

Awareness Tool for the Wellness of Quebec Inuit Elders



Lead author

Maude Ostiguy-Lauzon
Elder Wellness Coordinator, First Nations of Quebec and Labrador
Health and Social Services Commission (FNQLHSSC)

Collaborators

Marjolaine Sioui
Executive Director, First Nations of Quebec and Labrador Health and
Social Services Commission (FNQLHSSC)

Rosalie Sioui
Social Development Manager, First Nations of Quebec and Labrador
Health and Social Services Commission (FNQLHSSC)

Kathleen Jourdain
Program Agent – Services for Persons with Decreasing Independence,
First Nations of Quebec and Labrador Health and Social Services
Commission (FNQLHSSC)

Pastien Mark
Firstline Services Officer,
Centre de santé Tshukuminu Kanani, Nutashkuan

Marie-Ange Malek
Elder, Nutashkuan

Charlotte Ishpatao
Elder, Nutashkuan

Casimir Picard
Stakeholder, Nutashkuan

Claire Plante
Coordinator dedicated to countering elder mistreatment,
Côte-Nord region

Aani Augiak
Coordinator dedicated to countering elder mistreatment, NRBHSS

Elena Labranche
Director, Inuit Values and Practices, NRBHSS

Marie-France Nadeau
Planning and Programming Officer, NRBHSS

Sandrine Berger
Communication Officer, NRBHSS

Christopher Fletcher, PhD
Professor, Medical School of Laval University

Translation

Heidi Rooke
Johnny Angma

Graphics and illustrations

Patricia Carignan

Appreciation

In the interest of fairness, a call for all to participate was sent out for this project. With the help of interpreters, stakeholders and elders from Nutashkuan participated in the creation of this tool. The FNQLHSSC and the NRBHSS warmly thanks them.

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Nunavik Regional Board of Health and Social Services 2022.
Awareness Tool for the Wellness of Quebec Inuit Elders, Kuujjuaq, 12 pages.

Sources



First Nations of Quebec and Labrador Health and Social Services Commission 2019. *Awareness Tool for the Wellness of Quebec First Nations Elders*, Wendake, 12 pages.

Program - *It's Not Right! Neighbours, Friends and Families for Older Adults*, Best practices to counter elder abuse by the Centre-Ouest-de-l'Île-de-Montréal.

All requests must be sent to the NRBHSS by mail or by email at the following address:

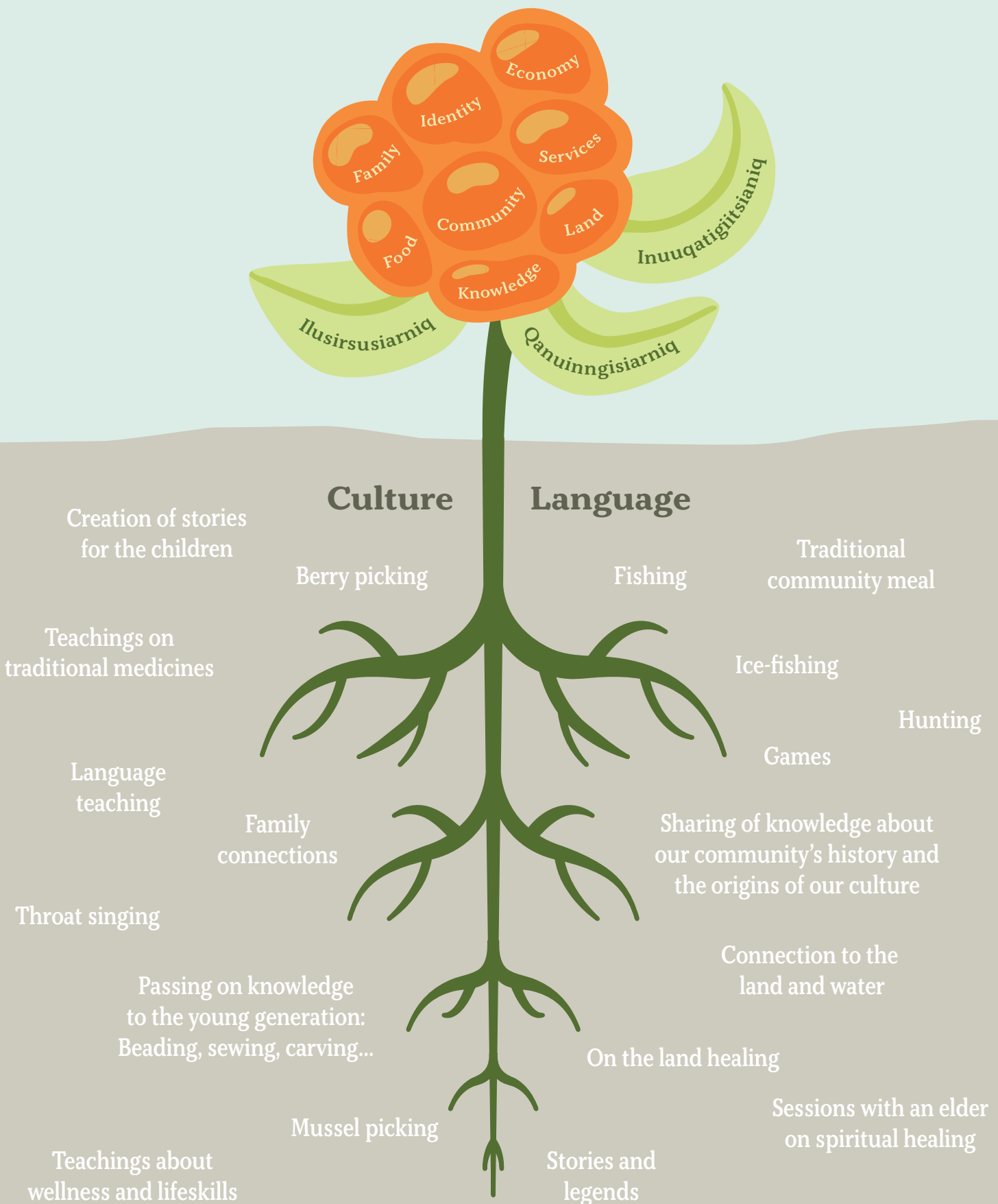
Nunavik Regional Board of Health and Social Services
P.O. Box 900
Kuujjuaq, QC J0M 1C0
info@sante-services-sociaux.ca

ISBN : 978-2-924662-77-9 (PDF)

ISBN : 978-2-924662-79-3 (printed)

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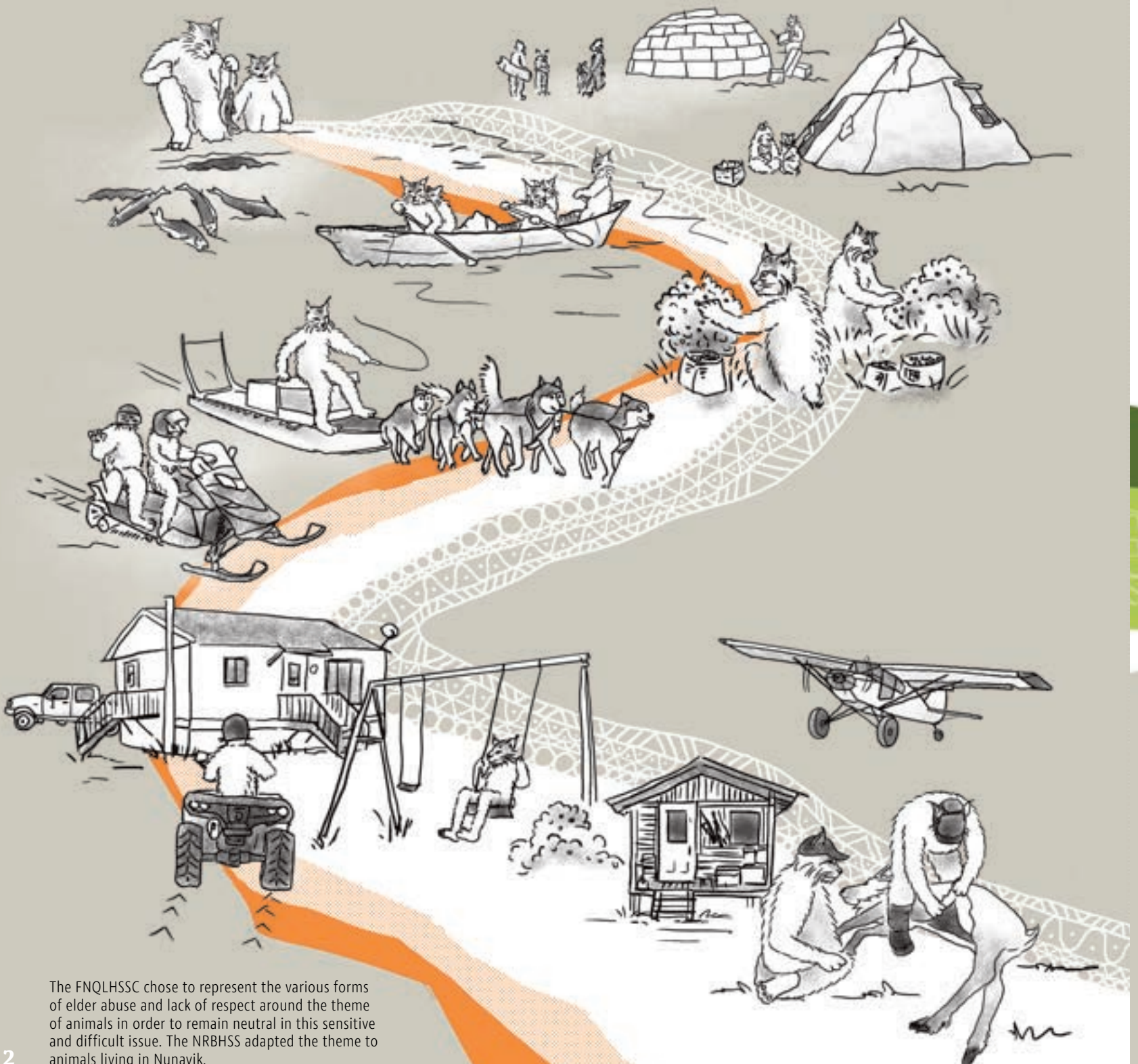
My wellness, it's up to me and my community is actively involved!



Transformations from a traditional lifestyle to today's lifestyle

Background

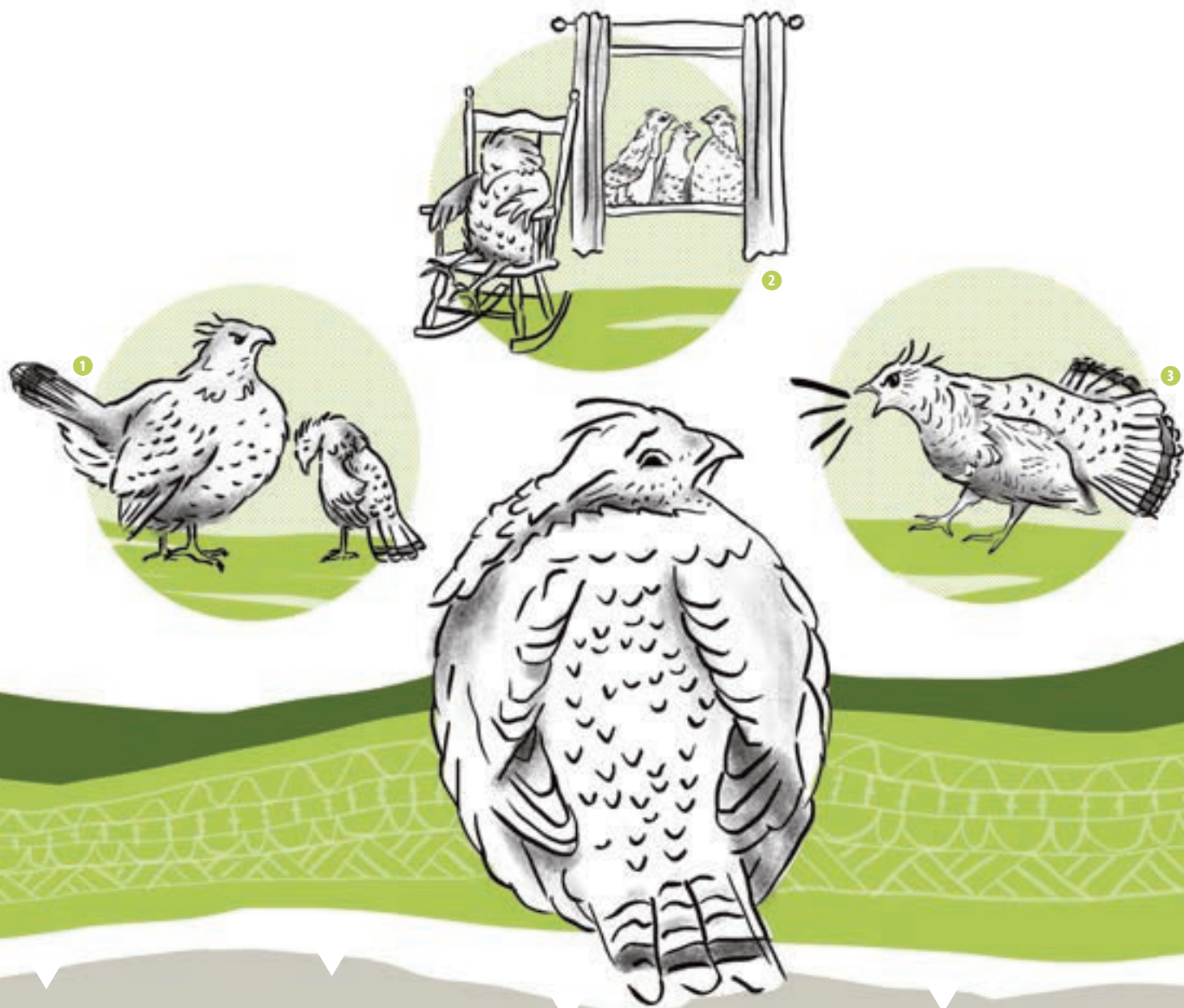
Throughout the years, Inuit elders in Quebec have witnessed major transformations to their way of life. These transformations demonstrate the resilience of elders and the importance of treating them with respect.



The FNQLHSSC chose to represent the various forms of elder abuse and lack of respect around the theme of animals in order to remain neutral in this sensitive and difficult issue. The NRBHSS adapted the theme to animals living in Nunavik.

Psychological mistreatment/lack of respect

Gestures, words or attitudes that negatively affect an individual's psychological well-being or integrity.



Violence

- Emotional blackmail
- Manipulation
- Humiliation
- Insults
- Infantilization
- Belittlement
- Verbal and non-verbal threats
- Disempowerment
- Excessive monitoring of activities
- Etc.

Neglect

- Rejection
- Indifference
- Social isolation
- Etc.

Signs

- Fear
- Anxiety
- Depression
- Withdrawal
- Hesitation to speak openly
- Mistrust
- Fearful interaction with one or several people
- Suicidal ideation
- Rapid decline of cognitive abilities
- Suicide attempts
- Etc.

Examples

- 1 A relative intimidates an elder, tries to control them using physical aggression.
- 2 The elder is isolated, alienated and stranded in their home.
- 3 The elder receives verbal threats, insults or is the victim of emotional blackmail.

Material or financial

mistreatment/lack of respect

Fraudulent, illegal, unauthorized or dishonest acquisition or use of the older person's property or legal documents; lack of information or misinformation regarding financial or legal matters.



Violence

- Pressure to change a will
- Banking transactions without the person's consent (use of a debit card, online banking, etc.)
- Misappropriation of money or assets
- Excessive price charged for services provided
- Identity theft
- Etc.

Neglect

- Failure to manage the person's assets in their best interest or to provide the necessary goods and/or services as required
- Failure to assess the person's cognitive abilities, understanding and financial literacy
- Etc.

Signs

- Unusual banking transactions
- Disappearance of valuable items
- Lack of money for regular expenses
- Limited access to information regarding the management of the person's assets
- Etc.

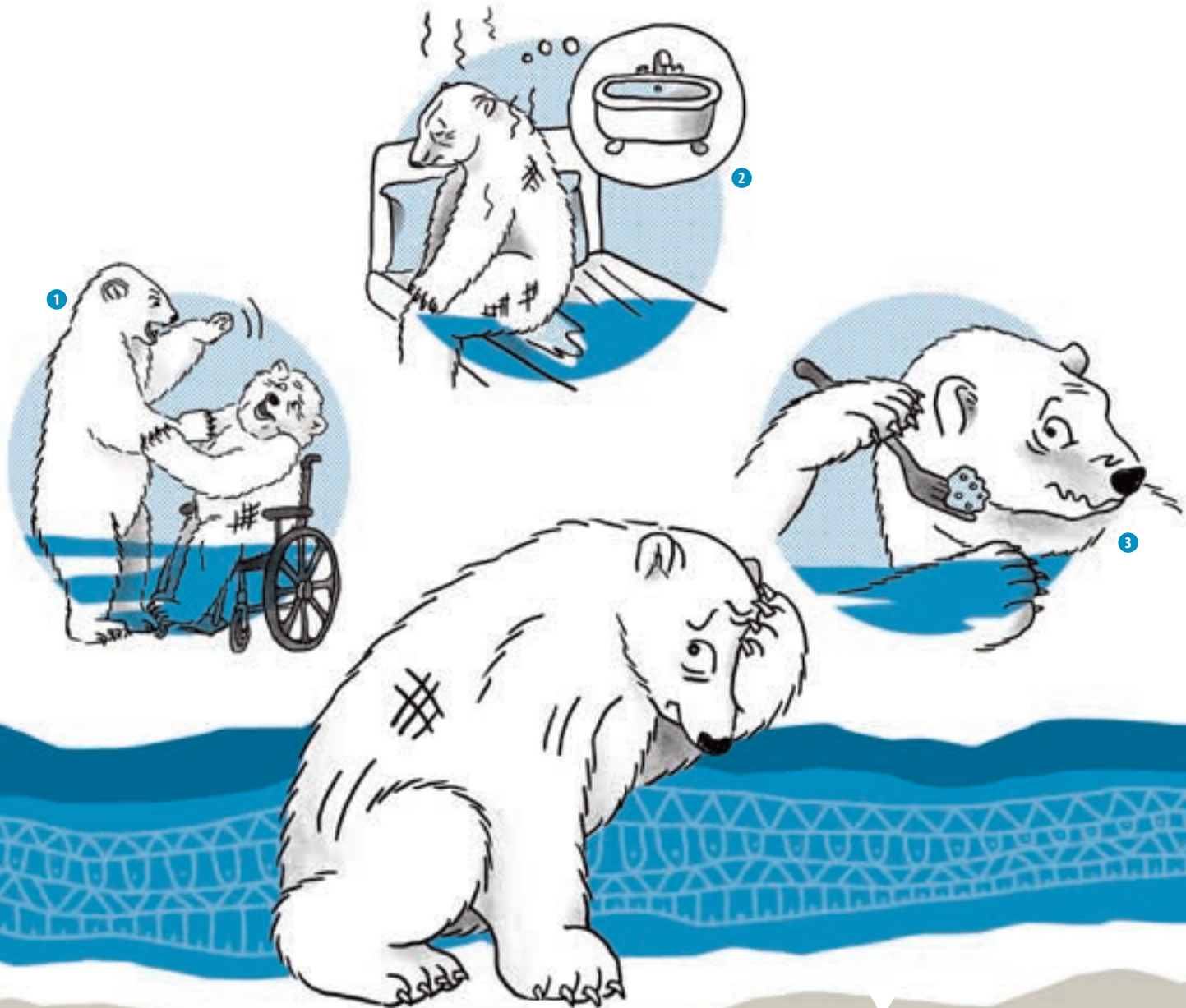
Examples

- 1 Pressure to make, amend or change a will.
- 2 Ask an exorbitant price for services.
- 3 An elder is robbed of cash or improper use of a debit/credit card.

Physical

mistreatment/lack of respect

Inappropriate gestures or actions, or absence of appropriate actions, which harm physical well-being or integrity.



Violence

- Shoving
- Bullying
- Hitting
- Burning
- Force-feeding, Inadequate medication administration
- Inappropriate use of restraints (physical or pharmacological)
- Etc.

Neglect

- Failure to provide a reasonable level of comfort and safety
- Failure to provide assistance with eating, grooming, hygiene or taking medication when the older person is in a situation of dependency
- Etc.

Signs

- Bruises
- Injuries
- Weight loss
- Deteriorating health
- Poor hygiene
- Undue delay in changing of incontinence briefs
- Skin conditions
- Unsanitary living environment
- Atrophy
- Use of constraints
- Premature or suspicious death
- Etc.

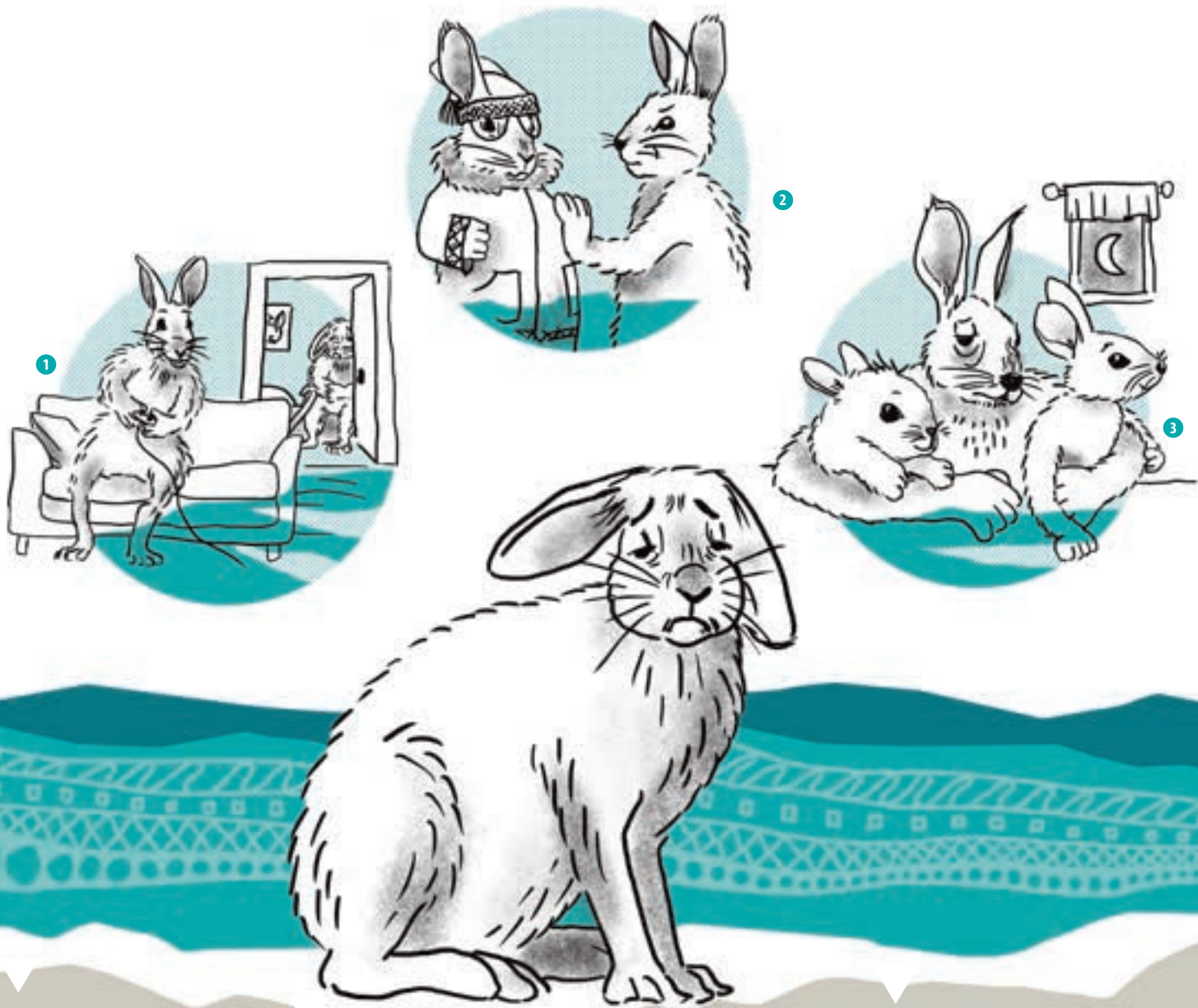
Examples

- 1 Shoving, hitting, bullying or injuring an elder by a relative.
- 2 Lack of hygiene (bath or shower).
- 3 Improper use of medication or smaller or insufficient portions for the elder.

Violation of rights

Any infringement of individual and social rights and freedoms.

mistreatment/lack of respect



Violence

- Forced medical treatment
- Denial of the right to: choose, vote, enjoy one's privacy, take risks, receive phone calls or visitors, practice one's religion, express one's sexual orientation, etc.

Neglect

- Lack of information or misinformation regarding the older person's rights
- Failure to assist the person in exercising his or her rights
- Failure to recognize the person's cognitive abilities
- Etc.

Signs

- Preventing the older person from participating in making choices and decisions that affect his or her life
- Failure to respect the decisions made by the person
- A family member answering on behalf of the older person
- Restricting visits or access to information
- Isolation
- Complaints
- Etc.

Examples

- 1 A family member takes over control of an elder's house effectively leaving them segregated in their own home.
- 2 A relative prevents the elder from exercising their right to vote in elections.
- 3 The elder is forced to babysit grandchildren even though they are in fragile health.

Sexual

mistreatment/lack of respect

Non-consensual gestures, actions, words or attitudes with a sexual connotation, which are harmful to the person's sexual well-being, integrity or identity.



Violence

- Suggestive comments or attitudes
- Jokes or insults with a sexual connotation
- Promiscuity
- Exhibitionist behaviours
- Aggressive actions of a sexual nature (unwanted touching, non-consensual sex)
- Etc.

Neglect

- Failure to provide privacy or to recognize a person's sexuality and sexual orientation
- Etc.

Signs

- Infections
- Genital and/or anal wounds
- Anxiety when being examined or receiving care
- Mistrust
- Withdrawal, depression
- Sexual disinhibition
- Sudden use of highly sexualized language
- Denial of older persons' sexuality
- Etc.

Examples

- 1 A relative tries to forcefully kiss or get physically close to an elder.
- 2 A relative makes sexual jokes about the elder.
- 3 An elder is made to change in front of family members or others.

Organizational mistreatment (care and services)

Any harmful situation created or tolerated by private, public or community institutions providing all types of care and services, which compromise older persons' ability to exercise their rights and freedoms.



Violence

- Organizational conditions or practices that do not respect older persons' choices or rights (e.g., services are provided in a perfunctory manner, etc.).

Neglect

- Services are not adapted to older persons' needs
- Instructions are not given or are not properly understood by staff
- Lack of resources
- Complex administrative procedures
- Inadequate training of staff
- Staff are not mobilized
- Etc.

Signs

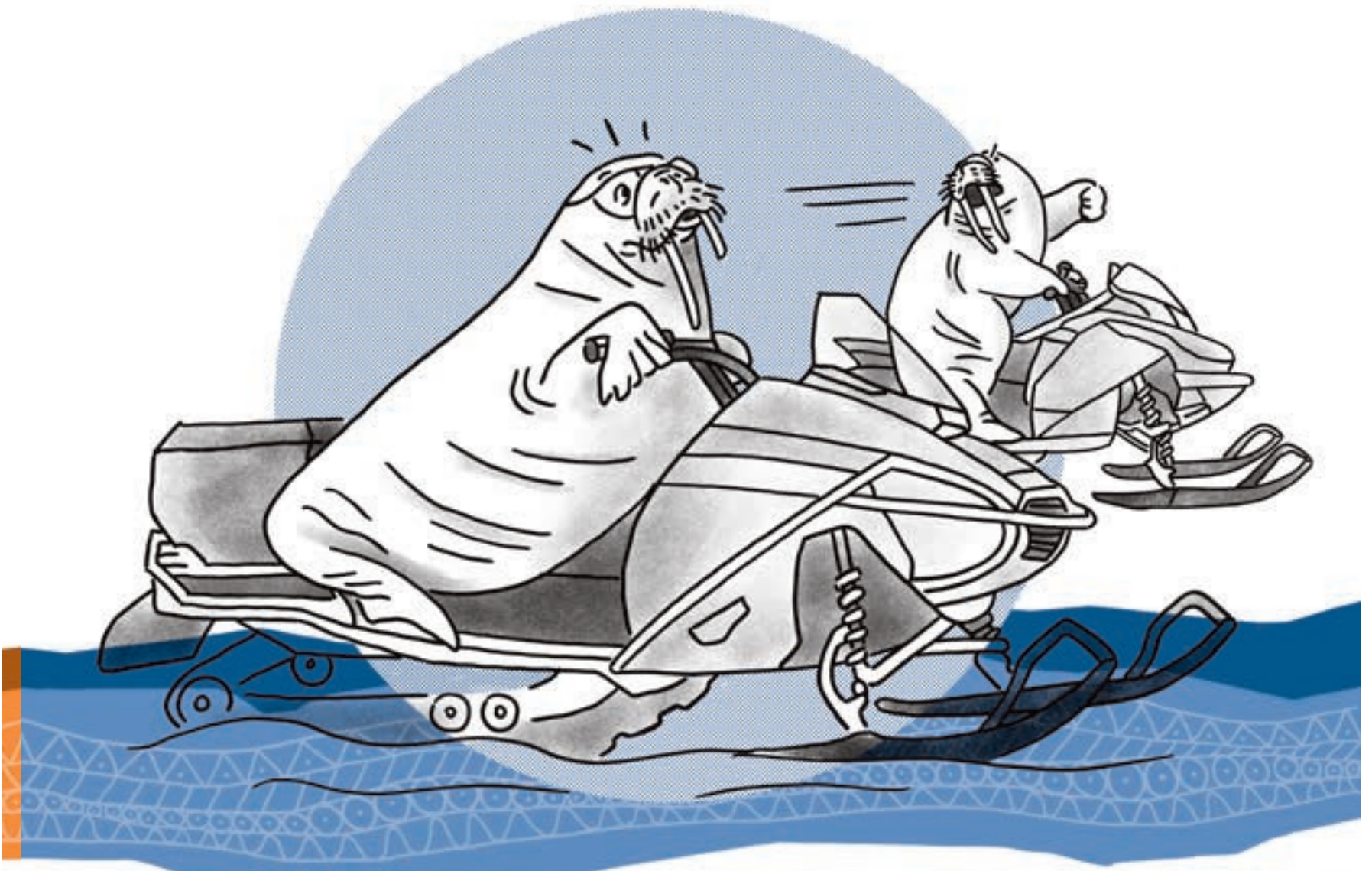
- Treating the person as a number
- Inflexible care schedules
- Undue delays in service delivery
- Deterioration of the person's state of health (wounds, depression, anxiety), complaints, etc.

Examples

- 1 An elder does not have access to an interpreter in order to understand the physician who is providing information in a language other than their mother tongue.
- 2 Administrative procedures are burdensome, complex and time-consuming for elders waiting for care.
- 3 The elder does not have access to transportation to go to medical appointments.

Ageism

Discrimination based on age, resulting in hostile or negative attitudes, harmful actions or social exclusion.



Violence

- Imposition of restrictions or social standards based on age
- Limited access to certain resources
- Prejudice
- Infantilization
- Scorn
- Etc.

Neglect

- Failure to recognize or respond to ageist practices or comments
- Etc.

Signs

- Failure to recognize a person's rights, skills or knowledge
- Use of condescending language

Resources

Emergency

Police

819-XXX-9111

Nursing station

819-XXX-9090

To get some help

If you believe you are victim of mistreatment or if you have reason to believe that an elder is victim of mistreatment, **contact your local social services:**

Helplines

Inuit Values and practice (NRHBSS)

1-877-NUNAVIK (1-877-686-2845) (Inuktitut / English)

*Leave a message

Kamatsiaqtut Help Line

1-800-265-3333 (Inuktitut / English)

First Nation and Inuit Hope for Wellness Help

1-855-242-3310 (English / French / Inuktitut if request)

Quebec Mistreatment Helpline

1-888-489-2287 (English / French)

Quality Services and Complaints Commissioner

Services provided by the Ungava Tulattavik Health Center

819-964-2905, Ext. 231

complaints.kuujjuaq@ssss.gouv.qc.ca

Services provided by the Inuulitsivik Health Center and ULLIVIK

819-988-2957, Ext. 360

complaint.commissioners.csi@ssss.gouv.qc.ca

Regional services (Nunavik Regional Board of Health and Social Services)

819-964-2905, Ext. 231

complaints.nrbhss@ssss.gouv.qc.ca

