

When we love,
we love  **EQUALLY**



This booklet has been produced by Ville de Longueuil in collaboration with the Service de police de l'agglomération de Longueuil (SPAL), Carrefour pour Elle, the Pavillon Marguerite de Champlain and the Table de concertation des groupes de femmes de la Montérégie.

It was undertaken through the financial support of the Ministère de la Culture, des Communications et de la Condition féminine as part of their "Partager une culture égalitaire" program and the Conférence régionale des élus de l'agglomération de Longueuil.

COORDINATION

Georges Bertrand, consulting expert, Direction de la culture, du loisir et de la vie communautaire, Ville de Longueuil

ORIENTATION COMMITTEE

Suad Al-Salem, counsellor, Pavillon Marguerite de Champlain

Brigitte Bédard, counsellor, Carrefour pour Elle

Georges Bertrand, consulting expert, Direction de la culture, du loisir et de la vie communautaire, Ville de Longueuil

Line Carette, sergeant, Section de la prévention et des actions stratégiques, Service de police de l'agglomération de Longueuil

Josée Gagné, officer, Section de la prévention et des actions stratégiques, Service de police de l'agglomération de Longueuil

Rosiane Larochelle, counsellor, Pavillon Marguerite de Champlain

Martha Ortiz, coordinator, Table de concertation des groupes de femmes de la Montérégie


Research and text: Irène Demczuk, consultant

English translation: D.J. Hadley

Graphic design: Véronique Désilets, Direction des communications et relations avec le citoyen, Ville de Longueuil

To receive more copies of this booklet, please contact the Table de concertation des groupes de femmes de la Montérégie.

Pour obtenir la version française de cette brochure, communiquez avec la Table de concertation des groupes de femmes de la Montérégie.

 450 463-0600
 info@tcgfm.qc.ca

© Ville de Longueuil, 2012

ISBN-978-2-9809486-3-3, Ville de Longueuil (printed edition)

ISBN-978-2-9809486-5-7, Ville de Longueuil (PDF)

(French Edition – printed edition: ISBN-978-2-9809486-2-6, Ville de Longueuil)

(French Edition – PDF: ISBN-978-2-9809486-4-0, Ville de Longueuil)

Legal deposit – Bibliothèque et Archives nationales du Québec, 2012

Legal deposit – Library and Archives Canada, 2012

TABLE OF CONTENTS

5	When we love, we respect one another
7	What are intimate partner violence and family violence?
9	Recognizing its forms
13	Understanding the cycle of violence
15	Debunking a few myths
17	To leave or to stay?
19	If you decide to stay
21	Your children need to be protected
23	Your partner can be helped
23	Intimate partner violence is a crime
25	The Service de police de l'agglomération de Longueuil, an ally
29	Women's shelters: a home where you can rebuild yourself
33	You have rights
39	Resources to help you

This booklet raises the subject of intimate partner violence. Nonetheless, some of the information contained here will be of use to people living with family violence.

The feminine personal pronoun is used throughout this booklet due to the high number of women living with intimate partner violence and family violence. Its use, however, is not meant to exclude cases where the victim of the violence is a man.

*“In the beginning,
I believed it was just his
way of loving me.”*

Nadia (28)

WHEN WE LOVE, WE RESPECT ONE ANOTHER

To love and to be loved is a most precious gift. Relationship within a couple or a family should be based on respect and equality. And yet, that is not always the way things are.

Does your intimate partner or a member of your family...

- make you feel incapable of making decisions or taking on anything?
- demean or humiliate you by calling you names?
- have fits of jealousy?
- prevent you from seeing your family or friends, or control your whereabouts?
- criticize your religious beliefs or impose his own?
- take your money or constantly ask you for money?
- break your favourite things or hurt your pet?
- force you to have sexual relations when you do not want to?
- threaten to hurt you or your children?
- tell you that it is your fault when he hits you and then promises that it will never happen again, and yet it happens again anyway?

If you have answered yes to even one of these questions, you might be involved in a relationship of intimate partner violence or family violence.

If this is the case, you are not alone. There are thousands of women in Québec and Canada who are living in the same situation. By receiving help, they regain, day by day, their self-esteem and their faith in a better future.

If you are concerned about the state of your couple or of your family, take the time to read this booklet. Here you will find information and resources that can help you.

*“He knew how to be charming
in public, but at home it was
a daily hell.”*

Rosalie (64)

WHAT ARE INTIMATE PARTNER VIOLENCE AND FAMILY VIOLENCE?

Intimate partner violence is not a simple quarrel over the dishes. It is a set of behaviours, words and aggressive gestures that are repeated and directed, most of the time, towards the woman with the goal of belittling her and controlling her actions. Intimate partner violence is a method for controlling the other, a way used by one partner to demonstrate his power and to ensure that his partner does not leave him.

It can be experienced by married couples, amongst lovers, ex-lovers, intimate partners or even while dating. Intimate partner violence is a problem in heterosexual couples as well as homosexual ones. It can show up during a relationship, or during a break up, and even after that.

Family violence covers numerous forms of violence, mistreatment and neglect towards one person by a member of his or her family.

A few examples: a son exploits his mother financially; a brother controls all the movements of his adult sister; a father repeatedly insults and humiliates his daughter.

Anybody can be a victim of intimate partner violence, young or old, rich or poor, Québec-born or immigrant, professional or unemployed.

“I felt guilty for not responding to his sexual needs. I cried, because he would hurt me. I told myself that I was nothing, that I would never be able to please my husband.”

Mei (35)

RECOGNIZING ITS FORMS

Are you having trouble deciding whether the abusive behaviour that you have experienced can be labelled as violence? This is common as the violence manifests itself in many different forms, and one is frequently subject to more than one of these forms of violence:

- ▶ **Verbal violence:** these are words that are full of contempt and humiliation, insults, excessive criticism, blame, or even threats. Verbal violence is used to intimidate and humiliate. It can be used in a way that is very subtle, or on the contrary, that is very direct.
- ▶ **Psychological violence:** these are the words, attitudes and actions that diminish one's self-esteem. Some examples are controlling the comings and goings of a person, harassing them, insulting their family, isolating them from their friends, threatening to no longer sponsor them, inflicting mental cruelty through silence, indifference or sulking, even threatening to take away the children.
- ▶ **Spiritual violence:** these are the words and attitudes that seek to criticize the spiritual beliefs and practices of a person, or to impose their own religious beliefs. It can also mean using the spiritual beliefs of a person to manipulate, control or exploit them.
- ▶ **Sexual violence:** these are the undesired sexual acts obtained by psychological pressure, physical force or through threats. It may be to sexually demean someone, to force sexual relations after a violent argument, to coerce someone into undesired touching or practices, to sexually harass, aggress or exploit someone.

*“The first few slaps, I had
a hard time believing it. I
thought that the situation
would work itself out.”*

Francine (42)

RECOGNIZING ITS FORMS

- ▶ **Economic violence:** these are the behaviours and actions that prevent a person from benefiting from financial independence. This might mean restricting someone from having a bank account, arguing vehemently against their working outside the home, controlling or stealing their possessions or money, accumulating debt in their name or even controlling all the household expenses.
- ▶ **Social violence:** these are the behaviours that seek to isolate a person by depriving them of their social connections. This might mean preventing a person from leaving the house or from registering for courses or for community activities, even taking important documents (passport, identity cards, etc.) in order to isolate the person socially and culturally.
- ▶ **Physical violence:** these are the violent behaviours that lead to physical injury. These gestures can consist of slapping, shaking, kicking, hitting, pushing and grabbing, locking up, threatening with a weapon, throwing and breaking things, attempting to kill and, ultimately, killing a person.

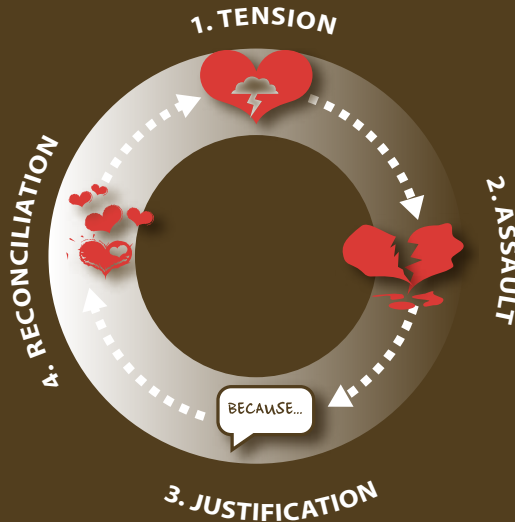
Whatever its form, violence always hurts. Fear, shame and loss of self-esteem are just some of the devastating consequences that violence has on its victims.

If you are living in a situation of violence, you need to understand that you are not responsible for it.

Whatever you have said or done, nothing can justify the violence against you.

*“I was afraid to talk about
it. What would happen to us
afterwards?”*

Caroline (33)



This cycle of intimate partner violence applies as well to certain types of family violence.

UNDERSTANDING THE CYCLE OF VIOLENCE

Intimate partner violence manifests itself as a chain of events that are reproduced in a cyclical manner. The cycle of violence (see the graphic on the left) consists of four phases, at least at the beginning, since the reconciliation period gradually shrinks and disappears over time. The repetition and intensity of the cycle of violence increases if action is not taken. The closer together the cycles, the greater the danger.

Phase 1: Escalation of tension. The tension builds up as quickly as the incidents occur (frustrations, disagreements, etc.). Verbal and psychological violence settle in. The victim feels uneasy, is careful about her words and actions and attempts to improve the atmosphere.

Phase 2: Assault. The violence explodes following an event that can sometimes be trivial. The assaults can take many forms. The victim feels sad and humiliated. She seeks to understand the situation that she feels to be unfair.

Phase 3: Justification. The partner blames reasons other than himself (alcohol, work, stress, etc.) to justify his behaviour. He blames the victim for provoking him. Doubts arise in the victim, who starts to feel responsible for the violent actions directed towards her.

Phase 4: Reconciliation. The partner asks for forgiveness and promises it will never happen again. The victim finds some hope, she gives him a chance and she changes her own behaviour. She wants to believe he will change. This reconciliation can last a few days or longer, but as violence becomes an increasing part of the relationship, the shorter this phase lasts.

And the cycle starts again...

Recognizing the violence is the first step towards being free of it.

There is no shame in talking about it. Do not stay in this situation, ask for help.

*“I believed for a long time
that he was violent because
he could not find a job. It is
not easy to immigrate and
to leave everything
behind you.”*

Angela (53)

DEBUNKING A FEW MYTHS

Him, violent? Impossible!

He is a good guy, a responsible father, a man who is known and appreciated by the community. We could never believe such a thing, and yet... There is no typical profile of a partner who has violent tendencies. Nevertheless there are certain behaviours that might set off an alarm such as showing extreme jealousy, being possessive, unpredictable and verbally abusive.

It is the alcohol or drugs that make him aggressive.

Taking alcohol or drugs alters a person's faculties and changes his behaviour. Abusive partners often use this reason as an excuse for their violent behaviour and to shirk their responsibility for their own actions.

His jealousy is a proof of his love.

Jealousy is a feeling, but when it has the effect of restraining another's freedom, it becomes a matter of control. If, in the name of jealousy, your partner tells you who you can see, how you should dress or how you should act, this type of excessive jealousy is abuse. Aren't respect and trust much better proofs of love?

The women like it, otherwise they would not stay.

We often hear that women living with violence have "provoked" their partner and that they "deserved it in some way". People say these are submissive women who "must like it", otherwise they would already have left their partner. Too often, these statements have the effect of blaming the victim. The truth is that no one likes being abused, whatever their state or their level of self-esteem.

If I leave, there won't be any more violence.

Even if a woman leaves her partner, the violence can continue after separation. It can manifest itself as blackmail, harassment, threats, assaults, or the abduction of a child. It is important to ask for help in order to ensure your security and that of your children in the case of a separation or divorce.

*“I thought of the children,
that they need a father.
I endured the situation
for years.”*

Astou (37)

TO LEAVE OR TO STAY?

Many women hesitate to leave their partner for reasons that are varied and complex. Is this your case?

- You are confused because your relationship contains moments of tenderness, but also episodes of manipulation and fear.
- You feel guilty about the idea of leaving him and being held responsible for breaking up the family.
- You are afraid he will become even more violent if you leave him.
- You worry about the difficulties of being a single mother, and you fear living in poverty.
- You are afraid of losing your children or of losing their esteem.
- You do not have a job or any income, and you don't know where to go.
- You are afraid of telling your family since you are afraid that they may not support your decision to leave.
- You don't know about the resources that could help you.

To go or to stay, only you know what the best solution is. Think first about your own security and that of your children. Trust your inner voice. You can decide to leave for a short period. This decision may not mean that you want to end the relationship. A women's shelter can welcome you with your children so that you can take a break in order to better evaluate your options.

Leaving can be risky, but staying with a violent partner can be dangerous.

If you fear for your safety and that of your children, call 911 to get help.

*“One day, a friend asked me
what was wrong. I broke down
in tears without knowing
why. She listened to me
without judging me. I had
the impression that I was
relieving myself
of a huge burden.”*

Myriam (19)

IF YOU DECIDE TO STAY

Do not keep this secret to yourself. Discuss it with someone you trust. You can also call a women's shelter to receive advice or show up without an appointment at a Centre de santé et de services sociaux (CSSS). Your interview will remain confidential. These people are trained to support you and to help clarify your decisions. Above all, take care of yourself and your children.

To protect yourself and your children, work out an action plan for the moment when you will have no choice but to leave quickly. For example, you can take some of the following measures:

- Think of a way that would allow you to leave home quickly with your children in case of danger.
- Teach your children to call 911 in case of an emergency, if you have been hurt or if they feel in danger.
- Take refuge at a trusted neighbour's house or agree with them on a code that would let them know to call the police.
- Help your children to escape by telling them of a safe place where you can meet up with them.

In case of emergency, leave as quickly as possible.

Do not wait because you want to pack your things.

You can return later accompanied by the police to recover your belongings.

“My eight-year-old son no longer respected me. He said to me one day: ‘Why don’t you leave him? Don’t you see he is hurting you?’”

Elahe (29)

YOUR CHILDREN NEED TO BE PROTECTED

Many couples stay together “for the sake of the children”, despite an atmosphere of violence. Even if the children have not witnessed an episode of intimate partner violence, they are sensitive to the tensions that rule the house and they suffer from them.

Intimate partner violence can affect the children’s behaviour, their physical or mental health, their self-esteem, and their relationships with their friends or their grades at school. As they grow up, the children run a high risk of considering violence to be a natural part of a relationship and they can come to act that way themselves. They can also think that they do not have to respect you since they have often heard their father denigrate you. For all these reasons, children are also considered to be victims of intimate partner violence and must be protected.

Everyone is required to inform the Director of Youth Protection of a situation that exposes a child to intimate partner violence. The Centre jeunesse de la Montérégie can intervene to evaluate the situation and ensure that the safety and development of the child is not compromised. Contrary to popular belief, it is unusual for the Centre jeunesse to remove a child from their family setting, unless the circumstances demand it. Rather, the counsellors offer support for the children and their parents so that the family can overcome this difficult situation.

Your children have the right to be protected and to blossom in complete security.

Intimate partner violence makes all members of the family suffer. If you are a witness to the abuse or are close to the victims, you can help them to break through the wall of silence.

*“It was too much; I decided
to act even though my family
would not approve
of my decision.”*

Roxana (43)

YOUR PARTNER CAN BE HELPED

There are resources that can help men with violent behaviours. If your partner wishes to change his ways, he can find support. Therapy allows some men to become conscious of the effects of their behaviour and can help to change it. This step is long and requires a lot of will and perseverance.

INTIMATE PARTNER VIOLENCE IS A CRIME

In Canada, violence within a couple or a family is not treated as a private affair. Numerous forms of intimate partner violence and family violence are crimes as serious as acts of abuse committed by a stranger. In so doing, our society recognizes the importance of the equality between the partners and the protection of the victims.

Whether you are a witness or a victim, you can notify the police of a situation of intimate partner violence or family violence. Rest assured that the police services will take your word seriously.

As a witness, denouncing acts of intimate partner violence or family violence does not necessarily imply appearing in court. However, your actions can greatly help the victims and could even save a life.

*“When the police arrived, my
husband denied everything.
One of them asked me to
follow him into the kitchen.
He asked me questions. I saw
that he understood what I was
living through.”*

Betty (28)

THE SERVICE DE POLICE DE L'AGGLOMÉRATION DE LONGUEUIL, AN ALLY

► UNDER WHAT CIRCUMSTANCES SHOULD YOU CALL THE POLICE?

If your safety or those close to you is threatened, call **911**. The security of the victims is the first priority of the Service de police de l'agglomération de Longueuil (SPAL). Do you just need advice? In that case call the SPAL at **450 463-7011** where a police officer can respond to your questions and provide help. These services are available at any time, 24 hours a day, 7 days a week.

► HOW IS A POLICE INTERVENTION CONDUCTED?

Once the emergency services (911) receive a call notifying them of a situation of intimate partner violence, two police officers are immediately sent to the scene. Once there, the police officers put an end to the violence and take measures to ensure that you and your children are safe and secure.

Normally they separate the two partners and ask each of them to explain what has happened. The police will gather your version of the events in a separate declaration than the one given by your partner. The police can then press charges and proceed to arrest your partner if they find that there is evidence of criminal acts such as assault and battery, threats or harassment.

The police officers will propose resources to help you. If you accept this help, they will ask you to sign a disclosure form that will be sent to a women's shelter in complete confidence. A counsellor from the shelter will contact you soon after to discuss your situation. You might also wish to leave your home immediately, in which case the police will take you and your children to a women's shelter right away. There you will receive all the help you will need.

*“They took my husband
away with them.
I was relieved,
and yet worried.
I feared his anger.”*

Anne-Marie (46)

THE SERVICE DE POLICE DE L'AGGLOMÉRATION DE LONGUEUIL, AN ALLY

► WHAT HAPPENS IF YOUR PARTNER IS ARRESTED?

If the police officers have a reasonable motive to believe that you have been the victim of violence, they will proceed to arrest your partner whether or not you want to press charges. He will then be taken to the police station where he will spend a few hours or the night in a cell.

If there are charges laid, your partner will appear before a judge in the 24 to 48 hours following his arrest. After this, he could be released and you will be advised when he leaves. If you fear for your safety, tell this to the police. The court can also place certain conditions on his freedom, such as forbidding him to contact or approach you.

Many months may pass before the beginning of the trial. You will meet with the prosecutor and you may be asked to appear in court as a witness. During the trial, the judge analyzes the evidence and makes his decision. The sentence given depends on a number of factors, in particular whether or not this is a first offence, as well as the gravity of his actions.

If your partner does not respect the conditions of his release, do not hesitate to contact the police. You have the right to live in security.

“I arrived like a bird with broken wings. The workers helped me regain confidence in my abilities. I was able to take flight anew.”

Jia Li (39)

WOMEN'S SHELTERS: A HOME WHERE YOU CAN REBUILD YOURSELF

Women's shelters were created to provide physical security and emotional support to women living with violence, and to their children. They welcome women who have experienced problems with their partner or family, whether the nature of the violence was verbal, psychological, physical, economic or sexual. One does not have to have been assaulted to obtain their services. You can call simply to receive counselling or even arrange to stay there for the time that is needed to evaluate your choices.

Competent counsellors will support you throughout the process. They will help you regain confidence in yourself and in your abilities. The shelters are open to cultural diversity. There you will be respected in your culture, religious beliefs and dietary habits.

What services are offered?

Women's shelters offer a range of services adapted to the needs of women and children. **All the services are free.**

- **Telephone hotline offered 24 hours a day, 7 days a week**
You can consult a counsellor at any time who knows how to understand and help you.
- **Shelter**
You can benefit from a room and meals in a warm and safe environment so that you can regain your strength.
- **Accompaniment and support for women**
You will receive individualized counselling with the same counsellor throughout your stay. She will support you in your personal journey and accompany you as you meet with the different services: financial aid, immigration, the courts, child care, housing, etc. Group activities are also planned allowing you and the other residents to share different ways of freeing yourself from the violence.

*“My stay at the women’s
shelter helped me to become
the person I had been before
the violence.”*

Johanne (58)

WOMEN'S SHELTERS: A HOME WHERE YOU CAN REBUILD YOURSELF

Support for the children

Your children will benefit from the support of a youth worker, allowing them to demystify the violence and to express what they have been through. They will have access to a play room where they can create things and have fun with other children. Individual counselling and workshops are also offered to the mothers to reinforce their parenting skills.

External services

Women's shelters also offer free services to women and girls who live or who have lived with intimate partner violence or family violence and who do not wish to stay at the shelter.

- Individual meetings
- Support and awareness groups
- Multicultural support groups offered in French, English and Spanish (Pavillon Marguerite de Champlain)
- Family consultations for mothers and their children
- Support group for teenagers from 13 to 17 years old who have experienced violence in their family or love life (Carrefour pour Elle)

After their stay at the shelter, women who wish to can continue their progress through individual or group meetings.

You can break the cycle of violence and rebuild your life.

Get in touch with a women's shelter.

“My husband threatened to stop sponsoring me if I called the police. I lived in terror of being deported. Fortunately I found help, and today I have my permanent resident status.”

Samina (34)

YOU HAVE RIGHTS

► AS AN IMMIGRANT, WILL I BE DEPORTED FROM CANADA IF I LEAVE MY PARTNER?

If you are a Canadian citizen or a permanent resident, you cannot be deported from Canada if you choose to remove yourself from the violence of your partner or that of a member of your family.

If you are not yet a permanent resident and your partner decides to withdraw his sponsorship, or if you decide to separate for reasons of violence before your application has been approved, you have recourse. In either one of these situations, you can apply for permanent residency on the basis of humanitarian reasons. If you are a refugee or a person who needs protection and lives with intimate partner violence, you can also get help.

Consult a lawyer to find out more. Women's shelters can accompany you through each step. The ministère de l'Immigration et des Communautés culturelles (MICC) also offers personalized and confidential help for victims of intimate partner violence that allows, in certain cases, for their file to be processed more quickly.

If you are an immigrant and are living with intimate partner violence or family violence, do not wait until your life becomes intolerable.

You can improve your situation by getting help.

“I called a women’s shelter for counselling. There I found someone to listen, to help and, above all, I found ways for me to get out of my situation.”

Claudette (55)

YOU HAVE RIGHTS

► WILL I HAVE CUSTODY OF THE CHILDREN IF I LEAVE?

The law requires couples with children to take part in a mediation session in the case of a separation. Nevertheless, family mediation is not recommended in cases of intimate partner violence. You can ask to be exempted.

Consult a lawyer to learn about your rights and tell them about the violence you have been subject to so that they can best represent you. If your income is small, you have the right to legal aid.

The court decides the matters of the children's custody and access by taking into account the best interests of the child. If you are given custody of the children, their father will probably have visitation rights. To avoid harassment, ask someone close to you to be present when the father comes to pick up or to leave the children, or choose a neutral, public location for these exchanges. You can also limit your contact with your ex-partner by communicating about the children in writing.

► WHAT CAN I DO IF I FEAR THAT HE WILL ABDUCT THE CHILDREN?

Warn your lawyer if you think that the father of your children could attempt to take them out of the country. If the children are Canadian citizens, call Passport Canada and ask them to add the names of your children to their list so that you will be warned if anyone attempts to obtain passports for them. If your children are of another nationality, get in touch with that country's embassy or consulate to request that they do not issue passports to the children.

If you discover that your children are missing, call the police right away so that immediate measures can be taken to find them.

By getting recognition of your rights, you can ensure a better future for you and your children.

*“Today I am a woman who
is flourishing. I have friends,
a place to live, and I am at
peace with myself. I don’t
blame myself for anything; I
did what I could throughout
my marriage.”*

Viviane (41)

YOU HAVE RIGHTS

► HOW AM I GOING TO PROVIDE FOR MY NEEDS AND THOSE OF MY CHILDREN?

If you leave your partner, you may qualify for social assistance or financial aid. If you are a permanent resident or a Canadian citizen, you have the right to apply. As a sponsored immigrant, your first source of income is your sponsor, but if your sponsorship is interrupted, there is a possibility that you can receive financial assistance from the government. If you are already receiving financial assistance from the government as a subsidized refugee or if you are sponsored, this aid will not be taken away if you are living in a situation of violence, as long as you remain eligible.

► I CAN'T CONTINUE TO LIVE HERE BECAUSE HE HARASSES ME.

If you are renting and you have signed a lease, you can ask for the lease to be cancelled if your safety or that of your children is threatened due to the violence of your partner or an ex-partner. In these cases, the termination of the lease takes effect either:

- two months after you have sent a notice to your landlord; or
- one month after the notice has been sent, if your lease is for a period of less than a year or for an unspecified length of time.

**You do not deserve to be controlled, threatened or hit.
You and your children have the right to live in safety.**

A life without violence is possible.

*“I would like to tell the
women who are living with
violence: ‘keep in mind
that the best is yet to come
once you leave.
Have faith, stay positive and
ask for help!’”*

Rose (72)

RESOURCES TO HELP YOU

IN CASE OF EMERGENCY

► **911 HOTLINE**

Calling 911 gets you in touch with emergency services and to get help from the police. Call 911 in situations where the life or safety of a person is in danger and immediate intervention is required.

📞 **911**

🕒 Free. 24 hours a day, 7 days a week.

► **SOS VIOLENCE CONJUGALE**

This telephone service helps people and their loved ones who are living with intimate partner violence. The service offers an attentive listener who evaluates the situation with the person and directs her towards the proper resources, whether it is for a consultation, information or shelter.

📞 **1 800 363-9010**

🕒 Free and confidential. 24 hours a day, 7 days a week.

🌐 www.sosviolenceconjugale.ca

► **POLICE SERVICES**

Service de police de l'agglomération de Longueuil (SPAL)
With this telephone service, police officers provide advice about security for non-urgent situations.

📞 **450 463-7011**

🕒 Free. 24 hours a day, 7 days a week.

SHELTERS OFFERING HELP AND LODGING TO ABUSED WOMEN AND THEIR CHILDREN

(Agglomeration of Longueuil)

► **Carrefour pour Elle**

This shelter takes in women and their children and offers a range of services of support and accompaniment.

📞 **450 651-5800**

🕒 Free and confidential. 24 hours a day, 7 days a week.

🌐 www.carrefourpourelle.org

► **Pavillon Marguerite de Champlain**

This shelter takes in women and their children and offers a range of services of support and accompaniment.

📞 **450 656-1946**

🕒 Free and confidential. 24 hours a day, 7 days a week.

🌐 www.pavillonmarguerite.com

RESOURCE FOR PARTNERS WITH VIOLENT BEHAVIOUR

► **Entraide pour Hommes Vallée-du-Richelieu/Longueuil**

This community organization is for men who are having trouble grappling with problems of violence and psychological distress. It offers services that include evaluation, references and group therapy which help men to find a way to deal with their violent behaviours.

📞 **450 672-6461**

🌐 www.ehvr.org

RESOURCES FOR VICTIMS OF SEXUAL ASSAULT

► **Helpline for Sexual Assault Victims**

Information and referral helpline for sexual assault victims, their loved ones and for counsellors, provides bilingual and confidential assistance.

📞 **514 933-9007 OR 1 888 933-9007**

🕒 Free. 24 hours a day, 7 days a week.

🌐 www.agressionssexuelles.gouv.qc.ca

► **La Traversée**

La Traversée is a help center for women and children of the South Shore who are victims of sexual assault. This community organization offers psychological support to women, to girls and to children, as well as help for their families.

📞 **450 465-5263**

✉ info@latraversee.qc.ca

OTHER SOURCES OF HELP

► **Crime Victims Assistance Center (CAVAC) of the Montérégie**

The CAVAC of the Montérégie offers assistance to victims of criminal acts, including intimate partner violence. They provide information services on rights and recourse, evaluation and intervention, and even someone to accompany you in the process of obtaining compensation for the crimes you were a victim of. These services are free and confidential.

📞 **450 670-3400**

🌐 www.cavac.qc.ca/english/network/monteregie/index.html

► **Centre jeunesse de la Montérégie**

The Centre jeunesse de la Montérégie offers specialized services that are aimed at children, at young people in difficulty and at their families. The Centre jeunesse has the mandate to intervene, among other things, when a child is exposed to intimate partner violence or family violence.

📞 **450 928-5125**

🌐 www.centrejeunessemonteregie.qc.ca

HEALTH RESOURCES

► **811 Info-Santé Hotline**

The Info-Santé service gets you in touch with a health professional in the case of a non-urgent problem. This telephone service offers counselling as well as professional advice and can direct people towards the health or social services that are appropriate to their situation.

📞 **811**

🕒 Free. 24 hours a day, 7 days a week.

LEGAL RESOURCES

► Inform'elle

Inform'elle is a non-profit organization that offers a range of services in the area of family law to help women and their families. They provide legal information, courses, workshops (divorce and alimony) and family mediation.

📞 450 443-8221

🌐 www.informelle.osbl.ca

► Legal Aid

Legal aid is a public service offered for free or with a minimal contribution to eligible people who apply. These legal services are offered by lawyers who have the mandate to counsel their clients and represent them in court.

📞 450 928-7666 (YOUTH AND CRIMINAL SECTIONS)

📞 450 928-7659 (CIVIL SECTION)

🌐 www.csj.qc.ca

IMMIGRATION

► Ministère de l'Immigration et des Communautés culturelles (MICC)

This ministry offers personalized support to the victims of violence by informing them about their immigration file, their rights, the steps ahead as well as the decisions to make. At the request of the applicant, the MICC can coordinate the file with other workers (Citizenship and Immigration Canada (CIC), lawyers, women's shelters, Centre de santé et de services sociaux (CSSS), etc.), and allows for, in certain cases, accelerating the treatment of the application. The service is confidential.

📞 514 873-2528

🌐 www.micc.gouv.qc.ca

► Citizenship and Immigration Canada (CIC)

Call center services of the regional office of Citizenship and Immigration Canada in Montreal can advise people concerning all changes to their immigration process caused by domestic violence.

📞 1 888 242-2100

📞 TDD: 1-888-576-8502

🌐 www.cic.gc.ca

Notes

[illegible]

When we love, we love equally is also an information and awareness workshop that works to prevent intimate partner violence and family violence in the region of the agglomeration of Longueuil. It can be offered for free in your community. Get in touch with the following organizations to obtain more information.

- **Carrefour pour Elle:**
450 651-5800
- **Pavillon Marguerite de Champlain:**
450 656-1946



Pavillon
Marguerite
de Champlain



Carrefour
pour Elle



Table de concertation
des groupes de femmes de la
Montérégie



Service de police
AGGLOMÉRATION DE LONGUEUIL



agglomération de
Longueuil

**Culture,
Communications et
Condition féminine**

Québec 

longueuil
