

PRESS RELEASE

The Elder Mistreatment Helpline launches a new and improved website

New digital platform improves access to information for elder abuse victims

Montreal – March 18 2019 – In a continuous effort to better meet the needs of older adults in situations of mistreatment, as well as their families, friends and community service providers, the Elder Mistreatment Helpline (LAAA) is launching a newly redesigned website.

“Besides finding it more user-friendly, anyone concerned about the situation of mistreatment of older adults will find this much improved tool to be more informative and comprehensive”, declared Sylvie Bouchard, the coordinator of the LAAA. “With this launch, our objective is to expand our service proposal to our diverse clientele and health professionals.”

The updated site boasts new features, a more refined design and an optimized organization of information.

Examples of the new features include the ability for web users who are visually impaired to increase the text size on the web pages. A new research module also makes it easy to find answers with just a few mouse clicks. And the site now works just as well on a computer, a tablet or a smart phone.

In addition, the LAAA site comprises a new section dedicated to cultural communities where brochures in Italian, Greek, Spanish, Arabic, Portuguese and Cantonese can be found as well as a list of organizations offering assistance specific to certain communities.

“This new section will help us develop greater links with seniors from various cultural origins by breaking down linguistic barriers. This will support our objective to raise awareness about the issue of mistreatment and break down the isolation in which these seniors find themselves”, added Sylvie Bouchard.

The site is available in both English and French, just like the older version.

Media Relations: Carl Thériault, carl.theriault.ccomtl@ssss.gouv.qc.ca, 514-340-8222, ext. 28242, Emergencies : 514-618-5430

West-Central Montreal Health: Serving a population of nearly 345,000, more than 9,000 employees including 900 doctors.

Heightened security has also been built into the redesigned site, a button now enabling users to quickly put an end to their session and hence protect their privacy. A new SSL certificate also ensures a secured connection between the server and web browser.

"This new website is typical of our healthcare network's commitment to continually improving the quality, availability and responsiveness of its services," says Dr. Lawrence Rosenberg, President and CEO of CIUSSS West-Central Montreal. "Since the elderly constitute an ever-increasing segment of the population, satisfying their evolving requirements and their need for better and more easily accessible online and digital information is among our most important priorities."

The online request for consultation form has been enhanced to better meet the needs of practitioners from the health and social services network, community organizations and the financial sector across Quebec.

The "Tools and Documents" section features new material for practitioners and professionals, such as guides, tools to better identify potential situations of mistreatment and reference documents.

To visit the new LAAA website, click here: <https://www.aideabusaines.ca/en/>