



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

Seniors Safety Line : Providing Support In The Time Of Covid-19

November 19, 2020

Hosted in Partnership with:



Welcome

All **attendees** will be **muted** during the webinar.

Recording: Webinar will be recorded and posted on EAPO's and/or partner organization's website.

ASL Interpreter: Video of Interpreter will be visible during the webinar today and name of ASL Interpreter is under picture.

ASL Interpreting provided by



Adjusting Video Size: Drag the line between the video frame and slides to the left (adjust at beginning of the webinar).

Welcome to our Webinar!

Speaker: Will be visible while presenting. Once the presentation is completed, all speakers will be visible for the Question/Answer period.

Questions or Issues: Participants can type their questions in Question/Answer box. A response will be posted during the webinar *or* asked to speaker after the presentation.

The Chat box can also be used to post comments during the session.

Evaluation: After the session, you will see pop-up screen asking you to provide your feedback and suggestions for future webinars.

Contact information will be provide at the end of presentation.



The image features a light beige background with faint, wavy, golden-brown lines. On the left side, a dark, thin stem extends vertically, with a single, elongated, dried leaf attached to it. The leaf is a mix of brown and tan. Another similar stem and leaf are positioned lower and further to the right, mirroring the one on the left.

LAND ACKNOWLEDGMENT

STOP ABUSE – RESTORE RESPECT

SIMPLY PUT, WE ALL HAVE A ROLE TO PLAY

EAPO is mandated to support the
implementation of

**Ontario's Strategy to Combat
Elder Abuse.**

Funded by the ON Government, under the
Ministry for Seniors and Accessibility (MSAA)



@EAPreventionON

#RestoringRespect





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COMMUNITY COORDINATION & RESPONSE

Collaboration with community agencies, elder abuse networks and provincial/national organizations.



TRAINING

Cross-sector training to front-line staff providing services and supports to older adults.



PUBLIC AWARENESS

Presentations and communication tools for older adults, caregivers, family and public at large.

**Priorities
of Strategy**

**COVID-19 has
increased the
VULNERABILITIES
of older adults,
putting them at
increased risk for
Abuse**





Abuse of older adults is not a New Issue



Older adults were suffering from abuse before the pandemic... dealing with the emotional heart ache, physical pain and neglect caused by someone they trusted.

The COVID-19 pandemic has however, brought to the forefront many issues we have been addressing for years.

Speaker



Rochella Watson (She/Her)

***Seniors Associate of
Community Engagement
and Seniors Initiatives
Assaulted Women's
Helpline***

Rochella Watson has been Registered with the College of Social Workers and Social Service Workers since 2007.

Rochella has over 15 years of experience working in the social services sector, with 11 years in the field of elder abuse. She has worked in the fields of mental health, acquired brain Injury, geriatrics, dementia care and elder abuse. Rochella has experience with providing counselling, group facilitation, conferences, webinars, training, provincial projects/campaigns, public relations, and social media.

Rochella works from an Anti-Racist, Anti-Oppressive and equity based intersectional approach.

Speaker

Latoya Dwyer

***Service Support
Coordinator,
Training, Resource and
Outreach
Assaulted Women's
Helpline***

For the past 7 years Latoya has been a crisis line counsellor with the Assaulted Women's Helpline and is now the Support Service Coordinator in the TRO Department for the Assaulted Women's Helpline.

Over the past 9 years, Lotoya has worked in the community, supporting women in different capacities, including women's shelters, and to assist women in making healthy choices for themselves and for their children



Provincial Supports POLICE and Services

Call local Police Service

LEAPS/Seniors Support Officers

Ontario Provincial Police

www.opp.ca

Senior Crime Stoppers


www.canadiancrimestoppers.org

1-800-222-TIPS (8477)

Toronto Police Service

*Vulnerable Persons Coordinator,
Community Partnerships and Engagement Unit*



**SENIORS
CRIME 
STOPPERS**

**To anonymously report
crimes against seniors.**

1-800-222-TIPS (8477)



Provincial LEGAL Supports and Services

Advocacy Centre for the Elderly

1-855-598-2656

www.advocacycentreelderly.org

Law Society Referral Service

www.lsuc.on.ca/lsrcs/

South Asian Legal Clinic

416-487-6371

<https://salc.on.ca>

Human Rights Tribunal of Ontario

1 866 598 0322

www.hrto.ca

Office of the Public Guardian and Trustee

1-800-366-0335

www.attorneygeneral.jus.gov.on.ca

Supports and Services



LHIN Home and Community Care

<http://healthcareathome.ca/>

Alzheimer Society of Ontario

www.alzheimer.ca/en/on

1-800-879-4226

Family Services Toronto

416.595.9618

<https://familyservicetoronto.org/>

The 519

1-416-392-6874

www.the519.org



Reporting



MINISTRY MANDATED REPORTING
**HOW DO I REPORT
ABUSE?**



Long-Term Care Homes Act s.24(1)

Any person who has reasonable grounds to suspect that abuse has occurred, or may occur, shall immediately report the suspicion and the information upon which it was based to the Director under the LTCHA.

Long-Term Care ACTION Line
1-866-434-0144

Retirement Homes Acts.67

Anyone who sees or suspects a situation that harms or puts a resident at risk of harm must report it to the RHRA.

**Retirement Homes Regulatory
Authority (RHRA)**
1-855-275-7472

Tools and Resources

SAFETY PLANNING
FOR OLDER ADULTS
KEEPING SAFE IN UNHEALTHY RELATIONSHIPS

TOOLKIT FOR SERVICE PROVIDERS

3018

Elder Abuse Ontario
Prévention des abus envers les aînés (OAI)
Ontario Elder Abuse Prevention Resource Hub

WASH YOUR HANDS of COVID-19 SCAMS!

Be AWARE of people offering or selling you things...

- Vaccines or miracle cures – currently there is NO vaccine or cure.
- Coronavirus Testing Kits- Official site are Ministry of Health www.health.gov.on.ca or Public Health www.canada.ca/en/public-health
- Overpriced or fake goods- Before you buy anything do your homework to ensure you are dealing with a reputable company.
- Home cleaning/disinfecting services- Before you buy anything do your homework to ensure you are dealing with a reputable company.
- Medication/shopping services- Use only trusted, reputable companies that provide and are known for their services.

Protect Yourself & Others

- Don't be rushed into making a decision. "If it sounds too good to be true, it probably is".
- Don't assume everyone is genuine. It is okay to reject, refuse or ignore someone who approaches you for money. Only criminals will try to rush & panic YOU.
- Only purchase items from legitimate businesses, take a moment to think before parting with your money or personal information.
- If someone claims to represent a charity, ask for ID - do your research. If they attempt to pressure you to accept a service they are unlikely to be genuine.

Be a good friend, help protect your family, friends & neighbours from frauds & scams

- Read it.
- Share it.
- Prevent it.

Take care of your emotional and mental well-being

COVID-19 pandemic is a stressful and anxious time for everyone.

If you need HELP now 24 hrs a day Please **CALL Seniors Safety Line 1-866-299-1011**

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Restez vigilants et repérez les signes de fraude et escroquerie liées à la Covid-19

PROTÉGEZ – VOUS ET LES PERSONNES VULNÉRABLES DE VOS COMMUNAUTÉS

- N'ayez pas peur de dire Non
- Faites vos recherches
- Ne cédez pas vos informations personnelles
- Méfiez-vous des demandes de frais initiaux ou à avancer
- Méfiez-vous des courriels non sollicités – ne cliquez pas sur leurs liens ou leurs pièces jointes
- Attention aux produits frauduleux qui prétendent traiter ou guérir du Virus

RECONNAITRE, REJETER, SIGNALER

www.farfo.ca www.eapop.ca

ACE
Advocacy Centre
for the Elderly

ELDER ABUSE AND KNOWING YOUR LEGAL RIGHTS

Elder Abuse Centre
Centre de soutien aux aînés

Watch for signs of COVID-19 Fraud & Scams

PROTECT YOURSELF AND THOSE VULNERABLE IN OUR COMMUNITY

- Don't be afraid to say no
- Do your research
- Don't give out personal information
- Beware of upfront fees
- Beware of unsolicited emails – don't click on links or open attachments
- Protect your computer

View EAPo's Webinar Recording COVID-19 FRAUD AND SCAMS: HOW TO RECOGNIZE, REJECT AND REPORT

www.eapop.ca

COVID19 Specific Frauds and Scams

Here is a list of the top 10 scams and frauds currently being used to prey on vulnerable seniors during the COVID19 crisis*

Government Focused	Family, Friends & Community Focused	For More Information
<ul style="list-style-type: none"> Emails, phone calls and text messages encouraging seniors to apply for COVID-related government benefits by clicking on a link. A version of the CRA scam where fraudsters threaten that your "provincial medical benefits" have run out (or are running out) and you need to send money either to reinstate them or to buy private medical insurance. A phone call from someone posing as a representative from the provincial or municipal health authority saying that you have been found to have COVID - or you have been found to have been exposed to COVID - and to give them your credit card to pay for testing or results. Canada Post / UPS - delivery frauds - a telephone call saying that you have an (often international) package which has been attempted to be delivered, but you need to call them to pay duty or shipping first. 	<ul style="list-style-type: none"> Deceptive websites asking you to help purchase Personal Protective Equipment for front line health care providers by donating (giving by credit card). Community helping scams where callers say that they are trying to connect with Socially Isolated seniors so that they can "help them". In some instances, these callers are predators who are actually trying to identify vulnerable seniors so that they can get into their house, sell them things, or steal their personal information. <p>IMPORTANT NOTE: There are legitimate organizations reaching out to vulnerable seniors during the COVID19 crisis. To ensure that you are speaking with a reputable organization, ask them for their phone number and then call them back before providing any personal information. And NEVER give out financial information.</p> <ul style="list-style-type: none"> Romance Scams through social media and on-line dating sites focused on seniors who may be feeling lonely as a result of being isolated because of COVID, and are spending more time socializing online. A version of the Grandparent Scam - but this time the "grandchild" is sick overseas and can't get home because of COVID restrictions but with enough money can get a "special flight" - and "don't tell mom or dad". 	<p>The Canadian Anti-Fraud Centre collects information on fraud and identity theft.</p> <p>For more information, visit https://www.antifraudcentre-centreantifraude.ca/</p> <p>Reporting to Canadian Anti-Fraud Centre</p> <p>By phone: 1-888-495-8221 (toll free) Calls are answered Mon to Fri, from 10am to 4:45pm EST</p> <p>Online: my.canada.ca/moon-fraud</p> <p>Log into the tool using one of the following options:</p> <ul style="list-style-type: none"> GC Key (user ID / password) Sign in Partners (banking credentials)

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CanAge
www.canage.ca

*Information adapted from Canadian Anti-Fraud Centre. Released April 8, 2020.

Upcoming Webinar



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ACE
Advocacy Centre
for the Elderly

Rights of Older Adults Webinar



Tuesday, December 1, 2020

1:00 - 2:00 pm



*Provided with an American Sign Language (ASL)
Interpreter*



Upcoming Webinar



PROUDLY PRESENTS

A SERIES OF VIRTUAL EVENTS

in recognition of Victims and Survivors of Crime Week
November 22- 28, 2020

RECOGNIZING

COURAGE

RENEWING

COMMITMENT



**EAPO invites you to join
our Recognition Awards
Event &
Educational Webinars**

LINE UP OF SPEAKERS

Throughout the week, EAPO welcomes several notable speakers to address the issues and impacts older adults experience as victims and survivors of crime.

Victims and
Survivors of
Crime Week



Semaine des victimes
et survivants
d'actes criminels

Upcoming Webinar

"The Impact of Financial Abuse - Who Speaks when the Victim Cannot?"



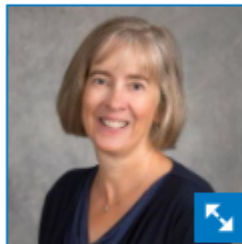
SPEAKERS:

Martin Franssen, Detective Constable, Financial Crime Unit,
Durham Regional Police

Christine Carr, Caregiver and Advocate

Tuesday, November 24, 2020
1:00 - 2:00 pm

"Empowering Strategies to Support the Resiliency of Older Survivors of Intimate Partner Violence"



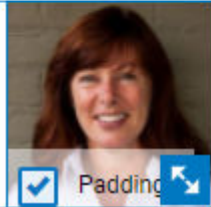
DISTINGUISHED GUEST SPEAKER

Bonnie Brandl, Director, National Clearinghouse on
Abuse in Later Life (NCALL), a project of End
Domestic Abuse Wisconsin

Wednesday, November 25, 2020
1:00 - 2:00 pm

Upcoming Webinar

"Managing Risk for Domestic Homicide of Older Adults as a Community – Everyone Has a Role to Play"



SPEAKERS:

Margaret MacPherson, Research Associate, Centre for Research and Education on Violence Against Women and Children, Western University



Tracey Marshall, President, Threat Management Matters Inc.

Thursday, November 26, 2020

1:00 - 2:00 pm

PRESENTATION OF RECOGNITION AWARDS & "Recognizing Vulnerable Victims' Needs through the Court Process"

SPEAKER:

Nadine Prince, Manager, Victim Witness Assistance Program, York Region

Friday, November 26, 2020

11:00 am - 12:00 pm



Stay in Contact with Us



@EAPreventionON



Contact EAPO

Contact Information

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