

# Upcoming WEBINAR

## BULLYING AT ANY AGE IS NOT OKAY!

Practical Steps and Toolkit  
to reduce Bullying between  
Older Adults

**February 23, 2022**

**1:00 PM - 2:00 EST**



ASL Provided



**Sheridan** | Centre for  
Elder Research



Elder Abuse  
Prevention  
Ontario

**CNPEA**



CANADIAN NETWORK for  
the PREVENTION of ELDER ABUSE



A smudge stick, made of dried herbs and tied with black and white string, is burning in a brass bowl. The bowl is placed on a green wooden surface. Surrounding the bowl are various natural elements: a large white crystal, a green chrysanthemum, a yellow pom-pom flower, green cedar branches, and a brown pine cone. The scene is lit with soft, natural light, creating a serene and earthy atmosphere.

# LAND ACKNOWLEDGEMENT

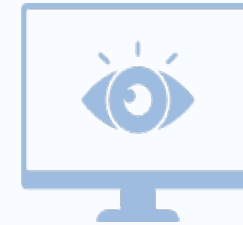


# WEBINAR HOUSEKEEPING



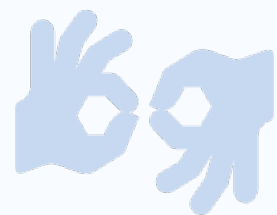
## Communication

All attendees will be muted during the webinar.



## Speaker

Will be visible while presenting and for the Question/Answer session.



## ASL Interpreters

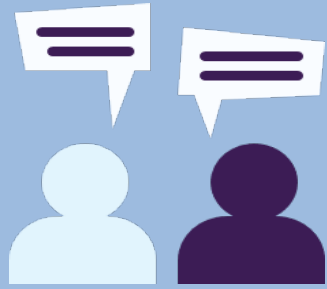
Image and name (ASL Interpreter) will be visible during the webinar. View all speakers by clicking gallery view. Can also PIN the ASL Interpreter to have image on your screen at all times.



## Adjusting Speaker Images

Drag the line, between the image frame and slides, to the left to make speaker image larger.

# WEBINAR HOUSEKEEPING



## Chat Box

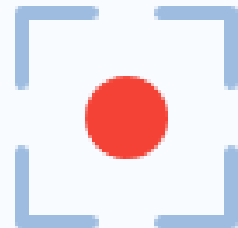
Post comments during the session.



## Question Box

Type your questions in Question/Answer box.

A response will be posted during the webinar *or* asked to speaker after the presentation.



## Recording

A recorded version of this webinar will be available on EAPO's website.



## Evaluation

After the webinar, a pop-up screen will appear to complete survey. Your feedback and suggestions for future webinars is appreciated.

# HOUSEKEEPING

## Respecting Privacy and Confidentiality

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EAPO appreciates there may be personal circumstances or issues which participants may wish to address. However, in keeping with our commitment to maintaining your privacy and confidentiality, today we will be answering general questions posed through the Q&A.

If someone wishes to discuss specific circumstances, we invite you to contact EAPO following this webinar to arrange for a confidential conversation so that we may further assist you.



[www.eapon.ca](http://www.eapon.ca)

# Elder Abuse Prevention Ontario (EAPO)

## Mission and Goals

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**EAPO envisions an Ontario where ALL seniors are free from abuse, have a strong voice, feel safe and respected.**

**Achieving our mission requires raising awareness, delivering education and training, working collaboratively with like-minded organizations and assisting with service coordination and advocacy.**

@EAPreventionON

#RestoringRespect

Elder Abuse Prevention Ontario | 2022

# Ontario's Strategy to Combat Elder Abuse

1

## **Public Education and Awareness**

A Province-wide, multi-media public education campaign to promote awareness about elder abuse and provide information on how to access services.

2

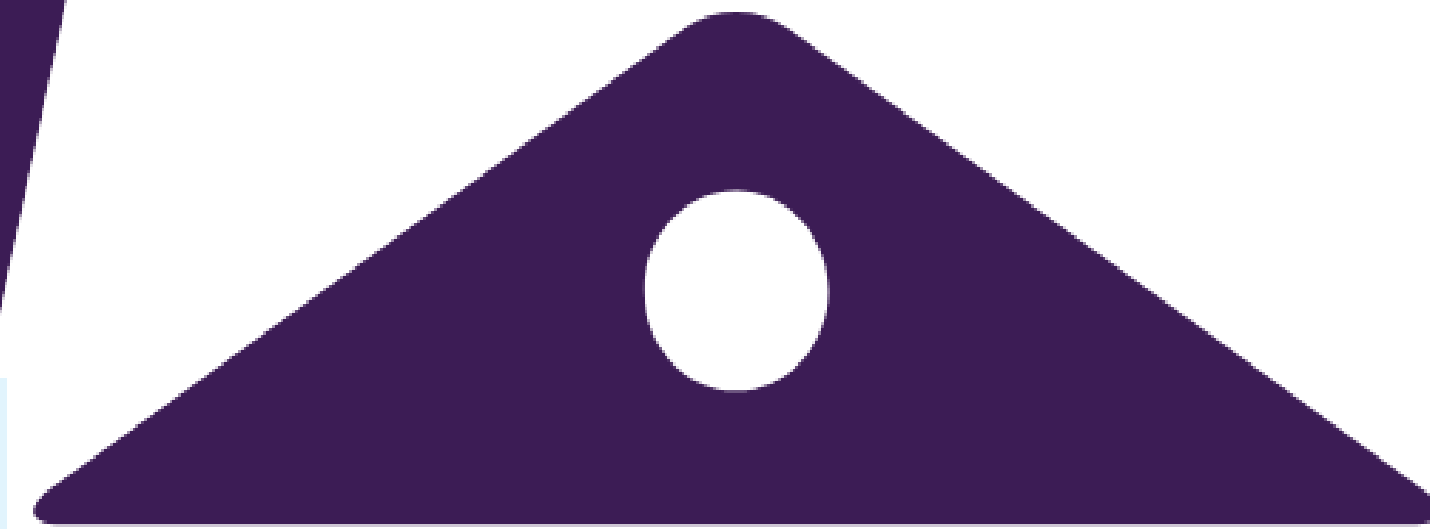
## **Training for Front-Line Staff**

Specialized training to staff from various sectors, who work directly with seniors, to enhance their knowledge and skills to recognize and respond to elder abuse.

3

## **Co-ordination of Community Services**

To strengthen communities across the province by building partnerships, promoting information sharing and supporting their efforts to combat elder abuse.



Co-ordination of  
Community Services

Training for  
Front-Line Staff

Public Education  
and Awareness

**3 Pillars of the Strategy**





# Canadian Network for the Prevention of Elder Abuse (CNPEA)

## MISSION

CNPEA connects people and organizations, fosters the exchange of reliable information, and advances program and policy development on issues related to preventing the abuse of older adults. We do this work at the local, regional, provincial/territorial, and national levels.

## VISION

We envision and work toward a Canadian society where older adults are valued, respected, and live free from abuse.

We strive to be the Canadian leader in our field—sharing information and coordinating resources for the prevention of elder abuse.







## **Kirsten Madsen, PhD**

Chair, Research Ethics Board  
Sheridan College

Dr. Kirsten Madsen is a faculty member at Sheridan College. She received her PhD in Developmental Psychology from the University of Sheffield in England. Specifically, her graduate work was with the Sheffield University anti-bullying project. Since then she went on to assess what anti-bullying strategies were being implemented by schools across England.

Dr. Madsen conducts research and has done extensive training with frontline staff in the area of bullying, aggression, age differences, gender differences, and program development.

Currently she is the Project Director for the “Seniors bullying Seniors: What is happening in Ontario”, a project being conducted in partnership between Sheridan College and Elder Abuse Prevention Ontario that is funded by the Social Sciences and Humanities Council of Canada (SSHRC).

**WEBINAR**

**GUEST  
SPEAKERS**





# Liza Franses

Research Manager,  
Sheridan Research

Liza is an older adult advocate that has worked with diverse older adult communities in Toronto. Her background ranges from working with older adults in long-term care, retirement, adult day programs, and managing a multicultural Seniors Active Living Centre in North York.

Most recently Liza worked on the Senior to Senior Bullying Project at Sheridan College which culminated in the first ever Anti-Bullying Project Toolkit.

Liza's education includes an Honours Health & Society Degree from York University and a Diploma from the George Brown College Activation Coordination/Gerontology program. Liza is passionate about advocating on behalf of older adults and ensuring that they are consulted and engaged in matters that help them stay independent in their homes and engaged in their communities.

WEBINAR

GUEST  
SPEAKERS



# Senior Anti-Bullying Project

## Bullying At Any Age is Not Okay!



Natural Sciences and Engineering  
Research Council of Canada

Conseil de recherches en sciences  
naturelles et en génie du Canada





# Objectives of this Webinar:

- Background
- Sections of the Toolkit & Ethics
- How the Toolkit is being adapted
- How many downloads – SOURCE
- Next steps with the new phase of the project
- What YOU can do



# What is senior bullying?

**“Bullying is sometimes called harassment and happens when someone hurts, intimidates or scares a peer consciously or unconsciously. When someone is being bullied they often have a hard time defending themselves. Bullying is usually not a one-time event. It can happen over and over again.”**

*This survey relates to bullying which is based on peer to peer interactions, and not perpetrated by a person who is in a position of trust.*

# **BACKGROUND & PROJECT AIMS:**

- Collect data on the prevalence and nature of Senior to Senior bullying in Ontario;
- Use this data to create a toolkit outlining best practices for seniors and those working with seniors to stop bullying.



# HISTORY

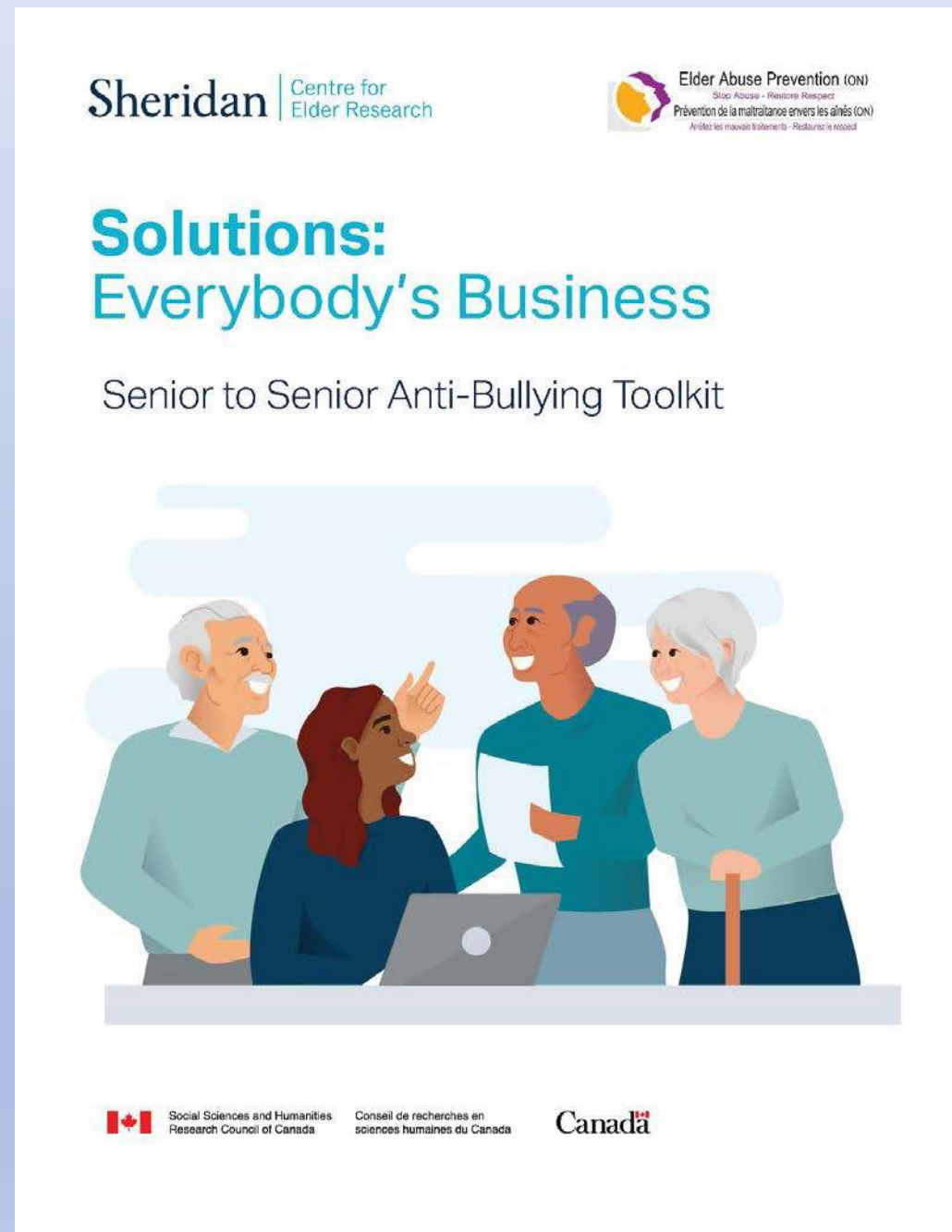
- Phase 1: Seniors Bullying in Ontario Project
  - Senior to Senior Bullying Survey
  - 4 Full day Interactive Workshops (i.e. ThinkTanks)
  - Toolkit
- Phase 2: Senior Anti-Bullying Project
  - Present & future

# Survey Results

- N=683
- In the last 4 months
  - 57% been bullied
  - 56% engaged in bullying behaviours
  - 55% witnessed bullying behaviours
- Being bullied was upsetting or extremely upsetting = 70%
- Engaging in bullying behaviours was upsetting or extremely upsetting = 78%
- Witnessing Bullying
  - 45% Angry
  - 18% worried it would happen to them



# Toolkit Aims



- Prevent and Target Bullying Behaviours between Older Adults
- Includes Strategies & Activities
- Based on Survey results, Stakeholder feedback (i.e. ThinkTanks) & existing Best Practices

# **Intended Audience**

- Senior Leadership Team
- Staff & Volunteers from Senior's Residences & Organizations
- Clients
- Co-ordinator/Facilitator



# Module 1: POLICY AND PROCEDURE



- Anchor
- Link to existing P&P
- What is a P&P ?
  - **Policy:** Policy Statement, Scope, Definition
  - **Procedure:** Required Actions
- Confidential Avenues for Reporting
- Alive & Updated

# Module 2: DISCUSSION & EDUCATION



- Aim for the module: awareness raising
- These activities are useful for all the other modules
- If you are engaging a new group it is recommended to start here to help define bullying for your older adult clients
- Activities here include case studies that include diverse viewpoints of bullying behaviour



# Module 3: RESPONSE TRAINING



- Contains strategies & activities for addressing Bullying Behaviours
- 3 Separate Sections:
  - Targets of Bullying Behaviours
  - Alternatives to Bullying Behaviours
  - Witnesses becoming Allies
- Facilitators: Clear Instructions, Activities & Prompts
- Participants: receive activities
- E.g.: Journaling, Role Playing, & Eco Mapping

# Module 4: CREATING A POSITIVE ENVIRONMENT



- Aim
- Build on existing programs
- Activity ideas



# TEMPLATES



- Comfort Agreement
- Incident Report Form
- Policy
- Procedure
- Posters

# RESOURCES



- Why we chose these resources
- 5 categories
- They have been vetted




# FURTHER FREE TRAINING RESOURCES



- For Facilitators and staff
- Training
- Videos

# Toolkit Adaptation & Use

- How the Toolkit is being adapted
- How many downloads – SOURCE




Sheridan College  
Solutions: Everybody's Business  
Senior to Senior Anti-Bullying Toolkit


## Senior to Senior Anti-Bullying Toolkit

[Kirsten Madsen](#), *Sheridan College* [Follow](#)  
[Liza Franses](#), *Sheridan College* [Follow](#)  
[Emily Ayenew](#), *Sheridan College* [Follow](#)  
[Parker Behnke \(they/them\)](#), *Sheridan College*

[Download Full Text \(7.7 MB\)](#) [Download](#)

**434 DOWNLOADS**  
Since April 08, 2020

 PLUMX METRICS

 **INCLUDED IN**  
[Gerontology Commons](#), [Social Work Commons](#)

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**Document Type**  
Toolkit

**Description**  
People of all ages can be bullied. The Centre for Elder Research worked with Sheridan Professor Dr. Kirsten Madsen and Elder Abuse Prevention (ON) to better understand bullying between older adults age 55+ in Ontario. Our project aims were to collect data on the prevalence and nature of Senior to Senior bullying in Ontario, and to use this data to create this Toolkit outlining best practices and strategies for older adults and those working with older adults to stop bullying.

The Toolkit is part of a research project titled “Bullying between Older Adults: What is Happening in Ontario”? The research focused on aims to support the development of best practices and strategies for this diverse population of older adults.

**Publication Date**  
3-30-2020

# Toolkit can be downloaded:



- SOURCE
  - [https://source.sheridancollege.ca/centres\\_elder\\_seniors\\_anti-bullying\\_toolkit/1/](https://source.sheridancollege.ca/centres_elder_seniors_anti-bullying_toolkit/1/)
- EAP(O)'s website
  - <https://eapon.ca/projects/bullying-between-older-adults/>



# Next Steps:

- Implementation and evaluation of the toolkit
- Bob Rumball Centre to develop and film ASL videos to accompany toolkit
- Implement Toolkit at 8 Ontario-wide sites
- Learning from implementation sites
- Revise & update Toolkit



# What can you do?

- Provide us with feedback about the toolkit
- Think about language translation and the toolkit
- Think about how the toolkit can be used and adapted to the groups of older adults YOU work with
- Intellectual property & usage

# Senior Bullying Project Contact Information:

Dr. Kirsten Madsen (Lead Investigator)

[kirsten.madsen@sheridancollege.ca](mailto:kirsten.madsen@sheridancollege.ca)

Liza Franses (Research Manager)

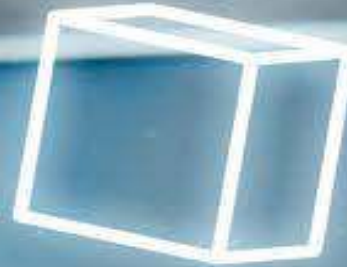
[liza.franses@sheridancollege.ca](mailto:liza.franses@sheridancollege.ca)

**Website:**

[https://source.sheridancollege.ca/centres\\_elder\\_bullying\\_older\\_adults/](https://source.sheridancollege.ca/centres_elder_bullying_older_adults/)



# QUESTIONS





# Support for Seniors

- ✓ Support
- ✓ Information
- ✓ Referral

SENIORS SAFETY LINE 

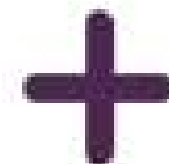
# 1-866-299-1011



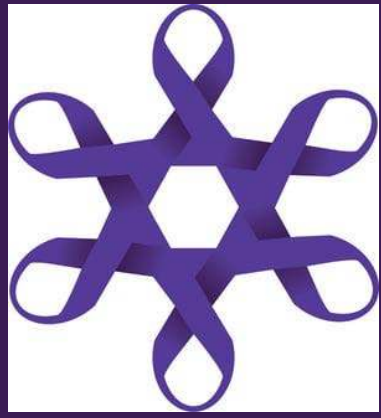
24/7, 365 days  
of the year



live counsellors,  
over 200 languages



[awhl.org/seniors](http://awhl.org/seniors)



# EAPO'S OUTREACH & RESOURCES

Take advantage  
of the tools available.



Social media channels



Information and Referral



Website and Zoom platforms



Tools and Resources



Customized Training and  
Education



# NEW Resources





Elder Abuse Prevention Ontario



**Preventing and Addressing Financial Abuse**

## OLDER ADULTS AND BULLYING



**WHAT IS BULLYING?**

Bullying is “a social and interpersonal problem that is characterized by intentional, repetitive, aggressive behaviour involving an imbalance of power or strength”. (Hazelden Foundation, 2008)

Bullying (also known as harassment) happens when a person or a group of people repeatedly hurts, threatens, or scares a peer.

Awareness and prevention activities have been traditionally aimed at younger generations, but **bullying can occur across the life course**. Little is known about the prevalence of bullying among older adults, research on the topic is scarce, but stories identifying conflicts in groups of older adults (either living together in a facility, or gathering on a regular basis) are numerous.

**IMPACT**

<b>Bullied Older Adults</b>	<b>Witnesses of bullying</b>
<ul style="list-style-type: none"><li>• social/emotional distress,</li><li>• depression,</li><li>• anxiety, sleep difficulties,</li><li>• self-harming</li></ul>	<p>may feel guilty for not intervening. This may result in:</p> <ul style="list-style-type: none"><li>• a decrease in self-worth,</li><li>• reduced satisfaction with their living environment</li></ul>

Generally 3 types of older adult bullying can occur:


- Adult to adult
- Older adult to staff
- Staff to older adult

**CAUSES**

People who bully may be experiencing low self-esteem, a loss of control over one or more parts of their life, and may be struggling to maintain some sense of control or power.


Underlying causes of bullying may be impacted by:

- Loneliness and social isolation
- Compounded losses (loved ones, family home, community, independence, changes in mobility, etc.)
- Changes in mental health and well-being
- Lack of understanding or assumptions about other ways of life and cultures
- General fear and anxiety



**Provincial Directory**

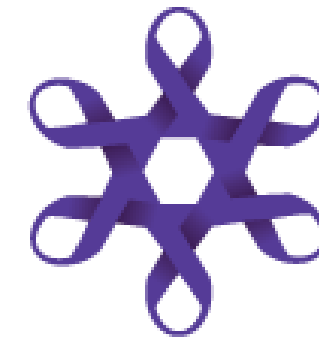
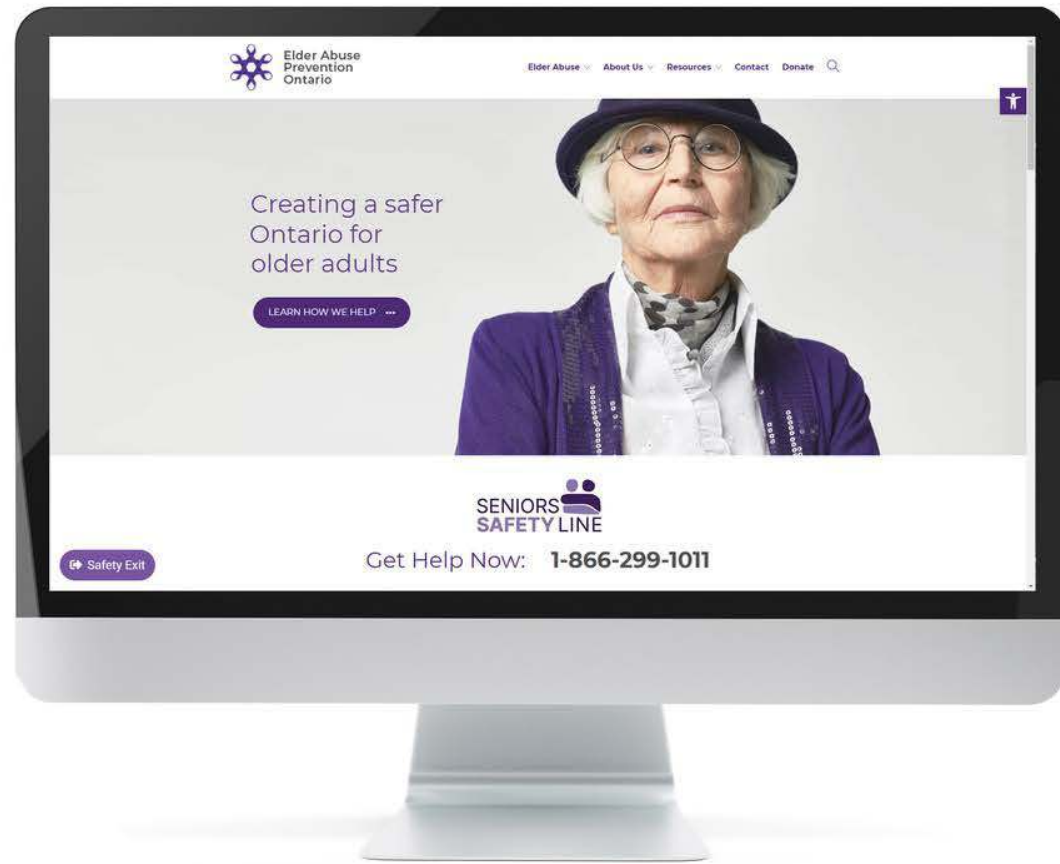
**Elder Abuse Support and Response Service Organizations**



# NEW Resources -

## The Future You





**Elder Abuse  
Prevention  
Ontario**

## Meet the New EAPO...

Come join us in our fight to make Ontario safe for ALL older adults.

[www.eapon.ca](http://www.eapon.ca)





# Upcoming Webinars

**February 24<sup>th</sup> (1pm – 2pm)**

**Nouveaux crédits d'impôt sur le revenu des particuliers de l'Ontario**

(in partnerships with FARFO)

**Speaker** Jocelyn Lalonde, Senior Program Advisory Specialist, Program Education, Public Communications & Outreach, Advisory Services, Advisory, Objections, Appeals and Services Branch

**March 1 (1-2 pm)**

**Grandparent Scam to Launch Fraud Awareness Month**

**Speakers:**

**Detective Constable David Conforti**

Durham Regional Police Service, Serious & Organized Crime Branch, Financial Crimes Unit

**Detective Greg Whyte**

York Regional Police, Financial Crimes Unit, Major Frauds

**March 8<sup>th</sup> (1pm – 2pm)**

**Protection Against Investment Scams**

**Speaker:** Chris Allum, Ontario Securities Commission

**March 24<sup>th</sup> (1pm – 2pm)**

**Understanding Ontario's Estate Administration Tax**

**Speaker:** Jeremy Bertrand, Senior Program Advisory Specialist, Ontario Ministry of Finance

**PROVINCIAL CONFERENCE**

**MARCH 29<sup>TH</sup>, 2022**

[www.eapon.ca](http://www.eapon.ca)

# Keep Connected



Elder Abuse  
Prevention  
Ontario

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