Government departments and organizations have put in place a collaborative intervention process to combat the mistreatment of older adults and better protect this population.



To find out more about the collaborative intervention process: www.quebec.ca/en/family-and-support-for-individuals/assistance-and-support/mistreatment-of-older-adults/act/#c18275

For help and support:

The Elder Mistreatment Helpline
1-888-489-ABUS (2287)
www.aideabusaines.ca

Information about the collaborative intervention process to combat the mistreatment of older adults



19-830-49A

Santé et Services sociaux Québec

Votre gouvernement

Québec

1 What is a collaborative intervention process?

A collaborative intervention process calls upon professionals from a variety of partner organizations. With your consent, these professionals will share information about the alleged situation of mistreatment that concerns you, and will combine their expertise to resolve the issue.

2 What are the advantages of the collaborative intervention process?

The collaborative intervention process allows partner organizations to more rapidly assess the mistreatment situation and better coordinate actions in order to resolve the issue efficiently with the solution that best meets your needs.

3 Which partners are involved?

Partners that may be involved in a collaborative intervention process include in particular:

- Concerned establishment(s) in the health and social services network
- Concerned First Nations and Inuit community health and social services centre(s)
- The Sûreté du Québec
- Concerned municipal police force(s)
- Concerned First Nations and Inuit police force(s)
- The Directeur des poursuites criminelles et pénales
- The Commission des droits de la personne et des droits de la jeunesse
- The Curateur public du Québec
- The Autorité des marchés financiers
- Any other relevant partner you have authorized

4 Is my consent necessary?

Your consent, or that of your legal representative, must be obtained to launch a collaborative intervention process. To confirm your consent, you will be required, among other things, to sign a consent form given to you by the professional in charge of your case.

This professional will provide you with all the relevant information on the collaborative intervention process and the sharing of personal information, so that you can make a free and informed decision regarding your participation in this process.

All partners involved will ensure that actions aimed at addressing the alleged situation of mistreatment respect your choices and decisions.

5 What happens if I refuse to give my consent or withdraw it?

If you refuse to give your consent, you can still receive services from the various partners involved in your case. You will simply not authorize them to communicate with one another in order to share information (via a secure web platform) about the alleged situation of mistreatment that concerns you, or to combine their expertise to address the situation through the collaborative intervention process.

You may withdraw your consent at any time and continue to receive services from each partner individually.

6 What information will be shared?

Once you have given your consent, the following information may be disclosed to the partners mentioned above as part of a collaborative intervention process:

- First and last names
- Gender
- Date of birth
- Complete home address
- Postal code
- Type of residence
- Type of cohabitation
- Phone number
- Type of mistreatment
- Start and duration of the mistreatment
- Description of the situation of mistreatment
- Protective measures (private mandate, public protective supervision, homologated mandate, process in progress, no measures in place)
- Risk and vulnerability factors in the situation of mistreatment
- Summary of interventions carried out by the partners involved

This information will be protected; only authorized professionals involved in the management of mistreatment case will have access to it.

After launching a collaborative intervention process, it is possible that representatives of the partner organizations involved will contact you about your mistreatment situation.

Once your information has been shared via a secure web platform, certain partners, such as the police, may be required to disclose information about you, or may be authorized to take action without your consent in specific situations, in accordance with the laws and regulations governing their organization.