

## Protocole de prévention et d'intervention contre les mauvais traitements faits aux personnes âgées

i-8

NO-HZMKRHZ-  
-N-ZM-KR-HZ-

### BRIEF DESCRIPTION OF THE TOOL:

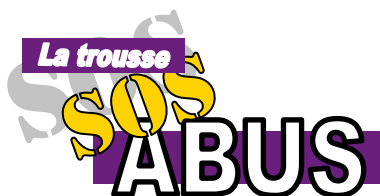
The objectives of this protocol are to "support the various operations involved with seniors [...] to provide quality services and interventions tailored to the specific needs of seniors who are at higher risk of being abused [and to] ensure improved coordination and collaboration among the agencies and service providers involved, in order to improve the accessibility and continuity of services "(Table de concertation, 2003: 3).

The protocol for prevention and intervention consists of several sections. These includes:

- *The bases of the Protocol*  
It outlines the general and specific objectives, the clients it is intended for, shared values and the definition of the role of the primary caregiver.

See next page

Tool name	Protocole de prévention et d'intervention contre les mauvais traitements faits aux personnes âgées
Document type	Prevention and intervention protocol
Type(s) of abuse	All
Intended for	All
Issued by (organization)	Table de concertation aux aînés de la MRC de Memphremagog
City (region)	MRC Memphremagog
Creation date	2003 [3 <sup>rd</sup> edition] [1996]
Number of people reached	
Contact person (contact information of the organization)	Paul Martel, community organizer  CSSS Memphremagog 50 Saint-Patrice St. East Magog, Quebec J1X 3X3  Phone: 819 843-2292 ext 2320 Email: <a href="mailto:pmartel.mm@csss.gouv.qc.ca">pmartel.mm@csss.gouv.qc.ca</a>
Number of pages	45
How to get the tool	Contact Paul Martel: <a href="mailto:pmartel.mm@csss.gouv.qc.ca">pmartel.mm@csss.gouv.qc.ca</a>
Distinctive features	Available in French and English Section on legal options from 2003



C

### *The nature and scope of the problem*

It presents definitions and forms of abuse, highlights the problem, the risk factors, profiles of the victim and the abuser according to the types of abuse, the causes of ill treatment and the consequences of criminal victimization.

### *The intervention*

It includes the general principles of intervention: Screening (indicators of neglect, abuse, financial or material [exploitation], indicators of psychosocial and physical abuse), the basic intervention procedure (its objectives, items to discuss, how to ensure confidentiality and authenticity of the identity of a partner).

### *Financial abuse*

This section consists of general and specific advice in connection with various types of abuse or fraud.

### *The annual review of interventions*

### *The legal options*

It outlines possible remedies such as those related to the Charter of Rights and Freedoms, the Criminal Code, the *Act on the Public Curator*, the psychiatric evaluation ordered by the court ( *Act on the protection of persons whose mental state presents a danger to themselves or others* ) and the Civil Code.

It also presents the remedies which may relate to the *Consumer Protection Act/ prearranged funeral services and burial*, the *Housing Board* and the Act 180 amending various legislative provisions with regards to the disclosure of confidential information for the protection of the People.

### *The description of resources*

This section includes the local MRC's resources as well as regional and provincial resources .

### *Annexes*

The appendices are particularly interesting:

- Basic intervention procedures
- Summary Leaflet
- Screening framework
- Authorization to communicate personal information
- Grid for the annual review of interventions
- Prevention Campaign
- PRISMA 7 Questionnaire
- Map of aid resources, *Resources within my reach*