

NOTES



You are not satisfied with the services received?

Here is what you can do:



- ◆ Speak with Myriam Tison, the general manager of the shelter.
- ◆ Write down your complaint by using the space reserved for this purpose in the brochure and give this to Myriam Tison.



L'Ombre-Elle
 C.P. 374
 Sainte-Agathe-des-Monts (QC)
 J8C 3C6
 T 24/7: 819-326-1321
 F: 819-326-7795



L'Ombre-Elle

MRC Laurentides Pays-d'en-Haut



YOUR RIGHTS



L'Ombre-Elle is...

- ◆ Safe, welcoming emergency shelter for women and children who are victims of domestic violence and coercive control
- ◆ A space where you can receive individualized awareness and empowerment counselling, in group sessions as well mother-child services
- ◆ A free, confidential service inclusive of sexual diversity, ethnocultural diversity and the LGBTQ+ community

Your rights...

- ◆ To be informed and consulted on decisions that affect you and your children
- ◆ To receive quality support services
- ◆ To be accompanied by our team members to DPJ, lawyer and other appointments
- ◆ To be treated with dignity and respect for your physical and psychological needs

We are committed to :

- ◆ Providing you with a safe home during the turning point in your life
- ◆ Helping you find ways to protect yourself against domestic violence
- ◆ Having an open-mind and accompanying you throughout the process regaining power in your life
- ◆ Supporting you in your decision-making process to help you achieve your goals
- ◆ Respecting your privacy
- ◆ Respecting your limits and your pace
- ◆ Creating and maintaining a healthy lifestyle

You have the right to quality support services

You have the right to be informed :

- ◆ We promote transparency
- ◆ We work with you to help support you in maintaining and achieving your goals
- ◆ We inform you of what's expected of you while in house
- ◆ We keep you Informed of available resources in our area

You have the right to remain confidential

We are committed to :

- ◆ Keeping all information about you confidential
- ◆ Exchange information only with your written consent or if we have concerns about your security or that of your children
- ◆ Grant you access to your file within a reasonable time delay