

T.A.M. -Telefono Anziani Maltrattati - run by cooperative SOLIMAI since 2001 - is a phone helpline dedicated to collect and manage reported cases of abuse on elderly people.

T.A.M. – Telefono Anziani Maltrattati is a helpline service set up in Udine (Friuli Venezia Giulia) in 2001. During these years we collected more than 1.500 phone-calls regarding supposed abuse cases perpetrated a elderly people. Lately we've been involved in the EU project called “European Quality Framework for long-term services”. As AGE members we have now been asked to submit contributions about elements to be included in a new legal instrument regarding older people protection.

After a brief consultation with the people committed to the project and a as “summa” of more than 10 years into the problem of elderly abuse, these are 6 points that we consider of most importance.

1. Rights and sanctions on rights' violations (associate sanctions whenever defined rights are being violated);
2. Right of knowing one's health conditions; right of choosing the best care opportunities;
3. Right to see one's identity/individuality recognized (no matter the age and health conditions);
4. Right to be (or not to be) cured/assisted;
5. Living will
6. Punishment/sentences should be worsened/weighted in case of abuse on elderly people.

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