

# A Guide to Facilitation *Tea & Talk Workshops*

*Starting the conversations about healthy relationships is the first step to enhancing the lives of older adults, increasing their support networks and helping prevent elder abuse and/or sexual/domestic violence. The purpose of this booklet is to effectively assist Facilitators in guiding the discussions with older adults on a variety of topics, as well as offering a wealth of information to share with those participating in the Tea & Talk Workshops across Ontario.*



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## Background

The *Tea and Talk* Toolkit was created through the collaborative efforts of social service providers in the Kawartha Lakes and Peterborough Regions, to reach senior female residents at-risk of elder abuse. Over a period of eight months, a facilitator met with women from the region, to engage in meaningful discussions about healthy relationships. These workshops, along with information and resources gathered locally, informed the development of this Toolkit. Elder Abuse Prevention Ontario has now adapted and enhanced the toolkit for province-wide use to include awareness building of sexual violence and harassment. *Tea and Talk* is meant to inspire seniors groups, communities and supporting agencies, to hold informative workshops that engage older adults' in starting conversations towards maintaining and creating healthy relationships. We would like to thank you for choosing to use this Toolkit to reach more seniors in our communities across Ontario to start these conversations.



**Elder Abuse  
Prevention  
Ontario**

## What's in the Toolkit?

The **Tea & Talk Toolkit** comprised of (8) modules provides information, tools and resources intended for an older adult audience.

Each module deals with one specific topic and ideally takes between one and two hours to complete. These **topics** include: **Communications in Healthy Relationships, Increasing Self-Esteem, Dating, Age Discrimination, Caregiving, Protecting Finances, a Closer Look at Elder Abuse and Sexual Harm.**

**The Modules** include introductory information, questions to start the conversations and quizzes to gauge the knowledge of participants to provide the facilitator with insights into areas that may require additional information or discussion. Where topics are of a more sensitive nature organizer's may wish to invite local community agencies to be present, to speak or be on hand as subject matter experts to help manage situations where participants disclose sensitive and personal experiences during the course of the discussions.

**Tip Sheets** are also included and make good handouts for the participants to take home for future reference. These include: safe dating, increasing self-esteem and learning to recognize elder abuse and what to do.

The Toolkit was **created to encourage conversations about healthy relationships** among older adults and can be used by any seniors group or senior-serving organization. It has been adapted as a provincial resource, offering links to programs and services in Ontario. While the focus of the individual modules focuses on women, the materials are relevant to male audiences as well as mixed groups.

# Facilitation Tips

There are a few things to consider, when creating an environment, conducive to open dialogue, productive discussions and sharing experiences:

- Begin by offering some suggested best practices related to good communication skills and styles.
- At the start of the session remind participants, that insults and verbal attacks are disrespectful and not acceptable forms of behaviour.
- Think about organizing the chairs in a circle, to encourage more inclusive discussions.
- Organize the workshop in a place that allows for privacy and few interruptions by other groups using the venue.
- Consider arranging modest refreshments and having some writing paper and pens so participant's can take notes.
- Invite local agencies to provide pamphlets and informational brochures on some of the subject matter.

## Accessibility

Some people may experience challenges in getting to the workshop. You can minimize some of these barriers, by considering the following:

- Try holding the workshop in a location that is accessible to all participants. If your target is a rural community, chose a convenient location within that community that is familiar.
- Think about the volume of your speaking voice. Ask whether the level is appropriate. If possible, consider contacting the Canadian Hearing Society to provide an amplification system for the session.

## Encouraging Meaningful Discussions

Try engaging in different techniques for more productive discussions. Often people will have many wonderful thoughts or ideas but may not be comfortable sharing within a group.

- As an icebreaker, ask your participants to introduce themselves to the person sitting directly beside them and then return to the group, and share what they have learned about the person.
- Try using a 'talking stick'. When posing a question begin the conversation by sharing something first, and then pass the stick/object to the person next to you. The person holding the stick is the speaker and has the floor. If they do not wish to share, they should simply say, pass.

# Community Resources

## Law Enforcement and Government Agencies

Canadian Anti-Fraud Centre.....	1-888-495-8501
Senior Crime Stoppers.....	1 800 222 TIPS(8477)
Do Not Call List.....	1 866 580 3625
Legal Aid Ontario.....	1 800 668 8258
Long-Term Care ACTION Line .....	1 866 434 0144
Office of the Public Guardian and Trustee.....	1 800 366 0335
Ontario Provincial Police.....	1 888 310 1122
Retirement Homes Regulatory Authority.....	1 855 275 7472
Consumer Protection Ontario.....	1 800 889 9768
Law Society of Upper Canada.....	1 800 668 7380
Consumer Protection Ontario.....	1 800 889 9768

## Advocacy & Legal Advice

Advocacy Centre for the Elderly (ACE).....	1 855 598 2656
Community Legal Education Ontario.....	1 416 408 4420
Human Rights Tribunal of Ontario.....	1 866 598 0322
Law Society Referral Service.....	1 855 947 5255
Legal Aid Ontario.....	1 800 668 8258
Ontario Human Rights Commission.....	1 800 387 9080
Ontario Ombudsman.....	1 800 263 1830
Canadian Association of Retired Persons.....	1 800 363 9736

## 24 Hour Support or Crisis Lines

211.....	211
Assaulted Women's Help Line.....	1 866 863 0511
Mental Health Helpline.....	1 866 531 2600
Ontario Network of Sexual Assault/Domestic Violence Treatment Centres.....	1 416 323 7327
Seniors Safety Line.....	1 866 299 1011
Victim Support Line.....	1 888 579 2888
Support Services for Male Survivors of Sexual Abuse.....	1 866 887 0015

## Support Services

211.....	211
Alzheimer Society of Ontario.....	1 800 879 4226
Community Care Access Centre.....	310 2222
Older Adults Centres Association of Ontario .....	1 866 835 7693
Canadian Hearing Society.....	1 877 347 3427
Elder Abuse Ontario.....	1 416 916 6728
MCIS Language Services .....	1 888 990 9014
Rainbow Health Ontario.....	1 416 324 4100

## Counselling Services

Talk4Healing.....	1 855 554 4325
Drug and Alcohol Helpline.....	1 800 565 8603
Ontario Problem Gambling Helpline.....	1 888-230-3505

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## A Note About the Authors

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**For more information on the [Tea & Talk Toolkit](#), please contact:  
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