

ELDER MISTREATMENT HELPLINE

Do you think you might be experiencing mistreatment or that an older adult near you is? Call the elder mistreatment listening and referral helpline.

The ELDER MISTREATMENT HELPLINE was created in 2010 as a free, confidential and bilingual service, available every day from 8 a.m. to 8 p.m.

Whether you are an older 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 to meet your needs.

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

**Don't ignore
mistreatment!**

CALL US!

1-888-489-2287

aideabusaines.ca

THE MISTREATMENT of older adults



is unacceptable!

Speak up!

What is mistreatment?

Mistreatment consists of actions or a lack of appropriate actions that cause harm or distress to the older person.

Mistreatment happens within a relationship where there should be trust. It is often committed by a family member but could also come from people who offer services or care. Sometimes the person who is mistreating the older adult has no bad intention.

Mistreatment is not always accompanied by violence, but neglect can cause as much harm as violence.

Consequences of mistreatment

Mistreatment has consequences and negative effects for the quality of life of older adults who experience it. They may isolate themselves, be fearful, feel insecure and anxious. Mistreatment can even lead to depression, increase illness and may cause death. The consequences may appear rapidly or develop long after the event.

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



If you are experiencing one 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 shoved around or rushed.
- You are not taken to the doctor and not given your 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 taken without your permission.
- You are being threatened in order to give money.
- Your hygiene or diet is 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.
- You have the right to make your own decisions.
- You have the right to respect.
- You have the right to use your money and assets as you see fit.
- You have the right to receive the care and services you need.
- You have the right to seek help if you are not being treated appropriately.

To learn more about mistreatment

and how to identify it, go to:

[Québec.ca/maltraitanceaines](https://quebec.ca/maltraitanceaines)