

# Elder Mistreatment

## I must act!

The current crisis increases social isolation and the feeling of loneliness in many of us. When we believe we are in a situation of mistreatment, we must act.



### What is mistreatment?

Mistreatment consists of actions or a lack of appropriate actions that cause harm or distress to the older person. Mistreatment happens within a relationship where there should be trust. It is often committed by a family member but could also come from people who offer services or care. Sometimes the person who is mistreating the older adult has no bad intention. Mistreatment is not always accompanied by violence, but neglect can **cause as much harm as violence**.

### What to do?

#### 1. Know your limits

Express your opinion, agreement, or disagreement. You can take time to reflect before answering «yes» to something you are asked to do. You should not feel any pressure or discomfort to answer a person.

##### Example of mistreatment:

- You are being blackmailed or threatened by others.
- You are infantilized.
- You are being pushed because you are not walking fast enough.

#### 2. Break isolation

Talk to someone you trust, don't hesitate to ask for help, don't stay in a situation alone that makes you uncomfortable.

##### Example of mistreatment:

- You are cut off from services.
- You are not allowed to talk to your family, doctor or accountant.

#### 3. Listen to your emotions

Trust your feelings, listen to your inner voice, learn to respect yourself.

##### Example of mistreatment:

- You feel more anxious, intimidate in front of someone.
- Your basic health needs are not being met.

#### 4. Assert your rights and choices based on your needs and expectations

You have rights, no matter your age, your gender, your race or sexual orientation.

##### Example of mistreatment:

- You are being pressured to make a new will against your will.
- You are deprived of privacy in your living environment.
- Your rights are not respected because you are elderly.

### Need help?

- Explore possible solutions with someone you trust.
- Call crisis lines or services in your community: CLSC, The Elder Mistreatment Helpline, Volunteer Centre, advocacy organizations, citizen mediation organizations, etc.



**LIGNE AIDE ABUS ÂÎNÉS**  
**1 888 489-ABUS (2287)**

[www.aideabusaines.ca/en](http://www.aideabusaines.ca/en)

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