



Policy to combat maltreatment of seniors and other adults in vulnerable situations

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The CIUSSS policy follows the adoption and assent to an *Act to combat maltreatment of seniors and other adults in vulnerable situations* on May 30, 2017.

It is intended primarily to facilitate and to encourage the identification, reporting, and early management of all situations of maltreatment so as to prevent, stop, or minimize the harmful consequences thereof.

The *Act* states that “reprisals are against a person who, in good faith and within the scope of the policy provided for in this chapter, reports maltreatment or cooperates in the examination of a report or complaint, as are threats of reprisal against a person to dissuade them from reporting maltreatment or cooperating in the examination of a report or complaint made within the scope of the policy” (Art. 11).

DEFINITION OF MALTREATMENT

"...A single or repeated act, or a lack of appropriate action, that occurs in a relationship where there is an expectation of trust, and that intentionally or unintentionally causes harm or distress to a person." (L-6.3., Sec. 2, Paragraph 3)

It can take various forms:

1

Violence:

Physically mistreating a senior or obliging them to act against their will through force or intimidation.

2

Neglect:

Disregarding a senior, especially by not taking appropriate actions to meet their needs.

3

Intentional Maltreatment:

The abuser wants to harm the senior.

4

Unintentional Maltreatment:

The abuser does not want to cause harm or does not understand the harm they are causing.

DEFINITION OF MALTREATMENT (cont'd)

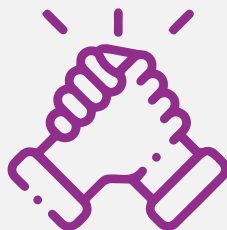
TYPES OF MALTREATMENT	
Psychological Maltreatment	Gestures, words, or attitudes that undermine the senior's well-being or psychological integrity.
Physical Maltreatment	Inappropriate gestures or actions, or a lack of appropriate actions, that undermine the senior's well-being or physical integrity.
Sexual Maltreatment	Non-consensual gestures, actions, words, or attitudes of a sexual nature that undermine the senior's well-being, their integrity, or their sexual identity.
Financial or Material Maltreatment	Fraudulently, illegally, dishonestly, or without authorization obtaining or using belongings or documents of the senior, or lack of information or misinformation of a financial or legal nature.

TYPES OF MALTREATMENT	
Organizational Maltreatment	Any prejudicial situation compromising the rights and freedoms of a senior that is created or tolerated by the procedures of a private, public, or community organization that is responsible for providing care or services of any type.
Age Discrimination	Discrimination based on the age of the senior shown through hostile or negative attitudes, prejudicial gestures, or social exclusion.
Violation of Rights	Any infringement on the rights and freedoms of the senior, both at an individual and a social level.

WHAT TO DO?



Verify indications of maltreatment with the person concerned by having an open discussion without prejudging the situation.



Offer support to the people involved in the situation of maltreatment (to the extent possible) or direct them toward the appropriate resources.



Respect the rhythm of the person concerned, remain vigilant, and maintain the contact that has been established.



Declare or report any situation of maltreatment to the responsible authorities in accordance with the institution's procedures or as prescribed by the law on compulsory reporting.

- “ Any health services and social services provider or any professional within the meaning of the Professional Code (chapter C-26) **who has reasonable grounds to believe that a person of full age is a victim of a single or repeated act, or a lack of appropriate action, that seriously undermines the physical or psychological integrity of the person** must report it immediately if:
- the person is lodged in a facility maintained by an institution operating a residential and long-term care centre within the meaning of the *Act respecting health services and social services* (chapter S-4.2); or
 - the person is under tutorship or curatorship, or is a person for whom a protection mandate has been approved” (Art. 21). ”

- Reporting is a formal process open to anyone, including a third party.
- The consent of the user is not required in a mandatory reporting situation.
- The report must be made to the Office of the Service Quality and Complaints Commissioner (SQCC) at **1-844-630-5125** or, in exceptional cases, to the Service de Police de la Ville de Montréal (SPVM) if the seriousness and urgency of the situation require it.



MALTREATMENT REPORTING TOOL FOR MANAGERS

- **Mandatory Reporting:** The user resides in a CHSLD or is under the protection of the public curator.
- **Reporting maltreatment:**
 1. The person believed to be maltreated is **a senior OR a vulnerable adult**;
 2. They have suffered **one or repeated acts OR a failure to take appropriate action**;
 3. The intentional or unintentional act or failure to act **has a serious impact** on their physical or psychological integrity;
 4. The act or failure to act occurred within **a relationship of trust**.

If the answer is “**YES**”
to these 4 questions



**Report to the SQCC
required under the law.**

- **Voluntary reporting:** The user does not reside in a CHSLD or is not under the protection of the public curator.
- **Reporting maltreatment:**
 1. The person believed to be maltreated is **a senior OR a vulnerable adult**;
 2. They have suffered **one or repeated acts OR a failure to take appropriate action**;
 3. The intentional or unintentional act or failure to act **has a serious impact** on their physical or psychological integrity;
 4. The act or failure to act occurred within **a relationship of trust**;
 5. **The person concerned consents to you transmitting confidential information about them to the SQCC**;
 6. **You feel it is useful to inform the SQCC of the situation.**

If the answer is “**YES**”
to these 6 criterias



The situation **CAN BE** reported
to the SQCC under the law.

MEASURES TO PREVENT MALTREATMENT

Share the Montréal West Island CIUSSS *Policy to combat maltreatment of seniors and other adults in vulnerable situations* with the private residence for seniors (PRS) within its territory.

- The operator of a PRS must **allow staff, residents, and their loved ones to have access to and consult the Policy.**
- As the employer and the holder of either a certificate of compliance or a temporary certificate, **the operator of a PRS is responsible, among other things, for ensuring that their employees or any other individuals they engage to offer the services respect the Policy.**


Montréal West Island CIUSSS policy is available both in French and in English.



MEASURES TO PREVENT MALTREATMENT (cont'd)

Sharing Montréal West Island CIUSSS **communication tools** with PRS within its territory.

- Poster from the Ministry of Health and Social Services (MSSS)
- MSSS bookmark
- One-page overview
- Template for a memo
- Template for a letter to residents
- Website Banner and News Story
- Social media
- *Zoom* meetings



Maltraitance : c'est quoi ?

Formes de maltraitance :

- **Violence** : Malmener une personne âgée ou la faire agir contre sa volonté, en employant la force ou l'intimidation.
- **Négligence** : Ne pas se soucier de la personne âgée, notamment par une absence d'action appropriée afin de répondre à ses besoins.
- **Maltraitance intentionnelle** : La personne maltraitante veut causer du tort à la personne âgée.
- **Maltraitance non intentionnelle** : La personne maltraitante ne veut pas causer du tort ou ne comprend pas le tort qu'elle cause.

Attention : Il faut toujours évaluer les indices et la situation pour ne pas tirer de conclusions hâtives ou attribuer des étiquettes.

Types de maltraitance :

Maltraitance psychologique : Gestes, paroles ou attitudes qui portent atteinte au bien-être ou à l'intégrité psychologique de la personne âgée.

Maltraitance physique : Gestes ou actions inappropriés, ou absence d'action appropriée, qui portent atteinte au bien-être ou à l'intégrité physique de la personne âgée.



Maltraitance sexuelle : Gestes, actions, paroles ou attitudes à connotation sexuelle non consentis, qui portent atteinte au bien-être, à l'intégrité ou à l'identité sexuelle de la personne âgée.

Maltraitance matérielle ou financière : Obtention ou utilisation frauduleuse, illégale, non autorisée ou malhonnête des biens ou des documents légaux de la personne âgée ou absence d'information ou mésinformation financière ou légale.

Maltraitance organisationnelle : Toute situation préjudiciable créée ou tolérée par les procédures d'organisations privées, publiques ou communautaires responsables d'offrir des soins ou des services de tous types, qui compromet l'exercice des droits et des libertés de la personne âgée.

Âgisme : Discrimination en raison de l'âge de la personne âgée, se traduisant par des attitudes hostiles ou négatives, par des gestes préjudiciables ou par de l'exclusion sociale.

Violation des droits : Toute atteinte aux droits et libertés de la personne âgée, tant sur le plan individuel que social.



Free MSSS training, on maltreatment, available through the digital learning environment (ENA platform).

1. *Introduction à la lutte contre la maltraitance envers les personnes âgées* (90 minutes)
2. *Identification et signalement d'une situation de maltraitance envers une personne âgée* (40 minutes)

Targeted staff:

Nursing personnel, beneficiary attendants, paratechnical employees, auxiliary services, trades, health and social service technicians, healthcare and social service professionals, management personnel.

<https://fcp-partenaires.ca/course/view.php?id=2945>

MSSS training available in French only.





FORMATIONS POUR LES
**PARTENAIRES
DE SERVICES
HORS RÉSEAU**

Bienvenue dans
l'Environnement numérique
d'apprentissage (ENA) provincial
pour les partenaires de services hors réseau

Pour vous connecter, choisissez un mode d'authentification

 | Connexion par Outlook

 | Connexion par Google

<https://fcp-partenaires.ca/course/view.php?id=2945>

MEASURES TO PREVENT MALTREATMENT (cont'd)

fcg-partenaires.ca/course/view.php?id=2945


FORMATION CONTINUE PARTAGÉE
Le partenariat collectif au service de nos compétences

Need help? English (en) ▾

Dashboard / My courses / Lutte contre la maltraitance envers les personnes âgées

Lutte contre la maltraitance envers les personnes âgées

Ensemble, agissons!



Afin de développer vos compétences pour lutter contre la maltraitance envers les personnes âgées, un parcours de formation, contenant deux parties, vous est offert.

Les deux parties doivent être complétées pour que votre formation soit considérée comme terminée.

Cliquez sur le lien pour vous diriger vers la partie souhaitée.

- [Introduction à la lutte contre la maltraitance envers les personnes âgées](#)
- [Identification et signalement d'une situation de maltraitance envers une personne âgée](#)

<https://fcg-partenaires.ca/course/view.php?id=2945>



Question Period