



Ligne Aide Maltraitance Adultes Aînés

Mistreatment occurs when an attitude, word, gesture or failure to act appropriately, singular or repetitive, occurs in a relationship with a person, a community or an organization where there should be trust, and that it causes, intentionally or unintentionally, harm or distress in an adult person ¹.



Here are the 7 types of mistreatment of older adults and adults in vulnerable situations ²:

Psychological, physical, financial or material, sexual, violation of rights, ageism and organizational (management of care and services). They manifest themselves in two forms: violence and/or neglect.

Some clues to recognize mistreatment:

- ◆ The person becomes depressed, withdrawn or fearful;
- ◆ The person stops participating in social events;
- ◆ The person has injuries she/he can't explain.



Mistreatment concerns us all!

If you think you are in a situation of mistreatment or if you witness it, contact the Mistreatment Helpline **1-888-489-2287**

Other resources:

Commissioner for complaints and quality of services for various health and social service establishments in Quebec

Community relations officers from the police services (in all regions)

Community Legal Organizations, Contact 211

If your safety may be compromised, contact 911.

1. Recognize and act together, Government action plan to counter mistreatment of older adults 2022-2027, MSSS, June 2022, section 1.1 the definition of mistreatment, p.5.
2. Recognize and act together, Government action plan to counter mistreatment of older adults 2022-2027, section 1.2 forms and types of mistreatment, p. 7 <https://publications.msss.gouv.qc.ca/msss/document-003402/>

Bédéiste: Magali Boudon
Coordonnatrice du projet: Louise Buzit
Direction régionale de santé publique de Montréal, octobre 2024.