

Webinar

KINDNESS IS CONTAGIOUS

Standing up Against Bullying



February 26, 2025
1 PM - 2 PM

Provided with ASL 

Speakers:

- Dr. Kirsten Madsen, Project Director
Seniors' Anti-Bullying Project, Sheridan College
- Niki Golnabi, Facilitator,
Seniors' Anti-Bullying Project, Sheridan College
- Liza Franes, Project Manager,
Sheridan Centre for Elder Research



#PinkShirtDay

LAND ACKNOWLEDGEMENT



WEBINAR LOGISTICS

Communication



Microphones : All attendees' microphones are turned off during the webinar.

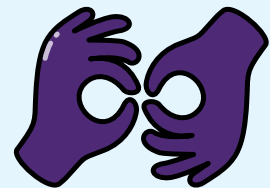


CHAT Box : Welcome to post comments during the session.



Questions: Type your questions in **Q & A** to be addressed at end of the presentation.

ASL



ASL Interpreter on screen

- **Speaker /Gallery view**: Grid at top of right corner of screen - choose the layout you prefer.
- **Closed Captioning**: Enable or Disable

WEBINAR LOGISTICS

Evaluation



We appreciate your feedback on the knowledge you gained from the session and suggestions for future topics.

- **Pop-up** after the Webinar with link to survey.
- **Email** follow-up in a day with survey link.

Recording



A recorded version of this webinar will be available on EAPO and CNPEA's websites.

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
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STOP ABUSE – RESTORE
SIMPLY PUT, WE ALL HAVE A ROLE TO PLAY
RESPECT

Vision

EAPO envisions an Ontario where ALL seniors are **free from ageism and abuse**, where *human rights are advanced, protected and respected*.

EAPO is mandated to support the implementation of Ontario's Strategy to Combat Elder Abuse.



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



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

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PINK SHIRT DAY

FEB 26



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Let Kindness Grow

CKNW KIDS' FUND

PINK SHIRT DAY

WEDNESDAY, FEBRUARY 26, 2025

PRESENTED BY



#LetKindnessGrow

Presenter



Kirsten Madsen, PhD

Faculty Member,
Sheridan College
Project Director for the
Seniors' Anti-Bullying Project

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' Anti-Bullying Project”.

Presenter



Liza Franses *(She/Her)*

Project Manager,
Senior's Anti-Bullying Project
Sheridan Research

Liza (Leeza) is an older adult advocate that has worked with diverse older adult communities in Toronto & the GTA. Her background ranges from working with older adults in long-term care to adult day programs, managing a multicultural Seniors Active Living Centre, to currently working as the Project Manager of the Senior's Anti-Bullying Project.

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.

Presenter



Niki Golnabi

Facilitator,
Seniors' Anti-bullying
Project

Niki is an Iranian-Canadian student studying Early Childhood Education at Sheridan College. She is currently a facilitator with the Seniors' Anti-bullying Project, as well as a student educator at a childcare centre in Oakville.

Niki started her studies in the Animation program at Sheridan but later became interested in being actively involved in building strong and diverse communities, by directly learning from the people in them. She is drawn to projects that are focused on implementing creative ideas, and believes secure connections are a core necessity at any age in life.

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Kindness is Contagious : Standing up Against Bullying

A Partnership between Elder Abuse
Prevention Ontario, The Bob Rumball
Canadian Centre of Excellence for the
Deaf & Sheridan College

February 26, 2025



Senior's Anti-Bullying Project Partners:

A Partnership between Elder Abuse Prevention Ontario, The Bob Rumball Canadian Centre of Excellence for the Deaf & Sheridan College to work with 7 senior's residences in order to implement and evaluate a toolkit that is designed to prevent and target bullying behaviour between older adults.



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Prévention de la
maltraitance envers
les aînés Ontario



Bob Rumball Canadian Centre of
Excellence for the Deaf

Sheridan | Centre for
Elder Research



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada

Canada



**NSERC
CRSNG**

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Objectives of this Webinar:

1. Update of the Senior's Anti-Bullying Implementation & Evaluation Project
2. Lessons Learned so far
3. Description of the toolkit & its use
4. Discuss upcoming updates, modifications, and additions to the Toolkit

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

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Project Overview

AIMS:

- Collect data on the prevalence and nature of Senior to Senior bullying in Ontario;
- Use this data to create a resource package (toolkit) outlining best practices for older adults and those working with older adults to stop bullying;

ACTIONS:

- Survey of Older Adults in Ontario
- Brought survey results to stakeholders: Four full day interactive workshops (i.e., ThinkTanks)

RESULT:

- “Solutions: Everybody’s Business” Senior to Senior Anti-Bullying TOOLKIT

IMPROVE:

- Implement, Evaluate & Improve upon the Toolkit

History/Timeline

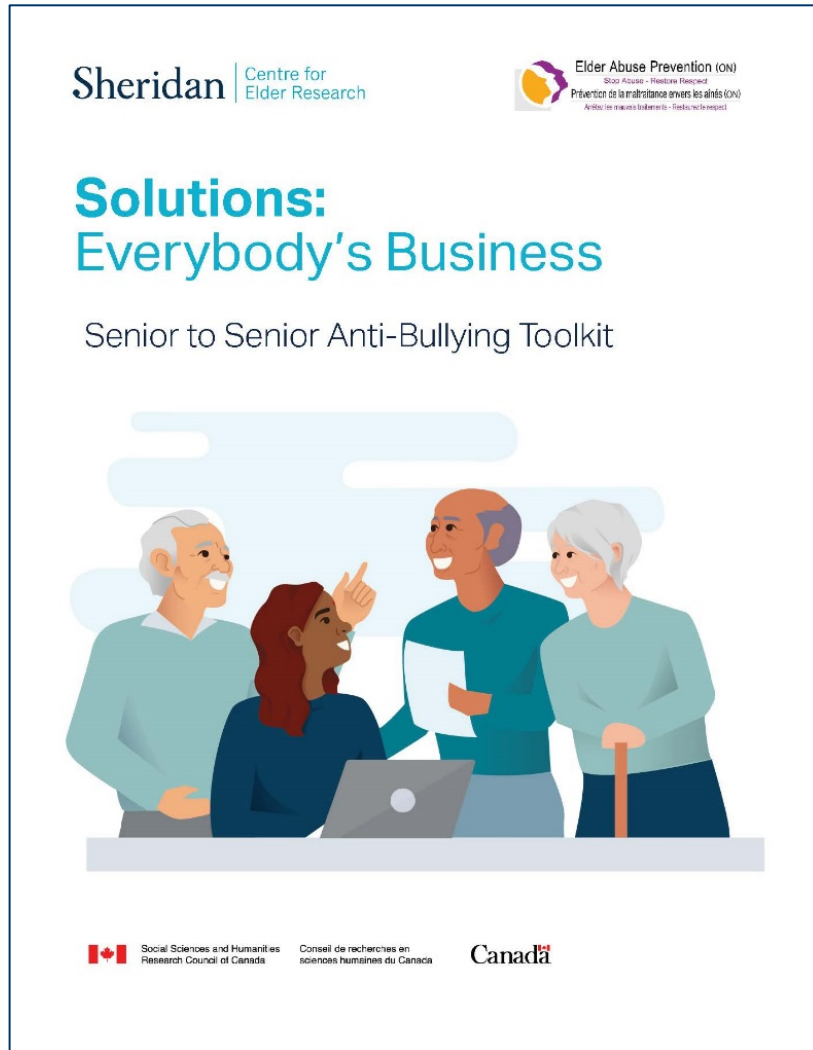
- 2018
 - 683 respondents complete survey on nature and prevalence of bullying behaviours
- 2019
 - 4 interactive workshops (i.e. ThinkTanks) were held with industry partners
- 2020
 - The Seniors' Anti-bullying Toolkit is launched on March 13, 2020
- 2021 – 2022
 - Preparations for the implementation and evaluation portion of the project
- 2023
 - Toolkit is implemented in the first 2 sites
- 2024 – 2025
 - Currently the project is working with 7 sites

Current Overall Project Aims

- Implement this toolkit in 7 seniors' residences (retirement community, seniors housing, and independent living)
- Systematically evaluate the processes described and strategies included in the toolkit
- Using feedback from stakeholders at the 7 implementation sites, make modifications and additions to the toolkit
- Make further recommendations for how to expand on the toolkit

Toolkit Aims

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- Prevent and target bullying behaviours between older adults
- Includes strategies & activities
- Based on survey results, stakeholder feedback (i.e., ThinkTanks) & existing best practices

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How to Use the Toolkit

- Modular (online or in print version)
- Each module includes:
 - Clear aims
 - An introduction
 - Activities
 - Templates
 - Resources



Please note: Toolkit is also available in French

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Module 1: POLICY & 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

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- Aim: Awareness raising & clarification
- These activities are useful for all the other modules
- Activities include case studies illustrating diverse viewpoints of bullying behaviour
- “Aha moments”
- Sparks discussion

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Module 3: RESPONSE TRAINING



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

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Module 4: CREATING A POSITIVE ENVIRONMENT



- Aim
- Build on existing programs
- Activity ideas
- Area which will be greatly expanded on in the 2026 Toolkit version

TEMPLATES



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

Lessons Learned to Date

- Bullying is a social behaviour therefore addressing the social environment is key
- Kindness is Contagious
- Community building: active listening & conflict management
- Bullying is often a symptom of a larger issues



Lessons Learned to Date as a Facilitator

- Each site is unique
- Community building and fostering relationships has been key
- Messaging in recruitment
- Staff/resident relations
- Facilitator relationship building with staff and residents
- Feedback & modifications



Modifying Existing Strategies & Activities

- Listening to the participants
- Site needs
- More community building with an emphasis on kindness
- Re-creatable workshops



Site A

- Larger retirement home
- A lot of current in-house activities and programs
- Many residents are retired professionals
- Turnover in participants attending sessions
- Considerations for diverse population
- Staff support



Site B

- Small communal living home
- No established programming
- A catalyst for community connections
- Tenant centered workshop choice
- Benefits of a smaller site
- Board & volunteer support



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Keys to Success

- Teamwork
- Solution-focused
- Recruitment
- Firecrackers a.k.a Cheerleaders
- Informal time inclusion
- Listening
- Nurturing an environment where kindness is the norm



Toolkit Modifications

- Additions to the toolkit
 - Additional activities
 - Templates of program plans for the activity (incorporates the P.I.E.S.S)
 - New module on communication styles and active listening



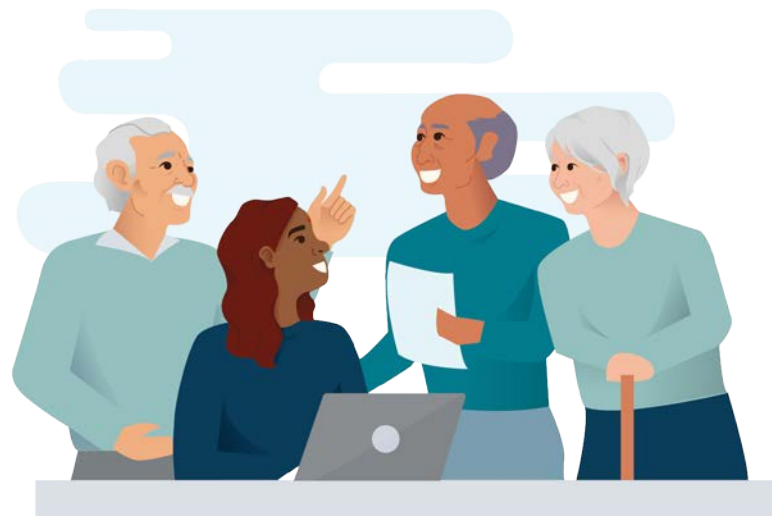
Additions to the Toolkit

- Accessibility for the Deaf community
 - ASL video clips



Next Steps

- Completing implementation sessions at all sites
- Evaluating the efficacy of the existing toolkit and the modifications
- Implementation will be complete Dec 2025
- Updates to the toolkit will commence in 2026



Seniors Anti-Bullying Project Contact Information:

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Liza Franes (Research Manager)

liza.franes@sheridancollege.ca

Website:

https://source.sheridancollege.ca/centres_elder_bullying_older_adults

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Questions?

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Search for Elder Abuse Services

This directory is designed to help you connect to government and community-based health and social services across Ontario. You can search for support by entering a keyword or choose a topic to find services in a specific area or city in Ontario.

This information is **provided by 211 Ontario** and their directory is always being updated. If you do not see your agency or organization listed or you want to suggest an update [please contact 211 directly](#).



Search by Topic or Keyword

You can search by our topic list or enter a keyword to search for resources.

☒ Topic Search ☐ Keyword Search

Choose a Topic

Select a topic below to view subtopics.

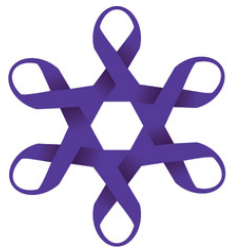


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Protecting
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From Scams

Stop Abuse. Restore Respect



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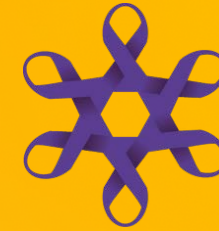


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PODCAST



**Elder Abuse
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AGING VIBRANTLY



Conversations to Empower Seniors



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Funded by the
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Canada 



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Equifax: Protecting and Restoring your Identity and Credit



March 4, 2025


1 PM - 2:30 PM (ET)



Speaker:

Julie Kuzmic

*Senior Compliance Officer, Consumer Advocacy,
Equifax*

Ontario 

Register Today: https://eapon.ca/Webinar_Equifax_Mar4



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Tax Talk *Series*

**EAPO is pleased to co-host this webinar series
with the Ontario Ministry of Finance**

- ✔ **From a Maze to Amazing - Understanding Ontario's Personal Income Tax, Credits and Benefits**
Mar. 5, 1 PM - 2 PM | Register : https://eapon.ca/Tax_Talk_Mar5
- ✔ **Ontario's Credits, Benefits and Supports for Seniors with Lower Income**
Mar. 12, 1 PM - 2 PM | Register : https://eapon.ca/Tax_Talk_Mar12
- ✔ **Discover Ontario's Medical Expense and Seniors Care at Home Tax Credit**
Mar. 19, 1 PM - 2 PM | Register : https://eapon.ca/Tax_Talk_Mar19
- ✔ **Introduction to Ontario's Estate Administration Tax**
Mar. 26, 1 PM - 2 PM | Register : https://eapon.ca/Tax_Talk_Mar26

Who should attend: Everyone is welcome to join us, including: seniors, families and caregivers, newcomers, self-employed individuals.



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



IT'S TAX TIME -- **BEWARE OF** TAX SCAMS

Thursday, March 20th

1 PM - 2 PM (ET)

10 AM - 11 AM (PT)



Investment Scams



Fraudsters' Tactics

CRA Scam Alert



Prevention Tips



SPEAKER



Stephanie Senecal

Senior Support Unit Coordinator,
Canadian Anti-Fraud Centre
Royal Canadian Mounted Police and
Ontario Provincial Police

Ontario 

Provided with ASL 

Register Now: https://eapon.ca/webinar_TaxScams_March20

WE WOULD APPRECIATE HEARING FROM YOU!

Please take a few minutes to complete
our survey.

Evaluation

A close-up photograph of a fountain pen with a gold-colored nib and a black barrel. The pen is positioned at the end of the word 'Evaluation', which is written in a cursive script. The pen's nib is touching the final flourish of the word.



Visit the Hub...

- * **A national platform** for knowledge dissemination
- * **A way to connect and collaborate** with your peers and with experts
- * **An overview of available resources**, research and promising projects
- * **A source of information** for concerned individuals

Contact :

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older adults.

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