

# Press Release

## For immediate release

### **New information service for the public**

#### ***Help and support through access to services***

**Laval, November 20, 2020** – The Centre intégré de santé et de services sociaux (CISSS) de Laval would like to inform Laval residents that a new public information service will be launched on Monday, November 23, 2020. The main purpose of the call-centre-based service is to provide users with the help and support they need to access the services to which they are entitled. It can be accessed by telephone at **1 877 476-6112** or by email at [informations.cissslav@ssss.gouv.qc.ca](mailto:informations.cissslav@ssss.gouv.qc.ca) and is available from 8:30 am to 4:30 pm Monday to Friday, except on statutory holidays.

The CISSS de Laval was made aware that residents were sometimes having problems and encountering obstacles when looking for information. The service was launched in response to these issues. “We are convinced that adding this information service for the public will not only help residents obtain the information and support they need but also improve the level of satisfaction of the Laval population and users in terms of the care and services they receive from our organization,” said Chantal Friset, Acting President and CEO of the CISSS de Laval.

This pilot project is part of the special measures implemented in the fight against the pandemic. Depending on the results, we will determine whether the service will be maintained once the pandemic is over.

#### **About the CISSS de Laval**

The CISSS de Laval is fully dedicated to learning, innovating and excelling in order to offer residents of Laval and surrounding areas a full range of integrated, quality health and social services accessible to all. Its human capital includes over 10,000 employees and doctors working in 32 facilities, including the Hôpital de la Cité- de-la-Santé, the Jewish Rehabilitation Hospital, the Centre de services ambulatoires de Laval, six CLSCs, five residential centres, the Centre de protection de l'enfance et de la jeunesse de Laval, the Centre de réadaptation en dépendance de Laval and the Centre de réadaptation en déficience intellectuelle et troubles envahissants du développement de Laval. The CISSS de Laval is a research and teaching facility affiliated to Université de Montréal and McGill University. For more information about the CISSS de Laval and the services offered in its facilities, go to [www.lavalensante.com](http://www.lavalensante.com).

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