

SERVICE DECLARATION

1. Organization name: Logifem Inc.

2. Our mission:

To provide women experiencing homelessness or at risk of homelessness, with or without children, a safe shelter and a springboard toward a healthy, stable, and dignified life through compassionate and tailored support.

Our vision: A world where every woman, without exception, is sheltered from homelessness and can rebuild freely, safely, and with dignity.

3. Our values:

RESPECT: Every woman is welcomed without judgment, with kindness and empathy.

SAFETY: Our spaces are designed to offer respite and protection.

EMPOWERMENT: We encourage every woman to take back control of her life; we aim to be her springboard in her journey of rebuilding.

INCLUSIVITY: Our services are designed to meet real needs, in a human and concrete way, regardless of the challenges and diversity of lived experiences.

SOLIDARITY: We believe in the power of connection, mutual support, and community.

SOCIAL TRANSFORMATION: We aspire to lasting social impact and the ability to act on a larger scale through social housing that supports reconstruction and empowerment.

4. Our services offered to individuals in need:

Since 1988, Logifem has been providing housing and support to women, with and without children, who are experiencing homelessness due to various factors, including those related to mental health, poverty, violence (domestic, family, and other), immigration, addiction, and social isolation. We operate two shelters where women can be admitted quickly and stay for up to one 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 manage 13 transitional apartments where women (with and without children) with a social reintegration plan can stay for up to three years. We also provide support for residents transitioning out of our facility (moving personal belongings from their room with our truck).

In the housing units, each resident has access to services meeting her basic needs: meals, laundry, telephone, internet access, etc. The monthly rent is \$400/month for women and \$50 more per child aged six months and older.

Our shelter is committed to providing a safe and structured environment for all residents. This framework includes operational rules that support a healthy daily routine (wake-up times, meal times, curfew, hygiene, organization of daily chores, etc.). In addition, Logifem offers weekly psychosocial follow-up. A case worker is assigned to each resident and plays a central role in her support by mobilizing resources around her. The presence of staff 24/7 ensures compliance with rules, safety, and ongoing support for each resident. Since 2019, Logifem has offered occupational therapy services to residents.

Regarding the mothers-and-children program, the case worker ensures the child's basic needs are met at all times, provides support to the mother in her parenting role, and helps her achieve her personal goals.

Policy and operational documents are available in English, Arabic, Spanish, and Creole. Staff members are bilingual (English and French).

Logifem also manages a permanent housing program, Les Voisines du Canal, comprising 35 subsidized units. This program provides access to permanent housing, without psychosocial support, for independent women and mothers.

We also offer a homelessness prevention program that provides personalized individual support to women who are experiencing or at risk of homelessness. We are also partners in the PETAL program (Prevention of Evictions at the Administrative Housing Tribunal), in collaboration with Maison du Père and Old Brewery Mission. This program aims to prevent homelessness among tenants facing eviction proceedings at the TAL for non-payment of rent, notably through the administration of a rental assistance fund.

We also offer an external support group program for mothers and children who have experienced domestic or family violence: Club des enfants and Empowerment pour mamans.

We also offer a cultural mediation program designed to give women sheltered at Logifem and L'Abri d'espoir access to art, culture, and sport throughout the City of Montreal.

5. Our commitments to you:

Logifem is committed to providing support and accompaniment through various resources to help defend and establish the rights of victims, and to contribute to their recovery and social reintegration. Based on their needs and the stage of their process, individuals will be referred to the following:

- Financial assistance and compensation: CAVAC, IVAC, CALACS
- Legal aid, Côté cour, Juri Pop
- Government benefits: Revenu Québec, Service Canada, Centre Local d'Emploi
- Hospitals, CLSC
- OMHM, SHQ: Subsidized housing with emergency waiting lists for victims of domestic violence
- Various organizations offering supervised and/or transitional housing whose selection criteria and service offerings match the needs of the individuals
- SPVM: Through mental health table liaison officers for a more individualized approach
- Regroupement Économique et social du Sud-Ouest / YMCA / Mire / Arrimage / SORIF: Professional reintegration programs

- Various community organizations for group activities
- FamiJeunes / Amitié Soleil / Pause-Parent / Maison des familles / Tyndale Saint-Georges: Support for mothers and children
- Public infrastructure: Libraries, sports centres, arenas, etc.

Logifem also has an occupational therapist who provides follow-up in terms of reactivation, rehabilitation, emotional management, and other support tailored to the needs of individuals.

6. Complaint mechanism:

If you are dissatisfied with the services received or believe your rights have not been respected, first speak directly with the person involved. Disagreements are very often the result of misunderstandings and poor communication.

If dialogue with the other person yields no results, speak with the Director of Clinical Services.

If she is unable to resolve the conflict, the matter will be brought to the Executive Director. If the various means used to reach an agreement have failed, it is always possible to file an official complaint with the local commissioner. You may be assisted in this process by the Centre d'assistance et d'accompagnement aux plaintes (CAAP). Their contact information is as follows:

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

7333, rue Saint-Denis

Montréal (Québec) H2R 2E5

<http://www.caapidm.ca/index.php>

Tel: 514 861-5998

Toll-free: 1-877-767-2227

Fax: 514 861-5999

a) The person responsible for receiving complaints

The Director of Clinical Services, Imène Segueni, for Maison Benoy, Pavillon La Lumineuse, the Lionel-Groulx transitional apartments, Logifamille, and occupational therapy services.

The Director of Programs and Services for Users, Jessica Bouchard, for post-shelter services, the operations team, the permanent housing program Les Voisines du Canal, Club des Enfants, and Empowerment pour Mamans.

The Executive Director, Sally Richmond, for communications and administration, and all housing units.

b) The procedure for submitting a complaint

You may submit a complaint by completing the complaint form included in your welcome package.

c) Within one week of receiving your complaint, you will be met by the responsible person to confirm receipt of your complaint and to request any necessary clarifications. You will be met 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 hours of operation

Site	Address	Hours of operation	Contact
Maison Benoy:	Confidential address	24/7	514-939-3172
Family Pavilion: La Lumineuse:	Confidential address	24/7	514-419-2600
Resource Centre:	741 Georges Vanier, Montréal, Qc H3J 2T7	Monday to Friday 9:00 AM to 5:00 PM	514-510-7772

Mailing address: CP 72108, 151 Atwater, Montréal, Qc H3J 2Z6

Main phone number: 514 939-3172

Email address: info@logifem.org

8. Date of adoption (or revision) of the service declaration

This service declaration was revised in June 2026.