



L'Ombre-Elle it's

- ◆ A welcoming temporary place for women and children victims of domestic violence and coercive control
- ◆ Individualized or group assistance services with or without accommodation
- ◆ Confidential services that meet your needs

Your rights

- ◆ Feeling safe and being respected for your choices and ideas
- ◆ Being informed and consulted on decisions that affects you
- ◆ Respect for your confidentiality / anonymity
- ◆ Receive quality support services

You have the right to feel safe

We are committed to :

- ◆ Provide you with a safe place
- ◆ Protect yourself from domestic violence

You have the right to dignity and respect for your physical and psychological integrity

We are committed to :

- ◆ Show respect
- ◆ Support you in your decision-making
- ◆ Respect your privacy
- ◆ Respect your limits and your pace

You have the right to receive quality support services

You have the right to be informed

We are committed to :

- ◆ Show transparency
- ◆ Work with you and support you in your actions
- ◆ Let you know what is expected of you
- ◆ Inform you of the operation of the code of life in house
- ◆ Inform you of available help resources
- ◆ Inform you of the services offered

You have the right to confidentiality and anonymity

We are committed to :

- ◆ Keep all information about you confidential
- ◆ Exchange information only with your written consent or if we have concerns about your security
- ◆ Give you access to your file