

REMINDERS

POLICY TO COMBAT THE MISTREATMENT OF ELDERS AND ADULTS LIVING IN VULNERABLE SITUATIONS DERIVED FROM ACT 6.3

Definition of Mistreatment according to Act 6.3: « Mistreatment is a single or repeated act, or a failure to take appropriate action, occurring in a relationship where there should be trust, and which causes harm or distress to a person, whether intentionally or not. ».

SEVEN TYPES OF MISTREATMENT

- Physical mistreatment
- Sexual mistreatment
- Psychological mistreatment
- Material or financial mistreatment
- Ageism
- Organizational mistreatment
- Violation of rights

MANDATORY REPORTING

Under the Act, health and social services providers, as well as all professionals, are required to report to the Service Quality and Complaints Commissioner any situation where there are reasonable grounds to believe that mistreatment is occurring involving individuals in the following situations:

- Residents of private seniors' residences (RPA) who are in a vulnerable situation
- Users living in RI/RTF
- Persons deemed incapable following a medical assessment
- Persons under a protective supervision or representation measure

WHO TO REPORT TO AND HOW

A reporting pathway for situations of mistreatment has been developed to support all witnesses in the reporting process, whether reporting is mandatory or voluntary.

Reminder: Key Steps in Managing Mistreatment Situations

- Identification of the situation
- Assessment of the person's needs and capacities
- Complaint or report
- Verification of facts
- Actions taken and follow-up



