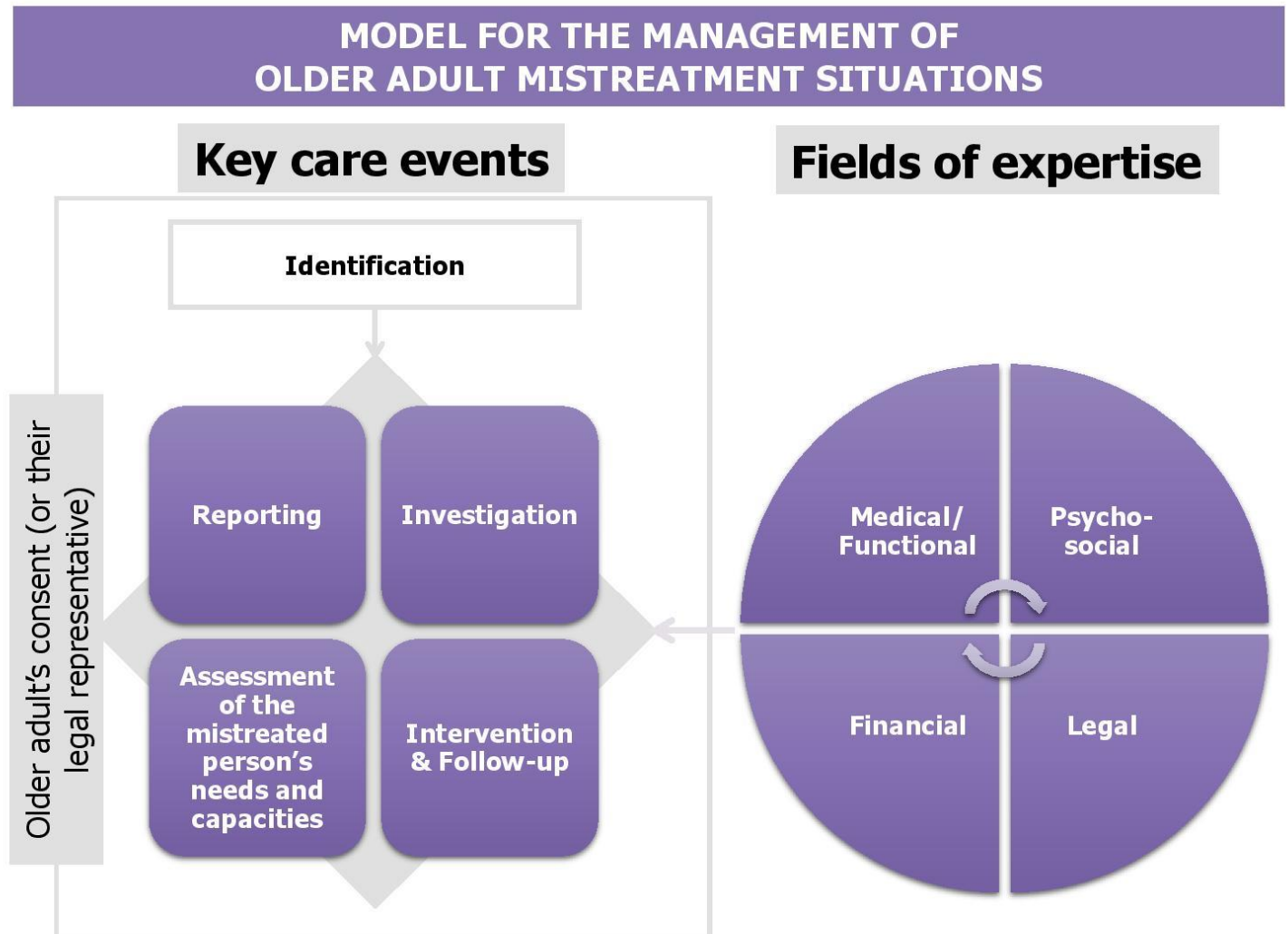


# MODEL FOR THE MANAGEMENT OF OLDER ADULT MISTREATMENT SITUATIONS

## 3<sup>rd</sup> Edition—2019

Authors: Mélanie Couture (PhD), Milaine Alarie (PhD) et Sarita Israel (TSP)

Based on an exhaustive literature review and consultations with stakeholders in the Quebec health and social service network, this conceptual model aims to structure the management of situations of older adult mistreatment. It illustrates the key care events necessary to manage mistreatment situations, as well as the fields of expertise required to provide care and services that adequately respond to the needs of the mistreated person. In this sense, it reaffirms the importance of developing strong collaborations with different partners. This model also sheds light on the non-linearity of the response. In fact, after the identification, the other care events can be carried out in any order or simultaneously, depending on the situation. Finally, the model highlights the right to consent of the older person throughout the process (except in emergency situations or other exceptions specified by the L-6.3 - Act to combat maltreatment of seniors and other persons of full age in vulnerable situations).



## Key care events

<b>Identification of the mistreatment situation</b>	Recognizing, documenting and analyzing risk factors, signs and indicators of mistreatment using clinical judgment and/or detection tools.
<b>Reporting of the mistreatment situation</b>	Transmitting verbal or in writing information regarding the (suspected or substantiated) mistreatment situation to the designated individuals (e.g., assigned practitioner, head of unit, service quality and complaints commissioner, etc.). Respecting the legal framework surrounding mandatory reporting, if applicable. Following the institutional procedures.
<b>Investigation</b>	Questioning the people involved in the situation as well as the witnesses. Collecting documents from different sources. Analyzing the information to determine whether the allegations can be substantiated or not. Documenting the mistreatment situation thoroughly.
<b>Assessment of the older person's needs and capacities</b>	Assessing the mistreated person's medical, functional and psychosocial capacities and needs. Evaluating their capacity to manage their property and/or their person as well as their need for legal representation or protection. Analyzing the results in interdisciplinary and/or intersectoral teams.
<b>Interventions and follow-up</b>	Planning and implementing all interventions needed to reduce the risks, manage and, if possible, solve the mistreatment situation. Considering the medical, functional, psychosocial, financial and legal aspects of the situation when developing the intervention and follow-up plan. Ensuring that follow-ups are done as planned.

## Fields of expertise

<b>Medical/functional</b>	<p>Connaissances et compétences reliées à la santé physique et mentale, les incapacités et les handicaps.</p> <ul style="list-style-type: none"> <li>✓ Documenting signs and indicators</li> <li>✓ Assessment of needs and impact/ Diagnosis</li> <li>✓ Assessment of incapacity and need for protection</li> <li>✓ Development and implementation of the intervention and follow-up plan</li> </ul> <p><b>Examples of resources:</b> Nurse; Doctor; Occupational therapist.</p>
<b>Psychosocial</b>	<p>Knowledge and skills related to interpersonal dynamics, coping processes and risk management.</p> <ul style="list-style-type: none"> <li>✓ Documenting signs and indicators</li> <li>✓ Assessment of needs and impact</li> <li>✓ Consultation and coordination</li> <li>✓ Development and implementation of the intervention and follow-up plan</li> </ul> <p><b>Examples of resources:</b> Social worker; Psychologist; Community organizer.</p>
<b>Financial</b>	<p>Connaissances et compétences reliées aux procédures administratives et aux lois entourant la gestion des finances et du patrimoine.</p> <ul style="list-style-type: none"> <li>✓ Documentation of signs and indicators</li> <li>✓ Assessment of needs and impact</li> <li>✓ Development and implementation of the intervention and follow-up plan</li> </ul> <p><b>Examples of resources:</b> Autorité des marchés financiers; Financial adviser; Accountant.</p>
<b>Legal</b>	<p>Connaissances et compétences reliées aux procédures administratives et les lois entourant la protection des personnes vulnérables (et leurs biens) et la gestion des situations potentiellement criminelles.</p> <ul style="list-style-type: none"> <li>✓ Documenting signs and indicators</li> <li>✓ Assessment of needs and impact</li> <li>✓ Consultation and legal representation</li> <li>✓ Law enforcement and implementation of legal, civil and/or criminal procedures</li> </ul> <p><b>Examples of resources:</b> Lawyer; Police; Curateur public du Québec; Notary.</p>