



## POLICY BRIEF

### Mistreatment in private seniors' residences (PSR) in the *Agglomération de Longueuil*: Testimonies from residents and informal caregivers

#### SUMMARY

A qualitative descriptive study explored the testimonies from residents and informal caregivers from the *Agglomération de Longueuil* who experienced mistreatment situations in PSR perpetrated by managers and employees. It has demonstrated that this phenomenon can take the form of omitted or inadequate care, unmet engagements, the non-recognition of the residents' needs as well as reprisals from managers when they dare to complain.

#### INTRODUCTION

- Residents in PSR experience more material and financial mistreatment than persons aged 65 years and older living in a single-family or intergenerational home or a co-ownership<sup>1</sup>.
- Studies have shown that a great number of residence leases contain one or more illegal and/or non-conform clauses<sup>2</sup>.
- According to the *Protecteur du citoyen*: “[...] certain private seniors' residences (PSR) refuse to comply with the standards that apply to their mission, despite frequent reminders from the CISSS or CIUSSS responsible for certification. For their part, CISSS and CIUSSS hesitate to sanction the residences at fault, mainly because of the lack of residential resources and the desire to maintain existing ones.” [free translation] (p.14)<sup>3</sup>

#### OVERVIEW OF THE RESEARCH

- In 2017, aware and alarmed by the situations experienced by many PSR residents, actors from the community setting pulled together to create the *Comité droits des aîné(e)s en résidences privées de l'agglomération de Longueuil* including *Les Habitations Paul-Pratt*.
- In 2018, this committee developed a research project exploring mistreatment situations in PSR in collaboration with Mélanie Couture, researcher, and Chairholder of the Research Chair on Mistreatment of Older Adults.
- On the scientific level, there is an obvious lack of data on mistreatment in this context.
- This qualitative exploratory descriptive research aimed to understand how mistreatment in PSR manifested itself when perpetrated by managers and employees.

#### Research approach

- Individual and dyadic interviews were conducted with 12 residents and 5 informal caregivers who experienced difficulties with the managers and/or employees of PSR in the *Agglomération de Longueuil*, Quebec, Canada.
- In total, 13 French speaking women and 4 French speaking men with an average age of 80 years old were interviewed.

<sup>1</sup> Gingras, L. (2020). Enquête sur la maltraitance envers les personnes âgées au Québec 2019. Portrait de la maltraitance vécue à domicile [En ligne], Québec, Institut de la statistique du Québec, 153 p.

<sup>2</sup> Association québécoise de défense des droits des personnes retraitées et préretraitées du Québec (2013); Grégoire et Gratton (2011); Protecteur du citoyen (2016)

<sup>3</sup> Protecteur du citoyen (2022). *2021-2022 Annual Report*. Québec. 174p.



Chaire de recherche sur la maltraitance envers les personnes âgées

Research Chair on Mistreatment of Older Adults

Awareness raising tools are available:  
<https://maltraitecedesaines.com/projets/maltraitance-en-residence-privee-pour-aine/>

Podcast series on mistreatment in PSR:

<https://maltraitecedesaines.com/balados/>

## Research results

**Table 1. Results describing the principal manifestations of mistreatment in PSR with examples**

Manifestations	Concrete examples
<b>Omitted or inadequate care</b>	<ul style="list-style-type: none"><li>• Providing the wrong medication</li><li>• Serving food that does not conform to the food restrictions of certain residents</li><li>• Causing excessive pain during care</li></ul>
<b>Unmet engagements by managers</b>	<ul style="list-style-type: none"><li>• Charging a higher amount than the one indicated on the lease</li><li>• Charging rent before the resident moved in</li><li>• Charging for unprovided or undesired services</li><li>• Not providing an apartment that is better adapted when promised</li></ul>
<b>Non-recognition of the residents' needs</b>	<ul style="list-style-type: none"><li>• Refusing to make modifications to improve security</li><li>• Showing up in the apartment unannounced</li><li>• Not undertaking actions when objects disappear</li><li>• Ignoring propositions of activities by residents</li><li>• Not adapting the means of communication for impaired hearing or vision</li><li>• Refusing to create a residents' committee as requested by residents</li></ul>
<b>Reprisals from managers</b>	<ul style="list-style-type: none"><li>• Expelling the resident from the manager's office</li><li>• Controlling information shared between residents</li><li>• Asking employees not to talk to a resident</li><li>• Preventing the resident from paying rent to then proceed to an eviction and forbid access to the PSR</li></ul>

## CONCLUSIONS ANALYSIS

- The testimonies from residents and informal caregivers reflect that mistreatment manifests itself notably by a lack of appropriate action to answer the residents' needs.
- Complaints made by residents and informal caregivers to different instances can cause reprisals by managers.
- Mistreatment is mainly perpetrated by managers, systematically and without punishment.

## GENERAL POLICY RECOMMENDATIONS AND CONSEQUENCES OF THE RESEARCH

### For the residents and informal caregivers

- Increasing awareness concerning the legal obligations of PSR as well as the *Act to combat maltreatment of seniors and other persons of full age in vulnerable situations* (L-6.3).
- Information on available support structures (e.g. *Centres d'assistance et d'accompagnement aux plaintes*).
- Offering other options in the context of a housing shortage by adequately financing other types of housing, such as non-profit organization (NPO) and housing cooperatives.

### For PSR

- Creation and support of independent living environment committees that would play a role in identifying the residents' needs and the follow ups of potential mistreatment situations.
- Application of the sanctions provided in L-6.3.

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