

**Les mauvais traitements faits aux personnes âgées:  
ressources, indicateurs, procédure d'intervention de base**

i-15

**NO-HARM-2-**

**BRIEF DESCRIPTION OF THE TOOL:**

This leaflet is a pocket tool for workers. It acts as a reminder of the definition of what constitutes "abuse" by presenting lists of indicators of physical, psychosocial and financial abuse, as well as neglect, for which it is important to be vigilant. The leaflet also provides indicators on care giving relatives who may be cause for suspicion of potential abuse.

Some general tips to prevent financial abuse are offered and telephone help and information are proposed to seniors.

To guide the worker in his or her efforts, the brochure points out the procedures for basic intervention, including the objectives of the intervention and topics to discuss with the person involved.

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| <b>Tool name</b>  | Les mauvais traitements faits aux personnes âgées – ressources, indicateurs, procédure d'intervention de base   |
| Document type   | Summary leaflet (pocket tool) 8½ x14  |
| Type(s) of abuse  | All   |
| Intended for  | All   |
| Issued by (organization)                                    | Table de concertation aux aînés, MRC Memphremagog   |
| City (region)   | MRC Memphremagog  |
| Creation date   | 2003  |
| Number of people reached                                    | 500   |
| Contact person<br>(contact information of the organization) | Paul Martel, community organizer<br><br>CSSS Memphremagog<br>50 Saint-Patrice St. East<br>Magog, Quebec J1X 3X3<br><br>Phone: 819 843-2292 ext. 2320<br>Email: <a href="mailto:pmartel.mm@csss.gouv.qc.ca">pmartel.mm@csss.gouv.qc.ca</a> |
| Number of pages   | 1 (double-sided)  |
| How to get the tool   | Contact Paul Martel   |
| Distinctive features  | Available in French and English<br>Annexe B of the <i>Protocole de prévention et d'intervention contre les mauvais traitements faits aux personnes âgées</i> (Memphremagog)   |

