

An older adult mistreatment helpline

Do you suspect you are being mistreated or fear that an older person close to you might be? Call the Elder Mistreatment Helpline and referral service.

Whether you are an older adult being mistreated, a family member, a friend, a neighbour or a professional who is concerned about an older adult being mistreated, this service is for you. The Elder Mistreatment Helpline is a free, anonymous and confidential service accessible anywhere in Québec from 8 am to 8 pm, seven days a week.

Our experienced professionals are there to listen, advise and direct you to the most appropriate resources to address your needs.

Please do not hesitate to contact us to talk about your situation or concerns.

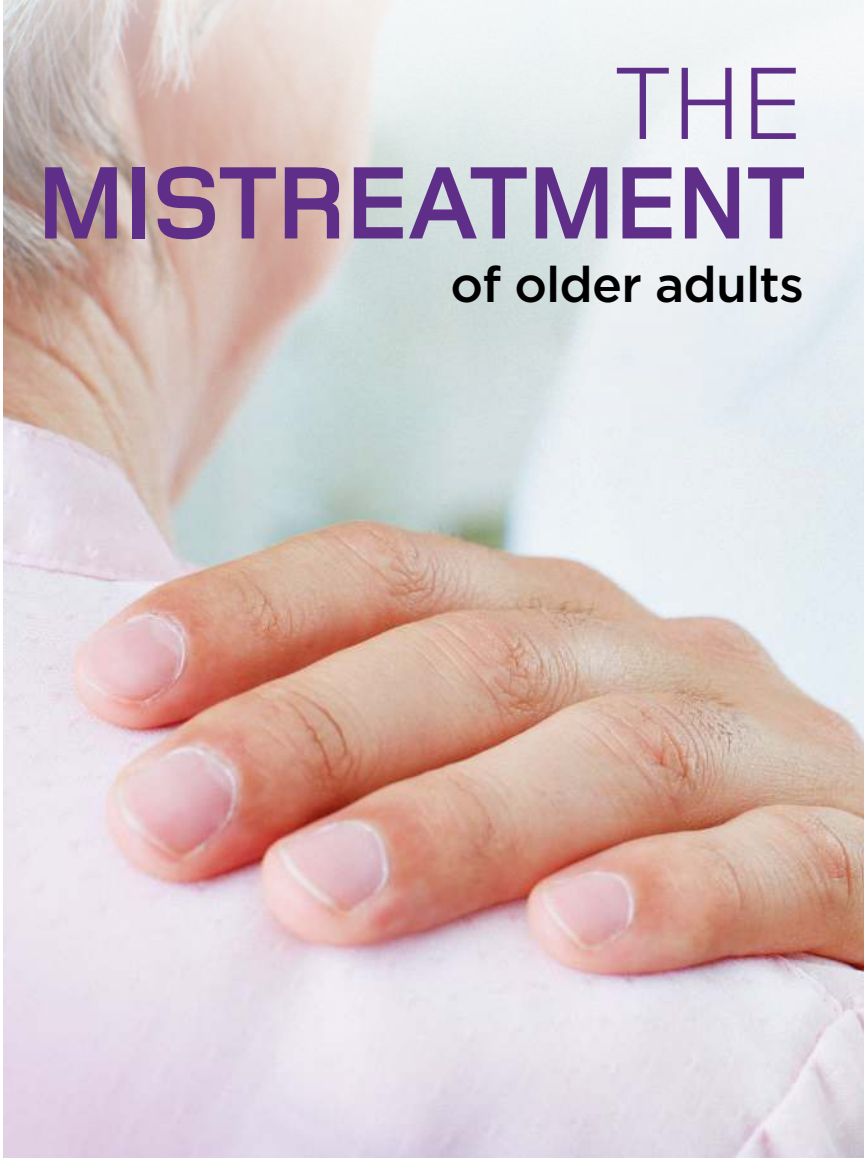
**Fighting mistreatment
is everybody's business!**

**Call us at
1 888 489-2287
www.aideabusaines.ca**

Québec 

18-830-13A © Gouvernement du Québec, 2019

THE MISTREATMENT of older adults



is unacceptable!
Do not hesitate to talk about it

**LET'S ACT
AGAINST
ABUSE**

Québec 

The mistreatment of older adults is unacceptable!



Neglect or violence can be present in all types of mistreatment. The consequences of neglect must not be underestimated.

The mistreatment of older adults can exist in any setting, but it is often overlooked and rarely detected or reported. As a result, it is still difficult to assess the extent of the problem.

Whether it is an isolated incident or a repeated occurrence, mistreatment can take the form of violence, or neglect by a lack of appropriate action.

Sometimes those who mistreat do not do so intentionally or they fail to comprehend the harm they are inflicting on the older adult. Whether or not the mistreatment is intentional, its consequences are very real.

How to recognize mistreatment

Certain signs may be indicative of a mistreatment situation:

- Bruises, injuries, weight loss, lack of hygiene;
- A change in behaviour, depression, social isolation;
- An increase in the number of banking transactions, the disappearance of valuable objects, etc.

Several signs may be present at the same time. Signs may not necessarily be linked to mistreatment, the situation should always be assessed.

The consequences of mistreatment

Mistreatment affects the quality of life of older adults. Those who experience it may become withdrawn, fearful, insecure, anxious, confused or suffer from depression.

For more information about mistreatment

and how to detect it, consult the following site:

[Québec.ca/maltraitanceaines](http://Quebec.ca/maltraitanceaines)

