

Maison de Lina



MAISON D'AIDE ET D'HÉBERGEMENT
POUR FEMMES ET ENFANTS VICTIMES
DE VIOLENCE CONJUGALE



Declaration of services

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ABOUT LINA'S HOME

Our history

Lina's Home is a shelter in Laval created to meet the needs of women and children who are victims of domestic violence.

The shelter is named after a woman called Lina who was a resident at the Maison l'Esther. After returning to her family home, Lina was murdered by her violent partner. It is in tribute to this strong and courageous woman that the Lina's Home proudly bears her name.

Although the great adventure of establishing the Lina's Home began with the Maison l'Esther team in 2004, our organization's official birth certificate was issued on April 5, 2005. It was then in the fall of that same year that the founding general meeting took place, as well as the payment of the initial funding to the mission.

In the summer of 2006, the first social workers were hired and we moved to a small temporary house. A few months later, the first women and children were housed at the Lina's Home. At that time, we could only accommodate 4 people at once. Then, in fall 2008, we were fortunate enough to have the funding we needed to buy a larger house. We can now house 15 women and children.

Our mission

Lina's Home is a non-profit organization which, for social and political purposes, strives to:

- Welcome, safely accommodate and support women and children who are victims of domestic violence;
- Make them aware of their rights, and raise public awareness about the social issue of domestic violence;
- Achieve these objectives in a broader perspective, aimed at fighting domestic violence mainly through a feminist and inclusive approach that promotes egalitarian relationships, awareness and autonomy for all women.

Our values

We strongly believe that women who are victims of domestic violence have the ability and the power to change their lives according to their own needs and interests. We foster alliances with women and egalitarian relationships through respect, transparency and solidarity. We are committed to defending the rights of women and children, as well as fighting injustice, because we consider domestic violence to be an unacceptable social issue.

Respect : Respect requires recognition of the integrity, dignity and freedom of women. Respecting her right to be different. Accepting that she is a unique individual who is able of acting and thinking in her own way. Taking into consideration her opinions, beliefs, culture, religion, life choices and sexual orientation in a mutual. In a non-judgmental manner.

Equality : Equality is about fostering the development of egalitarian relationships with and between women. Fighting inequalities between men and women. Ensuring that they have the right, without discrimination, to social, economic, political, legal and cultural equality. Ensuring that these rights are respected.

Self-determination : This is about putting everything in place to enable women's self-determination. Promoting the development of women's independence, creativity and freedom. Recognizing their full potential to manage their lives and make decisions for themselves and their children. Encouraging women to develop a broader view of socialization and its impact on their lives, by sharing with them our vision of the collective empowerment of women.

Social justice : Believing in equal rights and collective solidarity. Fighting together for women to have the right to quality services and a fair distribution of resources that meet their basic needs and improve their well-being.

Solidarity : Fostering a bond of solidarity by developing a sense of shared responsibility and unity and a collective reclaiming of power through mutual support. Mobilizing collectively. Working together towards a common goal.

Our goals

In carrying out its mission, Lina's Home directs its actions towards achieving the following objectives:

- Defend and promote the interests and rights of women and children victims of domestic violence.
- Develop means of intervention aimed at stopping domestic violence and its effects through a feminist analysis.
- Promote an approach that aims to regain power for women on their own.
- Inform and raise awareness among the population to collectively fight to promote individual and social change.

Our vision of domestic violence

The Lina's Home believes that violence towards women is a social issue. Unequal gender relations in our society have historically contributed to male domination and, consequently, female submission. The different forms of violence that men subject women to within the private sphere of a relationship are manifestations of the power relations present in our wider societies.

Domestic violence is not the result of a loss of control, but is rather a means **chosen to dominate the other person and assert power over her**. In order to place and keep the woman in a state of inferiority and to force her to adopt behaviours that comply with his desires, the man uses different control strategies. The first signs can prove subtle and difficult to spot.

Domestic violence can take several forms: **verbal, psychological, physical, sexual and financial**. The repetitive episodes of tension and violence, alternating with episodes of justification and reconciliation, constitute what is called the cycle of violence. As a result, the woman loses a little more confidence in herself each time and begins to doubt her perceptions. Despite her best efforts, she is not able to end the violence or change the situation, which keeps her in a state of helplessness.

A woman who asks for help has often experienced several cycles of domestic violence. She arrives at the shelter with very low self-esteem, especially since society has contributed to her feelings of guilt because she was abused and stayed in this situation. Not many people know that the first two stages (tension and abuse) serve to control the woman, while the other two stages (justification and reconciliation) are intended to keep her in the relationship.

In addition, to enable women to regain power over their lives and therefore promote their autonomy, we use a feminist approach.

OUR SERVICES

24/7 help line

You can benefit from our help line, day or night, where you'll be listened to and given information without judgment. This service is open to everyone (female victims, family, friends, professionals, etc.).

Safe accomodation

At Lina's Home, you will receive a private room for you and your children. We also have a cook who prepares meals so you can take care of yourself, focus on your next steps and retake control of your life. The house is adapted for women and children who may have physical, visual or hearing limitations.

Support and assistance without accomodation

Whether or not you're staying at Lina's Home or are or are not in a relationship with your partner, you can still receive services from a social worker. Your social worker can help you on a regular basis, whether in person, over the phone or on a video call, by offering you support and assistance.

Mother / child service

In the context of domestic violence, children also deal with certain consequences. Youth workers are there to support you in your role as a mother, as well as to support your children and provide them with tools. This service is also offered without housing.

Support in the steps that you take

Leaving a violent partner involves several steps and meetings, such as with the police, lawyers, the DYP, social services, doctors, the bank, etc. Whether you're staying with us or not, Lina's Home's social workers will be by your side to help you defend your rights and regain control of your life.

Post-residential follow-up

When your stay at Lina's Home is over and you've found new living arrangements, you can continue with the processes and the follow-ups that you started in the shelter with one of our non-residential social workers.

Prevention and awareness-raising

Our social workers offer prevention and awareness-raising services in schools, businesses and any other kind of organization. These services aim to demystify the issue of domestic violence.

YOUR RIGHTS

Here are your rights as a user of our services :

- The right to privacy, respect of your private life and confidentiality.
- The right to equity, equality and non-discrimination.
- The right to autonomy through the respect of your decision-making ability and power to act.
- The right to have your needs and pace respected.
- The right to protection and security.
- The right to accessible, adequate and high-quality services.
- The right to information regarding your rights.
- The right to access to your file.[1]

[1] A written request is required to access your file. There is a processing time of around 2 weeks.

OUR COMMITMENT

In agreement with the rights recognized above, Lina's Home commits to the following for each woman seeking our services:

- Welcoming her with respect, discretion, civility and empathy, without judgment
- Taking into account her specific characteristics, needs and constraints
- Conveying to her all pertinent information about her situation so that she can give informed consent for the services offered
- Having confidence in her potential, her ability to identify her needs and her ability to make decisions
- Establishing a relationship built on trust and alliance
- Respecting her integrity and her physical and psychological privacy
- Offering her a welcoming and safe environment where she can feel supported throughout her stay or her use of services external to the shelter
- Ensuring that rules (code of conduct) are enforced with flexibility, tact, equity and justice
- Guiding her, as needed, to other community or local resources
- Facilitating her access to the procedure for handling dissatisfaction with services and handling complaints

PROCEDURES FOR HANDLING COMPLAINTS

Step 1 – With Lina’s Home

If you are not satisfied with the support and/or services you’ve received or you believe that your rights and our commitments have not been respected, you can, as a first step, discuss this with our social workers. If you are still not satisfied after speaking with our social workers, you can write a letter explaining your situation to the Executive Coordinator of Lina’s Home, who will discuss with you all possible ways to resolve the situation within 30 days of receipt of the complaint. Know that you have the right to know the outcome of your complaint, regardless of the situation.

You can contact the Executive Coordinator of Lina’s Home at:

coordo@maisondelina.org
450-962-8085
CP1705, succ. Saint-Martin
Laval QC H7V 3P9

Step 2 – with the local Service Quality and Complaints Commissioner

If you are not satisfied with the steps taken by the social workers and Executive Coordinator at Lina’s Home, you can always make a formal complaint to the Office of the Service Quality and Complaints Commissioner of the CISSS de Laval. If you require more information to formulate your complaint, you can visit their website. Once the complaint form has been completed and sent to the Office of the Service Quality and Complaints Commissioner, you should allow up to 45 days to receive a follow-up from them. Know that you have the right to know the outcome of your complaint, regardless of the situation.

You can contact the Office of the Service Quality and Complaints Commissioner at:

<https://www.lavalensante.com/en/useful-information/service-quality-and-complaints/plaintes.csssl@ssss.gouv.qc.ca>
450-668-1010 ext. 23628
800, boul. Chomedey Tour A, bureau 301
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