

Say

NO



TO MISTREATMENT!

HOW DO I RECOGNIZE MISTREATMENT?

- Someone speaks to me rudely;
- I am treated like a number, not a person;
- Someone around me makes me afraid or uncomfortable;
- I observe inappropriate actions toward another person;
- I notice that my friend or relative has unexplained injuries;
- There are questionable transactions in my friend's or relative's bank account.



WHO DO I TALK TO ABOUT THIS?

- > Someone I trust;
- > A relative;
- > My caseworker;
- > Someone from my care team;
- > The users' or residents' committee;
- > The Mistreatment Helpline at **1-888-489-228**;
- > The local service quality and complaints commissioner;
- > The manager of the facility.