



Elder Abuse Prevention (ON)

Stop Abuse - Restore Respect

Prévention de la maltraitance envers les aînés (ON)

Arrêtez les mauvais traitements - Restaurez le respect

EAPO WEBINAR SERIES

Navigating Relationships in Trying Times

May 1, 2020

Hosted in Partnership with:



**Ontario Association
for Family Mediation**

Welcome to EAPO's Webinar!

- All attendees will be **muted** during the webinar
- **Questions or experiencing issues** : please type in the chat box, Raeann Rideout/Laura Proctor will respond.
 - Questions and Answers at end of presentation
- **Evaluation** : After the webinar, you will be asked to provide your feedback and ideas for future webinars.
- **Speakers contact information** will be provide at the end of presentation.
- **Recording and PPT**: Webinar will be recorded and posted on EAPO's website with links to speaker websites.

Elder Abuse Prevention Ontario (EAPO)

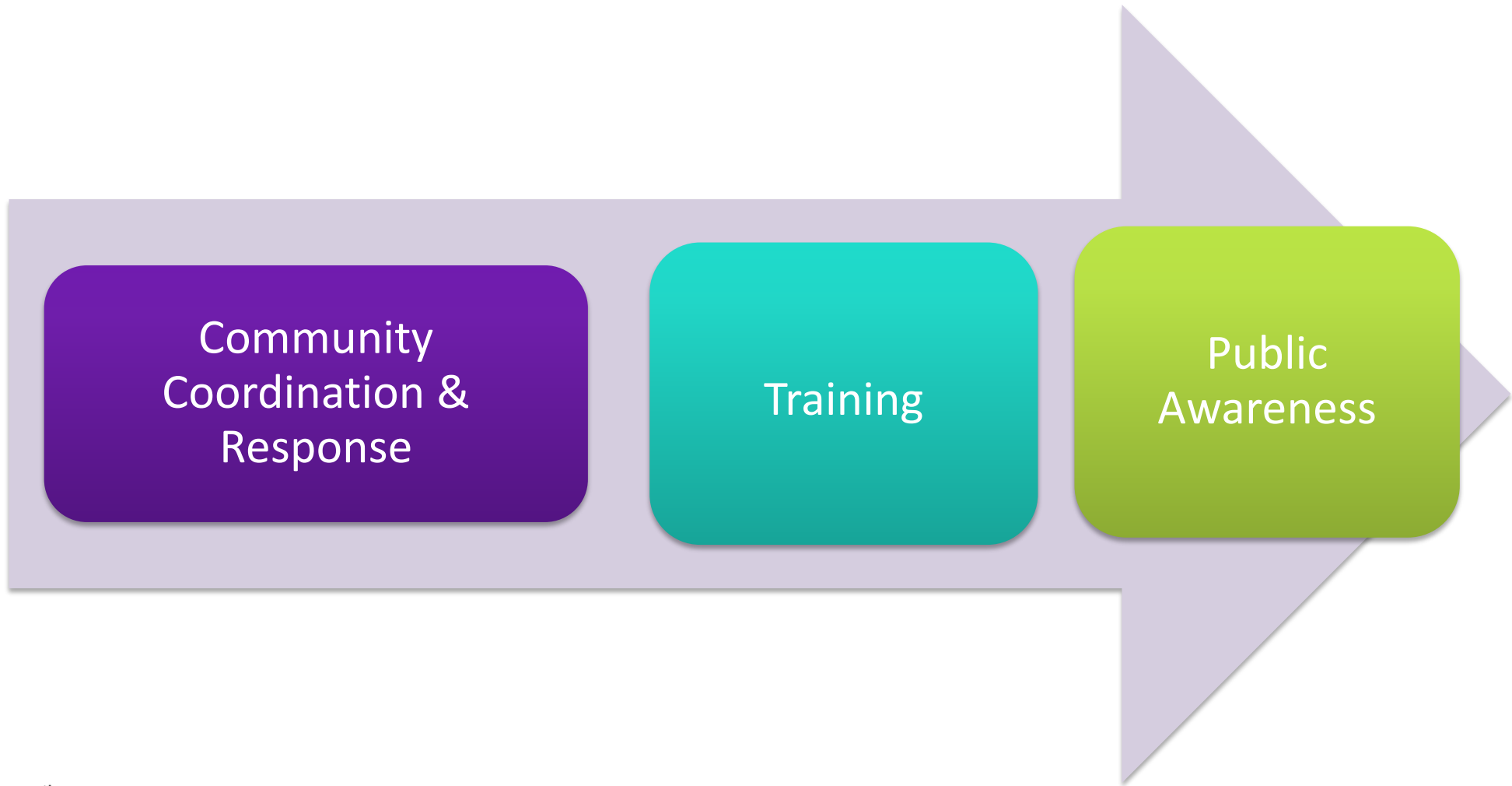
EAPO Envisions an Ontario where....

ALL seniors are free from abuse, have a strong voice, feel safe and respected.

Building that requires raising awareness, delivering education and training, working collaboratively with like-minded organizations and assisting with service co-ordination and advocacy.

- Not-for-profit, provincial charitable organization established in 2002 as ONPEA
- Funded by the ON Government, under the Ministry of Seniors and Accessibility (MSAA), **EAPO is mandated to support the implementation of Ontario's Strategy to Combat Elder Abuse**

Priorities of the Strategy



Mary-Anne Popescu

Mary-Anne Popescu, Executive Director Ontario Association for Family Mediation (OAFM)

Mary-Anne Popescu is the Executive Director of the Ontario Association for Family Mediation (OAFM). As an OAFM Accredited Family and Elder Mediator, and Child Protection Mediator in private practice, she works to bring peaceful resolutions that help families adapt to challenges and changes across the life cycle.

Mary-Anne is also a roster mediator for the Office of Independent Police Review Director (OIPRD), and the Ministry of Government and Consumer Affairs. In recognition of her volunteer contributions to St. Joseph's Maternal Health Support Program, Mary-Anne received the Ontario Award for Good Citizens, from the Ministry of Citizenship and Immigration. Mary-Anne supports diversity and equality as an ally and volunteer for Toronto PFLAG. She served for eight years as a Panel Member on the City of Toronto's Committee of Adjustment.

Mary-Anne is also the past Chair of the ADR Institute of Ontario's Family Section and past Board Member of the OAFM.





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Ontario Association
for **Family Mediation**

May 1, 2020 1:00 p.m.

Navigating Relationships in Trying Times



Elder Mediation

Multi-Party, Intergenerational Family Mediation



Collaborative problem-solving process in which a qualified & impartial third party neutral, the mediator, assists family members in the resolution of the issues that have brought them to mediation.

Mediation as we typically understand it



Elder Mediators are specially trained to provide services to families putting older person at the centre of the process

Mediation is an “essential service”, many are working online.

What issues can be addressed in Elder Mediation

- Caregiving at a Distance
- Care for the caregivers
- Housing – sale of the family home
- When to move to Long Term Care Home
- Financial issues & estate planning
- Reconstituted families – conflict
- Holiday schedules
- End of life
- And many more...



Keeping Relationships Strong – using the Insight Model



Help for the caregiver creates stability for the family



A mediated conversation offers the potential to build / rebuild family relationships



A mediated conversation helps strengthen the identity of family members



Attack – Defend - Using Insight to De-escalating Disputes

Help for Caregivers

The use of “Insight” helps you to see what is important to your loved ones, and can help to reduce conflict

- What do they value?
- What is their Identity
- What threatens the things they care about?

If you can address the “threats” to “cares”, you can uncover the underlying needs which can make the problem solvable with multiple options.





Keeping Relationships Strong – What can you do?



CHECK-IN

Checking in

What are the expectations?



High/Low

Sharing information, creating a bond.

The background image shows a family working together in a craft shop. In the foreground, an elderly man with glasses and a blue checkered shirt is focused on painting a colorful design on a white oval piece of paper. To his left, a younger man in a grey hoodie is also working on a similar piece. The shop is filled with various craft supplies, including paint containers, brushes, and finished framed artworks. The overall atmosphere is one of collaborative family work.

Working Together as a Family

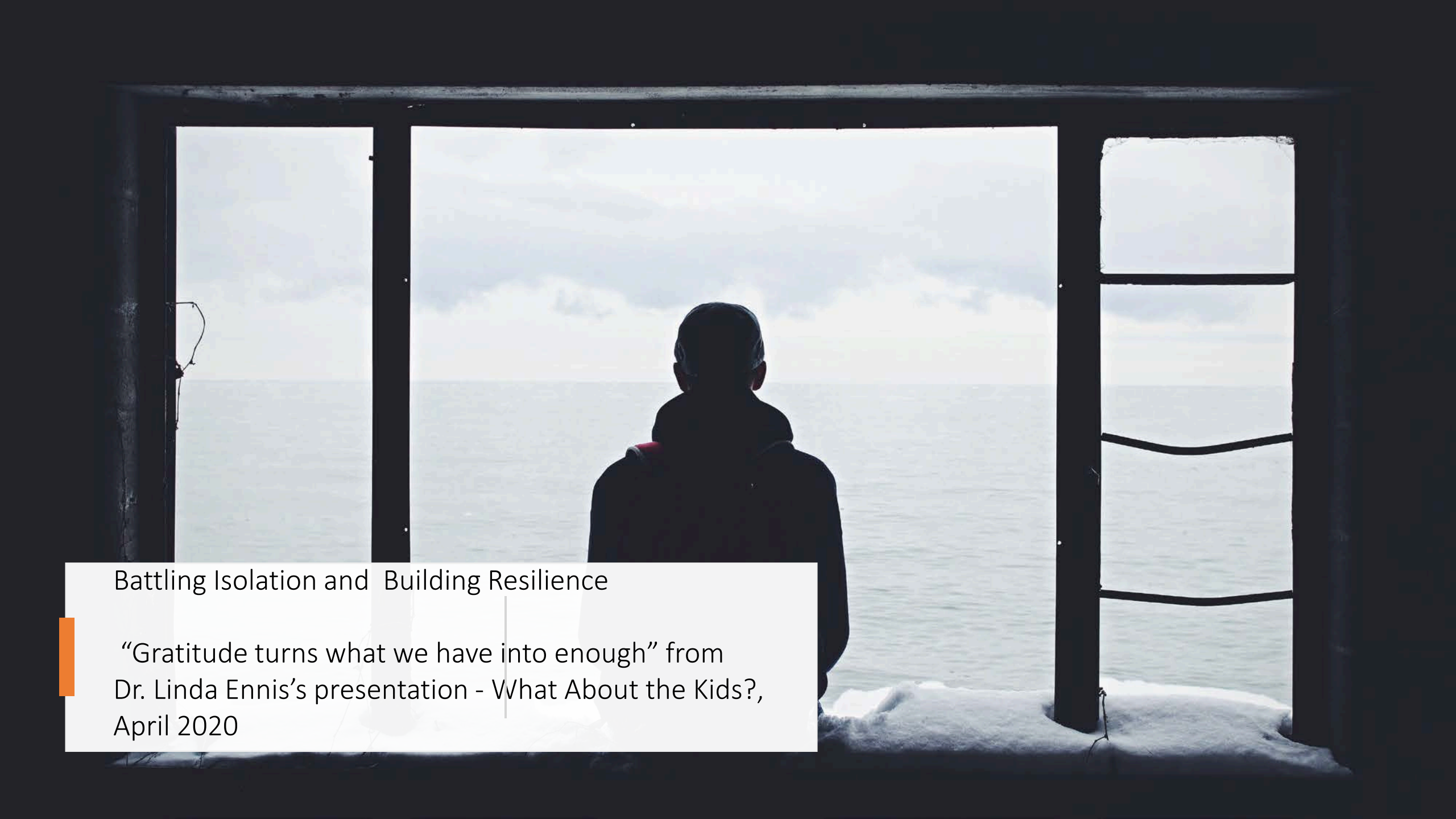
- Accepting the situation
- What is temporary?
- What is better?
- What is more challenging?
- What can you use going forward?



Coping at home



Healthy Communication – Future focused, create new patterns

A person is seen from behind, standing in a dark room and looking out through a large window at a vast, calm ocean under a cloudy sky. The person is wearing a dark jacket with a red lining. The window frame is dark, and the ocean stretches to the horizon. The overall mood is contemplative and serene.

Battling Isolation and Building Resilience

“Gratitude turns what we have into enough” from
Dr. Linda Ennis’s presentation - What About the Kids?,
April 2020



Closing the Gap

Positive Support Systems




Empowering Older Adults

- Finding comfort in chaos – new routines
- Focus on what parts of life can be controlled
- Making decisions, even if others don't agree

Gratitude

Journaling and sharing
positive thoughts with family


A pink journal with a rose gold pen and green ferns. The journal is open, showing a page with the text "TODAY I AM GRATEFUL" written in a dark, handwritten font. A rose gold pen is resting on the journal. Two green ferns are placed around the journal, one on the left and one on the right. The background is a light, textured surface.

TODAY
I AM
GRATEFUL



Mindful Self Care

Finding outlets for stress

A close-up photograph of a white sneaker with a textured sole and a small LEGO figure standing next to it. The LEGO figure is a grey and white minifigure with a flame on its head, holding a small shield. The background is a warm, brownish-orange color.

Dealing with Caregiver Stress and Anxiety

What's worked before?
Check in with yourself, what do you need?

Re-charging





Even though we're apart – you're always in my heart



Technology Tips in Trying Times

- FaceTime, Zoom, Skype, etc.
- Canada Post – letter or Post Card
- Ordering as a gift from Amazon
- Online Shopping – Click and Collect
- Online Games – e.g. Draw Something - <https://www.zynga.com/games/draw-something/>
- Spotify Playlist (the modern-day mixed tape!) <https://www.pcmag.com/how-to/29-spotify-tips-to-trick-out-your-music-streaming#6>
- Marco Polo - similar to Instagram or Snapchat –only for Apple users, can be used asynchronously <https://apps.apple.com/ca/app/marco-polo-stay-in-touch/id912561374>

The image shows two identical rectangular lamps standing side-by-side. Each lamp has a dark, possibly black, rectangular frame. The interior of the frame is filled with a teal or light blue material that has a pattern of irregular, dark lines, resembling cracked glass or a mosaic. The lamps are set against a light gray background that has a subtle gradient. The overall style is modern and minimalist.

Long Distance Friendship Lamp

<https://www.uncommongoods.com/product/long-distance-friendship-lamp>



Navigating Elder Care Decisions From Afar

**GOOD
NEWS
IS COMING**



Questions?

Options for seeking supports



- Website
- In-person
- Phone
- Referrals from professionals

Support Line

Seniors Safety Line

Provide assistance to abused seniors and their families across the province **24/7**

Highlights:

- Trained, experienced staff answers the phone
- Service in over 150 languages
- One toll free number for the entire province
- Instant access to provincial database listing regional resources
- Instant referral information provided

Benefits for local resources

- No more missed calls when your service is closed
- Immediate service in a crises situation
- Seniors and family members will be directed to local services and agencies
- Detail the services you provide and be part of the provincial database
- Database information is kept current
- Regional statistical information will be available.

Stop Abuse. Restore Respect.

1-866-299-1011

Provincial Information and Support CRISIS/HELP LINES

Assaulted Women's Helpline

www.awhl.org

1-866-863-0511 (24 hours)

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

Victim Support Line

www.attorneygeneral.jus.gov.on.ca/english/about/vw/vsl.asp

1-888-579-2888 (24hrs)

Fem'aide

www.femaide.ca/

1-877-336-2433 (24 hours)

TALK4HEALING

www.talk4healing.com/

1-855-554-HEAL (4325)

Support Services for Male Survivors of Sexual Abuse

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

1-866-887-0015

Provincial Information and Support

LEGAL



Advocacy Centre for the Elderly

www.advocacycentreelderly.org

1-855-598-2656

Law Society Referral Service

www.lsuc.on.ca/lsrcs/

Legal Referral Hotline: 1-866-667-5366 (24 hours)

Legal Aid Ontario

www.legalaid.on.ca

1-877-785-1555 (Local): 416-593-8314

Femmes ontariennes et droit de la famille

www.undroitdefamille.ca

South Asian Legal Clinic

<https://salc.on.ca>

Legal Information and Support

Ontario Association for Family Mediation

www.oafm.on.ca/

1-844-989-3026

Barbra Schlifer Commemorative Legal Clinic (Toronto)

[416-323-9149](tel:416-323-9149) (ext. 278) (legal intake)

www.schliferclinic.com

Ontario Women's Justice Network (OWJN)

www.owjn.org

Legal information when families break down

Family Law Education for Women (FLEW)

www.onefamilylaw.ca

Community Legal Education Ontario (CLEO)

Toronto area Crisis Line: 416-947-5255

www.cleo.on.ca/en

Provincial Information and Support POLICE

RCMP

www.rcmp.gc.ca

Call local Police Service

LEAPS/Seniors Support Officers

Ontario Provincial Police

www.opp.ca

Canadian Anti-Fraud Centre

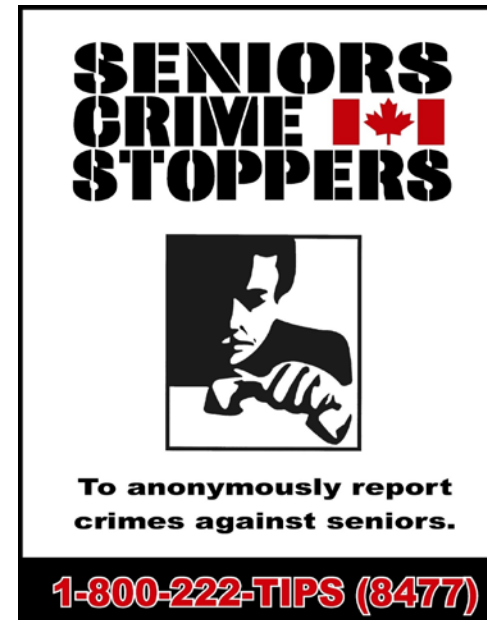
www.antifraudcentre-centreantifraude.ca/index-eng.htm

1-888-495-8501

Senior Crime Stoppers

www.canadiancrimestoppers.org

1-800-222-TIPS (8477)



Provincial Information and Support

Rainbow Health Ontario

www.rainbowhealthontario.ca/
416-324-4262

Alzheimer Society of Ontario

<http://www.alzheimer.ca/en/on>
1-800-879-4226

LHIN Home and Community Care

<http://healthcareathome.ca/>

The Canadian Caregiver Network

<https://thecaregivernetwork.ca>

Seniors' InfoLine

1-888-910-1999
www.ontario.ca/page/information-seniors

Ministry for Seniors and Accessibility

1-888-910-1999
www.ontario.ca/page/ministry-seniors-accessibility

Ontario Human Rights Commission

1-800-387-9080 or (416) 326-9511
www.ohrc.on.ca/en/about-commission

Office of the Ombudsman of Ontario

1-800-263-1830
www.ombudsman.on.ca/

Provincial Information, Resources and Supports

Canadian Network for the Prevention of Elder Abuse

www.cnpea.ca

National Initiative for the Care of the Elderly

www.nicenet.ca

International Federation on Aging

www.ifa.ngo

Stop Family Violence

www.canada.ca/en/public-health/services/health-promotion/stop-family-violence.html

EAPO Webinar Series

UP-Coming Events



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EAPO Webinar Series

Protecting your Financial Health During COVID-19

Wednesday, May 6th, 2020

1:00 pm - 2:00 pm



Provided with an American Sign Language (ASL) Interpreter.

EAPO WEBINAR SERIES

Balancing Senior's Rights :

Preventing the Abuse of Power of Attorney

Wednesday, May 13th, 2020

1:00 pm - 2:00 pm



Provided with an American Sign Language (ASL) Interpreter.

Elder Abuse Prevention Ontario (EAPO) is joined by **Whaley Estate Litigation Partners (WELPartners)** in this next in a series of webinars by EAPO, to deliver an in-depth presentation on the Legal Roles and Responsibilities of Power of Attorneys (PoA), to explain the recently enacted legislation and how to balance Seniors Rights and guard against exploitation.

Stay in touch with us!



[@elderabuseONT](https://twitter.com/elderabuseONT)



www.facebook.com/Elderabuseontario



linkedin.com/in/elder-abuse-ontario/

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Questions/ Contact



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Office Hours

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Direct: 416-740-6236

admin@oafm.on.ca

Office Hours

Monday to Friday

9:00 am - 5:00 pm