Good treatment : The story of Saïd

THIS IS THE STORY OF SAÏD

HE IS 72 YEARS OLD.
HE IS OF MOROCCAN ORIGIN.
HE HAS BEEN A WIDOWER FOR 2 YEARS AND HAS 2 CHILDREN, NANOUR AND AHMID.
HE IS ALSO A GRANDFATHER.

SINCE HE BECAME A WIDOWER, SAÏD'S LIFE SEEMS TO HAVE BECOME BLEAKER. HE HAS LOST HIS BEARINGS AND HIS HOUSE FELLS EMPTY.

WHY IS LIFE SO DIFFICULT?

SAÏD WITH HIS SON

HOW ABOUT GOING TO THE MOSQUE SO YOU CAN SEE YOUR FRIENDS AGAIN?

OKAY, I RESPECT YOUR DECISION.

NO, I DO NOT WANT TO DO THAT. IT'S BEEN DIFFICULT SINCE YOUR MOTHER DIED. WHEN I AM READY, I WILL TELL YOU.

SAÏD WITH HIS DAUGHTER

IT'S NOT GOOD FOR MY HEALTH, BUT I LIKE THESE FRENCH FRIES?

HE HAS THE RIGHT TO DECIDE FOR HIMSELF.

SAÏD WITH HIS NEIGHBOR

YOU ARE REALLY NICE TO HELP ME PLANT MY FLOWERS. THANK YOU TO YOU, I WILL HAVE A BEAUTIFUL GARDEN.

THAT MAKES ME HAPPY

SAÏD AT THE DOCTOR

YOUR SITUATION IS DIFFICULT AND I UNDERSTAND THAT YOU NEED HELP. THERE ARE SEVERAL OPTIONS AVAILABLE TO YOU: INDIVIDUAL SUPPORT AT THE CLSC OR A SELF-HELP GROUP WHERE YOU CAN SHARE YOUR EXPERIENCES.

I'LL THINK ABOUT IT, BUT I WILL PROBABLY CHOOSE THE SUPPORT GROUP

NANOUR ACCOMPANIES HIS FATHER TO THE COMMUNITY CENTRE

IT WILL BE GOOD FOR HIM. HE WILL BE ABLE TO MEET PEOPLE WHO ARE GOING THROUGH A SIMILAR SITUATION

Tulip Community Center

MY GARDEN IS REALLY BEAUTIFUL! IT FEELS GOOD THAT SOMEONE IS ASKING ME WHAT I LIKE, THAT MY CHOICES ARE RESPECTED AND THAT SOMEONE IS OFFERING ME SUPPORT.
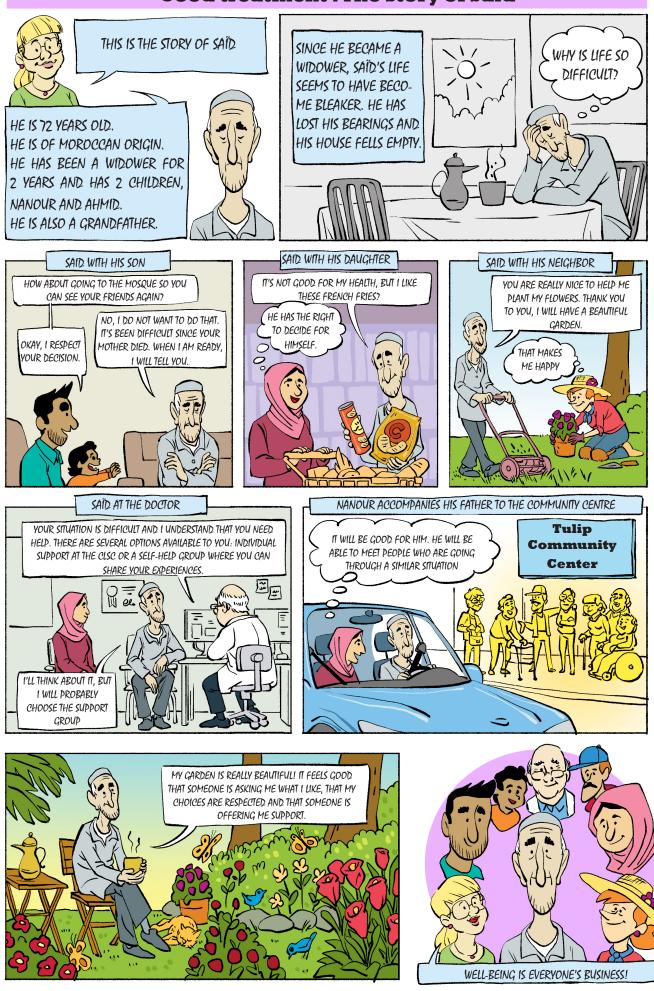
WELL-BEING IS EVERYONE'S BUSINESS!

Québec

Good treatment is an approach that aims to respect all people, their needs, their wishes and their choices, including their refusal. It is expressed in attention, cooperation, attitude, interpersonal skills and know-how that respects values, culture, beliefs, life history and individual rights and freedoms[1]

Here are the guiding principles of good treatment for older adults [2]

These principles also apply to adults in vulnerable situations.

1. Put the person at the center of the action.

2. Promote self-determination and empowerment of older people so that they can take control of their own lives and make decisions in line with their values, lifestyle, culture, etc.

3. Respect the person and their dignity so that they feel taken into account and regain their self-esteem.

4. Promote social inclusion and participation to increase the well-being of seniors who want to break their isolation and contribute to society.

5. Use actions and interactions that combine skills and judgment (know-how).

6. Provide coordinated support to take the most appropriate action for each dimension of the senior's life (e.g.: housing, health, nutrition, love and family life, etc.), always respecting the senior's choices.

Good treatment is a protective factor against bad treatment.

If you believe you are being mistreated, or if you witness it, contact the Mistreatment Helpline 1-888-489-2287

If your safety is at risk, contact 911.

1. Frame of reference – Promoting good interactions with all seniors in all settings and contexts, section 1 page 3.

2. Frame of reference – Promoting good interactions with all seniors in all settings and contexts, section 1 page 5.

Québec