

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.kuujuaq@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 360

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