

TRAJECTORY FOR REPORTING MISTREATMENT



If there are reasonable grounds to believe that there is a risk of death or serious injury, contact emergency services, depending on the village:

819-XXX-9111

Based on facts, **there is reasonable cause to believe** that an elder or an adult in a vulnerable situation is suffering mistreatment
(I consider, I apprehend, I believe, I fear).

I am...

An employee or manager of the NRBHSS, IHC or UTHC A doctor, dentist, pharmacist, or intern.

For voluntary reports (with the individual's consent) or mandatory reports, send the information to the appropriate Service Quality and Complaints Commissioner:

UTHC:

complaints.kuujjuaq@ssss.gouv.qc.ca

Phone: 1 (819) 964-2905, extension 2509

Toll-free: 1 (833) 964-2905, extension 2509

IHC/ULLIVIK :

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

Phone: 1 (819) 988-2957, extension 4274

Toll-free: 1 (888) 988-2669

NRBHSS:

complaints.nrbhss@ssss.gouv.qc.ca

Toll-free: 1-833-428-4242

You may request a professional consultation by calling the Mistreatment Helpline at 1 888 489-ABUS (2287) or consult the website

www.lignemaltraitance.ca



An employee or manager :

- of a partner organization
- of another collaborator

A family member or natural caregiver

An elder or an adult in a vulnerable situation suffering from mistreatment

Any other person

Call your CLSC

or
Contact the appropriate Service Quality and Complaints Commissioner

For listening and support, you can call:

- The Mistreatment Helpline at 1 888 489-ABUS (2287) or consult the website

www.lignemaltraitance.ca
(English, French, Inuktitut upon request)

- Inuit Values and Practices 1-877-NUNAVIK (686-2845)

- Kamatsiaqtut Help Line 1-800-265-3333

- The Hope for Wellness Helpline for First Nations and Inuit (English, French, Inuktitut upon request), 1-855- 242-3310

This document was inspired/adapted from the CISSS du Bas Saint-Laurent



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UNGAVA TULATTAVIK HEALTH CENTER
CENTRE DE SANTÉ TULATTAVIK DE L'UNGAVA