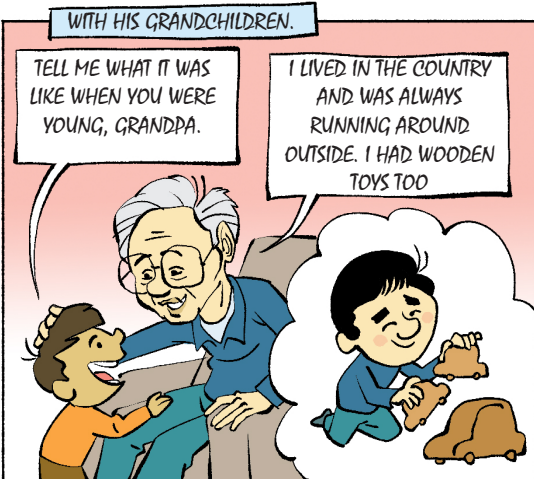
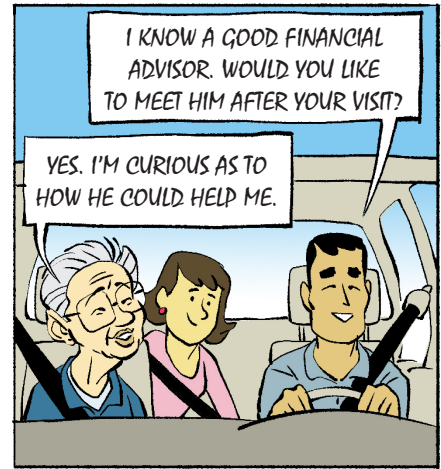
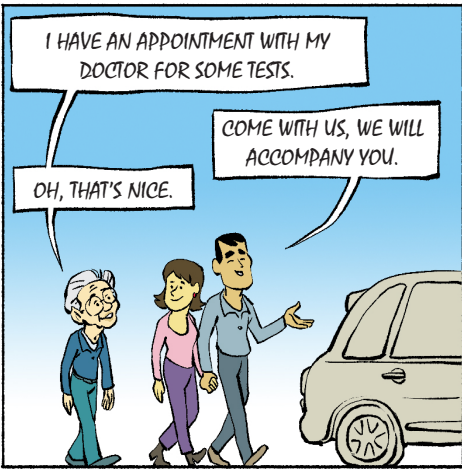
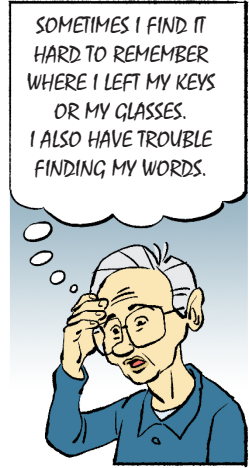


GOOD TREATMENT: THE STORY OF MINH



HERE IS THE STORY OF MINH, WHICH MEANS "SHINING" IN ENGLISH.

MINH IS AN 80-YEAR-OLD VIETNAMESE MAN WITH COGNITIVE DECLINE WHO IS SUPPORTED BY HIS SON. HE HAS BEEN HERE FOR 8 YEARS. HE LIVES WITH HIS 40-YEAR-OLD SON, DAUGHTER-IN-LAW AND TWO GRANDCHILDREN.



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
Direction régionale de santé publique de Montréal, octobre 2024.