



Elder Abuse
Prevention
Ontario



CANADIAN NETWORK for
the PREVENTION of ELDER ABUSE
RÉSEAU CANADIEN pour la PRÉVENTION
du MAUVAIS TRAITEMENT des AÎNÉS

FREE WEBINAR



Program GIFT in Residence:

Promoting goodwill and countering intolerance
between people living within collective and rent
based environments for older adults

Thursday, November 23rd

1:00 PM - 2:00 PM (EST) 

Speakers:

Roxane Leboeuf, MSW, Research agent at the Research
Chair on Mistreatment of Older Adults

Marie Beaulieu Ph. D. Adjunct and retired professor at the U.
of Sherbrooke. Affiliated researcher at the Research Centre
on Aging

Ontario





LAND

ACKNOWLEDGEMENT

WEBINAR LOGISTICS

Communication

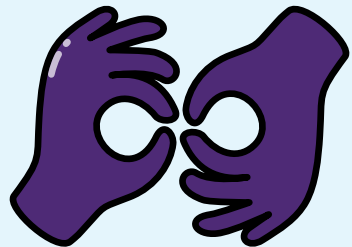


Microphones: All attendees will be muted during the webinar.

CHAT Box - Welcome to post comments during the session.

Q & A - Type your questions in Question/Answer box. Responses will be posted during the webinar and/or addressed to the speaker after the presentation.

ASL



- **Image and name** (ASL Interpreter) on screen
- PIN ASL Interpreter - Option on your computer - click name of person
- Speaker /Gallery view- Grid at top of right corner - click choose the layout of images on your screen
- Closed Captioning- Enable or Disable

WEBINAR LOGISTICS

Evaluation



Your feedback on knowledge gain from the session and suggestions for future topics is appreciated. Options to access survey:

- Pop-up notice on computer at end of session with survey link
- Follow-up email with survey link

Recording



A recorded version of this webinar will be available on EAPO's website within 1-2 days after the session.

Links and documents shared during the webinar will also be posted.

Respecting Privacy and Confidentiality



We appreciate 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.



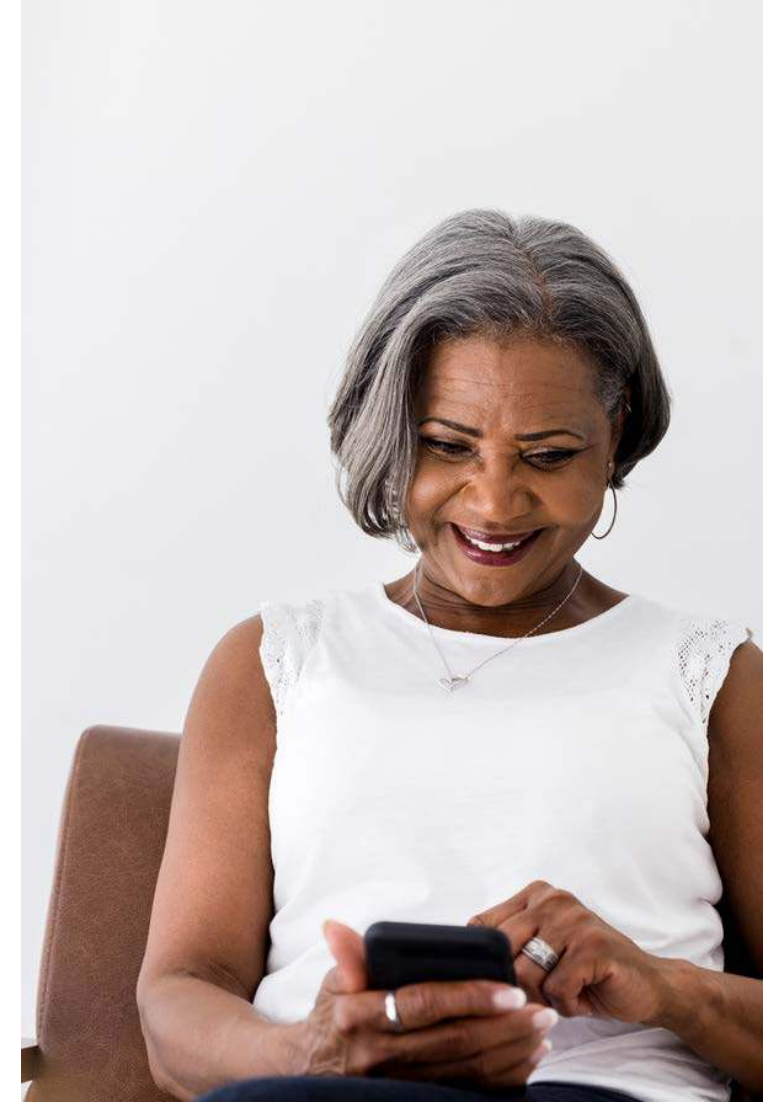
**Elder Abuse
Prevention
Ontario**

MISSION

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

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)



STOP ABUSE –

SIMPLY PUT, WE ALL HAVE A ROLE TO PLAY

RESTORE RESPECT

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

MISSION

The CNPEA works to improve awareness, supports, and capacity to develop a national coordinated approach to elder abuse and neglect. We promote the rights of seniors through knowledge mobilization, collaboration, policy reform and education.

VISION

All seniors in Canada have access to the services and supports necessary to lead a quality life in their communities and live without fear of violence or neglect.

@cnpea

www.cnpea.ca

Presenters



Marie Beaulieu, Ph. D.,
Fellow of the Royal Society of Canada,
and Adjunct and Retired Professor at
the University of Sherbrooke



Roxane Leboeuf, M.S.s.,
Research agent, Research Chair on
Mistreatment of Older Adults and Lecturer at
Université de Sherbrooke (UdeS)



PROGRAM

GIFT in residence

The Program GIFT in residence : Promoting goodwill and countering intolerance between people living within collective and rent based environments for older adults

November 23, 2023

Webinar

Marie Beaulieu, Ph.D.,

Retired and Adjunct Professor, Adjunct Researcher,
University of Sherbrooke,
Research Chair on Mistreatment of Older Adults

Roxane Leboeuf, M.S.w.,

Doctoral student in gerontology Research agent,
University of Sherbrooke,
Research Chair on Mistreatment of Older Adults



ACKNOWLEDGEMENTS



With the participation of :



Chaire de recherche sur la maltraitance envers les personnes âgées
Research Chair on Mistreatment of Older Adults

This project (890-2018-0057) is funded in part by the Social Sciences and Humanities Research Council (2019-2022), the non-profit national research Mitacs and the Jasmin Roy Sophie Desmarais Foundation.

PLAN

The Program GIFT in residence

1. Research process: Background and development of the program
2. Main results: Needs studies and program content
3. Discussion: Evaluation of the pilot testing
4. Conclusion

I. Research process: Background and development of the program

2019-2022

- **Research 2 : Development and evaluation of a program**
- 4 Residences

2017

- **Chartwell's concerns**
- Beginning of a collaboration with the Chair

Phase 1 :2019-2021

- Needs study
- 25 ind.interviews
 - 13 targeted residents
 - 6 employees
 - 6 intervernors

Phase 2 :2021-2022

- Devl. and pilot testing
 - Working committee

Phase 3 :2022

- Evaluation of the pilot testing
 - 9 ind.interviews
 - 12 focus groups

2018-2019

- **Research 1 : Needs study**
- 3 Residences
- 7 focus groups with witnesses
 - 24 residents
 - 2 employees
 - 5 general managers

2023

- **Dissemination of the Program**

2.1 Main results: Needs studies

What is intolerance?

“I saw a lady yesterday, she was crying. [I asked her]: “What is happening? ”. Then the lady told me: “they no longer accept me in the room because they say I play cards badly”. ” - Resident 8 [R1]

“There is a lady who comes to eat [...], she likes the place where I am sitting and that is what she wants. Then, she cannot wait for me to clear out to take the place. [...] Even if I have not finished eating, when she arrives, she comes and stands next to me [and says] "Are you going to finish soon? ". That's annoying. Then, you know, I eat at 11 o'clock and she arrives at 11:45 or 11:50 and she will stand there until I get up from the chair. Sometimes, I have not got up from the chair and she's almost already sitting. You know, that annoys me.” - Resident 1 [R2]

What is intolerance?

Definition:

- All **relationships that negatively affect** individuals: conflicts, arguments, pushing and shoving, rejection, humiliation or shunning, etc.
- Intolerance can be psychological, physical, material or financial, and sexual.

Places where intolerance occurs:

- Occurs mostly in **public spaces**: dining room, common lounges, recreation areas or traffic areas.

Targets of intolerance:

- All residents can be the target, but it particularly affects **new residents** or **those with neurocognitive disorders**.

What is intolerance?

Negative effects (for targets and witnesses):

“She makes me feel very uncomfortable. I do not leave my apartment anymore. I keep my door closed, I no longer want to know anything. Last year, I really liked it here. This year it is hell.” - Resident 4 [R2]

- **psychological** (fears, anxiety, frustration, suicidal thoughts)
- **social** (social isolation, behavioral changes)
- **physical** (sleep disorders, taking medication)

What is goodwill?

Some examples of goodwill acts:

- **Volunteering**

“[...] I think that one of the good things is how many residents get involved in all kinds of things. This must also be emphasized. [...] There is the choir committee, there is a resident advisory committee. [...] There is a group that takes care of welcoming new residents, there is this lady, with her group, who take care of the Pair program.” - Resident 3 [R I]

- **Sharing skills**

“[There is a gentleman who] started giving some kinds of lectures. He is a former university professor. For five weeks he gave lectures on sexuality [...]. He is a super intelligent man. It is rewarding for him!” - Employee 5 [R I]

What is goodwill?

Some examples of goodwill (continued):

- **Small everyday gestures**

“Well, people are in a good mood, people are talking to each other, people are saying hello to each other. You know, you are in the elevator, you do not know anyone, well they will say hello to you when you get off.” - Resident 3 [R I]

Definition:

- **All relationships that positively affect** individuals: mutual aid, friendship, camaraderie or a sense of community.

Positive effects:

- **Several positive effects** help to consolidate the sense of belonging to the residence and to counteract any isolation.

Obstacles and drivers to intervention during intolerance between residents

“When something happens, I say to myself, “Well let’s see! What is happening there?” [...] Sometimes there are other people around. But then I say to myself, “OK, should we leave that alone or would it be better to tell someone about it, but who do we tell?” [...] I do not know.”- Resident 10
[R2]

Importance of empowering witnesses and organisations

Obstacles:

- Lack of knowledge about internal and external resources
- Fear of reprisals
- Misconceptions about intolerance and its effects
- Desire to protect the people involved
- Etc.

Drivers:

- Connection with a trusted individual
- Acknowledgement of the situation
- Desire to act for the common good
- Personal limits have been reached

Needs identified for the development of a program promoting goodwill and countering intolerance

- Increasing knowledge about intolerance, its effects, its causes, etc.
- Developing a process to manage situations of intolerance
- Clarifying the role of employees, managers and residents' committee;
- Offering training, and intervention and mediation tools;
- Learning about the internal and external resources;
- Enhancing positive communication and goodwill among residents, employees, etc.;
- Enhancing the welcoming procedure for new arrivals;
- Etc.

2.2 Main results: Program content



PROGRAM

GIFT in residence

GIFT

Goodwill against **I**ntolerance **F**or **T**ogetherness

This program is addressed to:

- Older adults living in residence
- People working in residence (employees, managers, etc.)



Objectives

1. To promote goodwill

- To promote goodwill among residents and more broadly in the residence
- To facilitate the adaptation and integration of new residents

2. To counter intolerance

- To propose intervention tools to counter intolerance
- To clarify the management and follow-up processes for situations of intolerance

More than 30 original activities and tools in addition to listing those already offered by other organizations



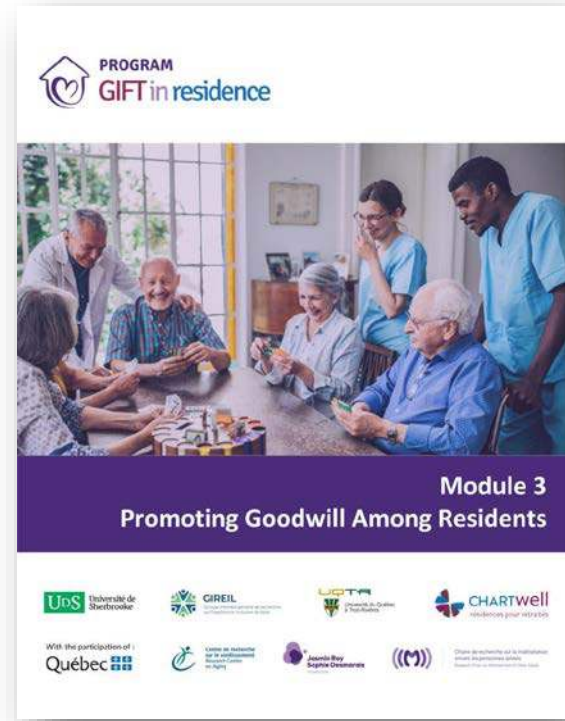
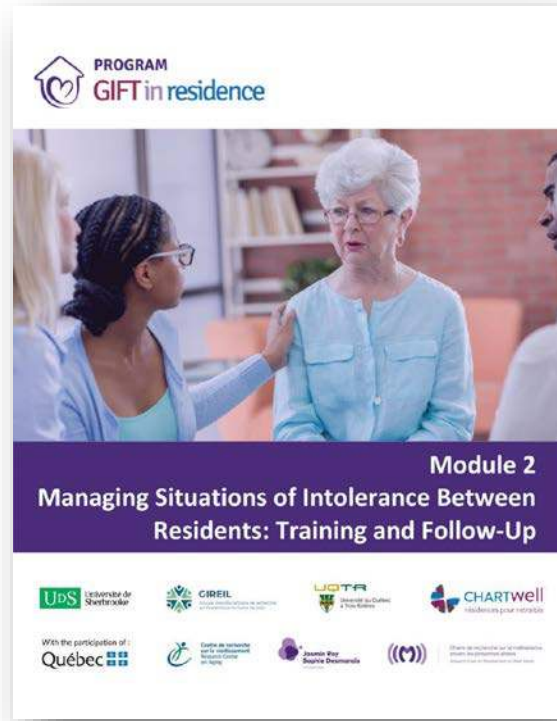
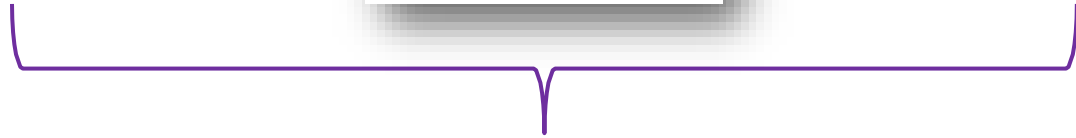
To optimize the implementation of the program

- Diagnose the needs of the residence
- Composition of the program modules
- Meet the people involved
- Evaluation and sustainability mechanisms



It can be used in whole or in part according to the needs of the residence

Recommandation:
To implement all the modules for optimal achievement of objectives





Module 1
Mechanisms for Welcoming New Residents

Module 1. Mechanisms for Welcoming New Residents

1. Process of pairing a new resident with a welcoming resident

2. Activities for welcoming new residents

Tell us about you!

A game to learn to know each other

START



1. What makes you happy?

2. If you could live in another era, which one would it be?

3. What was the last movie you watched?

4. Tell us about one of your most beautiful childhood memories.

5. Who is your favorite artist?

6. What languages do you speak?

7. Do you have a lucky charm?

8. What is your favorite season?

9. When you were a kid, did you have a pet?

10. Which one do you prefer: Sweet or salty?

11. Which profession would you like to have?

12. What is the greatest advice you ever received?

13. Do you prefer the city or the countryside?

14. What is your favorite expression?

15. Name an important value for you!

16. Now that you know your peers better, which answer surprised you the most?



Thank you for sharing with us!

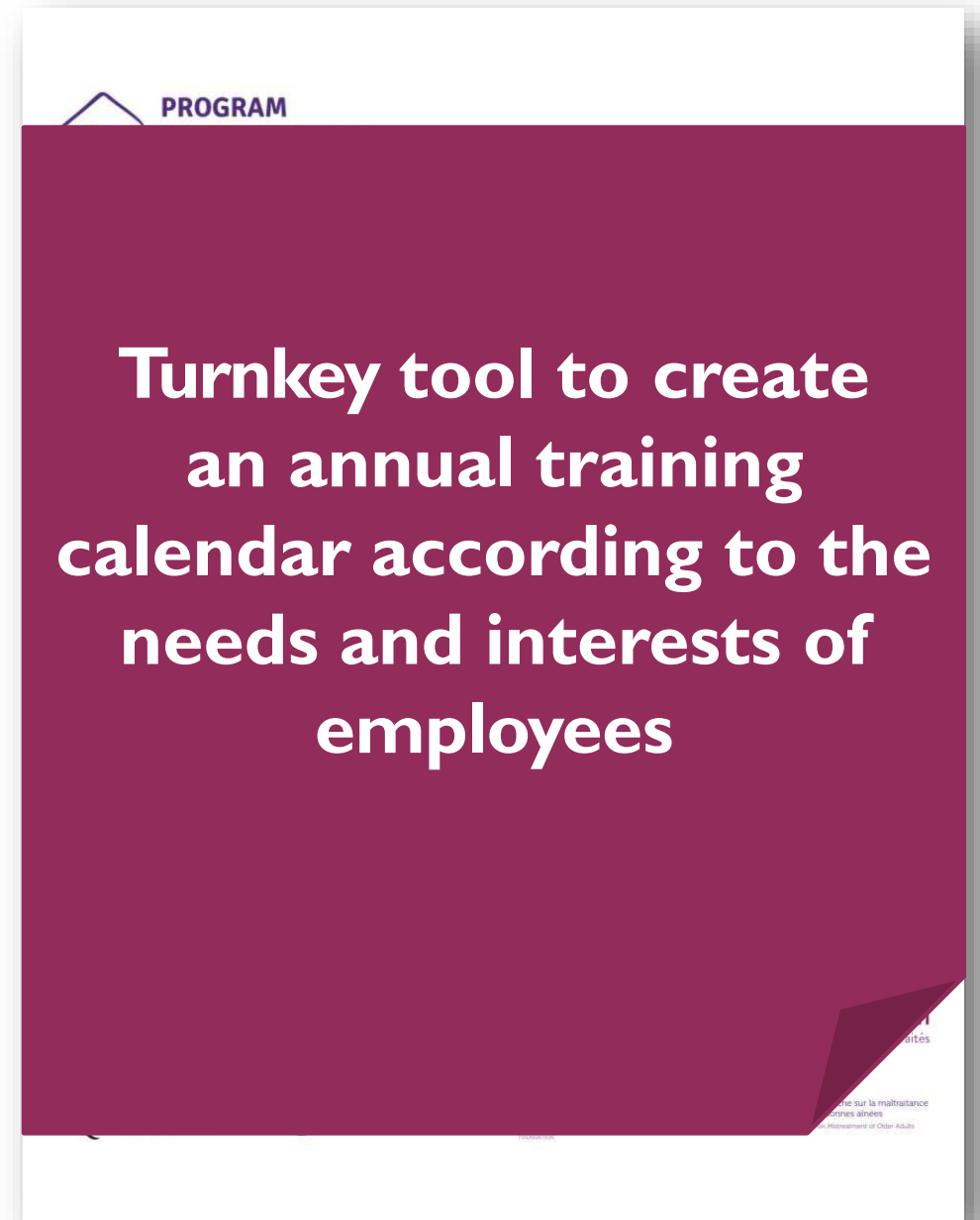
Each activity is accompanied by:

- A one-page descriptive sheet (description, material, procedure, etc.)
- An Activity Evaluation Form by the facilitator
- An Activity Appreciation Form by residents

Module 2. Managing Situations of Intolerance

I. Staff training

- 5 short training videos included
 - What is the Programm GIFT in residence?
 - What is goodwill and intolerance between residents?
 - How to intervene in the presence of intolerance between residents?
 - How to differentiate mistreatment from bullying?
 - How to interact with residents with early cognitive loss?
- Lists of training courses offered by organizations
 - Montréal;Estrie;Provincial



Module 2. Managing Situations of Intolerance

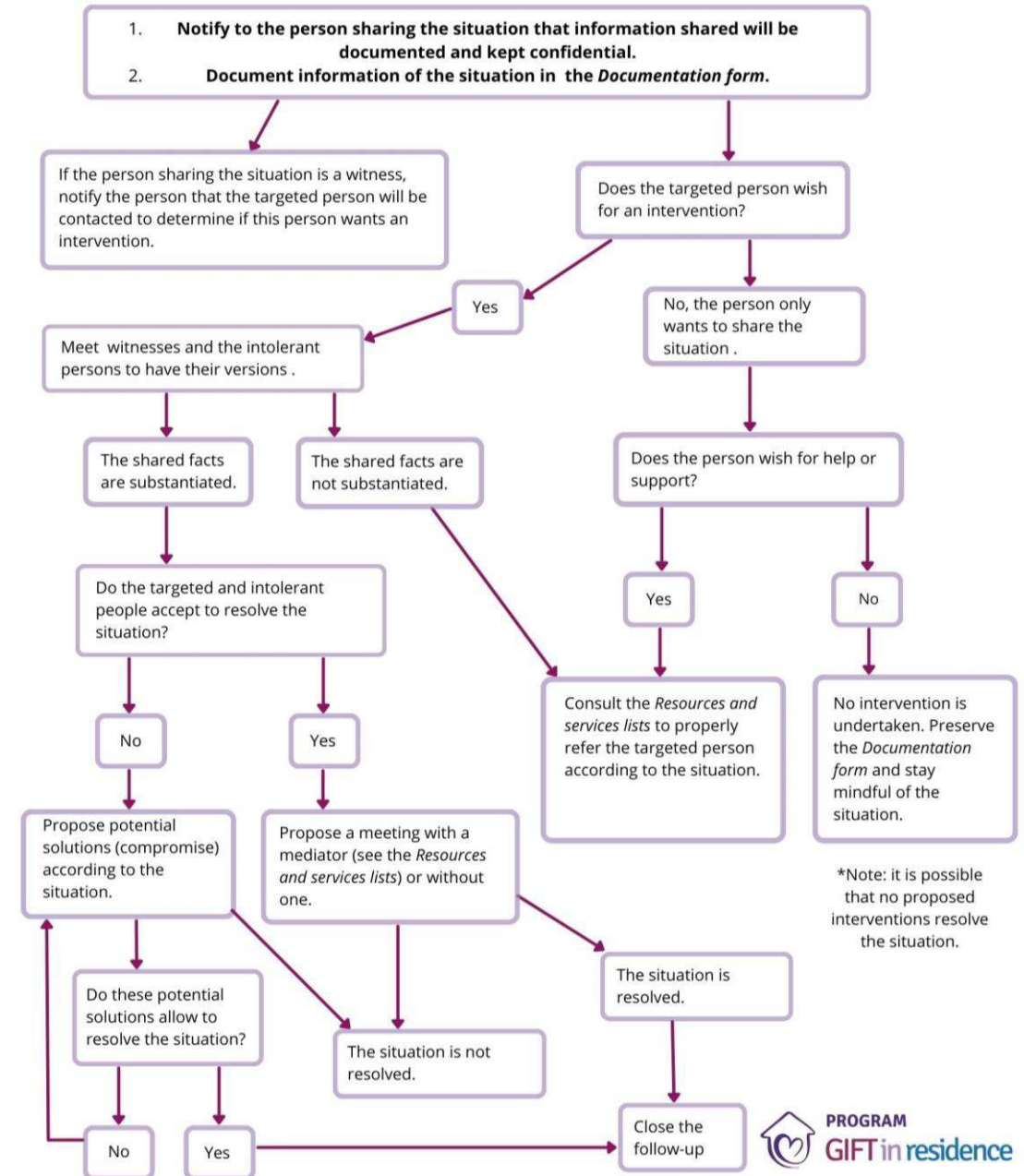
2. Process for managing and monitoring situations of intolerance

- Several tools developed
 - Decisional Diagram for the Management and Follow-Up of Situations of Intolerance
 - Documentation Form of Situations
 - Checklist Before Concluding Intervention and Follow-Up
 - MemoryAid

3. Ressources and services lists

- Montréal; Estrie; Provinciale

If the intolerance situation constitute a mistreatment situation which requires to be reported by the Act to combat maltreatment, the management process to follow is the one proposed in the Policy to counter mistreatment in effect at the CISSS of the territory where the residence is located



It is forbidden to modify this document without prior agreement [info.maltreatment.ca/ressources.com]



Module 3 Promoting Goodwill Among Residents

Module 3. Promoting Goodwill Among Residents

I. Supporting entities by and for residents

- Structure for the creation of a Residents' committee
- Structure for the creation of a Goodwill committee

I. Poster awareness campaign

- 6 posters to promote goodwill
- 6 posters to raise awareness of intolerance
- 2 posters for intervention proposals



LIVING IN COMMUNITY,
is to do acts of **goodwill** and
being **indulgent.**



It is forbidden to modify this document without prior agreement (info@maltraiteancesaines.com)
©Research Chair on Mistreatment of Older Adults (2023)



**PUSHING,
CONTEMPT,
REJECTION,
RUMORS...**

Intolerance hurts.

If you need to talk about it, you
can contact the
The Mistreatment Helpline
1 888 489-2287



It is forbidden to modify this document without prior agreement (info@maltraiteancesaines.com)
©Research Chair on Mistreatment of Older Adults (2023)

WHAT TO DO?

IF I WITNESS INTOLERANCE BETWEEN RESIDENTS :

Intolerance refers to negatives
relationship between residents, e.g.:

- Rejection
- Humiliation
- Pushing
- Rumors

- **I defuse**
Attempt to defuse the situation
(e.g. with humour)
- **I divert the attention**
Divert the attention of one the
party (e.g. ask a question about a
different subject or ask for help
(fictitious))
- **I talk about it to a trustworthy person**
If you do not want to intervene
directly, talk to a trustworthy
person in the residence

Source : Flyer inspiré by Réseau FADOQ - Région des Laurentides (2018)

It is forbidden to modify this document without prior agreement (info@maltraiteancesaines.com)
©Research Chair on Mistreatment of Older Adults (2023)



3. Goodwill and intolerance activities

- Individual activities developed:
 - Crosswords, hidden words, etc.
- Group activities developed:
 - Collective Mandala
 - Special Goodwill Bingo
 - Collective work of poetry
 - Viewing and conversation
 - Myth ou reality
 - Etc.
- Collectives activities developed:
 - “Acts of goodwill” Day
 - “Pay it Foward”
 - Etc.
- Activities offered by other organisations

Day "Acts of Goodwill"

Today is the Day "Acts of goodwill" which promotes goodwill behaviours towards others.
We invite you to do one or multiple acts of goodwill!

Do a good deed today!

1. _____
Give way to others at the elevators.
2. _____
Open the door for a co-resident.
3. _____
Make a compliment to a co-resident or an employee.
4. _____
Become a volunteer at the residence.
5. _____
Smile to someone you come across.
6. _____
Say hello to someone you do not know.

We thank you for your participation to the Day "Acts of goodwill"!

 PROGRAM
GIFT in residence

Inspiration sources : 1. Beaulieu, M., Carboneau, H., Leveseur, M. et Falardeau, M.-C. (2021). Promoting goodwill and countering intolerance among residents in independent living facilities. Needs study with a view to developing a program. Research review report. Research Chair on Misreatment of Older Adults and Charwell Retirement Residences. 2. Ronda-Leclaire. 2019. Bilan des connaissances et mise à jour d'un quiz factuel sur la maltraitance envers les personnes âgées. (État de maltraitance, Université de Sherbrooke). Repéré à https://drive.google.com/drive/folders/1-s79A9Wt-1-NaasK0Bz2CqgH_u0BCK_3.
3. Deschêneau, N. (2019). Bienveillance : 20 gestes à faire. Repéré à <https://www.selection.ca/sante/famille/bienveillance-20-gestes-a-faire/>.

It is forbidden to modify this document without prior agreement (info@maltraitancesaines.com)
© Research Chair on Misreatment of Older Adults (2023)

4. Conferences lists for residents

- Montérégie; Estrie; Provinciale

5. Co-creation of a Goodwill Charter

Month	Events	Activity examples
January	January 1st: World Day of Peace	Viewing and conversation (films and documentaries on the reality of Indigenous Nations)
February	Last Wednesday in February: National Anti-Bullying	Jeu sérieux "La P'tite vie en résidence"
March	March 1st: International Compliments Day	"Acts of Goodwill" Day
April	Easter	"Pay it Forward" activity
May	May 16: International Day of Living Together in Peace	Collective poetry piece (on friendship)
June	June 15: World Elder Abuse Awareness Day	"Myth or Reality about Goodwill and Intolerance Between Residents" game (version without answers and version with answers)
July	July 30 : International Friendship Day	"Tell Us About You!" game
August	August 22: Goodwill Day	Special Goodwill Bingo
September	September 21: World Gratitude Day	Collective Mandala
October	October 1st: International Day of Older Persons	Annual signing of the Goodwill Charter
November	November 16: International Day of Tolerance	"The Highs and Lows of Goodwill and Intolerance" game
December	Christmas and New Year's Day	"I Brighten the Lives of Others" activity (for the holiday season)

**Turnkey tool to
create an annual
calendar of activities
according to the
needs and interests
of residents**

Month	Events	Activity examples
January	January 1st: World Day of Peace	Viewing and conversation (films and documentaries on the reality of Indigenous Nations)
February	Last Wednesday in February: National Anti-Bullying	Jeu sérieux "La P'tite vie en résidence"
March	March 1st: International Compliments Day	"Acts of Goodwill" Day
April	Easter	"Pay it Forward" activity
May	May 16: International Day of Living Together in Peace	Collective poetry piece (on friendship)
June	June 15: World Elder Abuse Awareness Day	"Myth or Reality about Goodwill and Intolerance Between Residents" game (version without answers and version with answers)
July	July 30 : International Friendship Day	"Tell Us About You!" game
August	August 22: Goodwill Day	Special Goodwill Bingo
September	September 21: World Gratitude Day	Collective Mandala
October	October 1st: International Day of Older Persons	Annual signing of the Goodwill Charter
November	November 16: International Day of Tolerance	"The Highs and Lows of Goodwill and Intolerance" game
December	Christmas and New Year's Day	"I Brighten the Lives of Others" activity (for the holiday season)

3. Discussion: Evaluation of the pilot testing

Phase 3: Evaluation of the Pilot Testing

Brief reminder of the methodology



**12 individual interviews
and 9 focus groups**
(n = 50 participants)
25 residents
21 employees
4 managers



1. To assess the program's achievements in meeting its objectives
2. To document the facilitators and obstacles encountered during the testing
3. To gather recommendations to improve the program

Objective of promoting goodwill: Achieved

Identified facilitators:

- Combination of promoting goodwill and countering intolerance
- Adaptability of the program to the residences' contexts
- Leaders in the residence supporting its objectives
- Collaboration of managers & staff members
- Support from the research team

“It is a village here. [...] I edited and published books in the residence, during the pandemic, so that people would be less bored. I thought “People have a lot of time on their hands in their apartment. They have time to reflect on their life.” [...] So I invited people to tell me their story. Approximately 13 persons responded. And I had a lot of support from management to produce the book. We sold 110 books in two days!” – Resident 3 [R2]

Benefits of the Program GIFT in residence:



- Promoting a culture of goodwill within the residence
- New ideas developed according to the objectives of the program

Objective of countering intolerance: Partially achieved

“Like the other time [...], I took the list of resources. I gave the information. It is a great reference tool. [...] it is just about continuing to work with these tools and continuing to integrate them into our daily lives.[...]”

I did not really have any situation of intolerance. But speaking to you, it reminded me of an event. [...] I will therefore complete the situation documentation form. But this will be the first time that I use the form.” - Manager 3 [R2]

Some challenges...

- of integrating tools into the situation management process
- of systematically documenting situations of intolerance

Objective of countering intolerance: **Partially achieved**

Several recommendations integrated into the Program

- Improvement of the visual and content (e.g. addition of training videos)
- Additions of means to ensure its sustainability
- Development of training to support implementation

Some challenges...



- of integrating tools into the situation management process
- of systematically documenting situations of intolerance

Identified obstacles:

- Labour shortage and high staff and resident turnover
- Work overload
- Voluntary participation in activities and difficulties in reaching intolerant residents
- All accentuated by the pandemic context

4. Conclusion

**Freely
accessible online**

www.maltraitancedesaines.com



In summary, the Program GIFT in residence

- Aims to: promote goodwill AND counter intolerance
- Aims for lasting organizational changes
- Offers original tools and activities AND lists those already offered by other organizations
- Turnkey program that can be adapted to the needs of each residence
- Developed and tested in close collaboration with residents, staff members and managers

5. BIBLIOGRAPHY

- Beaulieu, M., Carbonneau, H., Levasseur, M., & Falardeau, M-C. (2021). *Promoting goodwill and countering intolerance among residents in private seniors' residences. Needs study with a view to developing a program. Research review report.* Research Chair on Mistreatment of Older Adults and Chartwell Retirement Residences. https://maltraitedesaines.com/wp-content/uploads/2021/11/Beaulieu-et-al.-2021-Rapport_objl_e%CC%8ltude_besoins_EN.pdf
- Beaulieu, M., Carbonneau, H., Levasseur, M., et Falardeau, M-C. (2022). *Élaboration et mise à l'essai du Programme BIEN en résidence. Rapport de recherche synthèse.* Chaire de recherche sur la maltraitance envers les personnes âgées et Chartwell résidences pour retraités. <https://maltraitedesaines.com/wp-content/uploads/2022/10/Rapport-synthese-2-Elaboration-et-mise-a-lessai-du-Programme-Bien.pdf>
- Beaulieu, M., & Leboeuf, R. (2019). *Synthesis Research Report. To improve the quality of community living in private residences: Establish the needs to counter resident-to-resident mistreatment and promote the concept of 'living well together'.* Research Chair on Mistreatment of Older Adults and Chartwell retirement residences. Retrieved from https://maltraitedesaines.com/wp-content/uploads/2019/11/2019_Rapport-Synthese_ANG_V4.pdf
- Falardeau, M-C., Beaulieu, M., Carbonneau, H., & Levasseur, M. (Accepted, November 2023). *Practices countering resident-to-resident aggression and promoting wellness care for older adults in congregate residential facilities: Results from a systematic review.* *Journal of Elder Abuse & Neglect.*
- Falardeau, M-C., Beaulieu, M., Carbonneau, H., & Levasseur, M. (2022). *Resident-to-resident aggression in private seniors' residences.* *Journal of Gerontopsychology and Geriatric Psychiatry.* Advanced online publication. <https://doi.org/10.1024/1662-9647/a000296>
- Falardeau, M-C., Beaulieu, M., Carbonneau, H., Levasseur, M., & Belley, R. (2021). *Maltraitance entre résidents en temps de pandémie : Effets dans les résidences pour aînés privées au Québec.* *Canadian Journal on Aging / La Revue canadienne du vieillissement*, 40(4), 619-627. <https://doi.org/10.1017/S0714980821000428>
- Falardeau, M.-C., Beaulieu, M., Carbonneau, H., & Levasseur, M. (Submitted September 2023). *Evaluation of the test phase of the « Program GIFT in residence » : Results from a pilot participatory action research.* *Canadian Journal on Aging/ Revue Canadienne du vieillissement.*



PROGRAM
GIFT in residence



Thank you!

Visit our website:

www.maltraitancedesaines.com



Chaire de recherche sur la maltraitance
envers les personnes âgées

Research Chair on Mistreatment of Older Adults



marie.beaulieu@usherbrooke.ca



roxane.leboeuf@usherbrooke.ca



Designed for services providers:

- Social support services
- Health care
- Shelters/housing
- Paramedics
- Elder mediation
- Mental health
- Law enforcement
- Victim services
- Justice professionals
- ...those supporting older adults

Harm to Older Persons Evaluation (HOPE)

Risk Assessment Training Workshop

Dec. 12th & 13th, 2023

9:00 am - 12:00 pm EST

Dec. 15th, 2023

9:00 am - 1:00 pm EST

Registration Fee: \$199

Limited to 40 Attendees- Register Early!

[Register: https://eapon.ca/hope_training_dec2023/](https://eapon.ca/hope_training_dec2023/)

To mark *16 Days of Activism against Gender-Based Violence (GBV) campaign*, Elder Abuse Prevention Ontario, WomanACT, and the Canadian Network for the Prevention of Elder Abuse (CNPEA) are co-hosting a half-day virtual symposium on Gender Based Violence.



A Virtual Symposium on Innovation and Collaboration to Combat Gender-Based Violence

Inclusive Voices, Collective Power

Panel discussion, promising projects, and diverse speakers.



 **November 29, 2023**  **11 AM to 4 PM (EST)**

[REGISTER HERE:](https://pheedloop.com/InclusiveVoicesCollectivePower/site/home/)

<https://pheedloop.com/InclusiveVoicesCollectivePower/site/home/>

Your Feedback is important to us!

WE WOULD
APPRECIATE HEARING
FROM YOU.

Please take a few
minutes to complete
our survey!

POLL Questions





Contact Us

Comments? Questions?
Keep in Touch



Bénédicte Schoepflin

Executive Director,
Canadian Network for the
Prevention of Elder Abuse

604.715.1007

benedictes.cnpea@gmail.com

www.cnpea.ca

@cnpea

Raeann Rideout

Director, Strategic Partnerships
Elder Abuse Prevention Ontario

705.927.3114

rrideout@eapon.ca

www.eapon.ca

@EApredventionON

