

# GUIDE

resources for  
the **prevention**  
of **violence** and  
**bullying**



Together  
**for respect!**

# LA RE-SOURCE



La Re-Source is a shelter for women, with or without children, who are victims of domestic violence. We offer secure and confidential services. We are committed to raising awareness and information to the population about the issues surrounding domestic violence, in order to break the cycle and help women regain their power.

**Territory:** Montréal

**Clientele:** Female victims of domestic violence, with or without children /  
Loved ones / Professionals

## **Services related to the prevention of violence and bullying:**

- Awareness-raising workshops for youth, counsellors and the general population, upon request

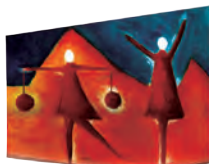
## **Other services offered:**

- 24/7 phone help-line
- Shelter
- Individual and group support
- Support during various procedures

**Cost:** Free; bilingual, confidential services

**Contact:** Phone: 450 699-0908  
Toll-free: 1 877-699-1988  
Website: [www.lare-source.org](http://www.lare-source.org)

# CALACS CHÂTEAUGUAY



**CALACS**  
CHÂTEAUGUAY

Centre d'Aide et de Lutte Contre  
les Agressions à Caractère Sexuel  
Sexual Assault Centre

A non-profit community organization working to end all forms of sexual violence by providing counselling, education, awareness and advocacy.

**Territory:** Delimited by the cities of Châteauguay, Beauharnois, Hemmingford, Napierville, La Prairie, and Kahnawake

**Clientele:** Women aged 12 and older / Victim's parents or relatives  
Social facilitators / General population

## Services related to the prevention of violence and bullying:

- High school presentations of our sexual violence prevention programs
- Activities for social, community groups and professionals

## Other services offered:

- Telephone counselling
- Individual counselling
- Support group
- Judicial and medical accompaniment, IVAC, etc.
- Relatives support

**Cost:** Free, bilingual, confidential, accessible, and interpret services

**Contact:** Phone: 450 699-8258  
E-mail: [info@calacs-chateauguay.ca](mailto:info@calacs-chateauguay.ca)  
Website: [www.calacs-chateauguay.ca](http://www.calacs-chateauguay.ca)



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# CALACS



**CALACS**  
CHÂTEAUGUAY

Centre d'Aide et de Lutte Contre  
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Sexual Assault Centre

## What to do in case of disclosure of sexual assault?

- LISTEN to what the victim has to say without judgment.
- BELIEVE what the victim is telling you.
- RECEIVE what the victim says without minimizing or amplifying facts, emotions or consequences.
- ALLEVIATE THE GUILT. Let the victim know that it is not their fault. The aggressors are fully responsible for their actions.
- VALIDATE EMOTIONS by normalizing the victim's reactions/emotions/feelings. Reassure them.
- BE SUPPORTIVE. Focus your interactions on the victim, ensure their safety and follow up.
- ENCOURAGE THEIR STRENGTHS.
- AVOID TAKING CHARGE as it encourages victimization and discourages autonomy. The person who has been assaulted must learn to see themselves as a fighter and survivor, not as a victim.
- RESPECT CONFIDENTIALITY.
- CALL CALACS if needed.

# POLICE ROUSSILLON



## Régie intermunicipale de police Roussillon

The mission of the Régie intermunicipale de police Roussillon and each of its members is to maintain peace, order, and public safety. To prevent and reduce crime, to sanction violation of laws or regulations adopted by government authorities.

- Territory:** Candiac, Delson, La Prairie, Sainte-Catherine, Saint-Constant, Saint-Mathieu and Saint-Philippe
- Clientele:** Children / Parents / Teachers / Educators / All citizens in our community
- Services related to the prevention of violence and bullying:**  
School presentations, individual meetings and booths during theme weeks
- Cost:** Free
- Contact:** Community and Media relations  
Régie intermunicipale de police Roussillon  
Sergeant Maxime Lavoie  
Phone : 450-638-0911 extension 209  
E-mail : maxime.lavoie@policeroussillon.ca  
Website : www.ripr.ca

# POLICE DE CHÂTEAUGUAY



## Service de police de Châteauguay

The role of the Service de police de Châteauguay is to promote peace, order and quality of life. As part of their duties, our community relations officers foster an approach that mainly focuses on student outreach, problem solving and consolidating preventive measures.

**Territory served:** Châteauguay, Beauharnois, Léry and Saint-Isidore

**Target clientele:** Children / Parents / Teachers / Educators / General public

### **Services relating to the prevention of violence and bullying:**

School presentations, individual meetings, prevention program offered to their clientele

**Cost:** Free

**Contact:** The Service de police de Châteauguay prevention sector can be contacted by phone at 450 698-3207 or by email:

nadia.grondin@police.chateauguay.ca  
nathalie.langevin@police.chateauguay.ca  
jenny.lavigne@police.chateauguay.ca  
jean-philippe.hurteau@police.chateauguay.ca



**Action sur la Violence et Intervention Familiale**

AVIF is an independent community organization that helps men and teenagers who want to stop using violent behavior, as well as men who are going through difficult times.

**Territory:** Regional county municipality of Roussillon and Jardins-De-Napierville

**Clientele :** Men / Teenagers / Parents

**Services related to the prevention of violence and bullying:**

- Formations given to parents of teenagers who uses violent behavior
- Formations give to professionals on the particularities of men seeking for help, as well as the privileged interventions towards men and teenagers who uses violent behavior
- Educational and preventive workshops given in the community and schools.

**Other services offered:**

- Individual and group meetings for men who want to cease using violent behavior, as well as men going through difficult times
- Bilingual and confidential services

**Contact:** Adult program: 450 692-7313  
Youth program: 450 692-8746  
E-mail: [avif@bellnet.ca](mailto:avif@bellnet.ca)  
Website: [www.avif.ca](http://www.avif.ca)

# MERCIER POLICE DEPARTMENT



## Mercier Police Department

Mercier Police Department's main objectives are to maintain peace, order, and public security throughout its territory. This police department offers a local service, and it prides itself in developing close relationships with its citizens. Its mandate is to enforce current laws, regulations and to combat crime.

Mercier Police Department acknowledges the importance of addressing violence and bullying towards young people. In collaboration with several partners, we advocate a preventive and educational approach to understand these issues better. Ultimately, these approaches will decrease crimes and their associated negative impacts on the student's lives in our community.

**Territory:** City of Mercier

**Clientele:** Children / Teenagers / Parents / Teachers / Educators  
General population

### **Services related to the prevention of violence and bullying:**

School presentations, individual meetings, family meetings, meetings with educators, discussions with stakeholders, and prevention programs.

**Cost:** Free

**Contact:** For emergencies, dial 911

For non-urgent situations, contact our social-community officer at 450-691-6090 #811

# BENADO



Independent community organization whose mission is to prevent juvenile delinquency. "Alternative justice" and "Alternative to school dropout" sectors.

**Territory:** The regional municipal counties of Roussillon and Jardins-de-Napierville

**Clientele :** Teenagers / Parents / Victims / General population

## Services related to the prevention of violence and bullying:

- "ALT à l'intimidation" program for students exhibiting bullying behaviours. Students (13-17 years old) are withdrawn from school and referred to BENADO for a one week period.
- Awareness workshops in schools and community settings (9-17 years old)
- Bullying information workshops for parents

## Other services offered:

- Mediation
- Programs for young drop-outs or unmotivated students (14-17 years old)
- Program for suspended students (13-17 years old)
- "En famille sur la même voie"; conflict resolution support/ mediation between parents-children, or between siblings
- Bilingual, confidential services

**Contact:** Phone: 450 632-1640  
E-mail: [benado@videotron.ca](mailto:benado@videotron.ca)  
Website: [www.benado.org](http://www.benado.org)

# ESPACE CHÂTEAUGUAY



Pour une enfance  
en sécurité et sans violence

Independent community action group dedicated to the prevention of all forms of violence against children between the ages of 3 and 12.

**Territory:** The regional municipal counties of Roussillon and Jardins-de-Napierville

**Clientele:** Children / Parents / Teachers / Educators / General population

## **Services related to the prevention of violence and bullying:**

- ESPACE educational program is offered in elementary schools, daycare centres or any other child-based environment:
  - Types of violence that are addressed: verbal, physical, psychological, sexual, meeting strangers, bullying, neglect
  - Other themes addressed by cycle:
    - 1st, 2nd and 3rd cycles: cyber-threats, cyber-bullying
    - 3rd cycle: violence in romantic relationships, homophobia
- Awareness-raising, collaboration and support within the population, as well as stakeholders, and community organisations
- Phone support and referrals

## **AN ESSENTIAL RESOURCE IN THE PREVENTION OF VIOLENCE AGAINST CHILDREN**

**Cost:** Free; bilingual, confidential, and accessible services

**Contact:** Phone: 450 692-5757  
E-mail: [programme@espacechateauguay.com](mailto:programme@espacechateauguay.com)  
Website: [www.espacesansviolence.org](http://www.espacesansviolence.org)



Maintaining, improving, and restoring the health and well-being of Quebec's population by making a range of quality integrated health and social services accessible, thus contributing to Quebec's social and economic development.

**Territory:** Jardin-Roussillon sector, including:  
CLSC Jardins-du-Québec – Saint-Rémi or  
CLSC Jardins-du-Québec – Napierville,  
CLSC Chateauguay and CLSC Kateri

**Clientele:** 0-17 years old (Direction des programmes Jeunesse  
et des Activités de santé publique)

#### **Services related to the prevention of violence and bullying:**

- Multiple services are available for children between 6-17 years old, and their families, ranging from general health inquiries to issues of sexuality, substance abuse, and family conflicts; psychosocial issues such as violence and bullying, as well as mental health issues.
- Individual, family or group follow-up with psychosocial professionals, specialized education technicians, psycho-educators, social workers, or psychologists, according to identified needs.
- The professionals working with children between 6-17 years old work at the CLSC and in the child's living environment.

**Cost:** Free

**Contact:** For more information, contact the CLSC for your sector,  
or consult the following website:  
<http://www.santemonteregie.qc.ca/ouest>



The Montérégie Crime Victims Assistance Centre (CAVAC) is a community organization providing specialized services to victims, their relatives, and witnesses of crimes.

**Territory:** Montérégie

**Clientele:** Men / Women / Children / Teenagers

**Services related to the prevention of violence and bullying:**

- Violence in romantic relationships prevention programme "PROJET XOX" offered to youth in secondary 10th grade

**Other services offered:**

- Post-traumatic stress and psycho-socio-judiciary support
- Assistance in proceedings with IVAC, SAAQ, CNESST, and with other forms related to the victims' personal situation
- Information and follow-up related to the judiciary process
- Judicial support

**Cost:** Free; bilingual, confidential services

**Contact:** Head office: 1-888-670-3401 (Longueuil)  
General: 1-866-LECAVAC (532-2822)  
Châteauguay service point: 450-698-3881

# VIOLENCE IN ROMANTIC RELATIONSHIPS

## UNDERSTANDING what it is:

Relationship violence is a takeover of power and control over one partner. It is characterized by a repetitive cycle that can increase in intensity as the relationship progresses. 5 types of violence can be distinguished: VERBAL, PSYCHOLOGICAL, ECONOMICAL, PHYSICAL and SEXUAL.

## Examples :

**Verbal violence:** Shouting, raising their voice, threatening

**Psychological violence:** Insulting a partners' family or friends, controlling a partners' social network, threatening suicide

**Economical violence:** Pressuring a partner to pay their bills or make purchases for them

**Physical violence:** Forcibly restraining their partner, throwing objects at their partner, hitting

**Sexual violence:** Insisting upon sexual favours, sharing intimate photos with others

## INTERVENE with victims:

- Believe without too much questioning; avoid acting as an investigator, you do not need to know all of the details
- Be respectful of the victims' pace
- Remove the victims' guilt and responsibility; it is not their fault
- Ask how you can help them, check on their needs
- Ask if they are in danger and ensure their safety (possible reporting, police complaint, etc.)

## INTERVENE with youth exhibiting violent behaviour in their romantic relationships:

- Distinguish between the behaviour and the person. Avoid using the terms "aggressors", "rapists", "abusers". Speak of aggressive behaviour. Speak of the consequences of a persons' actions
- Explain the concepts of power balance and sexual consent
- Speak of the concept of choice: the person using violent behaviour is singularly responsible for their words and actions
- Deconstruct sexual stereotypes which influence attitudes and behaviours that are a source of inequality
- Provide information about the types of violence and their consequences (familial, social, judicial)
- Reformulate the persons' intentions with appropriate terms

# TRIVIALISATION OF WORDS AND ACTIONS RELATED TO SEXUALITY AND ROMANTIC RELATIONSHIPS

## UNDERSTANDING what it is:

- Deciding not to do anything when witnessing an action with sexual undertones (catcalling, groping, inappropriate comments)
- Encouraging actions with sexual undertones
- Making sexually suggestive gestures
- Using sexually derogatory language
- Making or laughing at jokes of a sexist, homophobic, racist, or demeaning nature
- Justifying the use of inappropriate words or actions based on the victims' physical appearance or style of dress

## INTERVENE with youth who trivialise words and actions related to sexuality and romantic relationships:

- Condemn the behaviour IMMEDIATELY
- Verify possible impact on the victim
- Raise consciousness of inappropriate behaviours and their consequences on others
- Raise awareness amongst everyone to condemn and intervene against all forms of violence (school staff, students, etc.)
- Educate about the importance of respecting integrity, both ones' own, and that of others
- Promote egalitarian relations between genders
- Educate about expected behaviours related to sexuality and romantic relationships. IT IS EVERYONE'S ROLE

## IMPORTANT - IMPORTANT – IMPORTANT – IMPORTANT

*\* The above information applies especially between the 3rd cycle in elementary school, until the end of high school*

- In cases of sexual or romantic violence, PROHIBIT corrective actions; these will only encourage the cycle of violence and diminish any sense of trust and safety for the victim.
- Intervention must be done separately with the involved parties to ensure that the interventions target positive change for all concerned, in a safe environment.
- If in doubt, support services and organizations can help you better equip yourself to intervene properly.

# CYBERBULLYING

## UNDERSTANDING what it is:

Harassing or using language that is threatening, hateful, abusive, or degrading, whether it is illustrated or written, by technological means such as the Internet, social media platforms, text messaging, online gaming, etc.

These instances are repeated, in a context characterized by an unequal balance of power between the parties concerned, which has the effect of creating feelings of distress, impairment, offense, oppression or ostracism.<sup>1</sup>

## INTERVENE preventively with youth: (elementary and high school)

- Raise awareness among youth about the different means of technology
- Discuss security measures (personal information that should not be given out, the importance of not accepting requests from strangers, being mindful of what is published; messages, photos, etc.)
- Identify possible consequences for violating rules and laws

## SUGGESTIONS FOR PARENTS:

- Inform themselves before allowing their children to use technological platforms. Evaluate usage rules relevant to age and install parental controls
- Establish clear rules for using technology; time limits, conditions (location, approved devices, etc.), frequency, device storage (ideally in an inaccessible area)
- Seek information on the subject from local partners, stakeholders and police services or consult websites such as: [habilomedias.ca](http://habilomedias.ca), [cyberaide.ca](http://cyberaide.ca), [teljeunes.com](http://teljeunes.com)
- Be attentive to signs that their child may be having issues (mood swings, loss of interest in certain activities, diminished desire to use devices, loss of interest in attending school, loss of appetite, etc.) and don't hesitate to seek assistance from school support staff

## INTERVENE with youth experiencing cyberbullying:

### ELEMENTARY AND HIGH SCHOOL

- Encourage the student to report if they are a victim of, or a witness to cyberbullying
- Explain the **"BISRR"** procedure:
  - B**lock the person
  - I**gnore the messages, do not respond
  - S**peak to an adult
  - R**ecord the messages take screenshots as proof
  - R**eport

- Accept, listen to, and validate information given by students reporting cyber bullying by asking open-ended questions and letting the student speak (example: When did it happen? Tell me what happened...)
  - Inform the parents of all students involved (victims, instigators, witnesses), and meet with them individually. It is important at this step to inform students of the steps that will be taken with their parents and explain their importance.
  - Involve the student victim in suggesting solutions that can be applied to fix the situation, being sure to respect their emotional and social well-being
  - Ensure follow-up with the student instigators to avoid recurrences and target changes in behaviour
- Contact community organisations that can provide support for the solutions put in place for the victims, instigators, and witnesses
- Police intervention will be of a preventive nature to support students, their environment, and direct their behaviours; however as of 12 years of age, a student may face criminal accusations depending on the situation

<sup>1</sup> Education Act (article 13, paragraph 1.1)

# TRIVIALISATION OF VIOLENT WORDS AND ACTIONS BETWEEN ELEMENTARY STUDENTS

## UNDERSTANDING what it is:

The use of one or several forms of violence with the justification of words and behaviours as humour or friendship.

## Examples :

**Verbal violence:** "You're stupid", "Go shit!", "You're gay"

**Psychological violence:** "Hey! It stinks, the fat guy is in the class! What, it was just a joke!", "You're clueless", "If you talk to her, you're not my BFF anymore"

**Physical violence:** Pushing someone, repetitive kicking under the desks to tease someone

**Sexual violence:** Daring another student to touch or show their private parts, hitting or pinching private parts, name calling using sexually explicit terms

**Economical violence:** "If you play with me, I'll give you \$2.00", hiding another students' snack or lunch

## INTERVENE preventively in elementary school:

- Work on social skills that promote healthy communication
- Promote egalitarian relationships
- Develop empathy and understanding towards youth reality, keep in mind that it is not their intention to be hurtful
- Teach expected behaviours and create tools that raise awareness (posters, workshops, courses offered in school environments)
- Do not tolerate it; explain the hurtful meaning of the words used, and involve the student in finding replacement words (example: "You're so funny" versus "You're so stupid")

## INTERVENE with youth who trivialise violent words and actions:

- Condemn the inappropriate behaviour IMMEDIATELY
- Focus on the behaviour, not the person, for example instead of saying "You weren't nice" you can say "What you did wasn't nice"
- Verify possible impact on the people involved
- Make sure that they are aware of their actions (example: "When you touch someone without their permission, it isn't funny")
- Encourage corrective behaviours related to the inappropriate behaviour, this will help everyone to rebuild a bond and their own self-esteem

# TRIVIALISATION OF VIOLENT WORDS AND ACTIONS BETWEEN HIGH SCHOOL STUDENTS

## UNDERSTANDING what it is:

The use of one or several forms of violence with the justification of words and behaviours as humour or friendship. In this section, one must keep in mind certain elements specific to the teenage period such as identity-seeking, gender diversity, peer-pressure, and language styles.

## Examples:

**Verbal violence:** "I'm going to beat you up!", "You're stupid"

**Psychological violence:** Arranging to meet and then not showing up; saying the meeting was a joke, making racist or homophobic comments

**Physical violence:** Glorifying self-mutilation and fighting "between friends" (example: "I bet I could take you"), purposefully body-checking or tripping someone

**Sexual violence:** "You're mine", "pantsing" another student, commenting on breast size, catcalling, hitting private parts

**Economical violence:** Daring someone to rob another student, using another students' debit card with their consent; with the intention to commit fraud

## INTERVENE preventively in high school:

The same interventions as for elementary school, however;

- Use the diversity of the subjects offered in high school to discuss and develop the subject (ERC, dramatic arts, computers, etc.)
- Openly discuss the various topics in group settings to increase awareness

## INTERVENE with youth who trivialise violent words and actions:

- Condemn the inappropriate behaviour IMMEDIATELY
- Focus on the behaviour, not the person, for example instead of saying "You were ridiculous", you can say "The way that you acted was disrespectful"
- Verify possible impact on the people involved
- Make sure that they are aware of their actions (example: "What do you think the consequences of your choices had on their self-esteem?", or "Would you like it if someone acted the same way towards you?")
- In high school, promote certain concepts such as empathy, affirmation, emotion management, conflict resolution, self-knowledge, and self-esteem; these concepts correspond with teenager development
- Encourage corrective behaviours related to the inappropriate behaviour, this will help everyone to rebuild a bond, and their own self-esteem
- Choose group actions when intervening, as changes will be longer-lasting if the students' network can be involved
- Inform students about the laws that apply to them based on their age (12 years and older), and their consequences

*Remember, all adults must intervene, regardless of their position (administration, teaching staff, stakeholder, supervisor) when they see a violent situation (reference to article of law 56).*

As adults, we need to set an example and let children learn through observation.

**Let's be kind!**

# Together for respect!

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