



**SERVICES STATEMENT
TO VICTIMS
OF CRIMINAL OFFENCES**



Preamble

Are you a victim ?

The [Act to assist persons who are victims of criminal offences and to facilitate their recovery](#) defines, at article 2, the notion of persons who are victims as follow :

For the purposes of this Title, persons who are victims are natural persons who, due to the commission of a criminal offence against them or another person, suffer interference with their physical or mental integrity or material loss, whether or not the perpetrator of the offence is identified, arrested, prosecuted or found guilty.

In other words, whether you have made a formal complaint or not, the law considers you as a victim if a criminal offence has been perpetrated against your person (for example, an assault) or against your property (break and entry, theft or other).

Area served

The Public Security Service of the MRC des Collines de l'Outaouais provides police coverage of all the territory of the MRC des Collines de l'Outaouais which regroups the following municipalities :

- Cantley
- Chelsea
- L'Ange-Gardien
- LaPêche
- Pontiac
- Val des Monts

If you are a resident of one of these municipalities and you are a person who is a victim, our Services Statement and dissatisfaction complaint form apply to you.

Services Statement to victims of criminal offences

Our mission

The mission of the Public Security Service of the MRC des Collines de l'Outaouais, as defined by the [Police Act](#), is to maintain peace, order and public security, to prevent and repress crime and, according to its respective jurisdiction, offences under the law and municipal by-laws, and to apprehend offenders.

In pursuing this mission, the Public Security Service of the MRC des Collines de l'Outaouais ensures the safety of persons and property, safeguard rights and freedoms, respect and remain attentive to the needs of persons who are victims.

Our values

Dedication

We fully invest ourselves for the benefit of others, just as much for work colleagues, citizens and the organization.

Courage

We recognize the courage to make difficult decisions but also to recognize our mistakes and difficulties. We believe in our organization. We value mutual assistance and humility.

Integrity

We conduct ourselves in a fair and honest manner and avoid putting ourselves in a situation where we would be negatively influenced in our work.

Professionalism

We develop and put to use all our skills and expertise with the aim of rigorously serving the organization and citizens.

Our commitments toward persons who are victims

We subscribe to the rights of victims enshrined in the [Act to assist persons who are victims of criminal offences and to facilitate their recovery](#) and in the [Canadian Victims Bill of Rights](#).

We consider it essential to provide you with help and support and maintain high standards with regard to your satisfaction with the handling of your case following the reporting of a criminal offence. To this end, we therefore undertake to :

- Ensure the confidentiality of your personal information;
- Offer you services marked by openness and respect;
- Preserve your dignity as a victim;
- Mobilize the knowledge, know-how and interpersonal skills of all the staff of the Public Security Service of the MRC des Collines de l'Outaouais in order to meet your needs.

Our services to persons who are victims

- Meeting with victims and opening of an operational file

You can contact us or come to our premises at any time if you are the victim of a criminal offence. A police officer will meet with you and gather the facts surrounding the reported situation. He will open an operational file and enter all the information relating to your event as well as the contact details of the people involved. A file number is given to you so that you can refer to it if necessary.

- Investigation of offences reported by victims and filing of charges with the Director of Criminal and Penal Prosecutions (Directeur des poursuites criminelles et pénales) (DPCP)

After meeting you and opening an operational file containing the relevant information, the police officer will proceed to investigate the crime of which you or another person was the victim. He will collect evidence, meet with witnesses and complete all necessary documentation to file charges, if applicable. The decision to lay charges rests with the DPCP and not the police department.

- Referral of victims to appropriate services and partners

Internal services

During his intervention and depending on the nature of the offence reported, the police officer will offer you certain services from our department that can help and support you. Among these services, [*MAINtenant ensemble*](#) which is a specialized unit in matters of domestic violence can support you when reporting your event, drafting your statement, carrying out preventive follow-up, planning a police escort for the recovery of your personal belongings, guiding you in case of a withdrawal of complaint and accompany you during your presence at the Courthouse. This specialized unit is made up of a police officer acting as a coordinating agent, a detective sergeant and a social worker.

External services and partners

The police officer can also refer you to external services and partners who can help and support you. Among these, Crime Victims Assistance Centres (CAVAC) which offers a support and information service on the rights and recourses of victims of a crime, detailed information on each stage of the legal process and on the compensation to which victims are entitled as well as help in completing various forms and support through the justice system.

There is also the Centre d'aide et de lutte contre les agressions sexuelles (CALAS) (sexual assault crisis center) which helps women who have been sexually assaulted and to fight against sexual violence. Through its direct assistance work, CALAS supports women aged 12 and over who have been victims of a sexual assault regardless of their ethnic origin, their sexual orientation or their disability. In addition, it offers individual meetings, a support group, support and a welcome area.

The SOS violence conjugale help line is a service accessible at all times by telephone. The service is also available by text, chat or email. It offers information, awareness and referral services. Its direct services are offered to victims of domestic violence, victims of post-separation violence and to their loved ones.

Donne-toi une chance is a service intended for men experiencing various difficulties as well as issues with domestic or family violence. It permits you to find out about the services available to a man experiencing issues with violence.

You will find full contact details for these services at the end of our Services Statement in the *External services and partners directory* section.

➤ Preventive police escort

We offer a preventive police escort service for the recovery of personal belongings when this recovery may put you at risk. These escorts are offered mainly to victims of domestic violence, family violence and elderly victims of abuse.

➤ Prevention programs

We have various prevention programs available to the public to protect you or your property. The elder protection program is designed to inform you about the types of mistreatments that seniors may be victims of and suggest ways to report these situations. Our sergeant responsible for prevention and community relations offers information sessions on this subject. Our fraud prevention program aims to inform you about the different possible frauds and the ways to avoid becoming a victim of such crimes. Finally, we have two programs intended to protect your property. The Home Protection Program to prevent theft and Neighborhood Watch to identify any suspicious activity in your community.

Procedure for filing a complaint of dissatisfaction

We have a complaints mechanism in place when you are dissatisfied with a service received by a member of our police force. You can make a complaint about one or more of your legal rights. Your rights are as follows :

- Right to consideration
- Right to privacy
- Right to support
- Right to information
- Right to protection
- Right to seek restitution
- Right to participation

If you have been the victim of a criminal offence and you are dissatisfied with a service offered or the non-compliance with a commitment made to you, we invite you to complete the complaint form and send it to the person responsible for handling complaints. Your complaint can be filed in various ways :

- You can complete the complaint form online and send it online to the complaints officer;

- You can print the complaint form, fill it out and send it by mail to the following address : LAPVIC complaints officer, 7 ch. Edelweiss, LaPêche, Québec, J0X 3G0;
- You can come to the police station, fill out a complaint form and leave it for the attention of the complaints officer;
- You can contact the complaints officer by telephone at 819-459-2422 ext. 3238 and submit your complaint.

Complaints handling procedure :

1. We receive your complaint and acknowledge receipt of it within three (3) business days;
2. We proceed to read and analyze your complaint : at this stage, if it's a complaint concerning the actions or behaviour of one of our police officers, we will contact you and give you instructions on how to directly file a complaint with the [Déontologie policière](#). If your complaint is in regards with the Déontologie policière, the procedure and delays will be those of this organization;
3. We carry out an investigation into the dissatisfaction reported;
4. We notify you of the outcome of your complaint and the measures taken.

Processing time for a dissatisfaction complaint

The complaints officer will review your complaint and will notify you of the outcome within ten (10) business days of receipt of it. If it is impossible to process your complaint within the expected time frame, the complaints officer will contact you to inform you of the expected processing time.

Complaints officer

Executive officer

7 Edelweiss road

LaPêche, Québec J0X 3G0

Telephone : 819-459-2422

Free of charge : 1-877-459-2422

Email : Plaintes_MRC_LAPVIC@mrcdescollines.com

Our contact details and opening hours

Public Security Service of the MRC des Collines de l'Outaouais

7 Edelweiss road

LaPêche, Québec J0X 3G0

Telephone (819) 459-2422

Free of charge : 1-877-459-2422

Web site : <https://mrcdescollinesdeloutaouais.qc.ca/securite-publique/>

Regular opening hours (excluding holidays) : Monday to Friday from 08h30 to 16h30

For an emergency 24/7 : dial 911

Access to our Services Statement

You have access to our Services Statement at any time by various means :

- On our web site : <https://mrcdescollinesdeloutaouais.qc.ca/securite-publique/>
- On our Facebook account
- By obtaining a printed copy available at the reception of the police station
- By scanning the QR code with a mobile device from the title page of our Services Statement at the reception of the police station and at the reception of the town halls of the following municipalities : Cantley, Chelsea, LaPêche, L'Ange-Gardien, Pontiac and Val des Monts.

Effective date of our Services Statement (or revised)

March 14, 2024.

External services and partners directory

Crime Victims Assistance Centre (CAVAC)

Provincial Courthouse Gatineau (Hull area)

17 Laurier, Gatineau (Québec), J8X 4C1

Tel. : 819-776-8111 ext. 60418

<https://cavac.qc.ca/contact/joindre-un-cavac/>

Sexual Assault Crisis Centre (Centre d'aide et de lutte contre les agressions sexuelles de l'Outaouais)

Box 1872, succ. Hull

Gatineau (Québec), J8X 3Z1

Tel. : 819-771-1773

<https://calas.ca/>

SOS violence conjugale

Tel. : 1-800-363-9010

SMS : 438-601-1211

Email : sos@sosviolenceconjugale.ca

www.sosviolenceconjugale.ca

Donne-toi une chance

1939 St-Louis, Local 4

Gatineau, Québec

J8T 4H5

Tel. : 819-205-1451

<https://www.dtuc.org>