

Say

NO



TO ABUSE!

HOW DO I RECOGNIZE ABUSE?

- > Someone speaks to me rudely
- > I am isolated and excluded
- > Someone around me makes me afraid
- > I observe inappropriate actions toward a person
- > I observe that my relative has injuries
- > There are unusual transactions in my relative's bank account

**LET'S ACT
AGAINST
ABUSE**

WHOM DO I TELL ABOUT IT?

- > My relatives
- > The caseworker
- > The care team
- > The users' or residents' committee
- > The Ligne Aide Abus Aînés / Elder Mistreatment Helpline at **1-888-489-2287**
- > The Service Quality and Complaints Commissioner

