

Good Treatment: The story of Georgia

HERE IS GEORGIA'S STORY

A 65-YEAR-OLD ITALIAN WOMAN WHO ARRIVED IN QUEBEC WHEN SHE WAS ONLY 15 (WITH HER FAMILY). HER PARENTS ARE DECEASED. SHE HAS ONE BROTHER LEFT, LÉO. SHE LIVES WITH HER 67-YEAR-OLD PARTNER, LORENZO, A SEMI-RETIRED MECHANIC.

GEORGIA IS GOING TO MEET HER DOCTOR.

I HAVE DIFFICULTY WALKING; I OFTEN LOSE MY BALANCE, AND I FEEL VERY TIRED.

AFTER THE TEST RESULTS

YOU HAVE MULTIPLE SCLEROSIS. THAT EXPLAINS YOUR SYMPTOMS.

I'M GOING TO THE MARKET.

DO YOU WANT ME TO COME WITH YOU?

NO THANKS. I PREFER TO GO ALONE.

I KNOW YOU CAN DO IT. THAT'S GREAT. WE'LL SEE EACH OTHER LATER.

HER SITUATION CAN AFFECT HER MOOD.

IT'S TAKING A LONG TIME!

IT'S ALMOST READY, MY DEAR. I CAN'T IMAGINE WHAT YOU'RE FEELING, BUT IT MUST BE DIFFICULT. IS THERE ANYTHING MORE I CAN DO TO HELP YOU?

GEORGIA MEETS HER SOCIAL WORKER AT THE CLSC.

HOW ARE YOU DOING SINCE YOUR DIAGNOSIS?

SOMETIMES I'M SAD, AND OTHER TIMES I FEEL ANGRY. I CAN ALSO BE IMPATIENT WITH LORENZO.

ALL THESE EMOTIONS ARE NORMAL... WE WILL GO AT YOUR PACE...

GEORGIA HAS A CONVERSATION WITH A GROUP OF TEENAGERS AT THE LIBRARY

I'M HERE TO SHARE MY LIFE EXPERIENCE, TALK TO YOU ABOUT MULTIPLE SCLEROSIS, AND ANSWER YOUR QUESTIONS.

EL AM VERY HAPPY THAT YOU AGREED TO PARTICIPATE IN THIS INTERGENERATIONAL ACTIVITY. YOU HAVE SO MUCH TO OFFER FUTURE GENERATIONS.

THANK YOU FOR THINKING OF ME FOR THIS ACTIVITY. IT IS VERY NICE TO MEET UP WITH YOUNG PEOPLE AND TALK ABOUT THE HISTORY OF MY ITALIAN FAMILY.

GEORGIA GOES OUT WITH HER FRIENDS

THANK YOU FOR PLANNING THIS RESTAURANT OUTING, IT WILL DO GEORGIA GOOD.

THIS WILL ALLOW ME TO HAVE SOME TIME TO MYSELF.

GEORGIA FEELS GRATEFUL TO HAVE A NETWORK OF CARING PEOPLE.

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 freedoms¹



Here are the guiding principles of good treatment for older adults²

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.

Bédéiste: Sylvain Lavoie
Coordonnatrice du projet: Louise Buzit
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