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BRIEF DESCRIPTION OF THE TOOL:

This customized training has been offered for the last seven years. It allows staff, executives, managers, families and volunteers (with a two hour conference) to review the practices of care and interpersonal skills conducive to providing the highest quality care and services to seniors within the organizational, financial and human resources confines of Quebec. The fight against individual, team, systemic and organizational abuse is at the core of this training. It has been proven throughout Quebec to contribute to the implementation of the LIVING ENVIRONMENT shift prescribed by the DHSS since 2003.

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Tool name	Un milieu de vie sans maltraitance en CHSLD, en résidences privées, en RTF, RI: compétences relationnelles souhaitables selon le MSSS
Document type	Training / Conference (<i>PowerPoint</i>)
Type(s) of abuse	Rudeness, greed, infantilization, objectification; psychological, organizational or systemic mothering
Intended for	Patient service associates and professionals of CHSLDs and private homes, executives, managers, professionals, volunteers, families
Issued by (organization)	Centre de formation sur mesure Yvon Riendeau Imm (1986-2009)
City (region)	Throughout Quebec
Creation date	2002
Contact person (contact information of the organization)	Yvon Riendeau, M.A., B.Ed 1031 Crawford Street Verdun, Quebec H4H 2N3
	Phone: 514 761-0560 Email: riendeau.yvon@courrier.csdqs.qc.ca
Number of pages	Slide show of 36 slides
How to get the tool	Contact the organization

Distinctive features:
Available in French and English
Personalized Interactive Training (duration: 7 hours)
Conference for seniors and their families (duration: 2 hours)

