



La ligne **1-888-489-2287**  
**Aide Abus Aînés**

Centre intégré  
universitaire de santé  
et de services sociaux  
du Centre-Ouest-  
de-l'Île-de-Montréal

Québec 



# ELDER ABUSE HELPLINE

[www.aideabusaines.ca](http://www.aideabusaines.ca)

1-888-489-2287

514-489-2287

Presented by Marick Bertrand, sw

Clinical supervisor at the Elder Abuse Helpline

September 19, 2016

# QUEBEC CONTEXT

---

- ▶ Government action plan to counter elder abuse (2010-2017, Ministry for family )
  - Awareness campaign
  - University research chair on elder abuse (Sherbrooke)
  - Regional coordinators specialized in elder abuse
  - Elder Abuse Help Line
    - Services to the population and professional consultation
    - Action research
    - Training to health and social service practitioners

# SERVICES FOR THE POPULATION

---

- ▶ Provincial telephone service, free and confidential
  - 7 days a week, from 8:00 a.m. to 8:00 p.m.
- ▶ Services offered by professionals
  - Information, listening, support
  - Punctual interventions (crisis intervention as needed)
  - Orientation/referrals to resources
- ▶ Clientele
  - Seniors or any person concerned about a possible situation of elder abuse

# SERVICES FOR PROFESSIONALS

---

▶ Professional consultation service

(for practitioners involved in elder abuse cases)

- Clinical and ethical case discussions
- Identification of elements to evaluate
- Suggestions for intervention strategies, risk assessment and priority of intervention/evaluation

(All recommendations should be validated by the callers team or supervisor)

# INTERVENTION APPROACH

---

- ▶ Empowerment of the senior and/or of his loved ones or persons concerned.
- ▶ Respect for self-determination.
- ▶ Evaluation of vulnerability and risk factors based on a systemic approach.
- ▶ Interdisciplinary and intersectorial approach and referral towards the appropriate resources.

# POPULATION

---

## Statistics

*As of July 31 2016:* **23 658 calls**

**2010-2011**  
2682 calls

**2011-2012**  
4506 calls

**2012-2013**  
3730 calls

**2013-2014**  
4287 calls

**2014-2015**  
3518 calls

**2015-2016**  
3562 calls

# WHO ARE THE CALLERS?

---

## Population

- Seniors: 34%
- Family members: 34%
- Others: 32%

# MOST COMMONLY REPORTED

---

## Types of mistreatment

- Psychological violence: 26%
- Financial/material exploitation: 25%



# PROFESSIONAL CONSULTATION SERVICE

---

## Statistics

**As of July 31 2016: 1442 consultations**



# ADVANTAGES OF A DESIGNATED HELPLINE

---

- ▶ Accessibility and anonymity of the helpline allows to reach ambivalent or reluctant callers :
  - Non intrusive intervention for reluctant or socially isolated callers.
  - Seniors that are known by other resources but have never disclosed the mistreatment.
  - Access to loved ones and bystanders.

# ADVANTAGES OF PROFESSIONAL CONSULTATION

---

- ▶ Objective perspective from a professional specialized in elder abuse and not involved in the situation.
- ▶ Exploration of different intervention options and strategies.
- ▶ Understanding the limits of one's role and when to involve other disciplines.
- ▶ Learning about less known resources.

# Thank you!

---

