

THE MISTREATMENT

of older adults and other
persons of full age in
vulnerable situations



**Zero tolerance for
mistreatment!**

**Don't hesitate to speak up
and take action**

What is mistreatment?

Mistreatment is a singular or repeated act, word, attitude or lack of appropriate action, occurring within any relationship with a person, a community or an organization where there is an expectation of trust, which intentionally or not causes harm or distress to an adult.

Mistreatment is not always an act of violence. It can also be the result of neglect which could be just as harmful.

Consequences of mistreatment

Older adults and other persons of full age in vulnerable situations, who are experiencing mistreatment, can suffer physical, psychological, social, material and financial impacts.

Mistreatment negatively impact the quality of life of older adults. It may result in self isolation, feelings of fear, insecurity and anxiety. Mistreatment can even lead to depression, aggravated illness and even death. The consequences may appear rapidly or develop overtime.

Action must be taken as soon as the first signs appear.



If you are experiencing any of these situations, it may be mistreatment:

- You are forced to do things that make you feel uncomfortable.
- You are not shown respect when spoken to.
- You are humiliated or infantilized.
- You are being treated roughly or harried.
- You are denied medical care or medication
- You are forbidden to visit/having visits or talk to your friends or family.
- You are molested or forced to have sexual contact.
- Your bank card is used without your permission.
- You are being threatened in order to give money.
- Financial transactions are made without your consent.
- Your hygiene or diet is being neglected.
- Decisions are made for you on the pretext that you are too old.

You have rights

Regardless of your age, gender, origin or sexual orientation, you have the right to:

- physical and psychological safety.
- make your own decisions.
- respect.
- use your money and assets as you see fit.
- receive the care and services you need.
- seek help if you are not being treated appropriately.
- receive, with continuity and in a personalized and safe manner, health services and social services which are scientifically, humanly and socially appropriate.

To learn more about mistreatment and how to identify it, go to:

[Québec.ca/MaltraitanceAînés](https://Quebec.ca/MaltraitanceAînés)

The Mistreatment Helpline

If you believe that you, or a person that you know, are being mistreated, do not hesitate, call the listening and referral Mistreatment Helpline.

The helpline is a confidential bilingual and free service. It is available everyday from 8 am to 8 pm.

Whether you are an adult, a family member, a friend, a neighbour or a care worker, you can use this service.

Our experienced professionals are here to listen, give you information and direct you to the most appropriate resources that will respond to your needs.

If you have any doubts or questions, do not hesitate to contact us!

Together, let's take action to put an end to mistreatment

CALL US!

1-888-489-2287

lignemaltraitance.ca