

Statement of Services for Victims of Criminal Offenses

Organization Name: La Sortie / The Way Out

Our Mission: To provide support and assistance services to survivors of sexual exploitation aged 18 and older.

Our Values: To encourage and foster hope in building a better future, to empower victims with the freedom to choose a better life, and to strengthen their ability to overcome the grip of past wounds.

Our Services Offered to Victims:

- **Reception / Assessment / Orientation**
- (Determine needs in order to appropriately guide services, support, and assistance.)
- **Accommodation**
- (Provide access to a room with meals and all amenities.)
- **Individual Follow-Up**
- (Develop an action plan and conduct regular follow-ups.)
- **Thematic Workshops**
- (Organize and facilitate training workshops on various topics.)
- **Social Integration**
- (Encourage the development of social skills necessary for living in society.)

Our Commitments to You:

- To be a resource for survivors of sexual exploitation by offering them real pathways to freedom.
- To welcome each woman with respect and discretion.
- To welcome each woman without judgment.
- To provide a safe environment.

The code of ethics of La Sortie outlines the practices and conditions expected of staff towards their colleagues and participants. It constitutes our commitment, as well as that of our staff, to the rights of participants in order to avoid any conflicts of interest, with the aim of providing clients with the highest quality services.

The code of ethics will be provided to each woman during the first meeting

Procedure for Filing a Complaint

The law recognizes the right of a person using the services of the health and social services network to file a complaint if they are dissatisfied with the services received.

You can contact:

Local Commissioner for Complaints and Quality of Services of CIUSSS de l'Ouest-de-l'Île-de-Montréal

Phone: 844-630-5125

AMOUR – ESPOIR – LIBERTÉ

Adresse : 4747, boul. Saint-Charles, Pierrefonds (Qc) H9H 3C7

Tél. : 514 236-7255

Courriel : info@lasortie.org

Site Web : www.lasortie.org

Email: commissariat.plaintes.comtl@ssss.gouv.qc.ca

Website: <https://www.ciuss-ouestmtl.gouv.qc.ca/usagers-et-visiteurs/plaintes-et-satisfactions/>

Reviewing Your Complaint

- The Commissioner for Complaints and Quality of Services receives your request and can help you formulate your complaint.
- They will review your complaint to clearly identify the issue and attempt to resolve it. At this time, they will ask for your version of the facts.
- They will subsequently gather information from the parties involved.
- They will intervene in the manner they deem most appropriate and will do so promptly when informed that a person who has filed or intends to file a complaint is subject to retaliation of any kind.
- They will inform you of the results within 45 days of receiving your complaint. Their conclusions will include the solutions they have considered to resolve the issue or the corrective measures they have recommended to the parties involved.

Your complaint will be handled with **complete confidentiality**.

Do you need help formulating your complaint or would you like to receive support in your steps?

Several options are available to you.

You can also call the toll-free number for Services Québec: **1 877 644-4545**.

The Complaints Assistance and Support Center of Île de Montréal (CAAP-Île de Montréal) is an organization mandated by the Ministry of Health and Social Services to assist and support users dissatisfied with the services offered by an establishment in the Health and Social Services Network on the Island of Montreal.

Direct line: 514-861-5998 or by email: info@caapidm.ca

Any person of your choice can accompany or assist you at all stages of your process

This regional community organization is mandated by the Minister of Health and Social Services. Its services are free and confidential.

Any person of your choice can accompany or assist you at all stages of your process.

Opening Hours of La Sortie / The Way Out:

7 days a week / 24 hours a day

Date of Adoption (or Revision) of the Statement of Services:
2023-12-15