction: out of this portion, more than 40% of calls were from women (27%) and nearly 60% from men (39.5%). Partners, parents and relatives represented 26% of callers requesting our services. Social field workers accounted for 7% of callers, as school institutions, employers, unions and information media stood for 1% of callers.

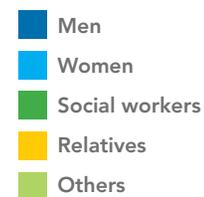
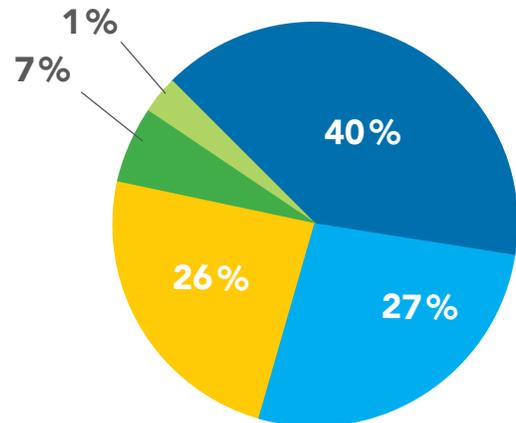
Calls received in 2014-2015 mainly dealt with:

- **General information requests on addiction and DHR services: 38% of calls;**
- **Rehabilitation services provided: 27% of calls;**
- **Related issues, such as mental health, shelters, psychosocial and suicidal crisis management, violence, excessive gambling, legal services, etc.: 12% of calls;**
- **Listening and support requests from people coping with addictions, partners, peers and parents: 9% of calls;**
- **Self-help groups: 8% of calls;**
- **Medical detoxification and rehab support: 6% of calls.**

Nature of requests



Source of requests



Geographic source of calls

Throughout this financial year at Drugs: Help and Referral, more than 45% of calls came from the region of Montréal, 18% from the North Shore of Montréal, 15% from the Montérégie, 6% from the Capitale-Nationale, 4% from Eastern Townships, as well as Mauricie and Centre du Québec and the 8 other remaining regions amounted to 8% of calls.

Substances mentioned

In order of importance, substances often mentioned during the calls were (in decreasing order): alcohol, cocaine (sometimes mixed with alcohol, through intravenous or in the form of crack), cannabis (sometimes with alcohol), prescribed medication, amphetamines, nicotine, heroine (through intravenous or not), ecstasy, GHB or Rophynol, ketamine, magic mushrooms, steroids, LSD, mescaline or phencyclidine (PCP), as well as inhalents. At least 4% of callers were likely polydrug users, that is to say they would abuse more than two psychotropic drugs.

Some situations were of great concern among callers: more than 1,000 callers were coping with mental health and addiction comorbidity, 567 were in need for shelters, 261 dealt with psychosocial crisis situations and nearly 200 with suicidal thoughts, 174 callers dealt with violence issues and a hundred were coping with addiction and excessive gambling comorbidity, the same amount concerned callers in need of legal services.



Public Relations

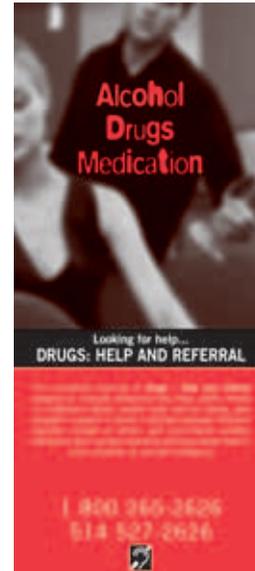
DHR was involved in nearly thirty public relations-related activities. The service was also mentioned 28 times in the media. During the Drug Awareness Week in Québec, in November 2014, the Ministère de la Santé et des Services sociaux du Québec released contact information for Drugs: Help and Referral on their promotional material targeting teenagers.

In 2014, a major promotion campaign via the regional newspaper network of Transcontinental was launched throughout Québec for Gambling: Help and Referral and the Telecounselling service; this campaign also benefited DHR. It covered the following regions: the Greater Montréal and Abitibi, Gaspésie, Côte-Nord and Nord-du-Québec, Bas-Saint-Laurent and Eastern Townships.

In order to increase our visibility, the Centre attended various thematic fairs. We attended the Salon Visez Droit organized by the Bar of Montréal, from April 7 until 10, 2014; we had an information booth at the cross-training on: “Cocaïne, santé mentale et prise de risques” at the Douglas Mental Health University Institute on April 9, as well as at the Collège Montmorency in Laval for the Community Day. The Centre received in April two students in Policing Techniques from the Collège John-Abbott who had to present a community organization for their academic project.

Other seminars we attended: the *Colloque du Conseil des Infirmières et Infirmiers de l’Ordre des infirmières* on May 7 and 8; the *Salon de l’immigration et de l’intégration 2014* on May 8, 9, 10; the *Colloque annuel de l’Association des intervenants en toxicomanie du Québec* on October 20 and 21; the *Comité d’action en sécurité urbaine de l’arrondissement de Lachine (CASUAL)* on November 5, 2014, for their CyberIntimidation event; the *27e Conférence des délégués sociaux du Conseil régional FTQ du Montréal Métropolitain* on February 11, 2015 and the *Salon Ma carrière* on March 18 and 19, 2015.

Moreover, we attended the *Grand Forum de la prévention du suicide in Québec* in October 2014, and seminars of the *Alliance de Recherche Universités-Communautés (ARUC)* on the subject : *intégration des services en toxicomanie pour les personnes adultes*, as well as the seminar held by the *Centre de Réadaptation en Dépendance de Montréal-Institut Universitaire (CRDM-IU)* and *Recherche et Intervention Substances psychoactives du Québec (RISQ)* on the subject : *Chronicité : profils et modèles de traitements*.



Transfer of knowledge activities

Mr. Gil Bellemare, counsellor for Drugs : Help and Referral, attended a cross-training session at the Douglas Mental Health University Institute, on cocaine use in a context of precarious mental health and risk taking. Mrs. H  l  ne Hamel, coordinator of the specialized helplines DHR and GHR went to a seminar *Conjoint RISQ et Infrastructure de recherche by the Centre de R  adaptation en d  pendance de Montr  al – Institut universitaire*, focused on the assessment of programs, services and practices. Mrs. Monique Cantin, director of communications and Estelle Arcand, counsellor for DHR, went to the release of the 7th edition of the book *Drogues Savoir plus Risquer Moins*, written under the supervision of Mr. Mohamed Ben Amar. Mrs. Hamel and Mr. Bellemare attended the ARUC and CRDM- IU/RISQ Days on the subject: *Int  gration des services en toxicomanie pour les personnes adultes*. Finally, Mrs. Hamel participated in the training on Compassion fatigue and vicarious trauma at the Douglas Mental Health University Institute, with Mrs. Pascale Brillon, PH. D. as the lecturer.

Vocational Training

Addiction to psychotropic drugs is attached to a field of intervention with various challenges for researchers, practitioners and social workers. For that purpose, the staff at Drugs: Help and Referral is promoting a vocational training program, which is essential in maintaining the quality of the service.

Thus, counsellors at DHR have attended various training days, being through the training program provided in partnership with the University of Sherbrooke and the *Association des intervenants en toxicomanie du Qu  bec*, or the *Jeudis de l'Institut* provided by the *Centre de r  adaptation en d  pendance de Montr  al – Institut universitaire*. Here are some subjects covered over the past year: *C'est pas moi, c'est pas ma faute : quand violence et consommation cohabitent / Pr  venir en toxicomanie et en sant   mentale / Neurobiologie des conduites addictives chez les personnalit  s impulsives*.

