



ALTERNATIVE  
*pour Elles*

**DECLARATION OF SERVICES FOR WOMEN VICTIMS OF DOMESTIC  
VIOLENCE IN RESPONSE TO THE NEW LAPVIC REQUIREMENT**

**June 2023**



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### **Alternative pour Elles – Mission Statement**

Alternative pour Elles is an independent community organization operating since 1982, serving women in Rouyn-Noranda and in other regions who are fleeing violence at the hands of their partners. The shelter's primary mission is to promote and defend the rights of women and their children who are victims of domestic violence, provide them with support and accommodation services, and help them regain control of their lives. Alternative pour Elles also works to prevent and combat domestic violence and to raise community awareness of its causes and consequences in the lives of victims. The shelter's head office is located in Rouyn-Noranda.

### **Alternative pour Elles : Services**

As well as providing a safe haven 24 hours a day, 7 days a week, for women who are victims of domestic violence and their children, Alternative pour Elles offers a wide range of services to help residents regain control of their lives.

- Assistance with legal, social, medical and immigration procedures: support with social assistance applications, IVAC applications, applications to the municipal housing office. Support in dealing with the various legal players, support throughout the legal process, support in the various stages of the immigration process.
- Individual and group intervention: group intervention in the form of weekly themed workshops for women using our services, both in-house and as outpatients.
- Information and referrals to other community resources.
- Age-appropriate intervention for children.
- Post-accommodation follow-up (information, referral, support and assistance with legal, social and medical procedures). Our services are available at all times and always on a voluntary basis.
- Outpatient services (without accommodation) at any time, whether by telephone, in-person meetings, support with procedures or accompaniment to various legal, medical or social appointments.

- Telephone consultation (or intervention) 24 hours a day, 7 days a week.
- Support in developing protection scenarios.
- Consultation services for close relatives and professionals.
- Information, awareness and training sessions on domestic violence.
- Community outreach activities (workplace conferences, prevention workshops in high schools to address violence in teenage relationships, conferences within various CEGEP study programs (police technology, social work, nursing, child education, etc.)

### **THE RIGHTS OF WOMEN WHO USE THESE SERVICES**

Alternative pour Elles recognizes that the women who use its services have rights. We are at all times committed to respecting:

- the right to privacy and confidentiality
- the right to fairness, equality and non-discrimination
- the right to autonomy through respect for their decision-making capacity and power to act
- the right to respect for their needs and pace
- the right to protection and safety
- the right to accessible, appropriate and quality services
- the right to access information about their rights
- the right to access their case file.

### **COMMITMENTS MADE BY THE ALTERNATIVE POUR ELLES SHELTER TO THE WOMEN WHO USE ITS SERVICES**

In accordance with the above-mentioned recognized rights, the shelter undertakes, for all women using its services, to:

- welcome them with respect, discretion, politeness, empathy and without judgement
- consider their specific circumstances, needs and constraints
- provide all information relevant to their circumstances so that they can give informed consent to the services provided
- trust in their potential and in their ability to identify their own needs and make decisions

- establish a relationship of trust and partnership with them
- respect their physical and psychological well-being and privacy
- provide a welcoming and reassuring environment where they feel guided and supported throughout their stay or in their use of the shelter's external services
- ensure that the rules (code of conduct) are applied flexibly, tactfully, fairly and judiciously
- refer them to other community or regional resources when necessary
- facilitate access to the grievance and complaint procedure

## COMPLAINT PROCESS

The procedure for receiving and handling complaints from victims with regard to our services or the activities indicated above is as follows:

- Any user of Alternative pour Elles who is dissatisfied with the services she receives, or feels she is entitled to receive, may file a complaint. Initially, the person responsible for receiving complaints is the coordinator of the Alternative pour Elles shelter: Cathy Allen, PsyEdu. If the user prefers, she may address her complaint to the chair of the board of directors, Nadine Cambron. We will also inform the victim of her right to file a complaint with the Centre d'assistance et d'accompagnement aux plaintes de l'Abitibi-Témiscamingue.
- The procedure for filing a complaint is as follows. The user may request a meeting directly with the coordinator or president of the Alternative pour Elles shelter and express her complaint orally. A complaint can also be sent by e-mail to [alternative@tlb.sympatico.ca](mailto:alternative@tlb.sympatico.ca)
- Complaints can also be lodged directly with CISSSAT's Commissaire aux plaintes et à la qualité des services (CPQS), which will examine the case and make recommendations, if necessary.
- The Centre d'assistance et d'accompagnement aux plaintes Abitibi-Témiscamingue (CAAP-AT) is the independent community organization designated to "assist and support, upon request, users of the health and social services network who are dissatisfied with the services they have received or should have received," including community organizations. A professional counsellor will help users in every step of the process (providing information, drafting a complaint, meeting with the persons responsible for handling the complaint, etc.). Services are free and confidential. **CPQS contact details: 1-877-767-2227. CAAP-AT contact details: 819-797-2433**

- Making a complaint is a constructive step that ensures respect for users' rights and helps improve the quality of services. Victims have the right to be informed of the outcome of their complaint. A complaint will be processed within 45 working days. The findings of the complaint will be sent in writing.
- The services of the Alternative pour Elles shelter are available 24 hours a day, 7 days a week. You can reach us several ways:
  - **By phone:** 819-797-1754
  - **By text:** 819-279-8788
  - **By fax:** 819-797-9727
  - **Website:** <http://alternativepourelles.com/en/contact>
  - **Facebook page:** <https://www.facebook.com/alternativepourelles>
  - **SOS Violence Conjugale:** 1-800-363-9010
  - **Mailing address:** P.O. Box 1225 Rouyn-Noranda, Quebec, J9X 6E3

Our street address is confidential.

Our services can be accessed by making an appointment by telephone or going directly to the person at the shelter. We also provide outpatient counselling (without accommodation) at all times, both by telephone and through in-person meetings.

- This Statement of Services for Women Victims of Domestic Violence in Response to the New LAPVIC Requirement was formally approved at the meeting of the board of directors on March 21, 2023 and will be reviewed in March 2024.