

MISTREATMENT : THE STORY OF ZHU

Here is the story of Zhu, who is 80 years old. Zhu means «Pearl» in Chinese. She arrived in Quebec in 2013, sponsored by her son Guo and her daughter-in-law Huan. She is a grandmother. A friend contacted the Mistreatment Helpline regarding Zhu's situation.



I feel so tired. When I arrived in 2013, I was really happy to support my son and daughter-in-law and to help her out a bit... but now, they ask just as much of me and I feel less capable.



Zhu speaks to Huan about it, but Huan reacts poorly

You have a place to stay, you are fed, and you see your grandchildren every day. There are many grandmothers who aren't that lucky.



Later, Guo wants to talk to her

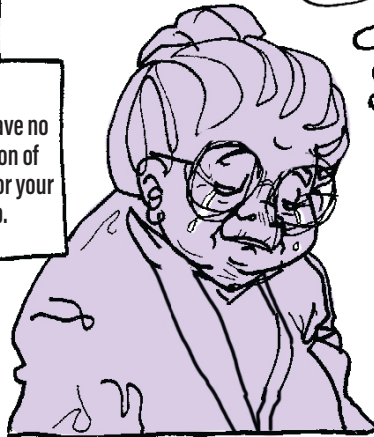
Sign this check! It's important!

No, I have no intention of paying for your trip.



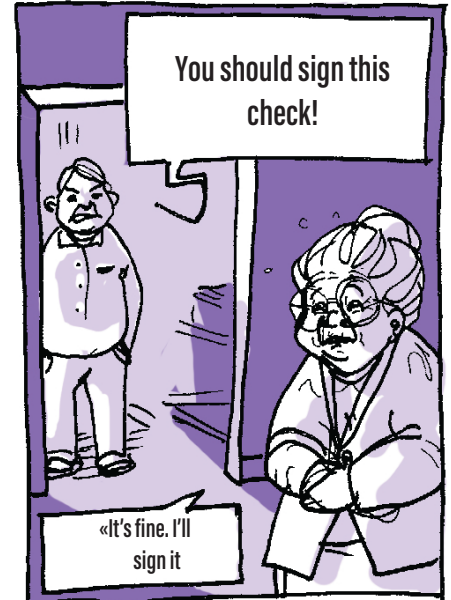
Three weeks later.

«Nobody talks to me. I feel like a stranger in this house. I'm being totally ignored.



You should sign this check!

«It's fine. I'll sign it



It is unbearable to be ignored in one's own home. They are ignoring me. I can't take it anymore... I have to talk to a friend.



Here we observe different types of mistreatment. Financial mistreatment and the violation of rights. We also see psychological mistreatment in the form of violence and neglect: she is being controlled and given the «silent treatment» for 3 weeks. She is being ignored, and at the same time, she is being prevented from fulfilling her need for socialization.

If you believe you are experiencing mistreatment or if you witness it, services are available. Please contact LAMAA at

1-888-489-2287.

Trained professionals are available to listen and connect you with helpful resources every day from 8 a.m. to 8 p.m.



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/>

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