



Mistreatment

Important Definition

There are several ways to define mistreatment of older people.

The definition used by the Quebec government is that of the Toronto Declaration on the Comprehensive Prevention of Elder Abuse, from the World Health Organization, in 2002:

- “Mistreatment occurs when a singular or repetitive action, or a lack of appropriate action, occurs in a relationship where there should be trust, and this causes harm or distress to an older person. »

Definitions

Due to the many forms that mistreatment can take; it is difficult to create an exhaustive typology.

Types	Description
Physical Mistreatment	Hitting a person, pushing them, throwing objects at them, forcing them to eat food, locking them up, handling them roughly, making them wait unduly to go to the bathroom.
Psychological or Emotional Mistreatment	Undermining a person's identity, dignity or self-esteem, humiliating a senior, threatening a senior, verbally attacking, infantilizing, ignoring, isolating/excluding a senior, making degrading remarks to a senior, ridiculing one's values, beliefs or religious practices, pressuring a senior to agree to be placed in a long-term care facility against their wishes.

Definitions (continued)

Types	Description
Sexual Mistreatment	Forcing a person to watch pornography, sexual harassment, sexual assault, sexual touching against the person's wishes, not automatically kissing residents' good night
Material or Financial Mistreatment	Extracting money from a person through emotional blackmail, stealing a senior's valuables, putting pressure on them to inherit assets, embezzling funds that belong to a senior, defrauding a senior by stealing their identity, scamming, inappropriate use of banking service cards or a banking power of attorney.
Ageism/Violation of Human Rights*	Discrimination due to age, deciding medical treatments despite the senior's ability to decide for themselves, hostile or negative attitudes, harmful actions or social exclusion.

*Not all experts use this type of mistreatment as some believe it is included in another category

Definitions (continued)

Types	Description
Neglect	Failure to treat bed sore. Failing to take an action when it would be necessary for the well-being of the elderly person. This omission may be intentional or result from a lack of knowledge or awareness of a given situation.
Organizational/ Systemic**	Any harmful situation created or tolerated by the procedures of organizations (private, public or community) responsible for offering care or services of all types which compromises the exercise of people's rights and freedoms

**There has not yet been sufficient scientific research to validate this type of mistreatment