

Statement of Services for Women Who Are Victims of Violence



*Maison
Hélène-Lacroix*



	We're here for you
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April 2022

Name of organization

Maison Hélène-Lacroix
Maison Hélène-Lacroix Phase 2 (second-stage house)

Our mission

Maison Hélène-Lacroix provides safe, temporary housing for women 18 and over who are victims of violence.

Our values

Maison Hélène-Lacroix promotes four main values. All of the actions we aim to foster and champion are rooted in these four values.

- ❖ **Respect** is defined as a feeling and attitude of consideration towards oneself, others, property, and ideas.
- ❖ **Openness** is defined as being understanding of and interested in something that is unfamiliar.
- ❖ **Effective communication** happens when one relates to others and connects with others so that the message is well received.
- ❖ **Collaboration** means working with someone else, helping them with their work, and working together towards a shared goal.

Our services for women who are victims of violence

- ❖ **Safe emergency housing**
We provide a bed and three meals per day.
We provide a secure environment that meets the safety standards for shelters that serve women who are victims of violence.
- ❖ **Safe second-stage housing**
We provide each woman with a fully furnished studio for a monthly fee for the duration of her stay.
- ❖ **24-hour help line**
We provide any woman who needs it with information and advice regarding violence against women.
- ❖ **Individual counselling**
We offer one-on-one counselling for every woman staying with us, for the duration of her stay.
- ❖ **Group counselling**
We offer group activities and workshops for every woman staying with us, for the duration of her stay.

❖ **Support for various initiatives**

We guide each woman as she takes the steps she wants to take in response to her experience of violence.

We provide support at a pace that suits the person receiving it.

❖ **External individual counselling**

We provide one-on-one counselling for women who do not wish to stay with us or are on a waitlist.

Our commitment to our clientele

The women who come to us as victims of violence can expect to receive services and care that meet the following standards:

For all of our services

We offer access to an interpreter so that every woman can express herself in the language of her choice.

Our commitment – Emergency housing



Emergency housing: 418-527-4682

Fax: 418-527-1913

Open 24/7

❖ **Over the phone**

We provide 24/7 intake services, processed within one hour.

We process urgent requests without delay.

We provide information and referrals as needed.

Once we have confirmed that a woman can be admitted and space is available, each woman receives the same quality service:

❖ **Upon arrival**

We provide an environment and supplies that are functional and safe for use at the shelter. We provide a room upon arrival. The room will be shared with another woman who is a victim of violence.

❖ **During her stay**

We provide three meals per day.

We offer one-on-one counselling based on the parameters established jointly by the support worker and the woman being counselled. We offer five group workshops per week. We offer seven group activities per week.

Our commitment – Second-stage housing



Temporary housing: 418-658-6500
Emergencies (24/7): 418-527-4682

❖ Over the phone

We process all requests for admission within 72 hours.

Once we have confirmed that a woman can be admitted and space is available, each woman receives the same quality service:

❖ Upon arrival

We provide an environment and supplies that are functional and safe for use at the shelter. We provide a furnished studio for a monthly fee.

❖ During her stay

We offer two group workshops per month.

We offer one group activity per week.

We offer one-on-one counselling based on the parameters established jointly by the support worker and the woman being counselled.

Our commitment – External services



Phone: 418-446-7897
Emergencies (24/7): 418-527-4682
Monday to Thursday, 8 a.m. to 4 p.m.

❖ Over the phone

We process all requests within 72 hours.

Once we have confirmed that a woman can be admitted and space is available, each woman receives the same quality service:

❖ Individual counselling

We provide a confidential and accessible meeting place.

We offer one-on-one counselling based on the parameters established jointly by the support worker and the woman being counselled.

We offer sessions of up to two hours by appointment.

Mechanism for handling dissatisfaction and complaints

We're here for you

- Are you dissatisfied with the services you've received?
- Do you believe that we've failed to provide the services due to you?
- Do you feel that we've failed to uphold your rights?

We encourage you to start by talking to a staff member or the executive director of Maison Hélène-Lacroix as soon as the issue arises. That way, we can provide explanations or take remedial action right away.

Person responsible for Maison Hélène-Lacroix

Executive Director Julie Beaulieu is tasked with handling dissatisfaction and complaints related to this service statement within 30 working days.

Maison Hélène-Lacroix

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Québec, QC

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www.maisonhelenelacroix.com

Tel: 418-527-4682

Fax: 418-527-4682

Email: maisonhelene.lacroix@videotron.ca

If, at the end of this process, you are still not satisfied, we invite you to contact CIUSSS de la Capitale-Nationale's Service Quality and Complaints Commissioner.

Contact the Commissioner

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

By fax: 418-643-1611

By email: commissaire.plainte.ciussscn@ssss.gouv.qc.ca

Mail:

Service Quality and Complaints Commissioner

CIUSSS de la Capitale-Nationale

2915 avenue du Bourg-Royal

Québec, QC G1C 3S2



Confidential

Internal Complaint Form

General information

Complainant information

Your contact information

Name: _____
Address: _____
Phone: _____ Cell phone: _____
Email address: _____

Contact information for the organization you are filing a complaint about

Name of organization _____
Person in charge: _____
Address: _____
Phone: _____

Description

Clearly summarize the situation that has led to your complaint. Describe the facts and try to answer the following questions: Who? What? When?

Your expectations

What do you think could be done now to resolve the situation properly?

Signature _____ date _____

For internal use

Complaint tracking

Complainant informed that the complaint was received

on: _____

Findings
