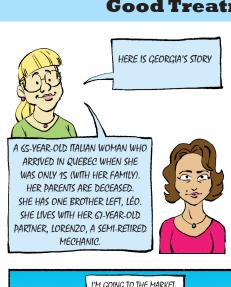
Good Treatment: The story of Georgia

















EI AM VERY HAPPYTHAT 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.







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 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.

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