



DECLARATION OF SERVICES TO VICTIMS

2024 Version

1.TAV COLLEGE MISSION AND VALUES

The goal of our College is to help individuals reach their full potential, academically and personally, while respecting their cultural and ethnic diversity. To achieve our goals, the College consistently supports its educational project. The project is based on three essential basic elements: personal commitment, individual development and openness to the world.

2. SERVICES OFFERED TO VICTIMS

If you need immediate help:

- **Police Department:** 911
- **Psychosocial counseling services:**
<https://www.tav.ca/psychosocial-counselling-services/>
- **External mental health resources:** <https://www.tav.ca/external-resource-centre/>
- **List of sexual violence resources:**
<https://www.tav.ca/fr/ressources-sur-la-violence-sexuelle/>

TAV College students can report a situation that violates the Policy against Sexual Violence to Noémie Giguère, the sexual violence resource person.

If the situation involves a student AND a staff member/a teacher, the situation is disclosed to Marie-Lou Larouche, Associate director of studies.

Sexual Violence Prevention Office

Noémie Giguère, sexual violence resource person

Office B-306

514-731-2296 # 241

noemie@tav.ca

Marie-Lou Larouche, Associate director of studies

Office A-112

514-731-2296 # 240

marie-lou@tav.ca or MIO

The College also has a psychosocial counseling service that offers listening, support, information and referral to specialized services.

Patrick Girard, psychosocial counselor

Office B-306.1

514-731-2296 # 226

p.girard@tav.ca

3. COMMITMENTS TO VICTIMS

The College is committed to ensuring

- Prompt attention;
- Confidentiality of personal information throughout the reporting or complaint process;
- The choice to use services in French or English;
- Respect for autonomy in the choice of measures taken for victims.

4. COMPLAINT MECHANISM

A person benefiting from these services can express their dissatisfaction: Any victims who are members of the TAV College community may report a breach in the services offered by the offices of psychosocial services and sexual violence prevention by contacting:

Marie-Lou Larouche, Assistant director of studies

A-112

514-731-2296 ext. 240

marie-lou@tav.ca

Eli Meroz, Director of studies

A-120

514-731-2296 ext. 227

elimeroz@gmail.com

For suggestions or comments, please provide us with a summary of the situation.

For a complaint, please include the following information: subject of the complaint, date of the events, a description of the events, name(s) of the person(s) involved and any other relevant information relating to the situation.

There is no deadline for filing a complaint.

Marie-Lou Larouche or Eli Meroz can receive and process your comments, suggestions and complaints regarding the psychosocial and sexual violence prevention offices.

They will:

- Receive your complaint within 14 business days;
- Meet with the complainant to gather relevant information;
- Determine the necessary accommodation measures to be put in place;
- Refer, if necessary, to the appropriate resources;
- Conduct an administrative investigation with the persons concerned by the complaint;

- Determine the measures to be taken based on the conclusions of this investigation;
- Inform the complainant of the outcome of the complaint within a maximum of 30 working days from the date the complaint is received.

5. CONTACT INFORMATION AND HOURS OF OPERATION

TAV College
6333 Decarie Boulevard
Montreal, Qc
H3W 3E1
514-731-2296
info@tav.ca

Hours of operation:

Monday to Thursday: 8:30am to 4:30pm
Friday: 8:30am to 2pm

6. DATE OF ADOPTION OF THE DECLARATION SERVICE

This statement of service was adopted on March 7, 2024.