



**Shelter for Women who are victims
of domestic violence and their children**

Services statement

Our Organization

L'Autre Chez-Soi
PO Box 444, Succursale Aylmer
Gatineau (Québec) J9H 5E7

Our Mission

We are a non-profit, community-based organization that provides a safe and confidential environment for women who are victims of domestic violence and their children. We offer free, bilingual services; assistance; housing; individual and group interventions; support; prevention services; and information and awareness services, both inside and outside the shelter.

Our Values

Respect

We act with consideration and integrity while aiming to develop reciprocity among our colleagues, users of our services and members of the Board of Directors.

Equality

We give the same value to all individuals, regardless of their differences and conditions, all the while working to reduce imbalances of power in relationships and promoting egalitarian relationships.

Solidarity

Means feeling united by common interests and responsibilities, i.e. women's rights and conditions. Consequently, we work in collaboration with our various partners and promote mutual support.

Social justice

We work to promote equitable access to all resources, wealth and decent living conditions.

June 27th, 2022



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Our Services

- Housing
- Individual interventions
- Group interventions
- Phone interventions
- External services
- Youth services

Our engagement

We are committed to provide our services according to the human resources available, according to the needs identified with the women and the capacity of the house to respond adequately to the requests.

Complaint mechanism

If you are not satisfied with your experience with the representatives of L'Autre Chez-Soi, you can file a complaint with the local Service Quality and Complaints Commissioner.

This complaint can be made by phone, email, mail, or in person at the address below:

Email: commissairesauxplaintes@ssss.gouv.qc.ca
Phone: (819) 771-4179
Address: Commissariat aux plaintes et à la qualité des services
105, Sacré-Cœur Boulevard
Gatineau QC J8X 1C5

You will be guided on the procedure to follow. Your complaint should include your name, address and telephone number and a short summary of the reasons and facts surrounding the event.

You will receive an acknowledgement of receipt of your complaint. The Commissioner has 45 days after receiving your complaint to review it. All the information will be kept in a separate file and will be treated as confidential.

The Commissioner will communicate his or her conclusions, the reasons for them and the solutions envisaged to meet your expectations.

June 27th, 2022



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Our contact details and opening hours

Our Shelter is a 24/7 living environment.

To join us:

By phone at (819) 685-0006

By email at accueil@lautrechezsoi.com

By mail at PO Box 444

Gatineau QC J9H 5E7

Please note that our civic address must remain confidential to ensure greater security for our users.

June 27th, 2022