TRAJECTORY FOR REPORTING MISTREATMENT

ALERT

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

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

Inuulitsivik
Centre de Santé et Services Sociaux Inuulitsivik
Inuulitsivik Health & Social Services Centre
Puvirnituq, Quebec J0M 1P0

RÉGIE RÉGIONALE DE LA SANTÉ ET DES SERVICES SOCIAUX DU NUNAVIK
NUNAVIK REGIONAL BOARD OF HEALTH AND SOCIAL SERVICES

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