



**Elder Abuse Prevention (ON)**

*Stop Abuse - Restore Respect*

**Prévention de la maltraitance envers les aînés (ON)**

*Arrêtez les mauvais traitements - Restaurez le respect*

## **Creating Safe and Respectful Communities for Older Adults:**

# **How Elder Abuse Can be Prevented Through Age-Friendly Community Plans**



BC ASSOCIATION OF

**Community Response Networks**

*Stopping Adult Abuse and Neglect ...Together.*

**Presented by:**

Raeann Rideout, Director of Provincial Partnerships & Outreach

Elder Abuse Prevention Ontario

# Overview

- 1. Overview of Elder Abuse Prevention Ontario (EAPO)**
  - Role of community partnerships & community development
- 2. Correlation between elder abuse prevention and age-friendly communities**
- 3. How Elder Abuse Aligns with AFP Frameworks**
- 4. Profile Highlights: Who's Integrating Elder Abuse in Age-friendly Community Action Plans**
- 5. Role of Elder Abuse Networks and EAPO in collaborative in AFC initiatives.**
- 6. Working collectively to support effective policy responses, social networks and fostering social inclusion**

# 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

**“STOP ABUSE – RESTORE RESPECT”**

# Priorities of the Strategy



Community  
Coordination &  
Response

Training

Public  
Awareness

# Priorities of Strategy Defined

## **Co-ordination of Community Services**

Strengthening and empowering communities through partnerships between agencies, which promote knowledge exchange and sharing best practices across Ontario to collaboratively combat elder abuse.

## **Training Front-Line Staff**

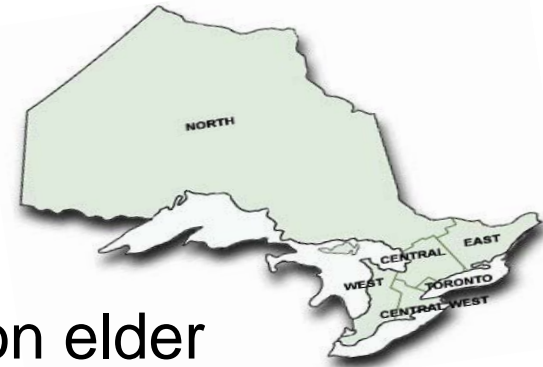
Specialized training targeting front-line workers across all sectors, who interact regularly with seniors, to prepare and guide them in recognizing and responding to elder abuse.

## **Public Education and Awareness**

Province-wide, multi-media public education campaigns to promote awareness of the complexities of elder abuse and provide relevant information on how to access supports and services.

# Regional Outreach

- EAPO Staff in Ontario cover large catchment areas spanning from Peterborough, Thunder Bay, Sudbury, Ottawa and Woodstock to Toronto
- Francophone & Indigenous Communities
- Key resources for providing consultations on elder abuse cases, reviewing options and resources for intervention strategies.
- Do not act as case managers for individual cases of abuse
- Partner with Seniors Safety Line for Information & Referrals



# What is Elder Abuse?

*"... a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person."* (World Health Organization)



World Health  
Organization

# Extent of the Problem



**200,000**  
seniors who have  
been abused  
or are experiencing  
elder abuse in Ontario

Elder abuse is a hidden problem.

**1 in 6 older adults worldwide**  
have been abused in the past year.

# Ageing in the 21st Century

The world is getting much older...

WITHIN  
**TEN YEARS**  
THERE WILL BE  
**ONE BILLION**  
OLDER PEOPLE WORLDWIDE.



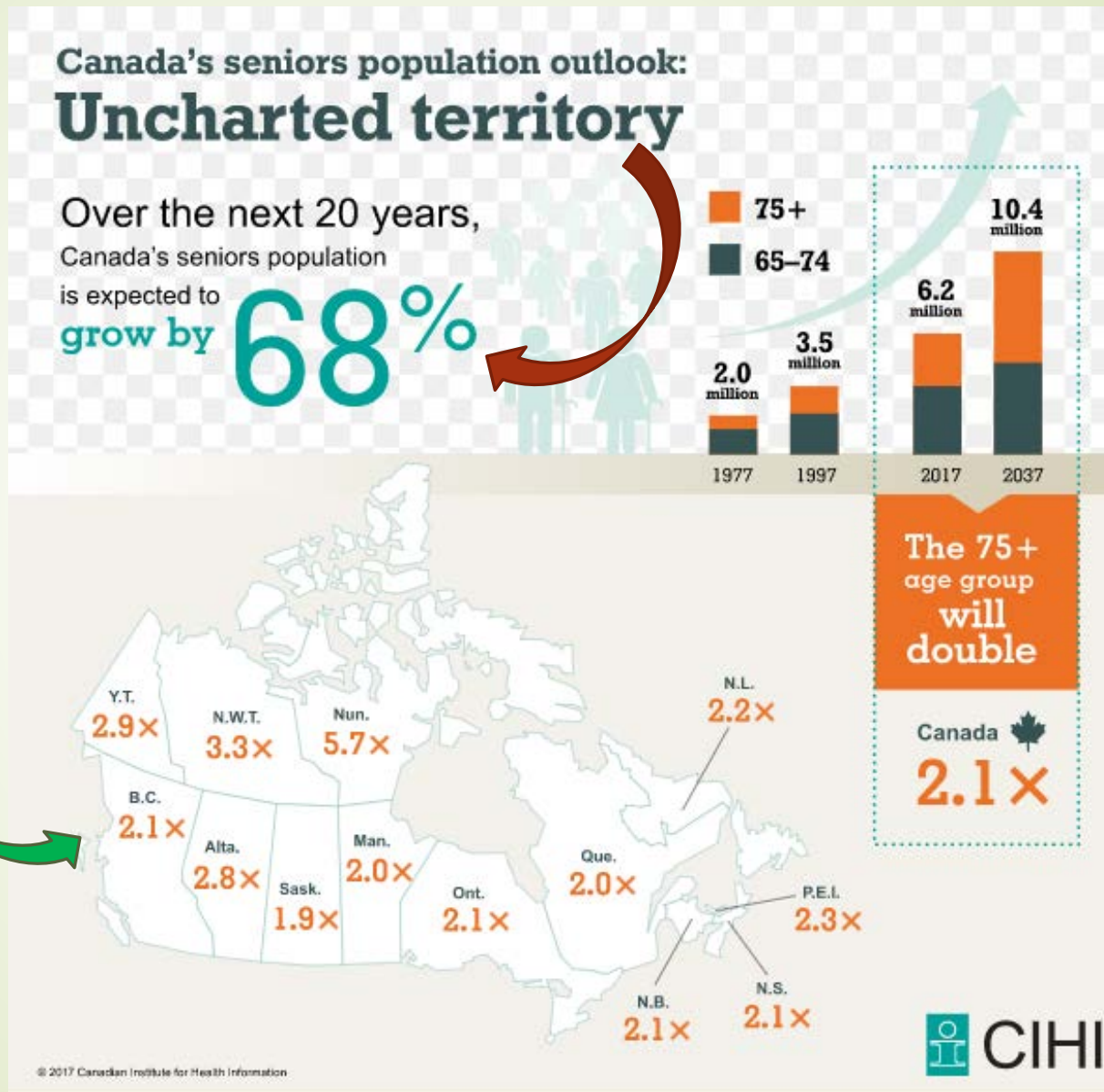
IN 2012,  
**810 MILLION**  
PEOPLE WERE AGED 60 OR OVER.

BY 2050,  
THE NUMBER WILL REACH  
**TWO BILLION.**

**TWO PEOPLE**  
CELEBRATE THEIR SIXTIETH BIRTHDAY  
**EVERY SECOND**  
AN ANNUAL TOTAL OF ALMOST  
**58 MILLION** SIXTIETH BIRTHDAYS.

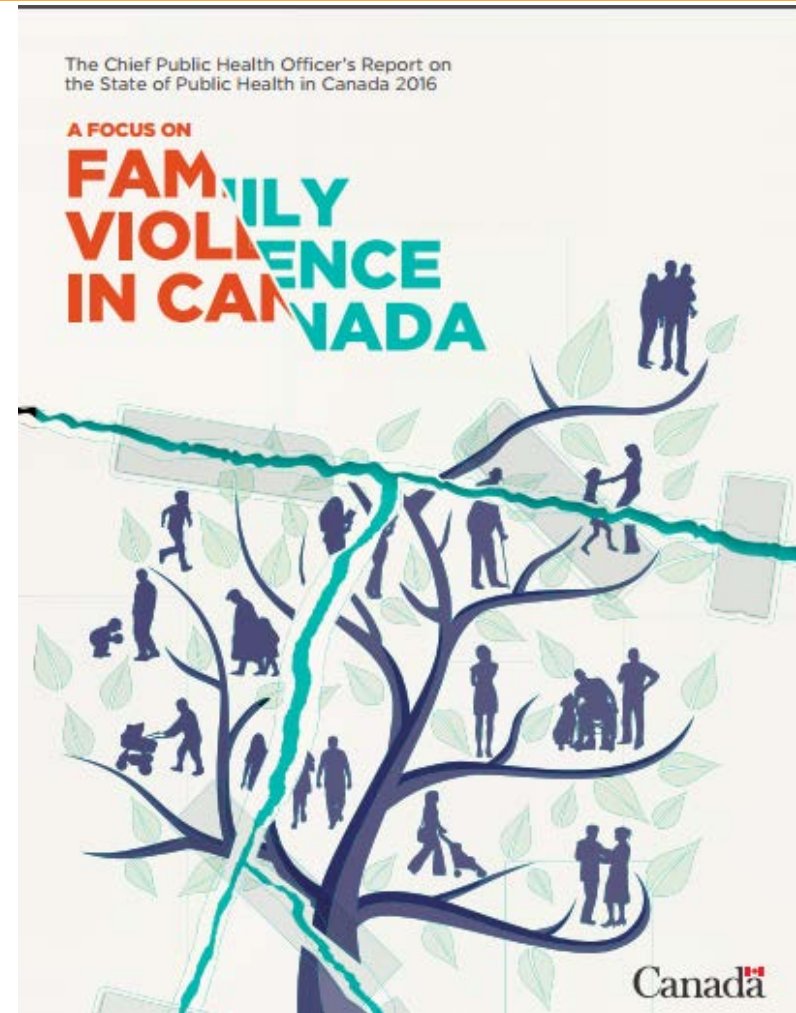


# Ageing in the 21st Century



# Public Health In Canada- 2016 Report

Using what we know about the social determinants of health can help prevent family violence and build effective ways to address it.



# Forms of Abuse

**Psychological:** Any action, verbal/ non-verbal, that lessens a person's sense of dignity and worth.

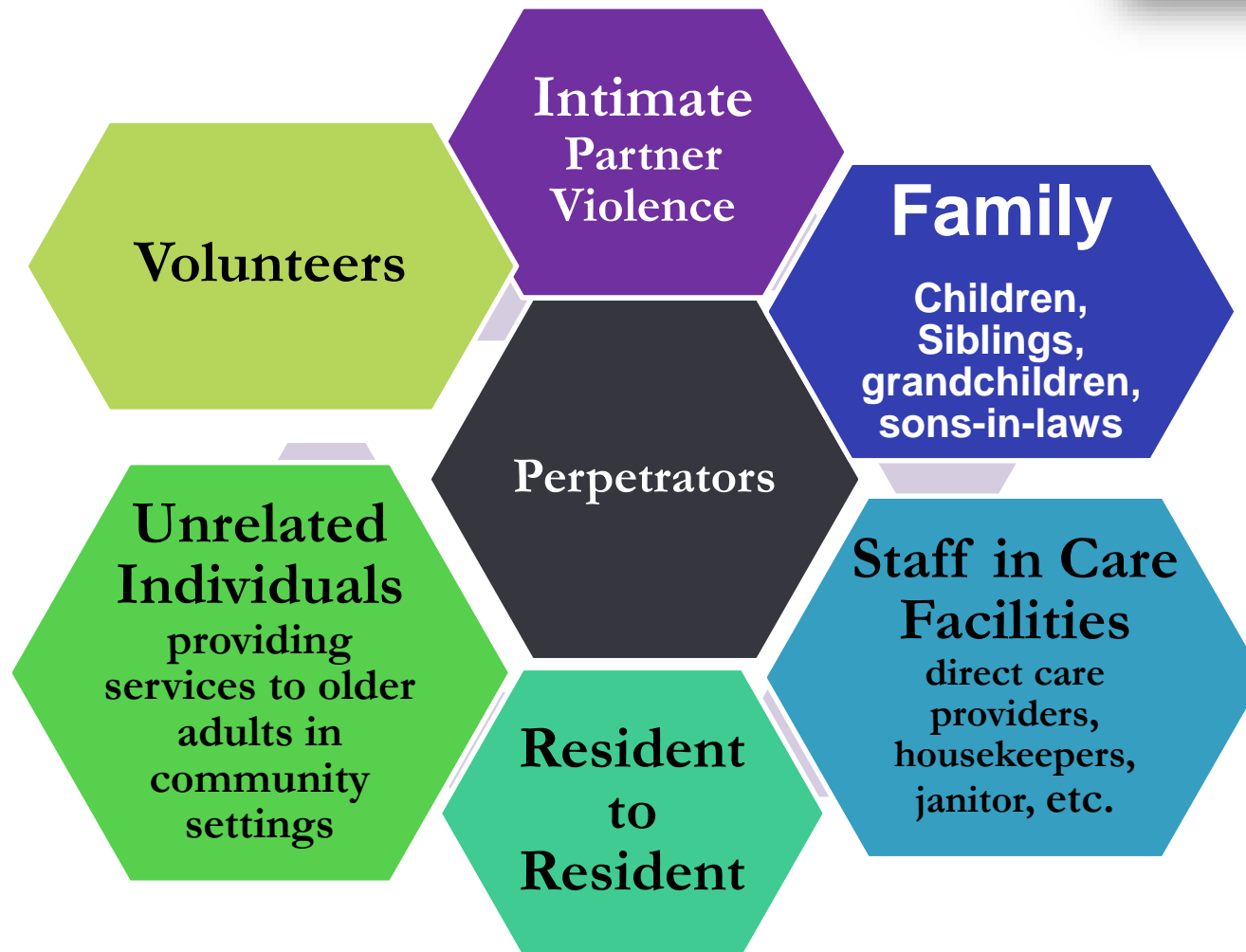
**Neglect:** Not meeting the needs of an older adult who is unable to look after him/herself. (Active/Passive)

**Physical:** Any act of violence or rough handling that may or may not result in physical injury, but causes physical discomfort and pain.

**Sexual:** Forced and or unwanted sexual interaction (touching/ non-touching acts) of any kind with an older adult.



# Those with Abusive Behaviours



# Canadians Are At Risk For Poor Health From Family Violence

When Canadians were asked questions about family violence, abuse and conflict, data showed that:



An estimated 9 million or a third of Canadians over the age of 15 years said they had experienced abuse before the age of 15 or 16 years.<sup>2,26,27</sup>



About 760,000 or 4% of Canadians over the age of 15 years said they had experienced intimate partner violence in the previous five years.<sup>10</sup>



Over 766,000 or 8% of Canadians over the age of 55 years said they had experienced abuse or neglect in the previous year.<sup>27</sup>

Some Canadians are at higher risk for family violence.



**Women** are more likely than men to experience more severe and frequent violence from a spouse or someone they are dating.<sup>10</sup>



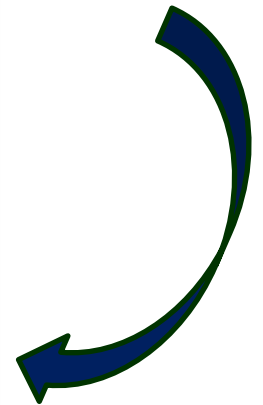
**Indigenous women** are more likely to experience family violence than non-Indigenous people.<sup>10</sup>



**People with disabilities** are more likely to experience violence from a spouse, especially more severe types of violence, than people without a disability.<sup>29</sup>



**People who identify as lesbian, gay, bisexual, trans or questioning (LGBTQ)** are more likely to experience abuse or neglect during childhood, bullying and violence from a spouse or someone they are dating.<sup>10,29-31</sup>



# Prevalence of Elder Abuse

## Overall Prevalence of Elder Abuse

8.2%

representing 766,247 older Canadian adults.

## Psychological Abuse

2.7%

representing 251,157 older Canadian adults.

## Sexual Abuse

1.6%

representing 146,649 older Canadian adults.

## Physical Abuse

2.2%

representing 207,889 older Canadian adults.

## Financial Abuse

2.6%

representing 244,176 older Canadian adults.

## Neglect

1.2%

representing 116,256 older Canadian adults.

# Collaborative Response

**What leads to family violence is a mix of individual, family, social, community and societal factors.**

“Because family violence involves **individuals, families, communities and societies**, everyone is responsible for stopping it. Reinforcing the principles of public or population health can play an important role. ***Changing beliefs and attitudes, creating safe and supportive communities, promoting healthy families and relationships*** and targeting populations at risk are all ways to work towards preventing family violence.”<sup>1</sup>

# RISK FACTORS

**FIGURE 8:**  
MANY FACTORS CONTRIBUTE TO THE RISK FOR FAMILY VIOLENCE.

## WHO WE ARE

**EVERYONE HAS DIFFERENT BACKGROUNDS AND EXPERIENCES.**

GENETICS  
GENDER  
BIOLOGY



BIOLOGY  
AGE  
LIFE EXPERIENCES  
HEALTH



## HOW OUR RELATIONSHIPS FUNCTION

**EVERYONE HAS A DIFFERENT PATTERN OF RELATIONSHIPS.**

- Relationship quality
- Resolving conflict
- Power and control
- Family and friends
- Stress

## WHERE WE LIVE

**EVERY COMMUNITY IS UNIQUE.**

- Availability and accessibility of services
- Population characteristics
- Safety, poverty
- Beliefs and behaviour related to family violence

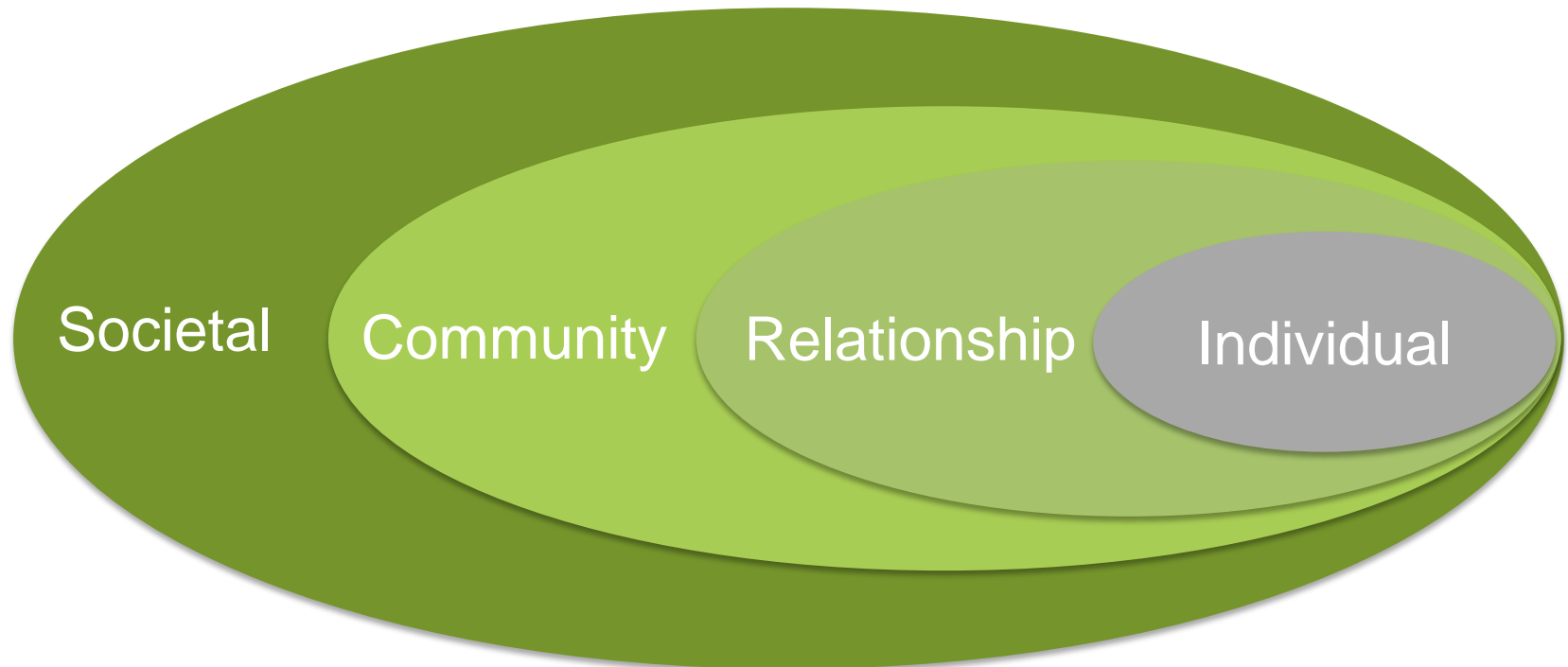
## WHAT WE THINK AND BELIEVE

**EVERY SOCIETY HAS BELIEFS AND ATTITUDES THAT RELATE TO FAMILY VIOLENCE.**

- Beliefs, attitudes and behaviour related to violence and gender
- Laws and policies
- Awareness and knowledge

# Conceptual Framework

## Ecological Model: Preventative Factors



The ecological framework is based on evidence that no single factor can explain why some people or groups are at higher risk of interpersonal violence, while others are more protected from it. (World Health Organization)

It allows us to see that elder abuse is embedded at different levels of society.

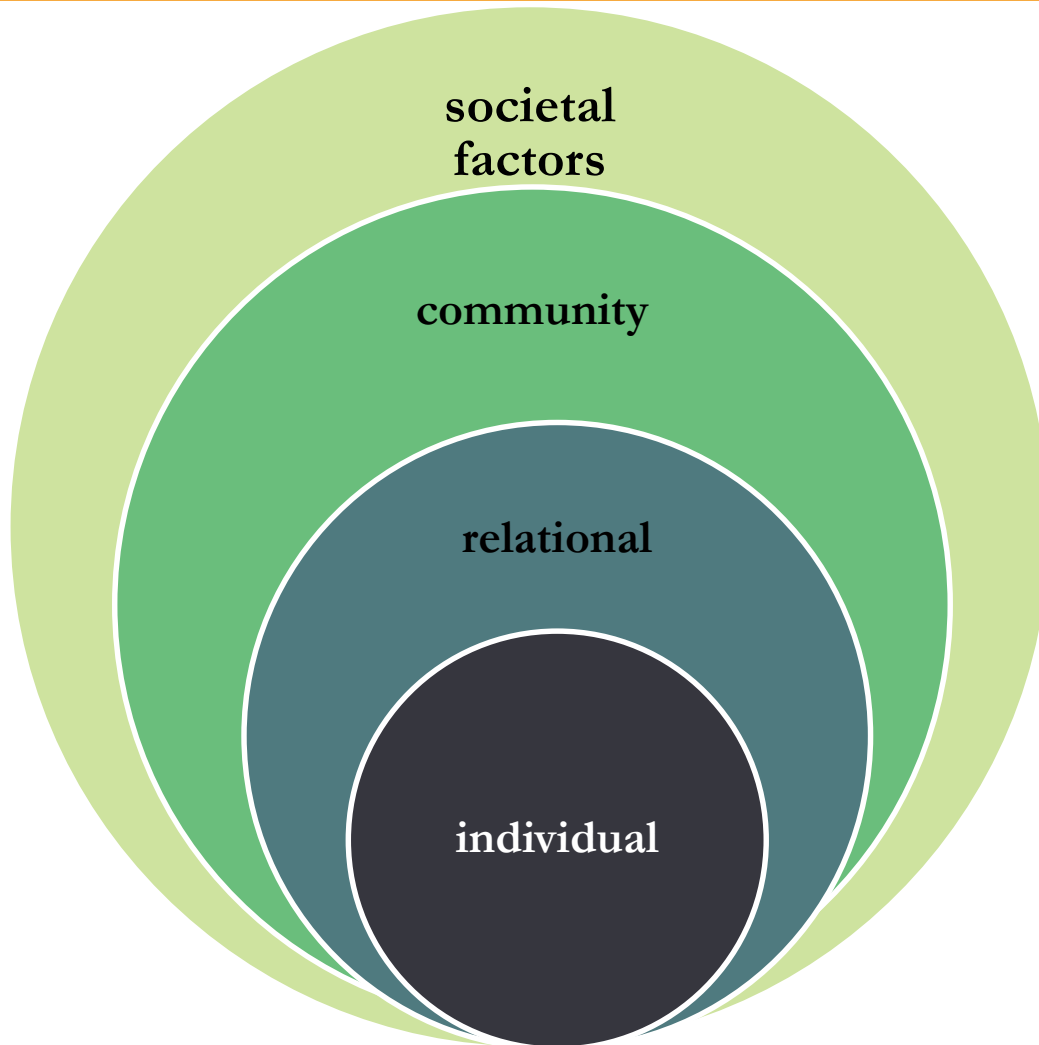
Sources: [Centers for Disease Control and Prevention](https://www.cdc.gov/violenceprevention/ecology/)  
[www.who.int/violenceprevention/approach/ecology/en/](http://www.who.int/violenceprevention/approach/ecology/en/)

# 8 Key Dimensions

## Age-friendly Community – Planning

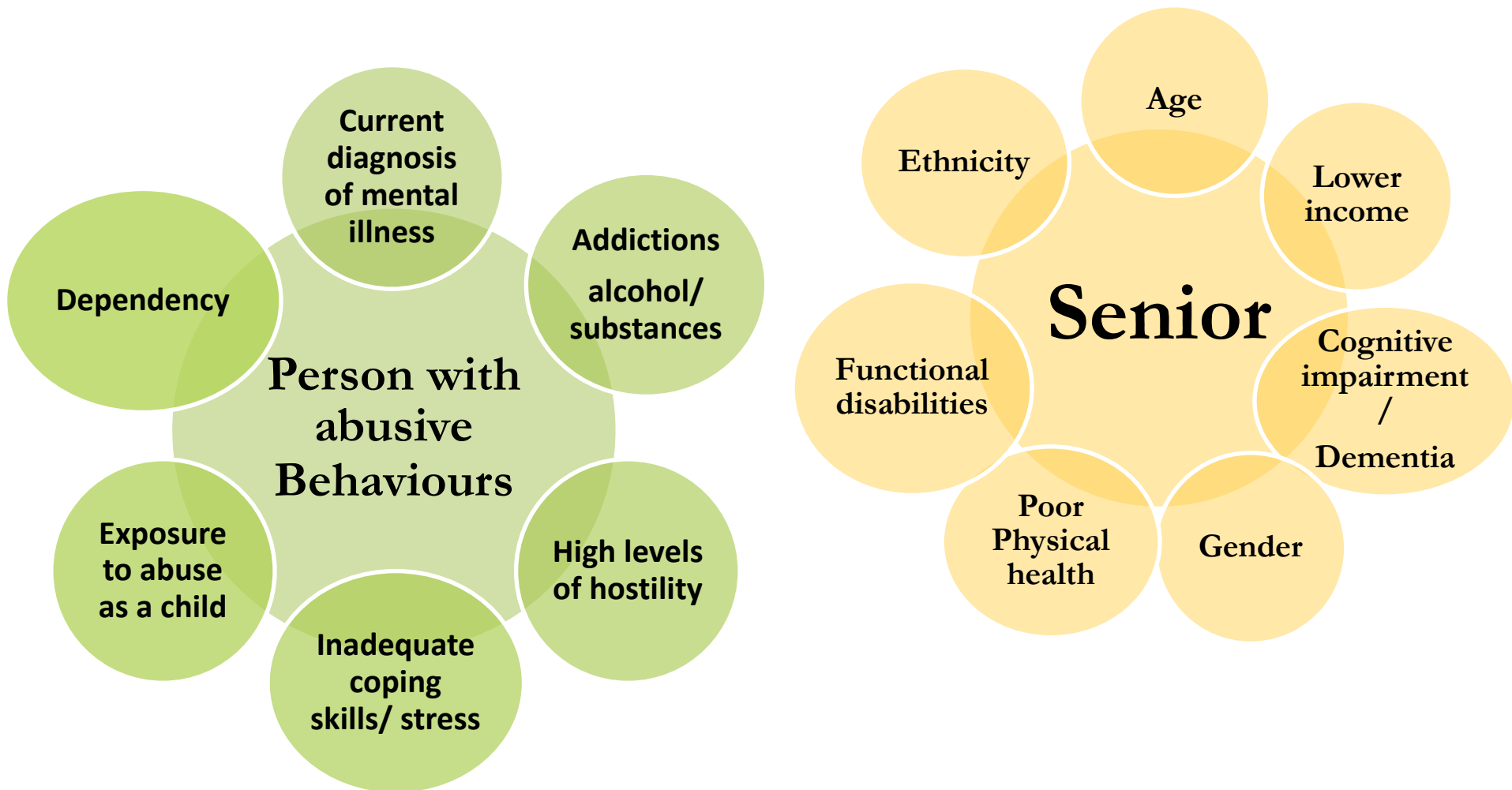


# Risk Factors for Elder Abuse



Understanding these factors can help identify various opportunities for prevention.

# Risk Factors - Individual Level

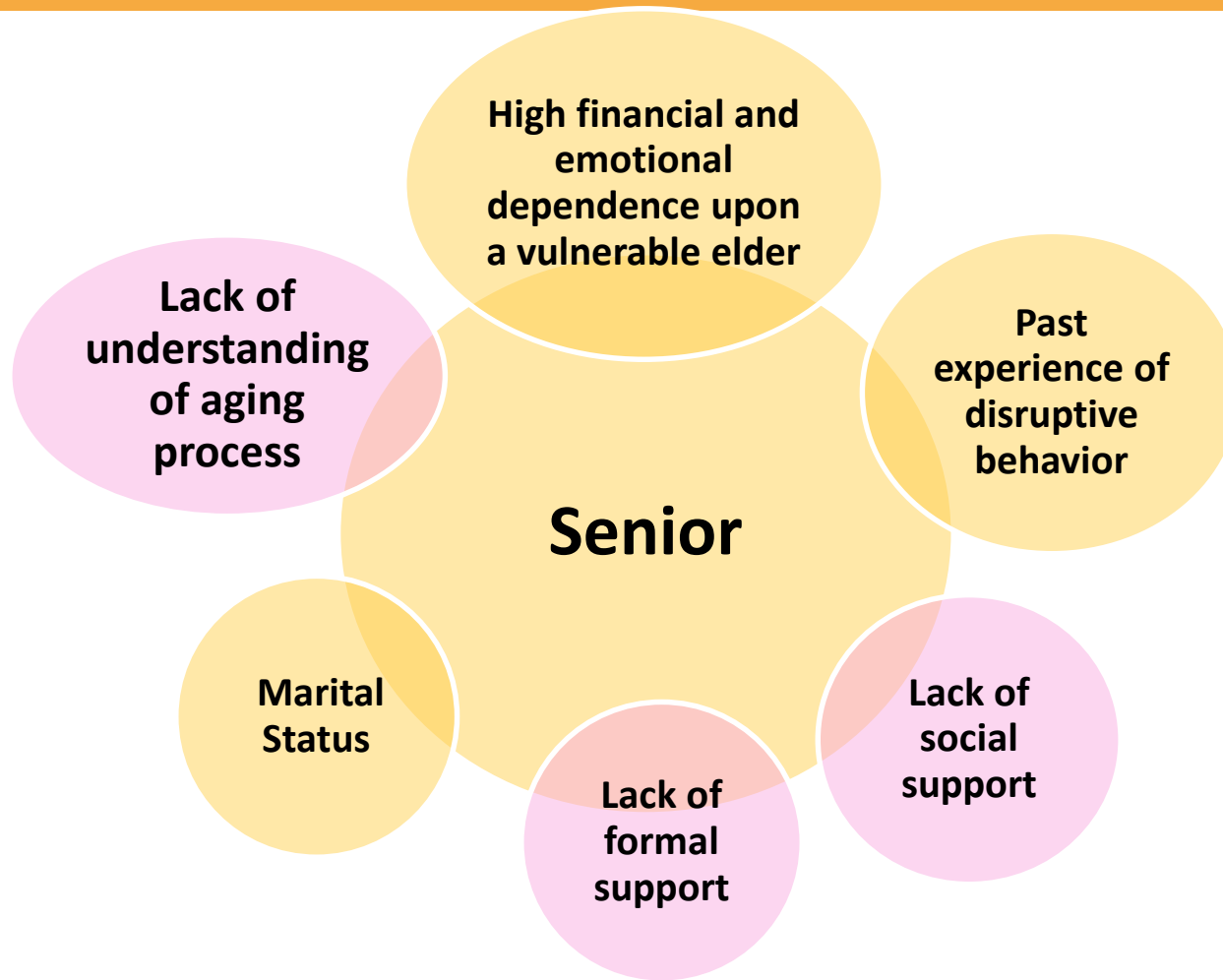


Sources: Centre for Disease Control and Prevention. <https://www.cdc.gov/violenceprevention/elderabuse/riskprotectivefactors.html>

Karl Pillemer, David Burnes, Catherine Riffin, Mark S. Lachs; Elder Abuse: Global Situation, Risk Factors, and Prevention Strategies, *The Gerontologist*, Volume 56, Issue Suppl\_2, 1 April 2016, Pages S194–S205, <https://doi.org/10.1093/geront/gnw004>

Lachs, M. and Pillemer, K. Elder Abuse. *N Engl J Med* 2015;373:1947-56. DOI: 10.1056/NEJMra1404688

# Risk Factors - Relationship Level

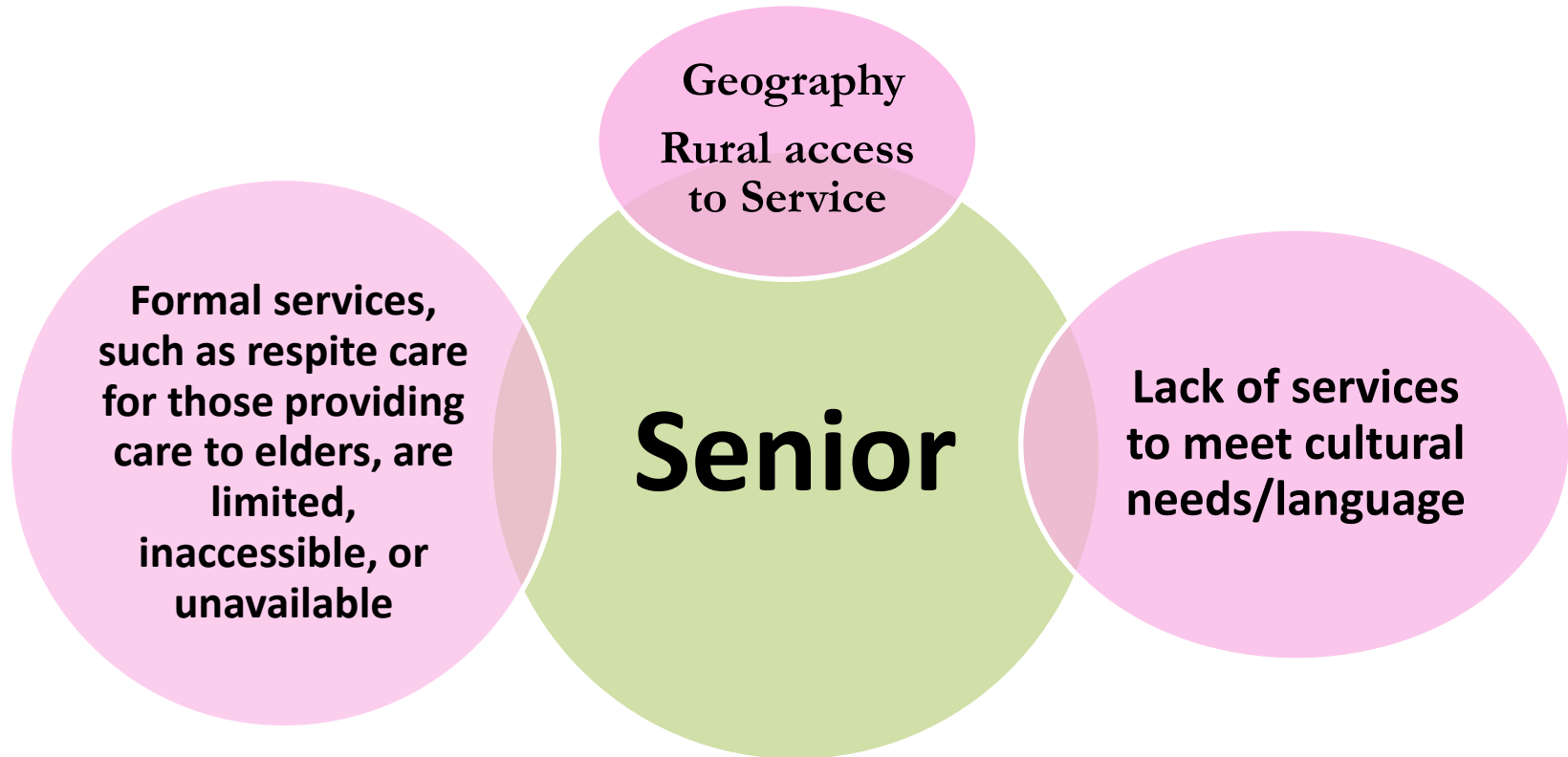


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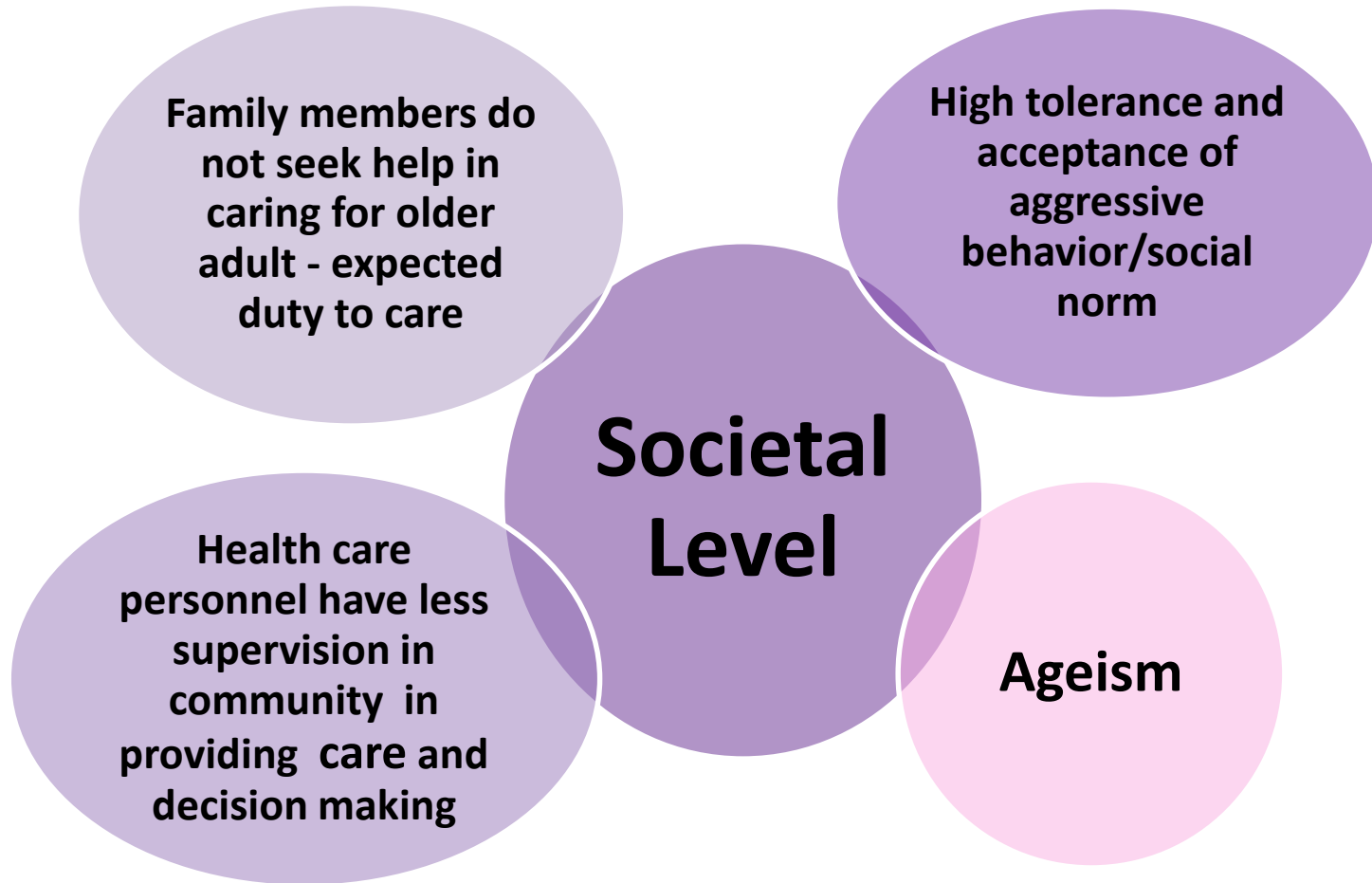
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# Risk Factors - Community Level

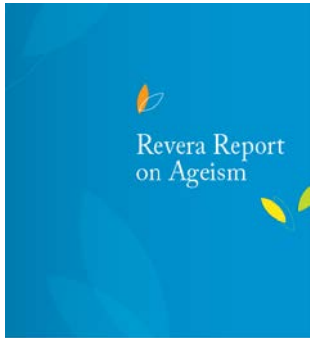


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# Risk Factors – Societal Level



# Ageism / Discrimination



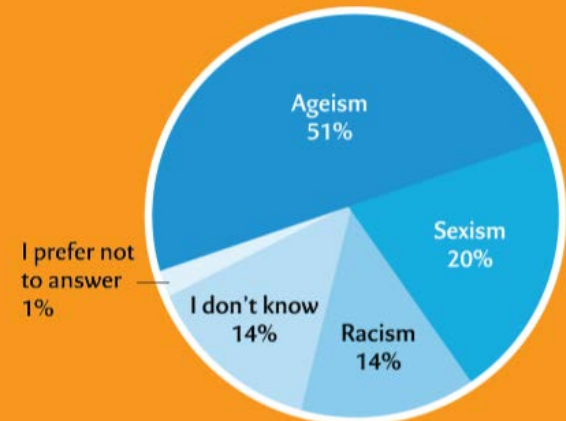
To the extent to which older people do not *'fit'* the perceived social norm, they are treated as *'someone less valued and visible.'*



Despite our aging population in Canada, AGEISM is widespread

Older adults are relegated to a second class status; their needs and their lives are treated as if they do not matter as much.

Which prejudice do you think is the most tolerated in Canada?

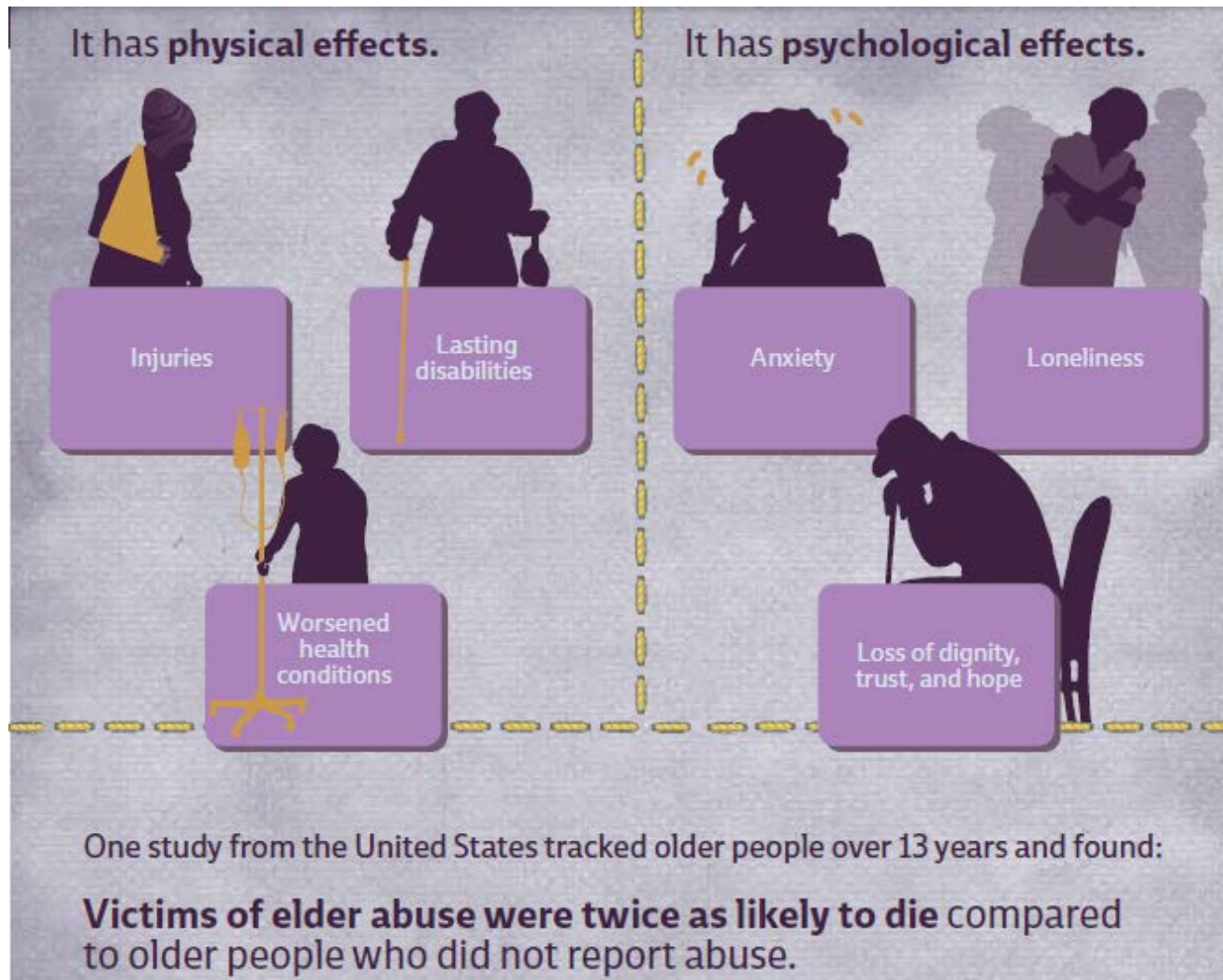


# How Common Is Ageism?



- **6 in 10** seniors 66+ years of age say they have been **treated unfairly or differently because of their age**
- **1 in 3** Canadians admit they have **treated someone differently** because of their age; this statistic increases to 43% for younger population admitting to ageist behaviours.

# Elder Abuse has Devastating Consequences



# We All Have A Role To Play

## The Chief Public Health Officer's Report on the State of Public Health in Canada 2016 - A Focus on Family Violence in Canada

Primary prevention of family violence at the societal and community level, in families and relationships and for population.

- **Creating and enforcing laws and policies**
- **Developing strategies, frameworks and initiatives**
- Increasing knowledge and awareness
- **Creating societal attitudes that help stop family violence**
- **Creating safe and supportive communities**
- **Promoting healthy families and relationships**





# GLOBAL STATUS REPORT ON VIOLENCE PREVENTION 2014



## Proportion of countries that reported implementing a particular strategy



### Professional awareness campaigns

Professional awareness campaigns aim to improve professionals' ability to identify and deal effectively with suspected elder abuse cases. While they can increase such knowledge, their effectiveness depends on the strategies in place to deal with a suspected case once identified.



### Public information campaigns

Public information campaigns aim to increase public awareness about elder abuse, promote positive attitudes towards older people, and encourage the respectful, dignified treatment of older people. They may help to raise the visibility of elder abuse and change social norms that are supportive of elder abuse.



### Caregiver support

Caregiver support programmes provide services to relieve the burden of caregiving, by, for instance, providing help with housekeeping and meal preparation, respite care, support groups and day care. They can reduce the caregiver burden, stress and depression, all of which are risk factors for elder abuse.

- **None**  
(not implemented at all)
- **Limited**  
(implemented once or a few times)
- **Larger scale**  
(e.g. across many schools or communities or has reached 30% or more of the target population)



### Residential care policies

Residential care policies aim to improve standards of care in nursing and other residential care homes for elderly people by implementing procedures within the homes that reduce the likelihood of elder abuse. They can help to establish uniform licencing requirements and professional operating standards that lower the risk of elder abuse.

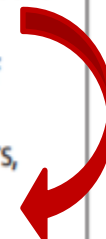
# Global Strategy And Action Plan On Ageing And Health

...comprehensive guidance to countries and development partners on how to foster the functional ability of older people to be and to do what they value.

The strategy sets forth **five objectives** to achieve this. These include a call for countries to commit to action; **to develop age-friendly environments**

## Strategic objective 2: Developing age-friendly environments

Strategic objective	Member States	Secretariat (WHO and other bodies of the United Nations system)	National and international partners
<p><b>2.1</b> <b>Foster older people's autonomy</b></p>	<ul style="list-style-type: none"> <li>• Raise awareness about the rights of older people and create mechanisms to address breaches of their rights, including in long-term care and emergency situations</li> <li>• Provide mechanisms for advanced care planning (including long-term care provision), appropriate assistive technologies and supported decision-making that enable older people to retain the maximum level of control over their lives despite significant loss of capacity</li> <li>• Provide information in formats such as large print, "easy read" and pictures that meet the needs of older people to make free and informed decisions</li> <li>• Implement evidence-based falls prevention and elder abuse prevention and response programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Promote awareness and understanding of the rights of older people</li> <li>• Develop technical guidance on maximizing autonomy covering a range of key issues such as food security, preventing and responding to elder abuse and preventing falls</li> <li>• Provide a database of available evidence on prevalence, risk factors, consequences and interventions in elder abuse, including violence against older women</li> <li>• Provide a list of essential assistive devices</li> </ul>	<ul style="list-style-type: none"> <li>• Raise older people's awareness of their human rights</li> <li>• Support the provision of assistive technologies</li> <li>• Provide technical and financial support to implement policies and programmes that enhance older people's autonomy</li> </ul> <p>Create and support platforms for sharing information about what works in fostering older people's autonomy</p>



# Age-friendly Community (AFC)

## Age-friendly practices help build older peoples abilities to:

- meet their basic needs;
- learn, grow and make decisions;
- be mobile;
- build and maintain relationships; and
- contribute.

## In doing so, age-friendly practices:

- recognize the wide range of capacities and resources among older people;
- anticipate and respond flexibly to ageing-related needs and preferences;
- **respect older people's decisions and lifestyle choices;**
- reduce inequities;
- **protect those who are most vulnerable; and**
- promote older people's inclusion in and contribute to all areas of community life.

# Age-friendly Community (AFC)

An age-friendly community (AFC) are supportive physical and social environments that enable older people to live active, safe and meaningful lives and continue to contribute in all areas of community life.

AFCs contribute to good health and allow people to continue to participate fully in society throughout their lifetime.

# 8 Key Dimensions Age-friendly Community



# 8 Key Dimensions - Age-friendly Community

## **Respect and Social Inclusion**

Community attitudes of respect and recognition to the role older adults play in our society are critical to establishing an age-friendly community. Age-friendly communities foster positive images of aging and intergenerational understanding to challenge negative attitudes.

## **Community Support and Health Services**

A range of services that help promote, protect, and maintain independence and mental and physical health should be available and accessible to people of all ages and health statuses.

## **Social Participation**

Interacting with family and friends is an important part of positive mental health and community awareness.

# 8 Key Dimensions - Age-friendly Community

## **Civic Participation and Employment**

Activities that enable older adults to contribute to their community, such as volunteering, becoming politically active, voting, and working on committees.

## **Communication and Information**

Information about community events or important services is readily accessible and in formats that are appropriate for older adults. Also recognizes the diversity of older adults and promotes outreach initiatives to non-traditional families, ethno-cultural minorities, newcomers and Aboriginal communities.

## **Outdoor Spaces and Public Buildings**

- Neighbourhoods that are safe and accessible enable outdoor activities and community engagement.

## **Transportation**

- Personal mobility is affected by the condition and design of transportation-related infrastructure such as signage, traffic lights and sidewalks

## **Housing**

- The availability of appropriate, affordable housing with a choice of styles and locations and that incorporates flexibility through adaptive features is essential for age-friendly communities.

# AFC: Person-Environment Fit

## The Person:

Older adults' ability to complete *activities of daily living* and their perceptions of what is relevant for achieving a high **Quality of Life** (personal relationships, walkable neighbourhoods, etc.).

## The Environment:

The extent to which your community's physical and *social environments support* older adults' ability to live *independently*, and whether these resources and the **way we treat older adults fosters a high Quality of Life.**

# Planning and Engagement for the Future

## Elder Abuse Networks and EAPO role in collaborating on AFC Plans & community initiatives!

- **Respect and Social Inclusion**
- **Community Support and Health Services**
- **Social Participation**

### Alignment with BCCRN - Community Response Networks

CRNs facilitate prevention and education activities with local stakeholders toward an end to abuse, neglect and self-neglect of adults in British Columbia. In liaising at the provincial level through their Regional Mentors and the Executive Director, CRNs assist in identifying common themes, barriers and issues which require work at the regional, provincial and sometimes national level.

## Strategic Directions



= Social Participation



= Outdoor Spaces and Buildings



= Respect and Social Inclusion



### 3.3 Outreach to isolated older adults

Older adults may experience periods of social isolation; outreach and engagement programs can support these individuals to re-engage in their communities or mitigate the negative effects of isolation.



### 3.4 Intergenerational programming

Fostering intergenerational connection can support older adults to build and maintain lasting relationships and dispel myths and misperceptions about aging and older adulthood.



### 3.5 Diverse representations of aging

Recognizing the diversity of individuals' identities and experiences as they age creates an inclusive environment for older adults of varied cultures, races, genders, sexual orientation, abilities, and economic circumstances.

## HEALTH & COMMUNITY SUPPORTS

**GOAL #4 - Remove barriers that older adults experience with accessing and utilizing community and health supports. Ensure services offered address the needs and concerns of older people to enhance quality of life and meet personal health needs.**

### Priority 1.0

#### **1.7 Mental Health and Addiction Services Initiative for Vulnerable Persons**

Program available to support persons with disabilities, mental health, and substance abuse.

- Continued implementation of year two (2) of targeted monitoring of initiative on a monthly basis.
- Report outcomes to Ministry of Community and Social Services and adjust program according to data.

#### **1.8 Seniors Wellness Programming in SCHC Properties (Bradford, Beeton, Alliston)**

Collaboration with CONTACT Community Services to provide space for seniors' wellness services. Supports social participation of seniors to improve quality of life, form friendships, and reduce isolation.

#### **1.9 Seniors Health Project Team Member - Specialized Geriatric Services (SGS)**

County participates on the Team to support development of an integrated Seniors Health Program and helps to guide planning and implementation of a regional SGS program focused on frail seniors and their caregivers.

### Priority 3.0

#### **3.1 Seniors Safety Prevention and Education Program**

- Work in partnership with local police services to promote senior safety and prevention issues
- Work continues with community leaders to select initial implementation activities across the region.

# RESPECT & SOCIAL INCLUSION

**GOAL #8 - Simcoe County Older adults will be treated with respect, recognition and inclusion.**

## **1.3 Ontario Library Association's Cultural Diversity & Inclusion Committee**

The Chief Librarian of the Library Cooperative is a member of Ontario Library Association's Cultural Diversity & Inclusion Committee. This work includes advocacy and programming to combat ageism.

## **1.4 Senior Fairs & Forums**

In collaboration with local service providers, the County supports senior fairs/forums in local communities through staff participation and focus on various services such as the Paramedic File of Life, Community Paramedicine, emergency preparedness, safety and abuse prevention, dementia, and health and home support services available to local residents.

## **1.5 Ageism – Campaign Against Discrimination**

Currently seeking funding to create a public awareness campaign to fight ageism and to improve communications of services and programs for older adults (IT STARTS).

## **Priority 4.0**

### **4.1 Cyber Senior Intergenerational Program**

- This Public Health initiative is offered in LTC and retirement homes across Simcoe County through the support of the County's Information Technology department.
- The County Library Cooperative through their partnership with municipal Libraries are working to expand this Intergenerational Program by promoting skype, Facebook, and other social media connections.

### **4.2 Seniors – Intergenerational Programming**

All County of Simcoe Long Term Care Homes have formed partnerships with high schools to promote intergenerational programs and offer volunteer opportunities to students as part of their regular programming.

### 3.3 Outreach to isolated older adults

#### Proposed Activity

- a Support the delivery of 'Seniors Safety Guides' during annual fire prevention programs and smoke alarm checks, and in Emergency Management presentations for vulnerable populations.
- b Support new networking and collaborative capacity building opportunities for organizations involved in elder abuse prevention in LTC settings and the community.
- c Promote expansion of the 'It's not right' program to train service staff to identify risk factors for isolation and elder abuse in the community.
- d Support specialized training for Fire fighter recruits on seniors' fire safety and encourage the delivery of training opportunities at vulnerable occupancy housing locations.
- e Promote increased public awareness of the vulnerable persons and mental health concerns registries, and help older adults and caregivers navigate the process of registering.
- f Promote the use of 'tea and talk' toolkits by seniors groups across Peterborough City and County.
- g Advocate for additional resources (staff and infrastructure) to accommodate future community emergency medical service needs and pilot a community paramedicine program.\*

### 3.5 Diverse representations of aging

#### Proposed Activity

- a Develop a public education campaign to combat ageism.
- b Support the delivery of presentations about aging activism to the P.C.O.A. and partner organizations.
- c Develop an education and training program for senior serving agencies and housing facilities to foster LGBTQ positive spaces and services.
- d Promote the distribution of art and media produced through the Bodies in Translation and Aging Activisms projects.
- e Support Fleming College and Trent University to develop further specialized certificates and concentrations focused on seniors' needs and geriatric issues, including consideration of the needs of newcomer older adults.
- f Promote public events that foster diverse images of aging through art and arts creation.

ACTION ITEM(S)	TIMEFRAME (SHORT, MEDIUM, LONG TERM, OR ONGOING)	RESOURCES REQUIRED
<b>1.6 VULNERABLE PERSONS PLAN</b>		
Develop a vulnerable persons plan, which includes an investigation into developing a phone or visitor "check-in" service for isolated persons	Short Term	TBD
<b>1.7 WALK-IN CLINIC</b>		
Investigate the need for a walk-in clinic in Elliot Lake	Short Term	TBD
<b>1.8 SMOKING BY-LAW</b>		
Identify where No-Smoking signs are needed on outside of buildings and advocate for the enforcement of Ontario's Provincial smoking By-law: Smoke-Free Ontario	Short Term	By-law Enforcement Division
<b>2. RESPECT AND SOCIAL INCLUSION</b>		
ACTION ITEM(S)	TIMEFRAME (SHORT, MEDIUM, LONG TERM, OR ONGOING)	RESOURCES REQUIRED
<b>2.1 INTERGENERATIONAL PROGRAMMING</b>		
Create intergenerational programs to connect youth and seniors	Medium Term	TBD
<b>2.2 AGEISM AND RECOGNIZING SENIORS IN A POSITIVE WAY</b>		
Assist in alleviating the stereotypes of Ageism in Elliot Lake and identify key areas of focus for a campaign and identify partners	Medium Term	TBD
Recognize Seniors Day (October 1) and Month (June) annually and have City Council make a proclamation	Short Term	TBD



# Niagara Aging Strategy and Action Plan (2015)

A community for all ages

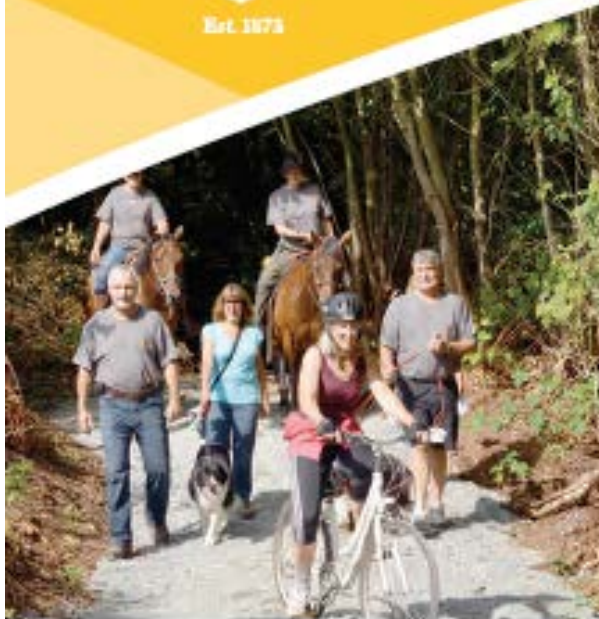
<b>ELDER ABUSE</b>			
EA 1	<b>ONPEA Core Curriculum and Resource Guide</b>	Core Curriculum and Resource Guide, and Interactive PDF eBook educates homecare workers about the topic of elder abuse and how to effectively take action. <u>The Ontario Network for the Prevention of Elder Abuse</u>	<a href="http://www.onpea.org/english/trainingtools/corecurriculum.html">http://www.onpea.org/english/trainingtools/corecurriculum.html</a>
EA 2	<b>ONPEA Retirement Home Training Brochure</b>	Role and obligations of retirement home staff as they pertain to abuse recognition, education, prevention, reporting and response of resident elder abuse under the Retirement Home Act (RHA) and the Retirement Home's internal policies and procedures for documentation. <u>The Ontario Network for the Prevention of Elder Abuse</u>	<a href="http://www.onpea.org/retirementhome/index.html">http://www.onpea.org/retirementhome/index.html</a>
EA 3	<b>Free From Harm Interactive eBook</b>	Hands-on tool to be used by service providers and front-line workers dealing with the abuse of older women. Introduces practices and tools, interviewing techniques and the creation of safety plans. Interactive forms to provide homecare workers important information to help the abused individual. <u>The Ontario Network for the Prevention of Elder Abuse</u>	<a href="http://www.onpea.org/english/trainingtools/freefromharm.html">http://www.onpea.org/english/trainingtools/freefromharm.html</a>

EA 4	<b>ELDER ABUSE RESOURCE: "It's in Your Hands: Legal Information for Seniors and their Families"</b>	User-friendly resource intended for seniors and families to help understand and plan legal and financial affairs. <u>NSCA in collaboration with the Legal Information Society of Nova Scotia.</u>	<a href="http://www.legalinfo.org/seniors">www.legalinfo.org/seniors</a>
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Township of  
Langley



Est. 1873



# Age-Friendly Strategy

## VISION

The Township of Langley is an age-friendly community where people can enjoy all stages of life and actively age with dignity, respect and independence.



# RESPECT & SOCIAL INCLUSION

In an age-friendly community, public services, media, commercial services, faith communities, agencies, service providers, and society as a whole are respectful of the diversity of needs among older adults, and provide opportunities to accommodate them in all aspects of society.

## WHAT ARE THE ISSUES?

- An increasing number of people face communication or cognitive challenges due to stroke, deafness, dementia, and Alzheimer's.
- Ageism and elder abuse are ongoing societal concerns that can be challenging to identify and address.
- Some residents experience social isolation, which can be detrimental to health and well-being.



Seniors gathering, Aldergrove Kinsmen Community Centre

## WHAT CAN BE DONE NEXT? TOWARDS AN AGE-FRIENDLY FUTURE

- Encourage and promote recognition programs that acknowledge and celebrate the achievements and contributions of seniors and youth in the community.
- Implement programs or activities associated with Seniors Week, International Day of Older Persons, Grandparents Day, Family Day, or other recognized events.
- **Develop programs and initiatives to bring multiple generations together to foster mutual understanding and respect.**
- **Support programs and educational materials to encourage respectful behaviour, combat ageism, and prevent elder abuse.**
- **Recognize and respect differences in culture, language, religion, needs, abilities, and interests.**
- Actively seek to include a cross-section of ages on Council Advisory Committees.



## Seniors Age-Friendly Strategy and Implementation Plan 2015-2018

# SENIORS AGE-FRIENDLY Strategy

### V. Prevention & Response to Elder Abuse

Elder abuse can take many forms, including emotional, financial, medication, physical, sexual abuse, and neglect. The two most commonly reported types of abuse in Canada are financial and emotional, though many cases of elder abuse go unreported. Elder abuse is often committed by a person in a position of trust, such as a family member, friend, or caregiver. Older adults who have few social connections, language barriers, or cognitive impairment may face additional challenges in reporting abuse.<sup>16</sup> The federal and provincial governments both promote elder abuse awareness and prevention. The Government of Alberta is reviewing its elder abuse strategy, which currently includes goals for improved public awareness, skilled service providers, coordinated community responses, and protective laws and policies.<sup>17</sup> Local stakeholders have identified a need for a more coordinated community response to elder abuse in Calgary, and sustainable services in the areas of awareness and prevention, education and training, and response.

# SENIORS AGE-FRIENDLY Strategy

## V. Prevention and Response to Elder Abuse

**Result 1: Older adults are safe from abuse and neglect**

**Strategy A: Promote public awareness on how to identify, prevent, and respond to elder abuse and neglect**

<b>Partners</b>	Older adult service providers, immigrant service providers, Calgary Dementia Network, domestic abuse organizations City of Calgary: Calgary Police Service, Community & Neighbourhood Services, Recreation
<b>Proposed actions</b>	<p>Short-term:</p> <ul style="list-style-type: none"> <li>• Collaborate among agencies to coordinate World Elder Abuse Awareness Day events</li> <li>• Participate in elder abuse public awareness campaigns that are coordinated with provincial and federal awareness activities</li> </ul> <p>Medium-term:</p> <ul style="list-style-type: none"> <li>• Develop and deliver a variety of awareness and educational programs about elder abuse for the general public, including the "It's Not Right" program</li> <li>• Educate the general public about where to call in case they suspect elder abuse</li> <li>• Promote online training among "non-professional" front line workers (e.g. taxi/bus drivers, pharmacists, bankers)</li> <li>• Develop and distribute awareness materials that can "get into the home" to reach people who are being abused, such as TV and print materials that can be distributed by places like banks, pharmacies, and grocery stores</li> </ul> <p>Long-term:</p> <ul style="list-style-type: none"> <li>• Advocate for the inclusion elder abuse in the high school curriculum</li> </ul>

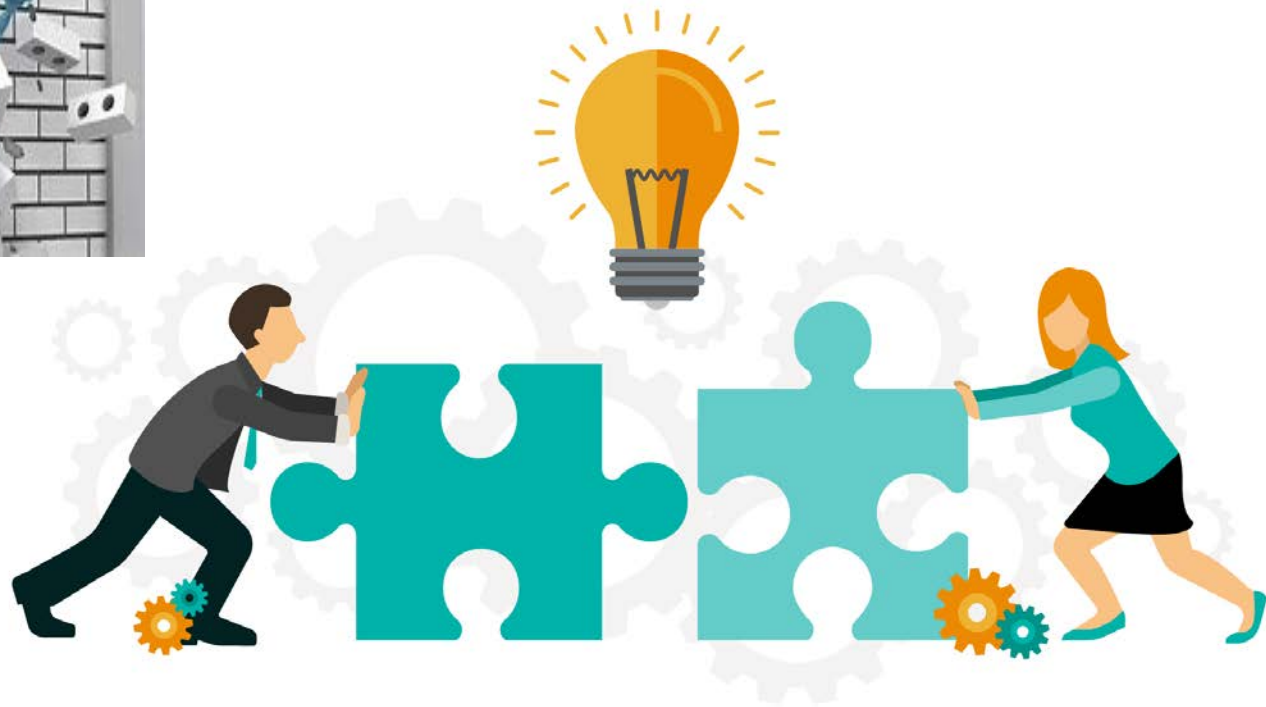
**Strategy B: Ensure that professionals working with older adults are trained in how to identify, prevent, and respond to elder abuse and neglect**

# Final Thoughts...

**Good social policies have a role in the prevention, detection and sanction of elder abuse and that AFC as an action plan to combat elder abuse needs to include all three pillars of active ageing: safety and security, health and civic participation...not just safety.**

Dr. Gloria Gutman, at the 2nd International Conference on Age Friendly Cities (September 2013)

# Collaboration – Breaking Down Silos



**Work collaboratively with community partners is key to successful interventions.**





<http://www.itsnotright.ca>

You can [order brochures](#) from Publications Ontario. Limit of 100 per order.

# YOU Power – What is it?

YOU are a powerful being in the world!  
(most people just don't know it)

your smallest action  
has an impact  
of some kind...



# EDUCATIONAL TOOLS FOR SENIORS – EAPO Website

- Where and whom to report incidents of elder abuse.
- Tips for preventing elder abuse and protecting finances.


- **Fact Sheets**
- **Safety Guides**
- **Directories**
- **Video's**
- **Brochures**
- **Postcards**



# EAPOO Training Resources


## SAFETY PLANNING


FOR OLDER ADULTS  
KEEPING SAFE IN UNHEALTHY  
RELATIONSHIPS




TOOLKIT FOR SERVICE PROVIDERS


2017

 Elder Abuse Ontario  
(Stop Abuse - Restoreri Responsi)  
Maltraitance des personnes âgées Ontario  
Arrêtez les mauvais traitements - Restaurez le respect

 ACE  
Advocacy Centre  
for the Elderly



ELDER  
ABUSE  
AND  
KNOWING  
YOUR  
LEGAL  
RIGHTS

 Elder Abuse Ontario  
(Stop Abuse - Restoreri Responsi)  
Maltraitance des personnes âgées Ontario



FINANCIAL ABUSE  
OF  
OLDER ADULTS

AN INTERVENTION GUIDE FOR  
SERVICE PROVIDERS AND  
PARTNERS IN CARE

 Elder Abuse Ontario  
(Stop Abuse - Restoreri Responsi)  
Maltraitance des personnes âgées Ontario

www.ELDERABUSEONTARIO.COM




ELDER ABUSE IN  
OUR LGBTQ  
COMMUNITY

AN INTERVENTION GUIDE FOR SERVICE  
PROVIDERS AND PARTNERS IN CARE


 Elder Abuse Ontario  
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EMOTIONAL  
ABUSE OF  
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**[www.eapo.ca](http://www.eapo.ca)**



**Every person no matter their age,  
deserves to be treated with respect  
and dignity.**