



## ***HOW DO I RECOGNIZE MISTREATMENT?***

- Someone speaks to me rudely;
- I am treated like a number, not a person;
- Someone around me makes me afraid or uncomfortable;
- I observe inappropriate actions toward another person;
- I notice that my friend or relative has unexplained injuries;
- There are questionable transactions in my friend's or relative's bank account.



## **WHO DO I TALK TO ABOUT THIS?**

- Someone I trust;
- A relative;
- My caseworker;
- Someone from my care team;
- The users' or residents' committee;
- The Mistreatment Helpline at **1-888-489-2287**;
- The local service quality and complaints commissioner;
- The manager of the facility.