



Declaration of Services for Victims of Criminal Offences

1- Organization Name

Hébergement d'urgence violence conjugale Vaudreuil-Soulanges;
Hébergement La Passerelle
P.O. Box 115 Vaudreuil-Dorion, Qc, J7V 5W1 (confidential civic address)

Administration: 450-424-6077

info@hebergementlapasserelle.com

Hotline: 450-424-6010

intervention@hebergementlapasserelle.com

2- Our Mission & Values

To counter and prevent domestic violence against women and children at risk.

To promote the autonomy, respect, freedom and potential of women and their children.

Promote women's equal rights and achievements.

Aim to improve the living conditions of women and their children.

The general goals pursued are:

Temporarily shelter women and their children who are victims of domestic violence; To help these women and their children make the transition from housing to self-sufficiency.

Welcome, listen to women and their children in need, direct them and refer them to resources and establishments capable of helping them.

Raise awareness of the status of women and the causes of violence against women and children.

3- Our services offered

These services are offered according to the demand and needs of women and children, but also according to our ability to offer them. The latter may be affected by the shelter capacity as well as the availability of human and financial resources during the year.



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3.1 Short-term accommodation with individual support, workshop and accompaniment. Requests are made through the emergency line. Pets are not allowed.

3.2 Internal and external youth service for young people under 18 years of age and their mothers. By appointment, during the week. Requests are made through the emergency line.

3.3 External service for women, without accommodation, offering individual in-person and telephone support, group meetings, accompaniment and activities. By appointment, during the week. Requests are made through the emergency line.

3.4 Awareness provided by a counsellor about domestic violence, violence in romantic relationships and its consequences. Offered to high schools and adult schools, daycares, community organizations, etc.

3.5 Stage 2 shelter offered to women and their children after a stay in an emergency shelter and when the support, security and financial needs are still present. Requests are made at the shelter and according to availability.

4- Our commitments to you

Provide the services listed above in confidentiality, free of charge and in French and English to women and children who are victims of violence. These services are offered according to human and financial resources as well as the shelter's ability to respond adequately to requests (for example: no place available in the shelter, waiting list for external services, etc.). As a result, it is not possible to determine the processing time for the various service requests.

5- Complaint mechanism

When questions arise or dissatisfaction with a service or activity received, the counsellors are available to discuss at any time. The coordination and director can also be met in person or by phone to discuss if the situation is not resolved. To do so, ask the counsellor. This type of request will be processed within 10 business days.

Subsequently, if you still feel aggrieved and wish to file a complaint, here is the procedure:

All complaints must be sent to the Complaints Commissioner of the CISSS Montérégie Ouest by one of the following methods:



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By phone (toll-free)

- 1-800-694-9920, ext. 2280

Email transmission

- insatisfactions-plaintes.cisssmo16@ssss.gouv.qc.ca

By mail

- Service Quality and Complaints Commissioner CISSS de la Montérégie-Ouest
Anna-Laberge Hospital
200 Brisebois Boulevard
Châteauguay, Quebec J6K 4W8

By fax

- 450 699-2551

Complaint form to be completed

- [Form](#)

Your complaint must include your name, address and phone number, as well as a brief summary of the reasons and facts surrounding the event complained of. You will receive an acknowledgement of receipt of your complaint.

Every victim has the right to be informed of the outcome of his or her complaint. The Commissioner has 45 calendar days after receiving your complaint to review 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.

6- Contact information and opening hours

24/7 shelter (confidential civic address)

Hotline: 450-424-6010

intervention@hebergementlapasserelle.com

www.hlapasserelle.com

www.facebook.com/hlapasserelle



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Administration:

Monday to Thursday from 9:00 am to 4:30 pm and Friday from 8:30 am to 12 pm (may vary)

P.O. Box 115 Vaudreuil-Dorion, Qc, J7V 5W1

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7- Date of revision of the statement of services

February 20, 2024