

ELDER ABUSE:

TOOLS & RESOURCES FOR FRONT LINE HEALTH WORKERS



Elder Abuse Ontario

Stop Abuse - Restore Respect

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WEBINAR PRESENTATION
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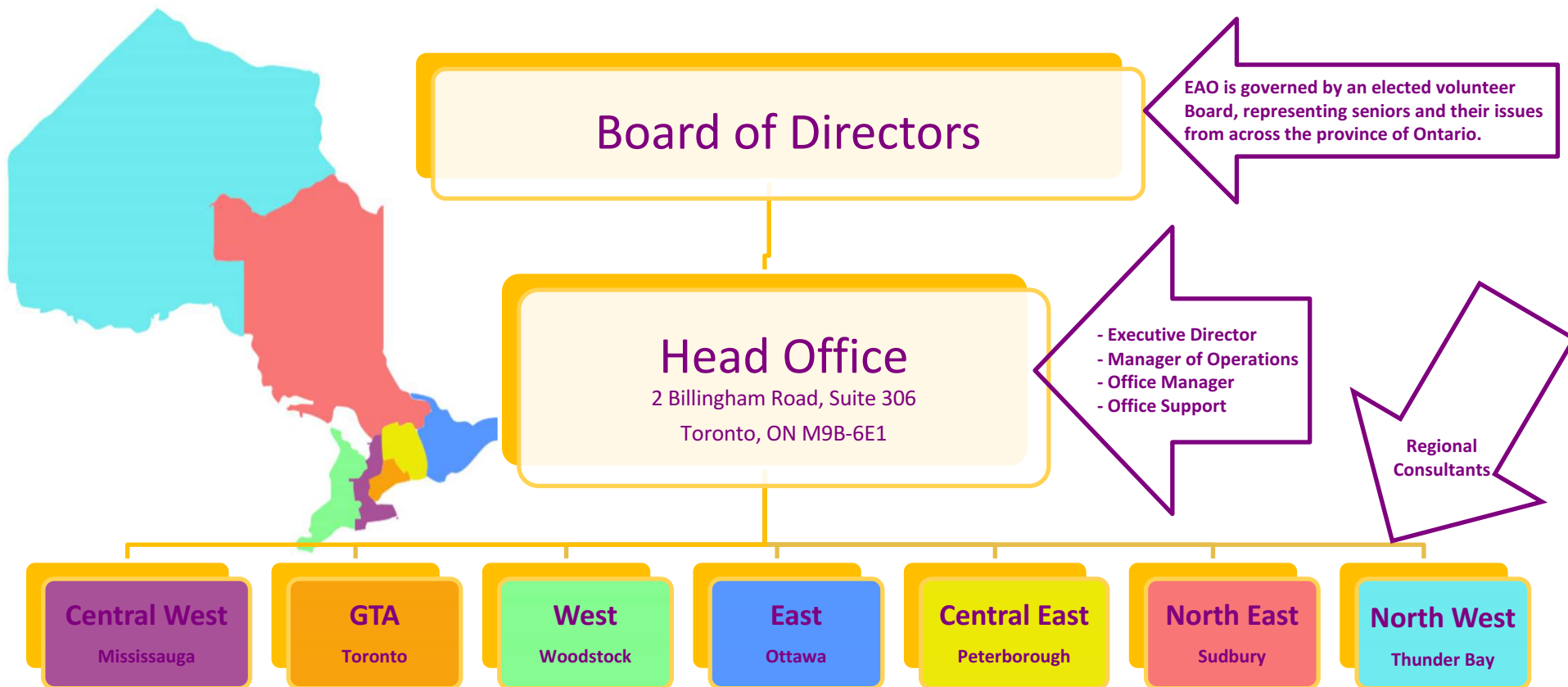
Welcome to EAO's Webinar!

- All attendees will be muted during the webinar. This session is being recorded and will be posted on EAO's website.
- If you are experiencing issues, please type into the CHAT/QUESTION BOX and send a message to Mary Mead/**Consultant**.
- There will be 10-15 minutes allocated at the end of the presentation for **QUESTIONS AND ANSWERS**.
- Once the session has ended we ask that you please fill out the **EVALUATION FORM** as your feedback will guide us for our future webinars. You will receive an email link to the evaluation after the session.
- Speaker **CONTACT INFORMATION** will be provided at the end of the presentation to connect directly if you have further questions.

Agenda

- Who is Elder Abuse Ontario (EAO)
- The role of Regional Consultants
- Elder abuse/community response networks
- Elder abuse: an overview
- Elder Abuse Ontario website
- Educational tools for seniors
- EAO training tools for front line staff
- Provincial and regional resources
- Question period

Elder Abuse Ontario (EAO)



EAO's major funder is the Government of Ontario.

Elder Abuse Ontario (EAO)

- ✓ Not-for-profit charitable organization
- ✓ Established in 1992
- ✓ Funded by the Province of Ontario, under the Ministry of Seniors Affairs

Mission: Create an Ontario where all seniors are free from abuse through awareness, education, training, collaboration, service co-ordination and advocacy.

EAO oversees the Implementation of Ontario's Strategy to Combat Elder Abuse

The information and opinions expressed here today are not necessarily those of the Government of Ontario

Ontario's Strategy to Combat Elder Abuse

Comprised of 4 Major Priorities

Community
Coordination
& Response

Training

Public
Awareness

Research
&
Evidence

Elder Abuse Ontario (EAO)




EAO has seven Regional Consultants serving the province of Ontario, offering organizations customized training and education for their staff. Regional Consultants also perform outreach activities for seniors' groups and further the cause of abuse prevention at conferences and events.

- **7 Regional Consultants in Ontario** (office locations: Thunder Bay, Sudbury, Woodstock, Mississauga, Toronto, Peterborough and Ottawa)
- Francophone (East and North East Consultants)
- Key resources for providing consultation on elder abuse cases to review options and resources for intervention.
- Consultants DO NOT act as case managers for cases of abuse.
- Support over 50 local Elder Abuse Committees/Networks
- Strengthen partnerships between these committees and other health/social service agencies to enhance the response to elder abuse.
- Develop and implement training materials, tools and resources for elder abuse prevention and intervention.



Elder Abuse and Community Response Networks

Join a Network in your area!

-  Greater Toronto Area Networks
-  Central East Networks
-  Central West Networks
-  East Networks
-  West Networks
-  North East Networks
-  North West Networks



Find your Network on our website!

www.elderabuseontario.com



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What is Elder Abuse?

World Health Organization (WHO, 2004) defines elder abuse as:

“a single or repeated act, or lack of appropriate action, occurring in any relationship where there is an expectation of trust that causes harm or distress to an older person”.

Despite what many think, elder abuse is more than hitting a senior. It is a multi-faceted problem and very complex. It encompasses a broad range of behaviours, events and circumstances.

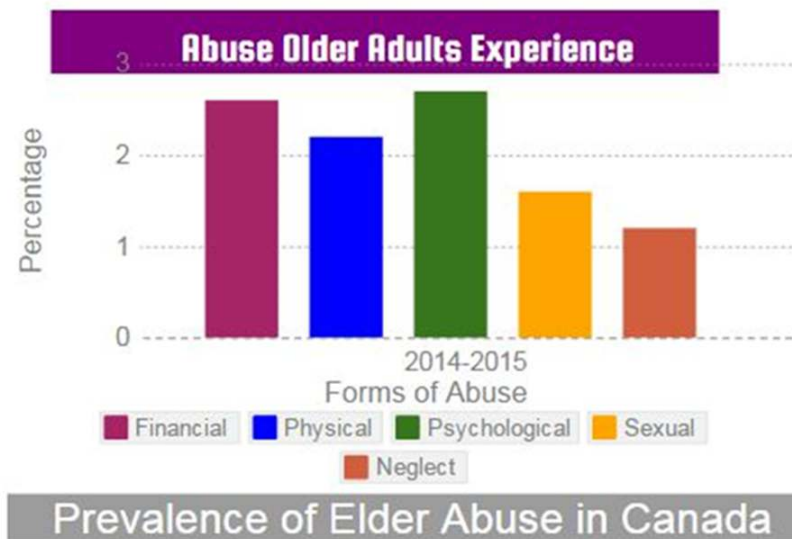
Types of Elder Abuse

- ✓ **Physical**
- ✓ **Sexual**
- ✓ **Psychological**
- ✓ **Financial**
- ✓ **Neglect**
- ✓ **Spiritual**
- ✓ **Systemic**



Elder Abuse Statistics

- 8,163 older Canadians completed the survey
- largest study of the prevalence of elder abuse ever in Canada
- **8.2%, prevalence**
- The most common form of abuse was **psychological or emotional abuse**



Source : National Initiative For the Care of the Elderly, 2016 Canadian National Survey on the Mistreatment of Older Adults in Canada.

Definitions of Abuse

Physical: Any act of violence or rough handling that may or may not result in physical injury causing physical discomfort and pain.

Sexual: Non-consensual sexual contact of any kind with an older adult. Sexual contact with any person incapable of giving consent is also considered sexual abuse. It includes but not limited to, unwanted touching and all types of sexual assault or battery, such as a rape, sodomy, coerced nudity, and sexually explicit photographing”.

Definitions of Abuse

Psychological: Any action, verbal or non-verbal, that lessens a person's sense of dignity and worth.

Financial: Any act done without consent that results in the financial or personal gain of one person at the expense of another.

Definitions of Abuse

Neglect: Not meeting the needs of an older adult unable to meet them for themselves.

Active Neglect: deliberate withholding of care or necessities of life.

Passive Neglect: failure to provide proper care due to lack of knowledge, experience or ability.

Spiritual Abuse: refers to “The erosion or breaking down of one’s cultural or religious belief systems”. Can also occur when someone uses religious or spiritual beliefs to exploit an older person.

Definitions of Abuse

Systemic/Institutional abuse: refers to rules, regulations, policies, or social practices that harm or discriminate against older adults. Systemic abuse includes rules that are developed for an apparently neutral purpose, but that hurt older adults. They may be hidden or unintentional but built into the way society works. Our assumptions and stereotypes, along with policies, practices and procedures, reinforces this kind of abuse. Ageism is a type of systemic abuse.

Ageism

Ageism the most tolerated form of social prejudice

- 6 in 10 (63%) of seniors say they have been treated unfairly / differently because of age
- 8 in 10 (79%) agree seniors are seen as less important
- 1 in 5 (21%) see older Canadians as a burden

Revera Report – International Federation on Aging



Who Is at Risk of Abuse?

Abuse can happen at any age to any person.



Why Are Some People More at Risk?

Some of the most common risk factors
2015 Canadian study

Depression

Previous abuse as a child,
youth or adult

Being female



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Why Are Some People More at Risk?

Intersections of discrimination

LGBTQ seniors may face social discrimination due to their age as well as their sexual orientation or gender identity

20% of Trans seniors have been physically or sexually abused for being Trans

women with disabilities are 4x more likely to be sexually assaulted

Ongoing legacy of residential schools and colonization - places Indigenous people more at risk



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Who behaves abusively toward older adults?



Most often, it is family members
...adult children or grandchildren.

In LTC or Retirement Homes resident
to resident abuse is also common.

People who behave abusively can
also be other relatives or friends,
paid/unpaid caregivers, landlords,
financial advisors or anyone in a
position of power, authority or trust.

Stats Canada



Risk Factors - Abuser

- Dependence for money, food, housing and/or transportation
- Substance abuse / addiction
- Poor physical and/or mental health (depression, cognitive impairment)
- Prejudiced attitudes
- Lack of understanding of aging process
- Caregiving assumed out of resignation or obligation
- Likely to have a history as an abused victim

Index of Suspicion – Indicators of Abuse

Be observant for some of these indicators of potential abuse:

- Delay between injury and seeking or receiving care : patient and/or caregiver *refuses a referral to services* and you suspect elder abuse
- Repeat or similar injuries
- Receiving treatment at multiple hospitals
- Not having a regular doctor
- No witnesses to unexplained injuries and refuse to allow additional assessment for the injury
- Conflicting or implausible explanations of how the injuries occurred
- Fear of care provider

Why Practitioners Should Be Concerned

- No legislated agency is specifically dedicated to responding to the mistreatment of older adults in the community similar to those targeted at child abuse
- Currently, elder abuse responses vary considerably within regions in Ontario



✓ Because older adults do not usually self-report instances of elder abuse, *the responsibility for identification, reporting, and intervention rests largely with healthcare professionals, social service agencies, and police departments*

Mandatory Reporting

Mandated legislation for Long-Term Care homes:

Section 24 (*LTCH ACT*) States that anyone who sees/suspects abuse in LTC homes is legally obligated to report immediately to Director at

MOHLTC 1-866-434-0144

Mandated legislation for Retirement Homes:

Section 75 (1) States that anyone seeing or suspecting abuse in a retirement home is legally obligated to report to

RHRA 1-855-275-7472

Duty to Report

Anyone who has reasonable grounds to suspect that abuse may or has occurred

- Includes staff, MD's, social worker, regulated practitioners
- Only residents are excluded; can report but not required to
- Front Line Staff have a duty to report abuse immediately to their supervisor.
- The Supervisor reports the abuse to the Director (person at MOHLTC) not director or administrator of LTC home.

Barriers to Reporting for Service Providers

- Sense of loyalty
- Fear of withdrawal of client from service
- Feelings of hopelessness and powerlessness
- Fear of retaliation and/or bullying by other staff or family member
- Fear litigation or complaint to their professional college

Why is Abuse Under-Reported By Seniors or Family?

- Fear of retaliation
- Sense of dependence on staff
- Pride, embarrassment, shame
- Feelings of hopelessness and powerlessness
- Inability to communicate
- Literacy levels
- Intergenerational trauma
- Guilt about how they parented (if it is their child doing the abuse)
- Fear of being institutionalized or being forced to leave their community

Professionals Are Often KEY To Identifying Abuse

Front line workers are able to:

- Identify signs and intervene
- Help facilitate early identification or prevention
- Speak with the senior about the suspected abuse
- Ask questions about potential abuse
- Develop a relationship with the older adult
- Help discuss options for assistance and action



What Can You Do About a Suspected Case of Elder Abuse?

- **PHYSICAL ASSAULT, SEXUAL ASSAULT, THEFT, FRAUD, FORGERY, FORCIBLE CONFINEMENT AND REFUSING TO PROVIDE NECESSITIES ARE CRIMES. YOU SHOULD REPORT ANY OF THESE TO THE POLICE**
- Social service agencies, health professionals, public health departments or community legal clinics can provide advice or help for the victim
- A senior may need the assistance of several different people and agencies before deciding what to do
- If the victim of elder abuse is mentally competent and chooses to remain in an abusive or neglectful environment, that decision must be respected

Ask the Questions

1. Is the older adult in imminent danger?
2. What is the nature and extent of the abuse?
3. Do you feel the abuse is likely to occur again?
4. What is the level of risk?
5. Is the person able to make decisions about his or her care?
6. What measures are needed to prevent future abuse and ensure well being?

We Need More...

- Systemic solutions vs. individual solutions
- wide-scale institutional change is essential to addressing elder abuse.
- For example understand that social isolation is a problem that increases the risk of elder abuse. Look at systemic ways to break this isolation (i.e. access to affordable transportation, community centres resources etc.).

Guiding Principles When Responding to Elder Abuse

- Talk to the older adult
- Respect personal values, priorities, goals and lifestyle choices of the older adult
- Recognize the right to make decisions
- Seek consent or permission
- Respect confidentiality and privacy rights
- Avoid ageism
- Recognize the value of independence and autonomy
- Know that abuse and neglect can happen anywhere and to anyone
- Respect rights
- Get informed and become active in advocating for systemic changes

www.elderabuseontario.com

Visit To Our Website Today !

Explore the features, navigate the directories...
and share your comments with us.



www.elderabuseontario.com

[Home](#)[Elder Abuse](#)[About Us](#)[In the News](#)[Links](#)

Call the Seniors Safety Line
1-866-299-1011

Free to call
Confidential
24 hours a day
7 days a week



New to this site?

Guide to using the new
Elder Abuse Ontario website

For a tutorial, [click here](#)



We Can Help

Need Help Now?
Call the SENIORS SAFETY LINE
1-866-299-1011

[Elder Abuse Networks in Ontario](#)

[Directory of Programs & Services](#)

Training & Education

[Upcoming Professional Development](#)

[Training](#)

[2017 Elder Abuse Ontario Symposium](#)

[Directory of Tools & Resources](#)

Connect With Us



[To learn more about Elder Abuse call 416-916-6728](#)

[Support Elder Abuse Ontario](#)

[Subscribe to Newsletter](#)



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Educational Tools for Seniors

We developed a wide range of educational tools, to assist seniors, (their families and caregivers). These can be found under the **Help for Seniors tab**.

- Where and whom to report incidents of elder abuse
- Tips for preventing elder abuse
- Safety and security for protecting one's finances



- FACT SHEETS
- SAFETY GUIDES
- VIDEOS
- BROCHURES
- FLOW CHARTS
- POSTCARDS

Educational Tools for Seniors

8 Modules with Tip Sheets on:

- Dating as an Older Adult
- Protecting your Finances
- Increasing Self-Esteem
- Communication in Healthy Relationships
- Age & Discrimination
- Caregiving
- Elder Abuse
- Sexual Harm



The graphic features a light blue background. On the left, a blue cloud-like shape contains the text 'Tea & Talk' in a cursive font and 'TOOLKIT' in a sans-serif font below it. To the right of this is a circular photograph of an elderly woman with white hair and glasses, smiling and holding a floral teacup and saucer. Below the cloud shape, the text 'Join the Conversation: Healthy Relationships and Seniors' is written in a simple font.

Tea & Talk
TOOLKIT

Join the
Conversation:
Healthy
Relationships
and Seniors

Engaging Seniors

Training & Education

Upcoming Professional Development

- Provincial and Regional Conferences
- Events with Community Partners
- Educational Events/Training Workshops
- Intervention Tools
- Case Modules
- Case Studies with Case Resolutions
- Safety Planning Tool Kit
- Videos
- Multicultural materials
- EAO Training Resources (i.e. Core Curriculum)
- Archived Webinars

Training



Training Sessions



EAO Training Curricula



Intervention Tools



Videos



Spanish Materials



Webcast/Podcasts

Case Modules

Elder Abuse Ontario has developed a series of 'Training Modules' on specific issues related to elder abuse. The modules have been designed to provide a standardized format that can be utilized when training interdisciplinary sectors. The sections within the module can be used separately, to teach about specific subject areas or used in its entirety, to suit a variety of training environments or challenges of time constraints.

www.elderabuseontario.com/training-education/training/intervention-tools/



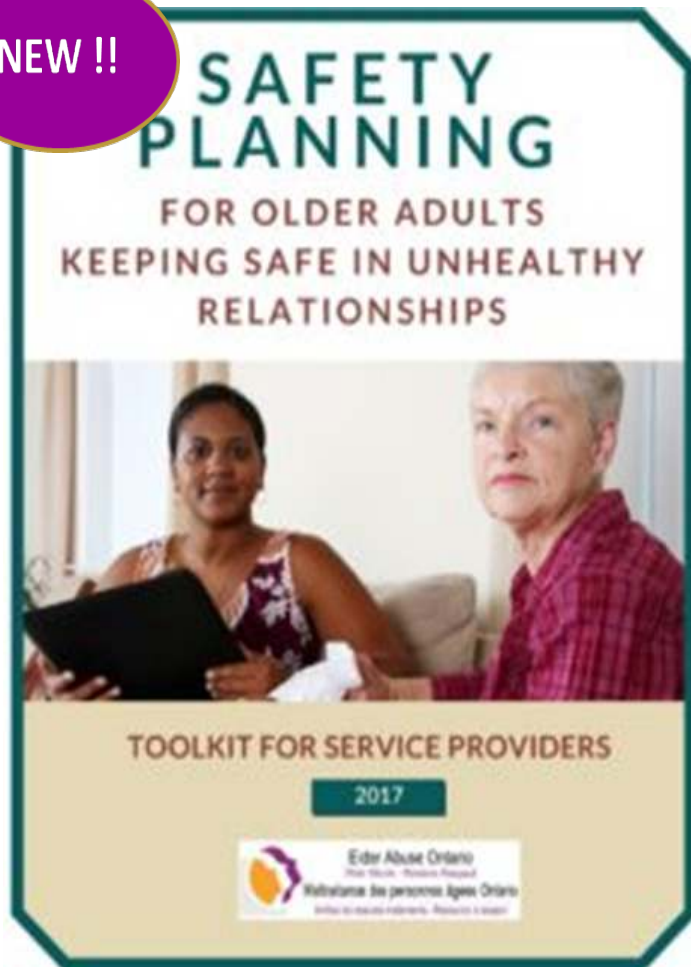
Case Modules

Each Module includes the following:

- Guiding principles
- Overview and Definition(s)
- Risk factors and Warning Signs
- Assessment Questions
- Interview Strategy
- Safety Planning
- Reporting and Legislation
- Case Studies with Case Resolutions
- Discussion Questions, Fact Box,
- Decision Tree for assistance in navigating supports & interventions
- Provincial Resources/Services

Safety Planning Tool Kit

NEW !!



The Toolkit Provides:

- Key facts and statistics on abuse and violence in later life.
- Tips on how to recognize the warning signs of unhealthy relationships or abusive partners.
- Action steps for an older adult's personal safety including a personalized safety plan.
- Contact information on programs and services.



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Educational Tool for bereaved families

Empowering Bereaved Seniors

A tool to assist Seniors, empowering them to take charge

This tool, created by Elder Abuse Ontario is to assist widowers and empower them to take charge of their lives and protect them from falling victim to abuse at a vulnerable time.



Recent EAO Initiative...It's Not Right Campaign

It's Not Right! Changing the Conversation on Abuse of Older Adults



Ontario is changing the conversation to stop abuse of older adults. In January 2017, the Ministry of Seniors Affairs, Elder Abuse Ontario and Western University launched a provincial initiative to educate Ontarians as bystanders. Bystanders are those neighbours, friends and family members who are most often first to see warning signs with someone they know, but not know how to respond. We want people of all ages to be able to recognize warning signs of abuse and to know how to respond safely and effectively. Small actions can make a big difference!

Provincial Information and Support



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Seniors Safety Line – Ligne Aînés Sécurité

**Get Help
Now**

Call the Seniors Safety Line

1-866-299-1011

Free to call
Confidential
24 hours a day
7 days a week



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Other Great Resources

www.advocacycentreelderly.org

ACE
Advocacy Centre
for the Elderly

www.nicenet.ca

 **NICE** National Initiative for the Care of the Elderly
Initiative nationale pour le soin des personnes âgées
We care together
Ensemble pour le bien-être des aînés

www.cleo.on.ca

 **CLEO** | Community Legal Education Ontario
Éducation juridique communautaire Ontario

www.antifraudcentre-centreantifraude.ca



www.rnao.ca

 **RNAO**



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Provincial Information and Support

Elder Abuse Ontario

www.elderabuseontario.com/

(416) 916-6728

Ontario Provincial Police

www.opp.ca

1-800-310-1122

Ministry of Health LTC-Action Line

1-866-434-0144

www.ontario.ca/page/long-term-care-home-complaint-process

Retirement Homes Regulatory Authority

www.rhra.ca/en/

1-855-275-7472

Senior's Safety Line

1-866-299-1011

Senior Crime Stoppers

<http://ontariocrimestoppers.ca>

1-800-222-TIPS (8477)

Office of the Public Guardian and Trustee

www.attorneygeneral.jus.gov.on.ca

1-800-366-0335

Canadian Anti-Fraud Centre

<http://www.antifraudcentre-centreantifraude.ca>

1-888-495-8501

Provincial Information and Support

Consent and Capacity Board

www.ccboard.on.ca

1-866-777-7391

Alzheimer Society of Ontario

www.alzheimer.ca/en/on

1-800-879-4226

Behaviour Support Ontario (BSO)

www.behaviouralsupportsontario.ca/

1-855-276-6313

Victim Support Line

[www.attorneygeneral.jus.gov.on.ca/
english/about/vw/vsl.asp](http://www.attorneygeneral.jus.gov.on.ca/english/about/vw/vsl.asp)

1-888-579-2888

Ontario Network of Sexual Assault/ Domestic Violence Treatment Centres

www.satcontario.com/en/home.php

(416) 323-7518

Ontario Coalition of Rape Crisis Centres

www.sexualassaultsupport.ca/

Assaulted Women's Helpline

www.awhl.org

1-866-863-0511

Fem'aide

www.femaide.ca/

1-877-336-2433

Provincial Information and Support

Support Services for Male Survivors of Sexual Abuse

http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male_support_services/

1-866-887-0015

TALK4HEALING

<http://www.talk4healing.com/>

1-855-554-HEAL (4325)

Rainbow Health Ontario

www.rainbowhealthontario.ca/

(416) 324-4262

LHIN Home and Community Care

<http://healthcareathome.ca/>

310-2222

Advocacy Centre for the Elderly

www.advocacycentreelderly.org

1-855-598-2656

Legal Aid Ontario

<https://www.legalaid.on.ca>

Law Society Referral Service

www.lsuc.on.ca/lrs/

1-855-947-5255

Questions and Answers



Please fill out the EVALUATION FORM as your feedback will guide us for our future webinars. You will receive an email link to the evaluation after the session.

Contact Elder Abuse Ontario

Connect With Us



To learn more about Elder Abuse Call
416-916-6728

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