



Auberge Madeleine

Mission

Our mission at Auberge Madeleine is to welcome while giving shelter and support homeless women over 18.

Values

Empowerment

Privacy

Non-judgment

Neutrality

Respect

Assiduity

Services

Auberge Madeleine offers short term shelter to respond to the immediate needs of homeless women over 18. Stays of 6 weeks in 26 individual rooms or offered with accompaniment to the individual needs. We also offer out of shelter accompaniment while sheltered at the Auberge and follow up accompaniment adapted to the needs of every woman.

Commitments

Auberge Madeleine places the woman in the center of the strategies of action by opting for an intersectional feminist intervention of empowerment. The workers commit to recognizing that the woman are the experts to identifying their needs and objectives. We commit to offer support in the process of actions taken by each woman regarding health and social services, income, appropriation of the living situation, long term shelter or lodging, immigration and juridic services.



Complaint procedure

First and foremost, we invite you to discuss the problem with the concerned persons by writing in details the situation that caused the problem or to take an appointment to discuss it with them. Most misunderstanding can be resolved by discussing directly with the person. Automatically, the employee that receives the dissatisfaction of someone must expose the problem to the coordination.

If the problem continues or that you prefer not to communicate directly to the concerned person, you are invited to take an appointment with the coordination by composing 514-597-1303 #4 or by sending an email at coordination@aubergemadeleine.org.

We invite you to fill out the form for complaints meant for that purpose that you can find at the building's entrance or on the Auberge Madeleine web site. Your complaint will be handled in the most rigorous manners within 30 days of receipt.

If you are not satisfied by the outcome of your complaint or that the complaint concerns the coordinator, please refer to the direction of the Auberge by composing the 514-597-1303 #2 or at direction@aubergemadeleine.org.

Opening hours and contact

For any request regarding information on the Auberge Madeleine, please call 514-597-1303 #4 between 9AM and 4PM, Monday through Friday. You can also reach the coordinator Jos.e-Anne Kozel at coordination@aubergemadeleine.org.

For an accommodation request, please call the workers at 514-597-1499. The shelter is open 24/7, 365 days a year. Thank you for calling before presenting in person. The address stays confidential. The postal address is the:

CP 83593 BP Garnier
Montréal, QC H2J 4E9



Complaint Form

Name : _____

Dates of stay at the Auberge Madeleine : _____

Best way to communicate with you for further contact : _____

Please describe in detail the events, facts, circumstances, or behaviors that lead to this complaint.
