

AIDE-MEMOIRE

PRIVATE SENIORS' RESIDENCES | INTERMEDIATE RESOURCES |
PRIVATE RESIDENTIAL AND LONG-TERM CARE CENTRES |
FAMILY-TYPE RESOURCES

**POLICY TO COMBAT MALTREATMENT OF SENIORS
AND OTHER PERSONS OF FULL AGE IN VULNERABLE
SITUATIONS**

A Culture of Well-Treatment!

The CIUSSS de l'Estrie - CHUS reasserts and strengthens its commitment to combat maltreatment by implementing the necessary effort to develop a culture of well-treatment in alignment with the values of humanism, adaptability, and engagement.

This policy aims to:

- Foster prevention and raise awareness of maltreatment;
- Quickly detect situations of maltreatment;
- Facilitate access to training on maltreatment;
- Facilitate the reporting of maltreatment situations;
- Manage and intervene effectively in cases of maltreatment;
- Improve collaboration and partnerships when dealing with cases of maltreatment;
- Develop a culture of well-treatment.

Zero tolerance
Reporting
Awareness

Support
Active listening
Commitment

Prevention
Training

What is maltreatment?

Maltreatment occurs when someone harms a vulnerable person or fails to do what they should to help or protect them. This can include repeated gestures or a single event that, in all cases, causes harm or distress to the person affected.

What is well-treatment?

Well-treatment means fully respecting each person, their needs, and their choices, even when they say no. This is demonstrated by gestures and attitudes that are collaborative and respectful of people's values, culture, beliefs, life paths, and rights.

Amendments to the Act to combat maltreatment of seniors and other persons of full age in vulnerable situations since April 2022:

- Expansion of persons subject to mandatory reporting in cases of maltreatment

Those subject to mandatory reporting include:

- A senior lodged at a residential and long-term care centre (CHSLD);
- A person of full age who is under tutorship or for whom a protection mandate has been homologated;
- A person of full age in a vulnerable situation who is a resident at a private seniors' residence (RPA);
- A person lodged at an intermediate resource (RI) or a family-type resource (RTF);
- A person of full age whose incapacity to care for themselves has been ascertained by medical assessment, but who is not under a protective measure, and this, regardless of their living environment.

- Enforcement of penal sanctions (fines) for persons providing health care and social services

Fines may be imposed if such persons:

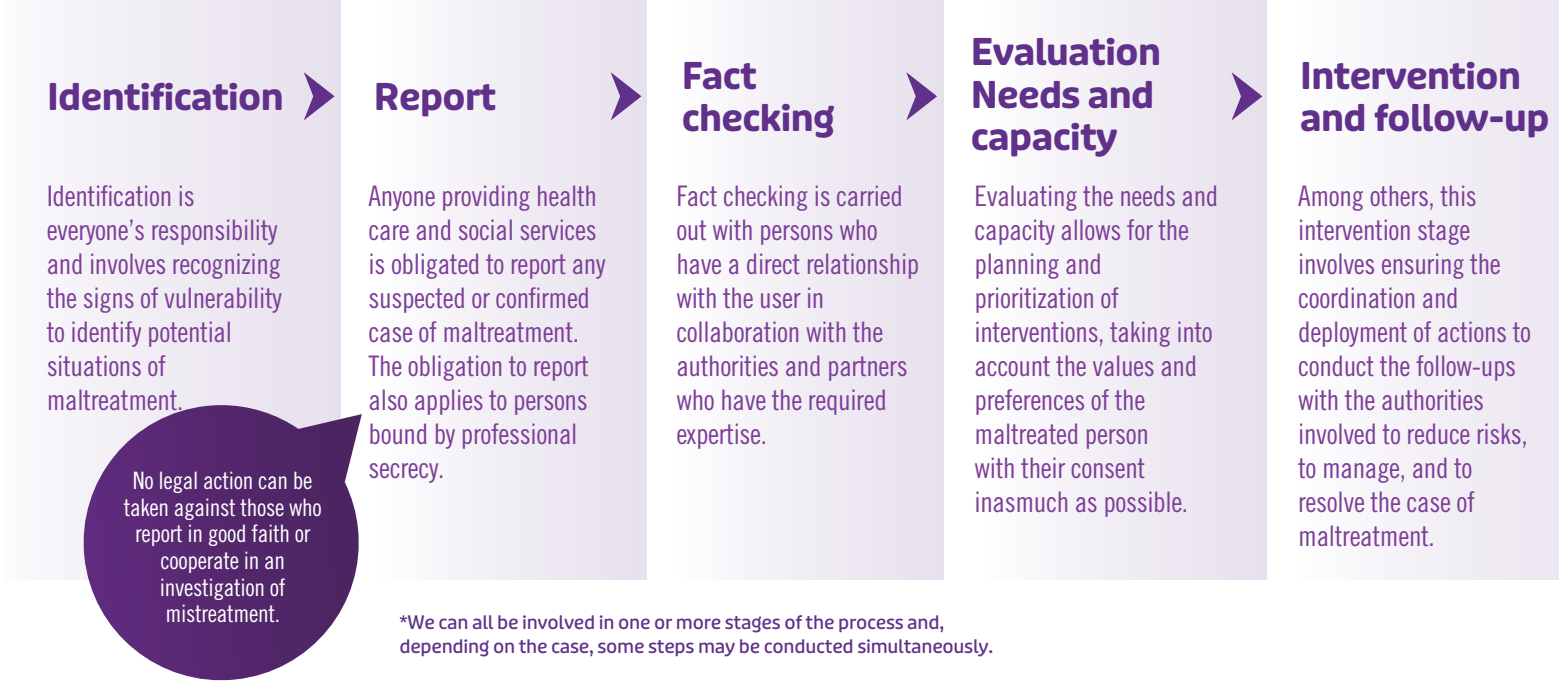
- Fail to report a situation of maltreatment while obligated to do so;
- Commit an act of maltreatment in the exercise of their duties;
- Commit or threaten to commit acts of reprisal following a report for maltreatment;
- Hinder an inspector or an investigator in their work.

Fines may vary from \$5,000 to \$250,000 for a first offence. The amounts of the fines are doubled for a subsequent offence.

Amendments to the Act (cont.)

<ul style="list-style-type: none"> • Expansion of access to the concerted intervention process 	<p>In addition to seniors, vulnerable adults can now access the concerted intervention process if:</p> <ul style="list-style-type: none"> • There is a situation of maltreatment; • It is potentially criminal or penal; • It requires the coordination of two or more partners (ministries and government organizations): <ul style="list-style-type: none"> • health and social services • justice • public safety • protection of persons • finance
<ul style="list-style-type: none"> • All organizations and living environments which provide health care and social services have new obligations 	<p>They are obligated to:</p> <ul style="list-style-type: none"> • Disseminate the CIUSSS de l'Estrie - CHUS policy to users, their informal and family caregivers, and to employees; • Train their staff in detecting and reporting cases of maltreatment; • Organize awareness-raising activities for users and their informal and family caregivers, as well as for staff members; • Develop a culture of well-treatment.
<ul style="list-style-type: none"> • Ligne Aide Abus Aînés is now The Mistreatment Helpline 	<p>The Mistreatment Helpline provides a consultation service for professionals and an intervention service for any citizen dealing with maltreatment.</p>

The process of managing a situation of mistreatment*



You must:

<p>Report a maltreatment case to the local service quality and complaints commissioner:</p> <ul style="list-style-type: none"> • Form (French): santeestrie.qc.ca/professionnels > Autres informations utiles > Maltraitance envers les aînés et les adultes en situation de vulnérabilité • Telephone: 1-866-917-7903 • E-mail: plaintes.ciussse-chus@sss.gouv.qc.ca 	<p>Consult a worker specialized in maltreatment at The Mistreatment Helpline:</p> <ul style="list-style-type: none"> • Telephone: 1-888-489-2287 • Website: lignemaltraitance.ca/en
<p>24/7 support for maltreatment cases:</p> <ul style="list-style-type: none"> • Info-Social 811, press 2 to speak with psychosocial workers; • If the situation poses an immediate risk to health and safety, dial 911. 	<p>Consult the complete policy, tools to disseminate it, and clinical tools (French): santeestrie.qc.ca/professionnels > Autres informations utiles > Maltraitance envers les aînés et les adultes en situation de vulnérabilité</p>
<p>Filing a request that can lead to a penal sanction:</p> <ul style="list-style-type: none"> • Telephone: 1-877-416-8222 • Form (French): santeestrie.qc.ca/formulaire-maltraitance • Email: contact.inspecteurnational@sante.quebec 	<p>For further information:</p> <ul style="list-style-type: none"> • For users (French): santeestrie.qc.ca/maltraitance • MSSS action plan (French): msss.gouv.qc.ca/professionnels/aines/plan-action-gouvernemental-contre-maltraitance-aines