

EAO Webinar

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Building an Elder Abuse Consultation Team

**Presentation for Elder Abuse Ontario Webinar
Lisa Manuel, PhD, Family Services Toronto
September 12, 2017**

Welcome to EAO's Webinar!

All attendees will be muted during the webinar.

If you are experiencing issues, please type into the CHAT/QUESTION BOX and send message to Mary Mead/Raeann Rideout.

There will be 15-20 minutes allocated at the end presentation for QUESTIONS AND ANSWERS.

You will be prompted to fill out an EVALUATION FORM once the session has ended. Please fill out the form as your feedback will guide us for our future webinars. You will also 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.



Elder Abuse Ontario
Stop Abuse - Restore Respect



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Building an Elder Abuse Consultation Team

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**Do you currently have a
consultation team in your
community?**

- Yes
- No



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What do you see as potential benefits of a consultation team?

- a. Reduce isolation for workers
- b. Opportunity to learn from one another
- c. Opportunities to collaborate across organizations
- d. Identify gaps in service



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What do you see as potential challenges of starting a consultation team?

- Privacy issues
- Time to attend meetings
- Funding issues
- Organizational support for leadership of a team



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Goals of Presentation

1. What is a consultation team and why develop one
2. Provide an overview of Family Service Toronto's team
3. Things to think about when developing a team
3. Key trends
4. Sustaining teams over the long-term
5. Discussion



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Grounding our understanding

What?

- Cross-sectoral
- Leaders in work
- Mix of seniors, front line and administrators

Why?

- Break down isolation of work
- Share expertise
- Benefit older adults



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History

- 1997 - First meeting in Toronto to explore concept
- 1998 - 1999 - Grant applications
- 2000 - FST funds development work internally
- 2001 - Orientation meeting
- 2002 - First consultation meeting
- 2017- Fifteenth year of team's existence



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Mission of EACT

To consult on elder abuse cases by suggesting options to improve the life situations of abused older adults.



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Key Principles

- Confidentiality
- Anonymity
- Self-determination
- Maximizing options
- Least intrusive alternative
- Involvement of abused older adult in carrying out suggested options



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Membership

- Victim Services
- Geriatric psychiatry
- Violence Against Women sector
- Acute care hospital
- Community support agencies
- CCAC
- Alzheimer Society
- Housing
- Mental health and addictions
- Older adults
- Assistant Crown Attorney
- Student learners



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Types of Cases Reviewed

- Complex
 - Multiple types of abuse occurring
 - Ethical dilemma
 - Specialized expertise required
 - Refusal of services
- ⇒ Cases at any point of engagement



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Intake Form

- One page overview
- Strategies attempted to date and outcome
- Kind of advice requested from team
- Demographic information



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Structure of Case Presentations

- Introductions
- Ground rules
- Brief overview
- Clarifying questions
- Suggested options
- Follow up



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Key considerations when thinking about creating a team

- What does your community need?
 - How do you know the answer to this?
- What type of resources (human, organizational, financial) are available?
- Do you really need funding?
- Designating a team leader
 - What are you asking this person to do?
 - How will others support this position?



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Key considerations when thinking about creating a team

- What are you asking of team members?
- Who is your target audience?
- Frequency/location of meetings
- Technological supports
- Will the team be open or closed?
- How will you get cases?
- Will you invite elders and/or supporters to be a part of a discussion?



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Early learning - Pre-implementation

- Know what your community needs/wants
- Invite key leaders in community to table
- Solid rationale for type of membership (open/closed)
- Get buy in from senior leadership
- Be clear about scope of team



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Early learning- Post implementation

- Don't get too bureaucratic
- Set realistic timelines
- Talk up the team ... anywhere, everywhere
- Designated lead
- Cases come and go
- Provide consultation supports between meetings



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Key Trends

- Highly complex cases
- Devoted workers struggling to assist
- Lack of coherent spectrum of resources
- Learning experience for all team members
- Team represents a place for like-minded people to discuss situations
- Lack of closure



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Snapshot of cases: Elders experiencing abuse

- Men and women
- Capable individuals
- Young old and old-old
- Community-dwelling
- All types of abuse
- Some receiving supports; others totally isolated
- Crosses all income levels and cultural groups
- Highly protective of abuser



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Snapshot of cases: Alleged perpetrators

- Sons and daughters (in-law); Spouse/partner (male or female)
- Mental health issues
- Substance use concerns
- Trauma in family
- All ages



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Role of Team Leader

- Coordination of meetings
- Recruitment of team members
- Securing cases for review
- Screening for conflict of interest
- Minute taking
- Community resource
- Evaluation
- Developing educational sessions



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Role of Team Members

- Confidentiality
- Best interest of client
- Interim consultations
- Commitment to team
- Ambassadors in community
- Provide advice



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Sustainability over the long term

- Dedicated team leader
- Organizational support for team
- Cases available for consultation
- Team members that reach out to their networks
- Publicize, publicize, publicize



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Dream big or small

- Consultations
- Newsletters
- Educational sessions
- Conference presentations
- New programs
- Partnerships
- Research
- Student training
- Capacity building of members and presenters



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Based on what we have discussed, do you feel better equipped to consider developing a team or supporting an existing one?

- Yes, I feel better equipped to talk in my community about starting a team.
- No, I need more information
- Yes, I feel I can lend support to an existing team in my community
- No, I need more information before I can assist a team in my community.



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