

**DECLARATION OF SERVICES  
FOR VICTIMS  
OF CRIMINAL OFFENCES**



**L'Émergence**  
MAISON D'AIDE ET D'HÉBERGEMENT

June 2022

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## DECLARATION OF SERVICES FOR VICTIMS OF CRIMINAL OFFENCES

### Our raison d'être<sup>1</sup>

#### Meaning of our raison d'être

**Commitment:** Commitment means being bound by a promise, one made to women. Making a commitment is an act of the heart.

**Every:** Literally “from one day to the next”, every reflects the steadfastness and continuity of L'Émergence's commitment over time.

**Day:** Reflects the commitment of the L'Émergence teams, day and night. As life goes on day by day, day also refers to the time of life to be protected.

**For:** For the benefit of...

**Women:** Female human beings, both by sex and gender, who experience intimate partner violence.<sup>2</sup>



*Elle guide avec justesse le sens de notre continuum de services :  
aide et hébergement 24/7; aide et hébergement postséparation;  
Ressoucerie BaieVerte, atelier-boutique*

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<sup>1</sup> Villemure, René, Ethicist, *Rapport de réflexion*, November 2022, p.15

## Our commitment-related values



### Meaning of our commitment-related values<sup>3</sup>

**Fairness:** Fairness refers to the fair share of what is due to each person.

**Respect:** Respect means taking care not to offend unduly.

**Vigilance:** Vigilance means remaining constantly alert.

### Principle underlying our action<sup>4</sup>

Trust.

### Meaning of trust

The essential foundation without which L'Émergence could not fulfil its raison d'être.

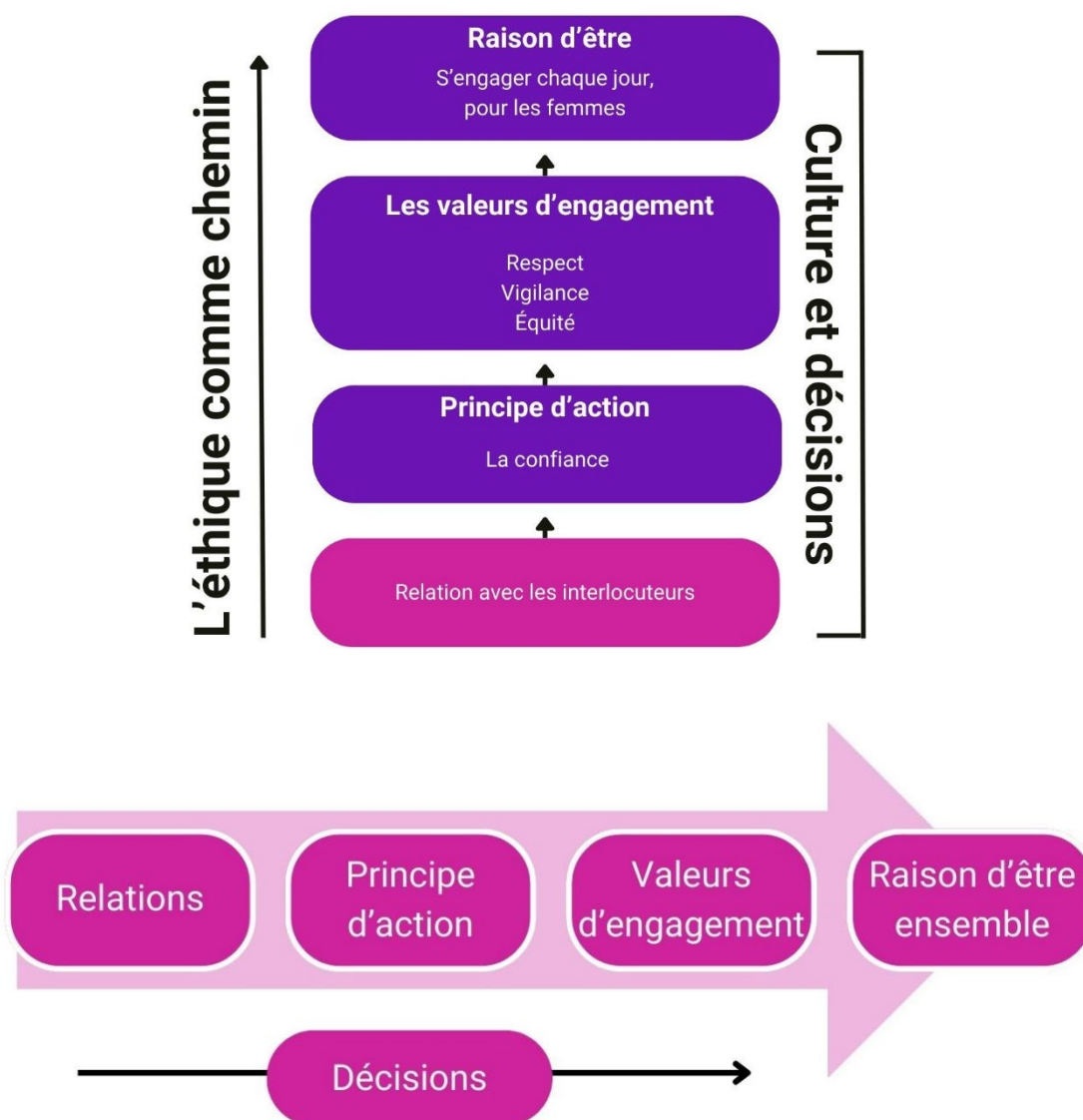
A feeling of security that leads to commitment.

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<sup>3</sup> Ibid, p.15

<sup>4</sup> Ibid, p.22-23

## Our charter of ethics<sup>5</sup>



## Our philosophy of intervention

The Québec *Charter of human rights and freedoms* prohibits any discrimination based on race, colour, sex, civil status, age (except as provided by law), religion, political convictions, language, ethnic or national origin, social condition, disability or sexual orientation. The recommended intervention is based on the foundations of the feminist approach and the global approach, and is guided by the following considerations:

<sup>5</sup> Villemure, René, Ethicist, *Rapport de réflexion*, November 2022, p.26

- ✓ Present models that are non-sexist, non-racist and free of all relations of domination and violence; recognise that violence against women is an instrument of social control;
- ✓ Actively campaign for the advent of a society based on equal relations between men and women, where women and their children have the right to dignity, integrity and justice;
- ✓ Promote the autonomy, respect, freedom and potential of women and their children; and
- ✓ Believe in individual change as the starting point for social change.

## Our services for victims

### 24/7 support and housing services

- ✓ Reception and housing for women: L'Émergence responds at all times to requests from women living alone or accompanied by children who are experiencing male intimate partner violence. We respond to requests for help in person and by telephone 24 hours a day, 7 days a week. For requests via social media, text messaging and email, we mention that there is a wait for a response; our operating hours are Sunday to Saturday from 9 am to 10 pm.
- ✓ Single room or family room: All residents are allocated a single or family room, depending on their situation. Each room has a window, storage space and, if necessary, a cot.
- ✓ Emergency telephone consultation: A worker from the Maison d'aide et d'hébergement L'Émergence can be reached at any time for help, information or housing.
- ✓ Information, referral, support and defence of rights: People staying at the Maison d'aide et d'hébergement L'Émergence receive guidance and support. They are informed about male intimate partner violence and equipped to ensure their safety and that of their children. At L'Émergence, the sheltered women receive professional support to help them find housing, take legal action and press to have their rights respected.
- ✓ Specialised intervention for women and children staying at the shelter: various activities are offered during the stay, without judgment and respecting the individual's pace and objectives. Here are a few examples:
  - Personalised intervention plan;
  - Exercises to boost self-awareness and self-esteem;
  - Exercises to build self-confidence and develop assertive skills; and
  - Development of a safety plan.

- ✓ Consolidation of the mother-child relationship: At the Maison d'aide et d'hébergement L'Émergence, support workers respect and promote the mother's role with her children. They coach her in regaining her parental authority. They also help her understand the impact of domestic violence on her children. Depending on the availability of the community life facilitator and the youth worker, mothers are offered periods of respite. During this time, the children take part in recreational or educational activities.
- ✓ Documentation service: Women staying at L'Émergence have various reference and information tools at their disposal.

Community life provides an opportunity to learn new things, build solidarity and feel less alone in coping with the violence they have experienced.

### **Length of stay in 24/7 housing**

The stay can last from 1 day to 3 months. Where there are major safety issues, a stay may exceptionally exceed 3 months.

### **Outreach services (without housing)**

- ✓ Telephone consultations: A counsellor can be reached at any time for information, help or a listening ear. Reassurance, peace of mind and advice are just a phone call away.
- ✓ Information, referrals, support and advocacy: Women who come to L'Émergence without staying at the shelter, as well as those who choose to maintain contact with the shelter after their stay, can receive guidance and support. They receive professional support from the outreach worker or the support and advocacy worker. They are informed and empowered with the tools they need to take personal, psychosocial, legal or administrative action.
- ✓ Individual or group counselling: This service is offered with or without housing. Support interviews are held with women who wish to undertake or continue a personalised process to deal with the violence they have experienced, whether current or past. Various group activities are also offered: structured counselling programs, themed discussions, community meals, activities for mothers and children, etc.
- ✓ Awareness-raising and education: L'Émergence has a presence in the community. It offers training and conferences to professionals working in the field of male intimate partner violence. Clients of various organisations can also receive this training. Every year, the centre also carries out a variety of educational activities on social networks and in the media.

## Post-separation housing and support services: Mary Grace House (Stage 2)

Mary Grace House has 11 transitional units subsidised by the SHQ's *Rent Supplement* program:

- ✓ 6 1-bedroom apartments;
- ✓ 3 2-bedroom apartments; and
- ✓ 2 studios.

The mission of the post-separation service is to support residents in regaining their power, reorganising their lives and putting in place a safety net after the break-up. To stay at the MGH, a woman must take part in a 4-meeting housing assessment process and agree to take part in an individualised service plan based on her needs. What's more, she must agree to commit to individual and group follow-up for the duration of her stay. Access to subsidised transitional housing enables women to reorganise their lives more quickly, as they find a safe place and a range of specialised services to support them in their many endeavours.

### Services provided by Mary Grace House

- ✓ Telephone consultations: A counsellor can be reached at Mary Grace House Monday to Friday from 8 a.m. to 4 p.m. Outside these hours, women are advised that they can contact the 24/7 team at L'Émergence at any time.
- ✓ Information, referral, support and advocacy: People staying at Mary Grace House receive guidance and support. They are informed about post-separation intimate partner violence and equipped to ensure their safety and that of their children. The women also receive professional support to help them find housing, take legal action and press for their rights to be respected.
- ✓ Specialised intervention for women and children staying at the shelter: various activities are offered during the shelter, without judgment and with due respect for the pace and objectives of each individual. These include:
  - A personalised service plan;
  - Development of a safety plan;
  - Ongoing assessment of the dynamics of post-separation domestic violence during the stay and updating of the safety plan as required;
  - Exercises to develop self-esteem, empowerment and learn to live in housing; and
  - Guidance towards the resources available in the community.

Community life during Stage 2 also provides an opportunity to learn new things, develop solidarity and feel less alone while coping with the violence experienced.

- ✓ Consolidation of the mother-child relationship: as at L'Émergence, the team at Mary Grace House respects and promotes the mother's role with her children.



It supports her as she regains her parental authority. It also helps her to understand the impact of intimate partner violence and post-separation domestic violence on the children. Depending on availability and to help mothers, respite periods are offered. During this time, the children take part in recreational or educational activities.

- ✓ **Group activities:** During the stay, participation in group meetings is compulsory. These meetings, which focus on diverse themes, also provide an opportunity to review the rules governing operations and community life, so as to ensure that the women and their children enjoy a warm and safe stay. In addition to the compulsory monthly meeting, other educational, recreational or cultural meetings are offered on a voluntary basis.
- ✓ **Documentation service:** Women staying at L'Émergence have various reference and information tools at their disposal.

### **Length of stay in post-separation housing**

Women stay in Stage 2 housing for 3 to 24 months.

### **Ressourcerie BaieVerte (Stage 3) (Technical skills development)**

Material support in the form of second-hand goods

Workshops to help people acquire the technical skills they need to reorganise their lives, through knowledge transfer

A second-hand goods shop accessible to all budgets

### **Our commitments to the people we help at Mary Grace House**

- ✓ The right to be treated with courtesy, fairness and understanding, while respecting your dignity, autonomy, needs, identity and privacy;
- ✓ The right to be treated in a non-discriminatory manner, in accordance with the organisation's intervention philosophy;
- ✓ The right to be protected from any personal attack;
- ✓ The right to be informed of the existence of services, the resources available and how to access them;
- ✓ The right to be coached and assisted in obtaining certain information, moving forwards and understanding information;

- ✓ The right to a one-week transition period at the end of their stay in housing, to facilitate a gradual departure from Mary Grace House;
- ✓ The right to have their stay extended in certain circumstances;
- ✓ The right to express opinions; and
- ✓ The right to lodge a complaint and seek redress.

## Complaint mechanism

### The person responsible for receiving complaints

Nancy Gough, Manager – Maison d'aide et d'hébergement L'Émergence, and in her absence, Marie-Christine Allard, Team Leader.

### How to make a complaint

1. The client expresses her dissatisfaction regarding a service or a staff member to another member of the staff whom she trusts, or directly to the manager.
2. The staff member at L'Émergence or Mary Grace House to whom this dissatisfaction is expressed will take the time to listen to and understand the client, and will suggest she meet with the staff member concerned by the dissatisfaction in order to resolve the situation with her. When several clients express the same dissatisfaction, the staff member must refer them directly to the manager. She uses the organisation's "*Conflict and Unease Management*" protocol. If the dissatisfaction concerns a service, it is referred to the manager.
3. If the client refuses to meet the staff member concerned by the dissatisfaction, the staff member to whom the dissatisfaction was expressed invites the client to meet the manager. If the client also refuses this second alternative, the staff member must inform the client of her right to enter into a formal complaint process and of the procedure to be followed.
4. Within a period of approximately one week, the manager or, in her absence, a designated staff member, meets with the client who has expressed dissatisfaction and who agrees to the meeting, receives information about the situation and explores the possibilities for resolving the conflict with the client.
5. The manager meets with the staff member(s) concerned by the situation, where appropriate, in order to gather further information and, if necessary, to consider corrective measures. The steps taken to correct the problematic situation may take various forms, including a three-way discussion between the manager, the client and the staff member concerned.

6. If the client does not find the arrangement suitable, the manager will inform her of her right to enter into a formal complaint process and of the procedure to be followed.
7. The client may, at any time, initiate a formal complaint process by sending the form (Appendix 1) to the manager of L'Émergence and using the services provided by the Centre d'assistance et d'accompagnement aux plaintes GÎM (1-877-767-2227).

### **Procedure for lodging a formal complaint:**

The director informs the client that she can file a complaint, either verbally or in writing, and that there is a community organisation that can help her with the complaint process: the Service d'assistance et d'accompagnement aux plaintes de la Gaspésie et des Îles-de-la-Madeleine.

In accordance with its *Code of Ethics*, the Maison d'aide et d'hébergement L'Émergence assures its clientele, when dealing with a dissatisfaction or a complaint, that the following two rights are recognised:

1. Respect: Any client who exercises her right to express dissatisfaction or file a complaint must be treated with respect and must not be subjected to pressure or threats aimed at preventing her from exercising this right.
2. The benefit of the doubt: Implementation of the procedural steps make it easier for the client to exercise her right to lodge a complaint. The benefit of the doubt must be in her favour.

### **The victim's right to be informed of the outcome of her complaint**

Anyone lodging a complaint will receive a written investigation report within 60 working days of receipt of the formal complaint. Any corrective action taken is recorded in the report.

### **Time limit for processing a complaint**

- ✓ Within 30 working days of receipt of the complaint, an acknowledgement of receipt is sent or delivered to the complainant.
- ✓ Within 60 working days of receipt of the complaint, a written investigation report is sent or delivered to the complainant.

### Contact details and business hours

Maison d'aide et d'hébergement L'Émergence, open 24 hours a day, 7 days a week  
PO Box 2248, Maria (Québec) G0C 1Y0  
Phone: 418-759-3411 or 1-866-759-3411  
[www.maisonlemergence.com](http://www.maisonlemergence.com)

Our services are available by telephone or in person at all times, 24/7, and from Sunday to Saturday from 9 am to 10 pm, by text message at 418-392-1984 or via social networks (with a wait time for a response).

Date of adoption of the declaration of services: September 22, 2022 and updated on December 13, 2023.

## Appendix 1 – Complaint submission form

I hereby officially file a complaint pursuant to the *Act to assist persons who are victims of criminal offences and to facilitate their recovery*, SQ 2021, c 13 with the Maison d'aide et d'hébergement L'Émergence and ask the organisation to analyse the situation.

Identification of the complainant

Name: _____	First name: _____
Address: _____	E-mail: _____
Home phone number: (____) _____	Other (e.g.; cell phone) : (____) _____

### Nature of the complaint

- Right to be taken into consideration
- Right to privacy
- Right to support and coaching
- Right to information
- Right to protection
- Right to participation
- Right to compensation and restitution of property

### Grounds for the complaint

Summary of events (list the facts, the service concerned, the events, the words, the gestures, the date of the events, the context, the circumstances, the place where the acts complained of occurred, etc.)

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Objectives of the process

What outcome do you expect and need from the people appointed to deal with the complaint?

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I declare that the information provided is true, complete and stated to the best of my knowledge.

First name and name: \_\_\_\_\_

Signature of the complainant: \_\_\_\_\_ Date: \_\_\_\_\_

**For administration use only**

Name of the designated representative who received the complaint: \_\_\_\_\_

Date received by the designated representative: \_\_\_\_\_

Name of the designated representative who received the complaint: \_\_\_\_\_

Date received by the designated representative: \_\_\_\_\_

\_\_\_\_\_  
Signature of the designated representative Date

**Appendix 2 – Response form**

Date of complaint: \_\_\_\_\_

Date of receipt: \_\_\_\_\_

Date processed: \_\_\_\_\_

Grounds for the complaint:  
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Summary of the complaint:  
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Summary of the investigation:  
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Findings \_\_\_\_\_ :

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**Corrections or changes made:**

- Improved access to services
- Update of internal procedures
- New training courses
- Restructuring
- Changes to the way files are processed
- Other

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\_\_\_\_\_  
Signature of the designated representative

\_\_\_\_\_  
Date



# L'Émergence

MAISON D'AIDE ET D'HÉBERGEMENT