



## **Statement of services for victims**

Adopted on June 21, 2022



**Here is how to reach us:**

**Maison Marie-Rollet**

CP 20004, Belvédère

Québec (Quebec) G1S 4Z2

**Telephone at the shelter : (418) 688-9024**

**Telephone for post-care & externally : (581) 741-5585**

Fax: (418) 688-4539

Web site : [www.maisonmr.com](http://www.maisonmr.com)

Administrative email: [direction@maisonmr.com](mailto:direction@maisonmr.com)

**At the shelter :** [Intervenantes@maisonmr.com](mailto:Intervenantes@maisonmr.com)

**In post-care :** [postheb@maisonmr.com](mailto:postheb@maisonmr.com)

**Externally :** [externe@maisonmr.com](mailto:externe@maisonmr.com)

To offer a safe hostel combined with personalized support aimed at the development of a woman's independence and the regaining of empowerment over her life.

**Our customers**

Abused women with or without children

- Anyone who considers themselves to be a woman in a violent situation

All women can come to the shelter with their children.

We offer our services to all women and children without distinction, exclusion, or preference based on culture, color, sexual orientation, marital status, religion, political beliefs, language or social standing.

## **Our objectives**

- To help the woman to take a step back from her situation;
- To support and enlighten women in their search for solutions;
- To respect and support women in their choices and decisions.

## **Services offered to female and/or child victims:**

- Accommodation services are offered 24/7 days.
- Post-care and external services are offered on weekdays with variable hours.
- To access the services, please contact us by phone or email.

## **At the shelter**

- Reception and accommodation 24 hours a day, 7 days a week
- House adapted for women with reduced mobility
- Meals
- help lines
- Individual and group support
- Youth support for children, adolescents and mothers exposed to violence
- Information and references

## **In post-care**

- Individual and group support
- Youth support for children, adolescents and mothers exposed to violence
- Information and references

## **Externally**

- External follow-up with women who experience violence
- Information and references

### **Service statement for victims**

Services are offered depending on the needs established in collaboration with the clientele (women and children). However, availability of services is dependant on lodging capacity, safety concerns and availability of human resources.

### **Support philosophy**

A support philosophy is the way we conceive and approach our work, the values that we carry, and that color our action.

### **Freedom**

Accommodation is on a voluntary basis. We support you on your journey while respecting your pace and your choices.

### **Respect for specific needs**

Each person receives services adapted to their situation. Each stay is different and women find their own solutions.

### **The resumption of power**

We aim for the development of independence. We encourage you to recognize your personal worth and make your own decisions.

### **Tolerance**

We advocate tolerance in group life in the face of difference. All housed women and children have their place in the shelter, regardless of their situation.

### **The rejection of violence in all its forms**

We carry out awareness-raising work on violence in shelters, and also among the general population.

The feminist approach is quite simply a way of putting your values into action.

**Our commitments:**

Serve you with respect;

Offer services tailored to your needs;

Protect the confidentiality of your personal information.

The dispensation of services is dependant on availability of human resources, the needs as identified by the women and the organization's capacity to adequately respond to requests. For these reasons, processing times cannot be guaranteed for shelter requests, post-shelter services or external services.

**Complaint process**

If you are not satisfied with our approach to the representatives of Maison Marie-Rollet, you can file a complaint with the Capitale-Nationale Service Quality and Complaints Commissioner. This complaint can be made by phone, email, mail or by going to the address below.

All complaints must be forwarded to the Capitale-Nationale Complaints and Service Quality Commissioner.

By phone: 418-691-0762 or toll free 1-844-691-0762

By fax: 418-643-1611

By email: [commissaire.plainte.ciusscn@ssss.gouv.qc.ca](mailto:commissaire.plainte.ciusscn@ssss.gouv.qc.ca)

By mail:

Service Quality and Complaints Commission

CIUSSS de la Capitale-Nationale

2915, avenue du Bourg-Royal

Québec (Québec) G1C 3S2.

You will be guided on the procedure to follow. Your complaint must include your name, address and telephone number as well as a short summary of the reasons and facts surrounding the event in question. You will receive an acknowledgement of receipt of your complaint.

The Commissioner has 45 days after receiving your complaint to investigate it. All information collected will be recorded in a separate file and will be treated confidentially. He will communicate his conclusions, their reasons and the solutions envisaged to meet your expectations.

This statement of services for victims is available now on our website, [www.maisonmr.com](http://www.maisonmr.com) and is also available in paper format for clients in the organization's common areas. Please refer to the staff members.