



## INFORMATION NOTE

**Date:** November 6, 2015

**To:** First Nations Members

**Subject:** Information concerning support services for First Nations members in light of the recent events in Val-d'Or

Information  Discussion  Decision

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### Context

Given the current social crisis, the Chiefs of the Assembly of First Nations Quebec-Labrador (AFNQL) met in Val-d'Or, on October 27, to target priorities requiring immediate action. Among the proposed actions, the Chiefs have denounced the lack of tools and resources for First Nations to provide adequate services and tackle social issues and the root causes. In order to address the situation in Val-d'Or, the Chiefs of the AFNQL held a meeting with Premier Couillard in Montréal, on November 4, 2015.

### Current situation

In light of the situation in Val-d'Or, the AFNQL and the First Nations of Quebec and Labrador Health and Social Services Commission (FNQLHSSC) have been getting many requests for information from First Nations members concerning what to do if they want to make complaints or disclosures concerning Criminal Acts such as sexual abuse or assault, and what kind of support can they access.

In order to guide First Nations members in their request to make complaints or requests for support, please refer to the following information:

#### Individual complaints against Police Officers

- 1) First Nations wishing to make **Criminal Act complaints** against any police officer, including the *Sûreté du Québec* (SQ), can call the *Service de police de la Ville de Montréal* (SPVM). The SPVM invites anyone wishing to make a complaint to communicate with the investigators at 1-844-615-3118. You can also visit their website <http://www.spvm.qc.ca/fr> or look at their videos [www.youtube.com/user/spvmvideos](http://www.youtube.com/user/spvmvideos).
- 2) First Nations members wishing to make complaints that are **non-Criminal Acts** against any police officer, including the SQ, can call the *Commissaire à la déontologie policière* at 1 877-237-7897.
- 3) First Nations members wishing to make complaints against anyone else are invited to contact their local police.

#### Individual Support Services

- 1) For any support services in general, community members are invited to contact their local community health and social services centres for more information on services available.
- 2) Community members requesting assistance for sexual assault can call 1-888-933-9007 or visit any designated centres. There are designated centres that provide services for victims of sexual assault in most of Quebec's regions. They are open 24 hours a day, 7 days a week. These designated centres are generally located in hospitals. The services are intended for victims of sexual assault—male and female, children, adolescents and adults—who require an evaluation of their health, a medical examination or a forensic examination. The designated centres have medico-social teams composed of psychosocial support workers, nurses and doctors trained in helping victims of sexual assault.
- 3) Community members can also request assistance from the **centres for victims of crime, known as CAVAC**, which are there to help people overcome the physical, mental and social consequences of crime. The professional services they provide are confidential and free of charge, please feel free to contact them at 1-866-532-2822. The CAVAC can also offer accompaniment services to members wishing to make complaints to local police.
- 4) Community members can also request support services from the **Non-Insured Health Benefits (NIHB) Short-Term Crisis Intervention Mental Health Counselling (STCIMHC)**. This program is intended to provide coverage for mental health counselling to address crisis situations when no other mental health services are available and/or being provided. It is also intended to support the provision of immediate psychological and emotional care to individuals in significant distress to stabilize their condition, minimize potential trauma from an acute life event and, as appropriate, transition them to other mental health support services. To access these services please call toll-free: 1-877-583-2965.

To obtain more information, please contact Valerie Vennes, Social Crisis and Family Violence Advisor at the FNQLHSSC, at 418-842-1540, ext. 395, or at [valerie.vennes@cssspnql.com](mailto:valerie.vennes@cssspnql.com).

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