

4.2(e) Maggie's Resource Centre of North Hastings (MRC)

Who We Are:

Maggie's Resource Centre of North Hastings is a feminist organization that provides safe and confidential services to women over the age of 16 who are/or have been victims of domestic violence. MRC provides non judgmental supportive counselling, crisis intervention, transportation to safe shelter, advocacy, safety planning, transitional support, and accompaniment to court, CAS and lawyers appointments.

Services offered at Maggie's are free and confidential.

Our Role in Domestic Violence:

We recognize the oppression of women and demonstrate a commitment to:

- Respecting individual differences
- Respecting the rights of all persons
- Working towards equality for women
- Ensuring accessibility of all services
- Providing opportunity and protecting the right to exercise choice within an equal society.

Domestic Violence Protocol

- Provide crisis intervention, safety planning and advocacy
- Provide transportation to women's shelter or alternate safe placement
- Provide transportation to legal aid, lawyers, housing appointments
- Provide court accompaniment
- Provide support through C.A.S. case conferences
- Provide non-judgemental and supportive counselling
- Empower women to make their own choices

With the consent of the victim, Maggie's staff will initiate referrals to appropriate services.

Accountability

Complaints or concerns regarding the quality of services received through Maggie's should be directed to the Executive Director. If the action taken is unsatisfactory to the client, concerns may be directed, in writing, to the Board of Directors. If the complaint is still not satisfied, concerns may be directed to the Ministry of Community & Social Services, South East Region, Kingston, Ontario.

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Accessibility Fully Accessible