



## Statement of Service

**1. Name of organization :** LOGIFEM. Inc

**2. Our mission :**

Logifem is committed to providing support and accommodation to vulnerable women and children where they can feel at home to heal and rebuild their lives.

**3. Our values :** Guided by Christian principles, with love and compassion, Logifem commits to value and respect all individuals, maintaining integrity, confidentiality and accountability while conducting itself in a professional and ethical manner.

**4. Services offered to women in difficulty :**

Since 1988 Logifem has provided housing and support to women, with or without children, who find themselves homeless due to several factors including those related to mental health, poverty, violence (domestic, family and other), immigration, dependency and social isolation. We operate two shelters where women can be admitted quickly and stay for up to a year: Maison Benoy has a capacity of 17 women without children and four women with children and La lumineuse can accommodate up to 8 women with their children. We also have 13 transitional apartments where women (with or without children) can stay for up to three years, with a social reintegration project . We also offer a post-residential follow-up program for all residents who leave our services for an apartment with limited support or no psychosocial support.

In the shelter, each resident has access to a service that meets their basic needs: meals, laundry, telephone, internet, etc. The rent is \$400/month for women and \$50 additional for each child six months and older.

Our shelters are committed to providing a safe and supportive environment for all residents. Supervision is reflected in particular by operating rules structuring a healthy daily routine (waking time, meal time, curfew, hygiene, organization for daily household chores, etc.). In addition, Logifem offers weekly psychosocial follow-up. A follow-up worker is assigned to each resident and plays a pivotal role in supporting her by mobilizing resources around her. The presence of workers 24 hours a day ensures compliance with regulations, safety and permanent support for each resident. Since 2019 Logifem has offered the services of an occupational therapist to our residents.

Regarding the mother-child program, the follow-up worker ensures that the basic needs of the child are met at all times, provides support to the mother in her parental role and in achieving her personal goals.

The policy documents and operations of our services are translated into English, Arabic, Spanish and Creole. The employees are bilingual (English French).

**5. Our commitment to you:** Logifem is committed to offering support and accompaniment through the various resources that can help defend and assert the rights of victims and contribute to their recovery and social reintegration. Depending on the needs and the process in which the victim finds herself, she will be referred to the following authorities:

- Assistance and compensation: CAVAC, IVAC, CALACS
- Legal Aid, court proceedings, Juri Pop
- Government benefits: Revenu Québec, Service Canada, Local Employment Center
- Hospitals, CLSCs
- OMHM, SHQ : Subsidized housing with emergency list for victims of domestic violence
- Various organizations offering supervised and/or transitional apartments whose selection criteria and service offer correspond to the needs of victims
- SPVM : Via the pivot agents of the mental health table for a more individualized approach
- South-West Economic and Social Grouping/YMCA/Mire/Arrimage/SORIF: professional reintegration program
- Various community organizations for group activities
- FamiJeunes/Amité Soleil/Pause-Parent/Family Center / Tyndale Saint Georges: Help for mothers and their children
- Public infrastructure: Library, sport centre, arena etc...

Logifem also has an Occupational Therapist who offers follow-up in terms of reactivation, rehabilitation, emotional management and other accompaniment to meet the needs of victims.

### **6. Complaint Mechanism:**

If you are dissatisfied with the services you have received or if you feel that your rights have not been respected, first speak with the person involved. Very often, disputes are caused by misunderstanding and miscommunication.

If dialogue with the other person does not reach a satisfactory result, speak to the Social Services Supervisor (Maison Benoy) or the Coordinator (Pavilion La lumineuse).

If the Social Services Supervisor or the Coordinator are unable to resolve the conflict, the situation will be referred to the Executive Director. If the various means used to find an agreement have failed, it is always possible to make a formal complaint to the local Commissioner. You can be assisted in your process by the Complaint Assistance and Support Centre (CAAP). Here is their contact information:

#### **Centre d'assistance et d'accompagnement aux plaintes (CAAP) de l'Île de Montréal**

**7333, rue Saint-Denis**

**Montréal (Québec) H2R 2E5**

**<https://www.caapidm.ca>**

**Tel: 514 861-5998**

**Toll Free: 1-877-767-2227**

**Fax: 514 861-5999**

**a) The person responsible for receiving complaints**

- Social Services Supervisor, Imene Segueni (For Maison Benoy, transitional apartments, occupational therapy service, post-housing service)
- Pavilion Coordinator, Jessica Bouchard (For La lumineuse)
- Executive Director, Sally Richmond (For the operation, communication and administration teams, and all the housing units)

**b) Procedure for submitting a complain**

You can file a complaint by filling out the complaint form that is included in your welcome kit.

**c)** In the week that the complaint is received, you will meet the person in charge to confirm that your complaint has been received and to provide clarification if necessary. You will meet a second time at the end of the processing period to be informed of the outcome of your complaint.

**d) Processing time for a complaint**

Your complaint will be processed within a maximum of three weeks.

**7. Contact Information and Opening Hours**

<b>Site</b>	<b>Opening Hours</b>	<b>Contact numbers</b>
Maison Benoy	<b>24 hrs a day 7 days a week</b>	<b>514-939-3172</b>
Family Pavilion: La lumineuse	<b>24 hrs a day 7 days a week</b>	<b>514-419-2600</b>
Resource Centre	<b>Monday to Friday 9:00am to 5:00pm</b>	<b>514-510-7772</b>

Postal address: CP 72108, 151 Atwater, Montréal, Qc H3J 2Z6  
Main telephone number: 514 939-3172  
E-mail address: info@logifem.org

**8. Date of adoption (or revision) of the Declaration of Service**

This declaration of service was revised in June 2022