



Centre intégré  
universitaire de santé  
et de services sociaux  
du Centre-Ouest-  
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Québec 



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Québec 



## ARE YOU A PRACTITIONER CONFRONTED WITH AN IDENTIFIED OR POTENTIAL SITUATION OF OLDER ADULT MISTREATMENT?

Since October 2010, the Elder Mistreatment Helpline (LAAA) offers a professional consultation service to practitioners from across the province. This service is offered to practitioners in the health and social services network or community organizations who need guidance regarding an older adult mistreatment situation.

Depending on the situation and the needs expressed by the practitioner, this free, confidential and bilingual service may include:

- Discussion and shared understanding of the mistreatment situation
- Identification of elements to be evaluated by the practitioner,
- Identification of possible avenues for intervention,
- Identification of relevant resources,
- Discussion regarding prioritization of interventions,
- Discussion about the clinical and ethical aspects.

One of the objectives of the consultation is to offer optimal support to practitioners. Following a consultation with the LAAA, practitioners should feel better equipped to take action with the older adult and those close to him or her. They will also have a clearer understanding of their professional responsibilities and the limits of their intervention. Note that for highly complex situations, the Helpline workers can consult or refer to the Provincial Multisectorial Consultation Team.

*NOW TWO WAYS TO REACH THE PROFESSIONAL CONSULTATION SERVICE*

7 days/week, 8 AM to 8 PM – Voice mail accessible at any time



BY PHONE at 1-888-489-2287



ONLINE FORM : [www.aideabusaines.ca](http://www.aideabusaines.ca): Click on « Services » and « Professional consultation »