

# DECLARATION OF SERVICES FOR VICTIMS OF CRIMINAL OFFENSES

Maison d'aide et d'hébergement l'Accalmie



June 2022

## Mission

L'Accalmie shelter is an independent community organization that has existed since 1989. It offers services for women in the Magdalen Islands region- with or without their children. L'Accalmie can also accommodate women from other regions who are fleeing a violent spouse. The shelter is founded on a feminist approach in which promotes the empowerment of women and children. Its mission consists of three components:

- Provide free help and support to women and children victims of conjugal or family violence by welcoming them into a transitional, safe, and confidential living environment, essentially to meet their immediate needs for protection and well-being.
- Offer external consultation and intervention services to support women and children regarding their respective experiences and to break their isolation.
- Raise awareness, inform, and educate the community on the issues pertaining to conjugal violence to be able to recognize it, prevent it, and therefore denounce it.

## Values

**Respect:** Demonstrate consideration for everyone that we interact with, regardless of their ideas, beliefs, race, religion, or any other differences.

**Commitment:** Be actively involved in the accomplishment of the organization's mission and the achievement of its objectives.

**Solidarity:** Work together to achieve a common goal.

**Transparency:** Communicate openly and honestly with everyone that we interact with.

**Equality:** Promote the development of equal relationships: between colleagues, between women and children, and everyone that we interact with.

## Services offered to victims

In addition to providing a safe environment for women victims of conjugal violence and their children, 24 hours a day, 7 days a week, l'Accalmie offers a multitude of services to accompany them in their steps towards empowerment:

- Support in administrative or judicial procedures
- Individual or group intervention
- Information and referral to other community resources
- Intervention adapted to children's needs
- Post-housing follow-ups
- External consultation without housing
- Support phone line 24/7
- Assistance in developing protection scenarios
- Consultation services for friends, family and professionals
- Information sessions, awareness workshops and training on conjugal violence
- Prevention and awareness activities in the community

## Rights of women using our services

L'Accalmie recognizes that women who use our services have rights and therefore commits, always, to respect these rights:

- right to privacy and confidentiality, to respect her private life
- right to equity, equality, and non-discrimination
- right to autonomy by respecting her capability and power to decide and act
- right to respect her needs and rhythm
- right to protection and security

- right to accessible, quality, and adequate services
- right to information on her rights
- right to access her file

## Commitments

In accordance with the rights recognized above, the shelter commits to each woman using its services:

- a. Greeting with respect, discretion, courtesy, empathy and without judgement
- b. Take into account each woman's characteristics, needs and constraints
- c. Provide any information relevant to her situation so that she can consent in an informed manner to the services offered
- d. Have confidence in her potential; her capability to identify her needs and make decisions
- e. Establish a trust in the relationship as well as an alliance
- f. Respect for physical and psychological integrity and privacy
- g. Offer a space that is welcoming and safe where she feels supported for the duration of her stay or during the use of external services
- h. Ensure the enforcement of rules (code of conduct) with flexibility, tact, and fairness.
- i. Direct her, if needed, towards other resources in the area.
- j. Facilitate access to the procedure for handling dissatisfactions and complaints

## Complaint Process

If you are not satisfied with the services received with our organization, you can make a complaint with the **commissaire aux plaintes et à la qualité des services du CISSS de la Gaspésie**. This can be done verbally or in writing :

**Address :** Madame Caroline Plourde  
Bureau de la commissaire aux plaintes et à la qualité des services  
205, boulevard de York Ouest, 3<sup>e</sup> étage  
Gaspé (Québec) G4X 2V7

**Telephone :** 1-877-666-8766 poste 3604

**E-mail :** [plaintes.cisssgaspesie@ssss.gouv.qc.ca](mailto:plaintes.cisssgaspesie@ssss.gouv.qc.ca)

**Web :** <https://www.cisss-gaspesie.gouv.qc.ca/notre-cisss/la-qualite-des-services/insatisfactions-et-plaintes/commissaire-aux-plaintes/>

**Form :** <https://www.cisss-gaspesie.gouv.qc.ca/wp-content/uploads/2022/02/2022-02-Formulaire-plainte-CISSS-Francais-205-York-Ouest-dynamique.pdf>

- 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.
- You will receive an acknowledgment receipt for your complaint.
- The commissioner has 45 calendar days after receiving your complaint to study it and inform you of its outcome.
- All information collected will be kept in a distinct file and will be treated confidentially.
- They will communicate the conclusions, reasons and the solutions considered to meet your expectations.
- In addition, section 40 of the LSSS (Health and Social Services Act) stipulates that the local service quality and complaints commissioner who fails to communicate his conclusions to the user within 45 days of the receipt of the complaint, shall be deemed to have transmitted negative conclusions on the day of expiry of this period. This fault gives space to recourse to the Ombudsman. This information is systematically transmitted when the complaint is filed to the provider of the complaint (user, representative or heir or legal representative of a deceased user) and when the verbal or written conclusions are transmitted. It informs you of the results within a period not exceeding 45 days following receipt of your complaint. Its conclusions are accompanied by solutions to solve the problem or corrective measures that are recommended to the establishment. The conclusions are transmitted verbally if the complaint is verbal and in writing if it is written.

You can appeal if you are dissatisfied with the conclusions or recommendations made by the commissioner.

### **Complimentary Information:**

For help and assistance with your complaint process, you can contact the GIM Complaint Assistance and Support Center at: 1-877-767-2227. You can also reach them at:

[www.caapgim.com](http://www.caapgim.com)

## Contact Information and Opening Hours

**Address :** Maison d'aide et d'hébergement l'Accalmie  
Case postale, 8187  
Cap-aux-Meules (Québec) G4T 1R3

**Open :** 24h/24h, 7/7days

**Telephone :** (418) 986-5044

**Our services are accessible by telephone or in person at all times**

## Date of adoption for the Declaration of Services

**June 2022**