

La traversée

Accompagner les
personnes victimes
de violence sexuelle

DECLARATION OF SERVICES TO VICTIMS OF CRIMINAL OFFENSES

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OUR MISSION

La Traversée is a psychosocial support and psychotherapy center for individuals who are victims of sexual violence, established as a non-profit organization. Since 1984, its efforts have aided several thousand victims of sexual violence in their journey towards reconstruction.

Drawing on its expertise in psychotherapeutic services for sexual victimization, La Traversée assists victims facing mental health challenges resulting from sexual violence by providing free services such as psychological assessment, psychosocial support, and psychotherapy.

Located in Saint-Lambert, on the South Shore, La Traversée supports all victims of sexual violence, regardless of their gender or age.

Since 2023, La Traversée has been coordinating and hosting the Integrated Sexual Violence Services Center (CIViS) on its premises. This center, financially supported by the Ministry of Justice and co-led by the Montérégie Crime Victims Assistance Centres (CAVAC) and the Longueuil Agglomeration Police department (SPAL), along with numerous partners, is a unique project in Quebec aimed at facilitating the socio-judicial trajectory and therapeutic journey of victims of sexual violence.

Tous genres
Tous âges
GRATUITÉ
Respect
INCLUSION
Sensible au trauma
Expertise

OBJECTIVES AND THERAPEUTIC METHODS

The therapeutic services at La Traversée aim at resolving traumas and supporting the self-protection capacities and emotional safety of victims. The clinical approaches deployed draw inspiration from both cognitive-behavioral therapies and humanistic-existential and psychodynamic therapies. For children, trauma-focused therapy is utilized, including elements of systemic therapy and play therapy."



SERVICES OFFERED

La Traversée is a psychosocial support and psychotherapy center for individuals who are victims of sexual violence located in Montérégie.

We offer psychological assessment, psychosocial support, and psychotherapy services to victims of sexual violence of all ages and genders, and to their loved ones as well.

The services provided at La Traversée are free and confidential. They are offered in person in Saint-Lambert or via teleconsultation (for people over 14 years old only).

Since 2022, La Traversée has three levels of intervention and provides victims and their loved ones, a humane, calm, neutral, and secure environment that promotes optimal recovery and reduces the consequences of trauma."



OUR COMMITMENTS

At La Traversée, we have been supporting individuals who are victims of sexual violence for almost 40 years. Throughout your journey with La Traversée, we are committed to:

1. Welcoming you in all your uniqueness. Whether you are a survivor of sexual violence or a loved one, regardless of your gender, identity, age, sexual orientation and circumstances.
2. Ensuring your safety. We protect the confidentiality of your information and provide you with a secure environment that minimizes barriers to healing and support your recovery.
3. Offering services according to your preferences. Except in specific situations where certain standards apply, our team can accompany you in person or through teleconsultation.
4. Personalizing your trajectory. We deploy all our expertise to provide you with compassionate recommendations that respect your needs, intentions, and pace. Because you know yourself better than anyone else.
5. Supporting your loved ones. Those in your circle affected by what you're going through can also benefit from assistance and support.
6. Offering you the best of ourselves. Our team consists of highly qualified professionals, competent and supervised by specialists. We strive for your satisfaction to continually improve the quality of our interventions.
7. Watching over YOU. Considering you as the "expert" of your situation and your needs and collaborating with you accordingly. Prioritizing your interests and objectives above all else.



COMPLAINT MECHANISMS

La Traversée is committed to the quality of the services it provides to its users.

Before resorting to the official complaint mechanism, any user wishing to express dissatisfaction with the quality of La Traversée's services and considering that their rights recognized in the LAPVIC have been infringed, is first invited to do so directly with the person concerned, in writing.

The person receiving communication of dissatisfaction from a user is responsible for notifying the management and informing them of the content of the complaint.

If the dissatisfaction is not resolved through this initial step, or if the user prefers not to contact the person concerned directly, a complaint can then be filed with the management, according to the process described in the following section. The principles of impartiality, confidentiality, vigilance, and respect for the rights of individuals apply to each stage of this process.

La Traversée will protect the personal information of all complainants and individuals involved in a complaint, in accordance with the Personal Information Protection Act and related policies in force.

Person Responsible for Receiving Complaints

The person holding the position of general management is responsible for receiving complaints and is responsible for informing the board of directors within 48 hours. In cases where they are unwilling to receive a complaint or are involved in it, the person holding the position of president or vice-president of the board of directors will receive the complaint."

Christine Vilcocq, managing director

direction@latraversee.qc.ca

Phone : 450 465-5263



Procedure for Filing a Complaint

A user who wishes to file a complaint may do so by submitting their written complaint via email or by post within 90 business days following the event. A user may also designate a representative to file their complaint.

To assist us in understanding their dissatisfaction and thus better address their needs, we encourage users to provide us with comprehensive information and to share the difficulties they have encountered:

- Date of complaint submission;
- Name of the complainant or representative;
- Name(s) of the person(s) concerned by the complaint;
- Date(s) of the events;
- Detailed description of the situation, including all relevant information that will facilitate the analysis of the complaint;
- In the case of an allegation of violation or denial of rights guaranteed by the LAPVIC, the complainant must specify the right that has been violated or denied and explain the reasons;
- Expectations regarding the outcome of the complaint;
- Contact information to reach the user or their representative to inform them of the outcome of their complaint.

Right of the victim to be informed of the outcome of their complaint

The person responsible for receiving complaints is also responsible for informing the user of the outcome of their complaint.

For the sake of diligence, the responsible person will send a written acknowledgment by email or post within 10 business days following the receipt of the complaint.

Following the analysis of the complaint, the user will be informed in writing of the outcome of their complaint and of any measures or changes that have been implemented, if applicable. In compliance with the rights of users, this communication will be drafted in clear and precise language, and the chosen mode of communication will take into account their specific needs.

Complaint Handling

The person responsible for receiving complaints is also responsible for analyzing complaints. Any complaint received by the General manager will be examined within 30 business days. Within the same period, the manager must communicate its analysis and decision to the board of directors, who have 30 business days to endorse it. The manager then has 5 business days to inform the user in writing of the outcome of their complaint.

Any complaint submitted to the president or vice-president will be examined within 30 business days. Within the same period, the president or vice-president must communicate



their analysis and decision to the board of directors, who have 30 business days to endorse it. The president or vice-president then has 5 business days to inform the user in writing of the outcome of their complaint.

If the complaint is not resolved to the satisfaction of the complainant, their dissatisfaction will be forwarded to the board of directors, who will handle it in accordance with the rights of victims.

Complaint Processing Timeframe

La Traversée undertakes to process the complaint within a maximum of 70 business days following receipt.



CONTACT INFORMATION AND OPENING HOURS



Accompagner les
personnes victimes
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10 avenue Hickson, Saint-Lambert, QC, J4R 2N3
Phone : 450 465-5263 info@latraversee.qc.ca

Our center is open Monday to Friday from 9am to 5pm.



La Traversée (Rive-Sud)
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