

ELDERLY PERSONS



DEFENDING YOUR RIGHTS

Professional services, free of charge
www.cdpdj.qc.ca

PROTECTION AGAINST EXPLOITATION

Under the Québec Charter of Human Rights and Freedoms every elderly or handicapped person has the right to protection against any form of exploitation.

If you have reason to believe you are a victim of exploitation, the Commission des droits de la personne et des droits de la jeunesse can help.

Questions?

If you're not sure whether you or someone close to you has grounds to file a complaint of exploitation as provided by the Charter of Human Rights and Freedoms, contact the Commission.

Emergency measure

When the Commission has grounds to believe that the life, health or safety of an elderly victim of exploitation is at risk, or that evidence may be lost, it may ask a court to order an emergency measure.

EXPLOITATION

Exploitation means taking advantage of the vulnerability or dependency of an elderly person to deprive that person from his or her rights.

You may be a victim of exploitation if, for example:

- You are forced, under threat, to sign cheques or give access to your credit or debit card.
- You are prevented from receiving visitors or contacting friends and relatives.
- You are prevented from receiving the appropriate medical services.
- You are paying for services you are not receiving.
- You are being mistreated by a friend, a relative or a caregiver who is supposed to be taking care of you.
- You are being abused by a friend, a relative or a caregiver who is supposed to be taking care of you.

A SPECIALIZED TEAM

Our team specializes in fighting against the exploitation of the elderly. It can act quickly to ensure your safety and put an end to a situation of exploitation.

Priorities

- Protection of elderly persons.
- Respect for the autonomy of elderly persons.

Partners

- Curateur public du Québec.
- Centres de santé et de services sociaux (CSSS).
- Agences de la santé et services sociaux (ASSS).
- Police services.
- Financial institutions.
- Support groups for the elderly.
- Human rights organizations.

IN CASE OF EXPLOITATION...

If you believe you are a victim of exploitation or if you have reason to believe that an elderly person close to you is exploited, the Commission's specialized team can help.

Who can file a complaint?

- Any elderly person who has grounds to believe that he or she is a victim of exploitation or his or her legal representative;
- A group of elderly people in the same situation;
- A human rights organization.

If you are unable to file a complaint on your own, other people who have witnessed the exploitation can contact the Commission such as:

- A support group for the elderly;
- A relative, a friend or a neighbour;
- A health or social services worker;
- A volunteer or an employee at a senior's residence;
- An employee at a financial institution.

HOW TO FILE A COMPLAINT

You can contact the Commission in person or by:

- Phone: 514 873-5146
- Toll-free: 1 800 361-6477
- Fax: 514 873-6032
- TTY: 514 873-2648

E-mail: accueil@cdpdj.qc.ca

If this is too difficult, talk to someone you trust and ask him or her to contact the Commission for you.

Our team will act quickly to ensure your physical or mental well-being or to protect your assets, if your situation constitutes exploitation as prohibited under the Charter.

Rest assured that the information you provide remains confidential. Only concerned parties are aware of the complaint, unless otherwise agreed upon by these parties.

YOUR CHARTER RIGHTS



The Québec Charter of Human Rights and Freedoms prohibits discrimination or harassment based on:

- Race;
- Colour;
- Sex;
- Gender identity or expression;
- Pregnancy;
- Sexual orientation
- Civil status;
- Age, except as provided by law;
- Religion;
- Political convictions
- Ethnic or national origin;
- Social condition;
- Language;
- A handicap or the use of any means to palliate a handicap.

Furthermore, the Charter protects against:

- The exploitation of elderly or disabled persons;
- Workplace discrimination based on criminal record;
- Reprisals for filing a complaint or for being involved in a Commission investigation.

The Commission can accept a complaint, offer mediation or conduct an investigation into any of these circumstances and bring such cases to the Human Rights Tribunal or any other court.

Commission des droits de la personne et des droits de la jeunesse

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or 1 800 361-6477

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TTY: 514 873-2648

E-mail: accueil@cdpdj.qc.ca

Head office:

360, rue Saint-Jacques, 2^e étage
Montréal (Québec) H2Y 1P5

The Commission des droits de la personne et des droits de la jeunesse (human rights and youth rights commission) is an independent body whose mission is to promote and uphold the principles set out in the Québec Charter of Human Rights and Freedoms.

The mission of the Commission is also to ensure that the interests of children are protected and that their rights as recognized by the Youth Protection Act and the Youth Criminal Justice Act are respected.

In addition, the Commission is responsible for applying the Act respecting equal access to employment in public bodies.

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