

# *STOPPING ABUSE*

## **RESPONSES FROM FIRST NATIONS COMMUNITIES**

### **Strategies for Addressing and Preventing Financial Abuse in FN Communities Related to IRS Settlements**

From the Collaborative Dialogue  
March 2007 – First Nations, Other  
Government Agencies, and Non-  
Profits



<i>Betty's Story</i> .....	3
<b>Introduction</b> .....	4
<b>Chapter One</b> .....	5
Betty's Story WHO CAN HELP IN THIS SITUATION?? .....	5
Where to Get Help?.....	5
WHAT WE HAVE BEEN HEARING ABOUT THE ISSUE.....	8
Why Does Abuse Of Elders Happen? .....	8
<b>Chapter Two</b> .....	11
TO PREVENT FINANCIAL ABUSE IN YOUR COMMUNITY .....	11
Before Settlement Monies Come to the Community.....	11
Once Settlement Monies are in the Community .....	11
Support from Outside Agencies and Workshops.....	12
<b>Chapter Three</b> .....	13
WHAT COMMUNITIES SAY ABOUT THE ISSUE.....	13
WHICH REGIONS OF BC ARE INVOLVED.....	14
WHAT COMMUNITIES CAN DO /ARE DOING.....	15
<b>Chapter Four</b> .....	24
HOW CAN THE ADULT GUARDIAN LEGISLATION HELP? .....	24
WHAT IS A COMMUNITY RESPONSE NETWORK? .....	26
<b>Chapter Five</b> .....	27
WHAT OUTSIDE AGENCIES ARE DOING TO BUILD CAPACITY IN COMMUNITIES .....	27
<b>Chapter 6</b> .....	33
HOW TO HAVE A DIALOGUE IN YOUR COMMUNITY.....	33

## Betty's Story

You hear about an elder First Nations woman, Betty, who had a fall and ended up in hospital with a broken hip, ankle and arm. Most of her adult children live outside of BC. Her eldest son who lives about 5 hours away is very supportive of his mom but has a full time job and little kids so it's hard for him, and them to visit regularly.

When Betty was getting ready to leave the hospital, the staff there was concerned about Betty having enough support at home, while still healing from her broken bones. Home support and help with meals is arranged.

A few days after Betty returns home a young nephew who Betty hasn't seen for many years comes home. At first it seems he is being helpful in his auntie's healing, but in time he starts telling the home support people not to come, that he'll take care of his auntie. Over time it becomes clear he isn't looking after her and when home support staff drop by to ask how she is doing, he won't let them see her, saying she is asleep, out, etc.

An elders' advocate comes to visit one day when the nephew is out. He finds Betty upset, disoriented, hungry and unkempt, with a bruise on her face. The advocate asks where the nephew is, and what has happened and Betty tells him he has taken her Residential School advance payment cheque which she signed over to him, to the bank.

## Introduction

A lot of communities have seen Elders and others being re-victimized as they receive Residential School Settlement monies, like in Betty's Story. Many are working very hard to prevent this. Many communities and families have responded with effective ways of supporting their Elders and others who are vulnerable.

Since 2004 the Public Guardian and Trustee of BC (PGTBC) has been working ardently to share information about BC'S Adult Guardianship Laws with First Nations communities, including the parts that are about addressing abuse and neglect. The PGTBC has also convened a First Nations Reference Group since that time to advise on how to best share information about the legislation and to support further local capacity building to address and prevent financial and other forms of abuse. Together the Reference Group and the PGTBC hosted Dialogue 1 in June 2005 where we learned together and formed connections. Dialogue 2: IRS Settlements: Building Capacity to Address and Prevent Financial Abuse was held in March 2007. Dialogue 2 included about 90 participants from 25 communities in BC who talked about what they are doing to respond to abuse and neglect – band workers, other government workers and non-profit workers.

We heard many stories of things working well for people. We also heard that sometimes it is useful and necessary to ask for help from outside, and stories show examples of how working together inside and between inside and outside agencies can help a community. The group at Dialogue 2 agreed to share what they learned together with whoever is interested.

That is what this paper is about. It includes:

- a situation (made up from several stories), of a woman who may need help and suggestions for what can be done inside communities and how communities can use outside agencies like the police and health workers.
- why abuse of Elders happens, why they are reluctant to report
- strategies to prevent financial abuse before and after settlement monies arrive in communities
- examples from communities themselves

### **More Dialogue**

We are hearing that some communities want to talk further about this issue. We have included at the end of the document, suggestions from the Reference Group, of how to use this material in your own community, in order to develop or strengthen a community response you may already be working on.

## Chapter One

### Betty's Story WHO CAN HELP IN THIS SITUATION??

Here are the responses of many communities (listed by group at Dialogue 2) to Betty's Story.....

#### *Where to Get Help?*

1.
  - Health Authority – Nurse Public Health Nurse or Community Health Representative with Band Administration
  - If Betty has been assaulted – inform RCMP
  - Doctor, Ambulance (needs medical attention due to injuries)
  - Son – Advise/contact him – Access other family members
  - Social Development Worker at the Band, to contact family members
  - Call the Public Trustee and see if is a situation that fits the criteria for freezing Betty's bank account if the cheque hasn't been cashed.
  - Chief & Council or INAC
2.
  - Homemakers
  - Community Health Nurse
  - CHS (NTC)
  - AA, National Native Drug & Alcohol Programs (NNDAP)
  - Community Support/Worker
  - Court Worker
  - Clinical Counselors
3.
  - Spiritual Workers – Brushing Ceremony
  - Family Members – Longhouse Groups
  - Friends – Close Friends
  - Other Elders
  - Vancouver Island Health Authority
4.
  - Designated agency – could go in and see Betty (probably with the Community Health Nurse)

5. Who can help :

- Health & Wellness Committee
- Police
- Therapist (male & female)
- Health Centre
- Social Workers
- Hardship Services (Indian and Northern Affairs Canada). \$
- Victim Services (?)
- Healing Circle – Restorative Justice
- No safe house or Long Term Care

6.

- Bank could help re: Power of Attorney on accounts
- Long term care assessment
- Native liaison at hospital
- Aboriginal policing.
- Chief & Council
- Band Manager
- Community Health Representative (CHR) National Native Drug & Alcohol Programs (NNDAP) Band Social Worker (SW)
- Coordinate family meeting – include Elder, Betty + nephew
- If required: RCMP chief + council call, Designated agency
- For the Designated Agency, client release + confidentiality must be in place.
- If alleged abuser is on council, there are conflict of interest guidelines in place to address.

7.

- Central Interior Native Health, mainly urban but also connect on Reserve, information/education/prevention
- Elderly Services for Mental Health
- Home Support Worker – Health Canada Funding
- NHA – Adult protection
- RCMP Collaboration
- CRN – Band person could be invited to participate. CRN needs strengthening.
- Need more collaboration/coordination between on-off reserves.

8.

- Nurses Visiting in home
- Elders Advocate
- Family Circle

9.

- Legal project
- Nurse who would have to report to RCMP
- Call bank Manager – (if you know where nephew is going)
- Notify seniors advocate
- Family – son
- CRN: One could start process going, more than 1 person responding to Betty's immediate needs.

What is CRN?

How much is already happening?

Value of being a good advocate – persevering

New material on BCEAS to share (BC Coalition to Eliminate Abuse of Seniors)

Timing of settlement payments.

10.

- Home support caregivers would be contacted: (physical & financial abuse)
- Networking with counselors, Nurses, Doctors
- Assessment by Terrace Mental Health Authority: to assess client emotional well being.

11.

- Physician
- Extended Family
- Home Care Nurse
- Clan
- RCMP (assault/theft)
- G\_\_\_Health Authority
- Bank
- G\_\_\_\_C Family Services
- Band Social Worker – INAC
- Same page – same information (current networking, updated), front line, meet monthly

## **WHAT WE HAVE BEEN HEARING ABOUT THE ISSUE**

### ***WHY DOES ABUSE OF ELDERS HAPPEN?***

Breakdown of tradition/values regarding holding elders in high esteem.

Traditional values re “helping families in need” are being abused.

Constant oppression and lateral violence feeds/motivates the “preying on” elders.

Work ethic held by elders is strong, this has been replaced by a dependency ethic – complication ( Addictions, Alcohol & Drugs, Gambling)

Some Elders tend to avoid confrontations and give in to demands for \$\$

Communities not providing adequate support and financial education.

Vulnerable/FEAR

- Disrespect
- Physical aging
- Isolation/loneliness
- Racism/ageism

Lack of Trust

- Distrust any person in authority re reporting.

The Leadership Methods of some Bands

- Want total control and destiny
- Elders not brought on board/consulted

Feeling of entitlement for younger generation

- Lack of awareness of abuse types
- Assumption of expectations

Not seeking/consulting elder persons wisely

### ***WHY IS FINANCIAL ABUSE SELDOM REPORTED?***

Respect for tribal laws and customs

Culture of non-interference

Shame, embarrassment

Confusion, not knowing it's not okay

Elders' feeling of responsibility toward children

Who to report to?

Shame around it

Often family

Same as family violence



Elder feels guilt, (way raised children etc, residential school)  
Abuser feels guilt  
Not recognized as abuse  
Not knowing who to talk to  
Fear – Repercussions

- Physical abuse
- Losing family/family problems

No trust – RCMP, legal system, Courts  
General mistrust of law – historical (abuse by survivors)  
Fearful of being alone  
Sharing is an obligation  
Fine line  
Family obligation  
Definition of “Elders”

## ***WHAT IS THE EFFECT OF FINANCIAL ABUSE OF ELDERS?***

Guilt  
Shame  
Secrets  
Solution causes further harm  
System abuse?  
Trust of banks/systems  
Eviction, mal-nutrition, no funds for medicine and medical equipment  
Feeling helpless  
Loss of independence, poverty  
More financial strain on the family  
Victimization  
Rift in family relationships  
Mental, physical health problems  
Dominance of one family member i.e. husband results in loss of independence resulting in manipulation and issues of power and control  
Vulnerable vs. incapable  
Unethical/immoral vs. illegal  
Embarrassment/shame  
Re-victimization  
Loss of independence  
Divided Families and Communities

Health Deteriorates  
Not enough money to live on  
Cycle of abuse continues  
Criminal charges against abuser  
Lower self-esteem  
Guilt  
Power issues between community members and agencies

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## Chapter Two

### TO PREVENT FINANCIAL ABUSE IN YOUR COMMUNITY

#### ***Before Settlement Monies Come to the Community***

Have meetings with front line workers offering services to the communities, elders and leadership about the issue and possible impacts.

Inform front line workers of what is available for supports outside of the community (including Health Canada Mental Health Program for instance)

Coordinate front line work to give a standardized response through an Interagency approach

Understand legal remedies available to Designated Agencies, the police and the role of the Public Guardian and Trustee

Inform front line workers of materials and help available through off reserve agencies.

Read Maggie Hodgson's paper on examples of successful community stories in managing the impact of the settlement monies

Prepare those getting monies and their families as to what the settlement is meant to represent, defining 'abuse' and the usual dynamics around it, making distinctions between sharing and coerced giving of monies, positive ways of managing monies

Acquaint community with outside helping agencies - both First Nations and mainstream services (such as BC CEAS, RCMP-Ageless Wisdom, Indian Residential School Survivors Society, BC Association of Community Response Networks, Law Courts Education Society of BC). These agencies have materials and workshops available.

Contact local financial institutions (if they exist) to consult on how they can help

Contact communities in the region or those having successful outcomes to find out what they are doing (contacts made during Dialogue 2)

#### ***Once Settlement Monies are in the Community***

Have front line workers and others in the community monitor for the impact, both positive and negative, of the monies

Liaise with Health Authority staff where there are issues of incapability or where there is concern about adults who can't get on their own

Develop community systems to deal with abuse issues, i.e. possibly Community Response Networks (many communities at the Dialogue felt this model might be useful)

Consider other aspects of the IRS settlement such as the reconciliation issue

Continue to educate both communities and front line workers on abuse.

**Workers at Dialogue 2 repeatedly stated that education and awareness are needed for all.**

### ***Support from Outside Agencies and Workshops***

Some organizations have developed workshops and written materials directly related to the issue of financial abuse of Elders.

Please see the information in Chapter Five which lists what is offered and who to contact.

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## Chapter Three

### WHAT COMMUNITIES SAY ABOUT THE ISSUE

**Comments from Dialogue 2 (March 2007) on key strategies to address and prevent financial abuse related to the IRS Settlements.**

Between 20 and 25 First Nations communities met at the Dialogue. They were asked:

'What is happening now in your communities to address and prevent financial abuse' and

'What is happening in your communities generally to stop abuse?'

Strategies include:

Not denying the affect of the residential school experiences in terms of what is happening today

Getting leadership to not deny the impact of the experience, the potential for re-abuse, and the emotional and healing needs in communities around getting these monies.

Getting support for frontline workers who handle support and assistance for individuals

Coordinating resources they already have

Gaining awareness and education in the issue itself

## WHICH REGIONS OF BC ARE INVOLVED

- ✓ Nisga'a
- ✓ Okanagan
- ✓ Kamloops
- ✓ Nemaiah Valley
- ✓ Chilliwack, Sto:Lo
- ✓ Interior
- ✓ Kooteneys
- ✓ Bella Bell and Bella Coola
- ✓ Vancouver Island
- ✓ Haida
- ✓ Tsimshian
- ✓ In-Shack-Ch
- ✓ Gitxsan

## **WHAT COMMUNITIES CAN DO /ARE DOING.....**

**Communities in British Columbia were asked:**

**What are you doing to address/prevent financial abuse?**

**What could you do?**

**And**

**What are your strengths?**

**Answers follow in the blue text...these are the words of the communities.**

## **My Community**

### **What are we doing to combat financial abuse?**

1. Do the Ageless Wisdom presented by – RCMP and Access to Justice.
2. Taking the Elders to Indian Residential School Survivors workshop.
3. We are in the process of starting a Community Response Network for our Nation.

### **What we could do?**

Collaborative meeting with Health Canada  
Elders' groups and Organizations through Friendship Centers – Ideal (about 6 in north)  
Elders programs AHIP - Aboriginal Health Initiatives Program (can apply for funding)  
Health directors meetings  
Aboriginal health improvement communities' meetings (dependant on community)  
Elders in facilities could have groups for sharing info  
Collaboration/coordination (within 3) between agencies – pooling of resources  
Currently some collaboration  
Community Response Network (CRN) in nearest mainstream community  
Community profiles from community to community developed by Aboriginal Health, Northern Health  
Law Courts Education Society Workshops

### **What are the strengths of our community?**

First Nations Health in a process of developing a strategic plan for Services.  
Interagency of front line worker i.e. health services, Village Doctor, Clergy, Schools  
(H.EL.)  
Commitment to improve our Nation  
Commitment by our Village Government allocating funds

### **Strengths**

People who've gone through the healing process.  
Some collaboration already occurring (could be improved)  
Other Northern (First Nations) Communities



## My Community

### What is working at the community level to counter abuse?

- BC Association of Community Response Networks – giving workshop around BC to counter financial abuse.
- Community Response Networks have been established.
- Identified key responders
- Held family meetings – Health Nurse + Hospital
- Protocols have been developed
- Building relationships with elders.
- Designated agencies
- Articles in newsletters
- Residential School Survivors Group

### What counters elder abuse?

- Licensing of care facilities (investigations/prevention)
- Protection of “incapable” people e.g. Adult Guardianship
- Elder abuse worker
- Help for gambling addiction – or other addictions
- Community response network
- Love; Spirituality, Respect, Connections, strengths

### What are we doing?

- Elders are ready to talk about Elder Abuse at present
- Don't have support from community – leaders etc.
- Elder luncheon
- Elder being consulted – lip service only at this point
- Not valued as a resource
- Homemakers – try to police Elders Abuse - difficulty due to lack of
  - o resource for transportation etc.
- Caregivers, medical travel, food (fish...) grocery shopping

**Problem:** Supports aren't connected resulting in under service/info provision  
Working to re-energize CRN to address.  
Need to have community responses with all levels of the problem  
CED is aware, and a few mothers are and they have put on workshops for Elder Abuse

## My Community

### What is the community doing?

Community Response Network re-started (Jan 07)  
Longhouses are in almost every community throughout the territory  
Capacity – motivated & committed people

### What are the strengths?

\_\_\_\_\_ Elders Lodge (this is new), we have a first nation's hospital liaison worker  
Medical building on our Lands where Dr's, Dentists, & Optometrist, Nursing & Counselors (mental health/addictions) cultural workers – Tele-health  
Good solid governments – \_\_\_\_\_ nations society and \_\_\_\_\_ tribal council  
\_\_\_\_\_ nation have good relations in all levels of government.  
Elders building – a meal every two weeks.

## **My Community**

### **What are we doing?**

#### **Interior Health**

Working on policy to improve Designated Agency understanding  
Updating responders lists

#### **Communities**

**1.**

Trying to find resources for community  
Take elders to annual gathering for education  
Help elders be able to tell stories  
Help build elder self-esteem

**2.**

Put out educational flyers, 'Rights', what is abuse, phone numbers & names  
Implementing Gatekeepers Program  
Grocery stores, postal workers, etc.  
Have a Community Response Network.  
Use home support to monitor & Community Response Network training

**3.**

Interior Health has translator program in Williams Lake  
Twice a month psychiatry program.  
FN hospital worker (Williams Lake)

#### **Strengths**

Consistency of workers  
Understanding aboriginal/FN Family roles  
Guide on how to appoint guardians under Patients Property Act  
Small network of responders in rural community

## My Community

### What is your community doing?

Elder Abuse committee  
Task Force  
Health & Wellness Committee  
Banks – Brought in  
Planning an Indian Residential School Survivors Workshop  
Brought in a financial planner  
Building communication networks  
Elder's lunches – with info

### Also

- Aboriginal Healing Foundation study re: Lump Sum Settlements
- TTLL coordinated meeting regionally
- Networking – this meeting (Collaborative Dialogue)
- Elders luncheons
- Introduction to healing workshops

## **My Community**

### **What are we doing?**

Development of agency protocol  
Advocating for Elders/ One on One  
Education  
Developing Workshops for delivery in Elder's centre, Language Program,  
Lunch  
Restorative Justice – recombining families, circle healing  
Ageless Wisdom – working with banks – Basic money Mgt, developing  
trust  
Seniors from banking/fraud background delivering info to seniors/elders  
“peer to peer”  
Financial advisors explaining money management / choice of options  
available to protect yourself

### **Community Strengths**

Circle healing/ restorative justice model  
Working with whole family unit  
Community values  
Cross: cultural training for RCMP & other “Authorities”  
Having First Nations people relating to members of community  
Updated list of resources “who to call” e.g. victims service in other  
communities  
Toll Free Numbers

## **My Community**

### **What are we doing?**

7 Generations plan implementation  
Citizens on Patrol (COP) team  
Language Classes, cultural activities involving both youth & elders

### **What communities can do**

Working group set up to identify issues & develop strategic response  
(Nearest mainstream town)  
Financial institutes (some) have developed programs  
\_\_\_\_\_ nation invited Vancouver Coastal Health & Public Guardian of BC  
to workshop in community  
8 stage series of workshops on Indian Residential School legacy  
AFD & other street based orgs advocating for homeless people (DTES)  
Workshops & Training for community members & frontline workers  
Community planning  
Financial planning  
Skills inventory  
Survivors creating self-support groups and networks  
Some communities have dedicated Indian residential School Survivor  
workers  
Information sharing & networking (local, regional, provincial)/advocacy  
Elders engaging youth in maintaining the community

### **Strengths**

Growing willingness of survivors to speak up  
Determination to persevere & get to a better place  
Continue to honor & educate providers on traditional practices  
Circles  
Ceremony

## My Community

### What are we doing?

- 1) Residential School Survivors – organized themselves into support groups
  - healing
  - describing experience
  - educating community
  - national agreement/settlement
  - identified potentials for abuse
- 2) Providing general info re abuse, neglect & self - neglect (written) – proactive
- 3) – services providers using circles, implementing elders groups, - Elder's wisdom
  - RCMP
- 4) Have a coordination of service providers in the area
- 5) Elders conference – Invite speakers/guests
  1. Education/ train cross culturally
- 6) Awareness – meet with new RCMP regarding cultural awareness
- 7) Willingness to share history, community creating “safe” places to disclose,
- 8) Individually, family setting, community
- 9) Willingness to accept + explain (both First Nations & Service Providers)
- 10) Take ownership of the hurts and how to heal the hurts, traditional healing,
- 11) Restorative justice, open re spirituality
  - Utilizing traditional structures – house groups

### Our Strengths

Holistic approaches (not isolating elders' activities to further create fear/hesitancy)

## Chapter Four

### HOW CAN THE ADULT GUARDIAN LEGISLATION HELP?

**When adults are abused or neglected, it can be difficult to know if or when to step in.**

We assume that adults can take care of themselves, but we know this is not always true. Sometimes adults cannot seek the help they need because of a physical restraint, a physical handicap, an illness, disease, injury or other condition that affects their ability to make decisions.

Part 3 of the *Adult Guardianship Act: Support and Assistance for Abused and Neglected Adults* addresses such situations. It:

- defines adult abuse, neglect and self neglect
- lays down principles to guide our actions
- promotes the provision of support and assistance
- provides legal tools for more formal intervention if needed, for people who are unable to seek help on their own
- enables the development of coordinated community responses called Community Response Networks or CRNs.

**Who will provide support and assistance and who can use the new legal tools?**

According to the principles in the legislation, even if an adult seems to be in an abusive or neglectful situation, they have the right to decide whether to accept or refuse offers of help if they are capable of making such decisions. There are many community agencies, including agencies designated under the Act that may hear about these kinds of situations and offer support or make referrals to enable the adult to get assistance if they want it.



If a **designated agency** receives a report about an adult, that agency has a legal responsibility to look into the situation and to talk directly with the adult, involving them as much as possible in addressing their situation.

The **designated agencies** in BC are:

the five Regional Health Authorities,

Providence Health Care Society (Vancouver), and

Community Living BC (for adults who are eligible for these services).

Designated agencies work with the adult to give the kind of support that he or she wants and needs. This may include informal support from friends, family and advocates. It may also include other services such as home support, meal services or a day program.

Many situations will be addressed in this way. If the situation cannot be resolved informally, is urgent or dangerous, and the designated agency is concerned that the adult seems unable to get assistance on their own due to a physical restraint, physical handicap or an illness, disease, injury or other condition that affects their ability to make decisions, the Act gives designated agencies new tools to protect adults. These tools include:

legal authority to get in to see an adult when access has been denied

short and longer term restraining orders to keep alleged abusers away,  
and

Support and Assistance Court Order to get an adult the needed supports,  
if they have been assessed as being mentally incapable of refusing the  
help.

Designated agencies must also report criminal offences to the police.

# WHAT IS A COMMUNITY RESPONSE NETWORK?

## What is a Community Response Network, or CRN?

Abuse and neglect are complex issues that require the experience and concern of many people and organizations to be effectively addressed.

A **Community Response Network** or **CRN** is a group of people and organizations in a community who work together to create a coordinated response to adult abuse, neglect and self-neglect by:

including everyone in the community who wants to be involved

raising community awareness and providing education

developing agreements or protocols among members about how organizations or agencies will respond when an adult needs help

keeping track of how the response is working, and

working towards prevention.

CRN members can be anyone in the community concerned about adult abuse and neglect including designated agencies, police, and community organizations serving specific groups, faith communities, financial institutions, and advocacy organizations and concerned citizens.

Today approximately 50 communities in BC have active CRNs.

For more information on Community Response Networks, contact:

### **BC Association of Community Response Networks**

142-757 W. Hastings St.

Suite 684

Vancouver, BC V6C 1A1

Tel: (604) 660-4482

**Website:** [www.bccrns.ca](http://www.bccrns.ca)

**Email:** [crns@telus.net](mailto:crns@telus.net)

## Chapter Five

### WHAT OUTSIDE AGENCIES ARE DOING TO BUILD CAPACITY IN COMMUNITIES

This is a beginning list of regional, Provincial and Federal resources that may provide support with programs, materials or workshops or capacity building in communities. This list is in the process of being updated and expanded.

<p><b>Agency:</b> Public Guardian and Trustee of British Columbia (PGT)</p> <p><b>Contact:</b> Beta Gustafson, Information and Communications Coordinator</p> <p><b>Phone:</b> (604) 660-4474</p> <p><b>Fax:</b> (604) 775-0207</p> <p><b>Email:</b> <a href="mailto:bgustafson@trustee.bc.ca">bgustafson@trustee.bc.ca</a></p>	<p><b>Description of the resources and/or services:</b></p> <p>The Public Guardian and Trustee of British Columbia (PGT) is an independent corporation established under the <i>Public Guardian and Trustee Act</i>. It is part of the PGT's mandate to manage the legal, financial and personal care interests of adults who are unable to manage their affairs independently.</p> <p>Our staff responds to calls from concerned friends, relatives or professionals who want to know what they can do to assist someone who is not able to handle financial and legal matters on their own, or who want to report the possible financial abuse of someone who is not able to manage independently. Our office will investigate and, if necessary, take steps to protect assets. For example, we may be able to temporarily freeze bank accounts or prevent property transfers while we investigate.</p> <p>Often, we will provide informal options and recommend community resources to assist the vulnerable adult. If the situation requires formal assistance, we will look for the least intrusive authority possible and we will ensure that all the medical assessments, notifications and legal procedures are followed.</p> <p>If an adult is incapable and there is no one else willing and able to do so, we may become Committee of Estate for the adult, which means we are responsible for managing the adult's financial and legal affairs. (Please note: this does not apply to adults who are regularly resident on reserve, as set out in Section 51 of the federal <i>Indian Act</i>.)</p> <p>The PGT may also act as Committee of Person for an incapable adult who requires assistance making health and personal care decisions, although these appointments are less common.</p>
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<b>Agency:</b>	<b>Public Guardian and Trustee of British Columbia (PGT) Cont.</b>	<p>The PGT has a number of publications that provide general information to the public about our services and about British Columbia's legislation that protects adults from abuse, neglect and self-neglect. These publications are available at the Reports and Publications link on our website. General inquiries can be emailed to <a href="mailto:mail@trustee.bc.ca">mail@trustee.bc.ca</a>. Our staff is also available to give educational presentations in the community to increase awareness about our services.</p> <p>The PGT has been involved in the Indian Residential School Settlement process on behalf of our clients. We have already forwarded applications on behalf of those who may be eligible for the Advance Payment Program and we continue to identify those who may be eligible for compensation.</p>
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<p><b>Agency:</b> Ministry of Aboriginal Relations and Reconciliation</p> <p><b>Contact:</b> Denise Clark (Administrative Assistant)</p> <p><b>Phone:</b> 250 387-2199</p> <p><b>Fax:</b> 250 356-9467</p> <p><b>Email:</b> <a href="mailto:denise.clark@gov.bc.ca">denise.clark@gov.bc.ca</a></p> <p><b>Website:</b> <a href="http://www.gov.bc.ca/bvprd/bc/channel.do?action=ministry&amp;channelID=-536896053&amp;navId=NAV_ID_province">http://www.gov.bc.ca/bvprd/bc/channel.do?action=ministry&amp;channelID=-536896053&amp;navId=NAV_ID_province</a></p> <p>Or: <a href="http://www.gov.bc.ca/bvprd/bc/home.do">http://www.gov.bc.ca/bvprd/bc/home.do</a></p>	<p><b>Description of the resources and/or services:</b></p> <p><u>Guide to Aboriginal Organizations and Services in British Columbia</u></p> <p>The Guide to Aboriginal Organizations and Services in British Columbia is a provincial resource listing of community-based services and organizations. The Guide is also a means by which other community service organizations, government ministries and agencies, and non-Aboriginal citizens may become knowledgeable about specific Aboriginal services and organizations. Publication of this Guide is coordinated by the Ministry of Aboriginal Relations and Reconciliation in support of Aboriginal people and their communities. This publication is based on the most current data available at the time of printing. The Guide is available on-line at: <a href="http://www.gov.bc.ca/arr/services/guide.html">http://www.gov.bc.ca/arr/services/guide.html</a></p>
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<p><b>Agency:</b> BC Coalition to Eliminate Abuse of Seniors</p> <p><b>Contact:</b> Penny Bain, Executive Director</p> <p><b>Phone:</b> 604 437-1940</p> <p><b>Fax:</b> 604 437-1929</p> <p><b>Email:</b> <a href="mailto:bainceas@telus.net">bainceas@telus.net</a></p> <p><b>Website:</b> <a href="http://www.bcceas.ca">www.bcceas.ca</a></p> <p>—</p>	<p><b>Description of the resources and/or services:</b></p> <p>“Legal Advocacy Project” for legal information, advocacy and referral call our legal information counselor Toll Free 1-866-437-1940 or in the Lower Mainland call 604 437-1940</p> <p>“Finding a Future for Ellen” DVD/Video and facilitators guide describing abuse of older adults and the role of the justice system – the video is designed to be part of a facilitated workshop - binder containing the video also contains a series of handouts for older adults and a CD with a power point presentation on the topic – Excellent tool for community development</p> <p>“Legal Issues for Seniors – Training Manual” – and education manual for those who work with older adults – contains information on the legal remedies available to address all forms of abuse, including financial – can be ordered or downloaded from our web site</p> <p>“Money Matters” – video and facilitator’s guide for community and financial institution workshops on preventing financial abuse of older adults</p> <p>“ABCs of Fraud” – 18 volunteers are trained to provide fraud prevention workshops in the community, primarily available in the Lower Mainland but some travel may be possible.</p> <p>For more information visit our web site at <a href="http://www.bcceas.ca">www.bcceas.ca</a></p>
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<p><b>Agency:</b> BC Association of Community Response Networks</p> <p><b>Contact:</b> Alison Leaney – Executive Director</p> <p><b>Phone:</b> 604 – 660 – 4482</p> <p><b>Fax:</b> n/a</p> <p><b>Email:</b> <a href="mailto:edcrns@telus.net">edcrns@telus.net</a> or <a href="mailto:crns@telus.net">crns@telus.net</a></p> <p><b>Website:</b> <a href="http://www.bccrns.ca">www.bccrns.ca</a></p>	<p><b>Description of the resources and/or services:</b></p> <p>The BC Association of Community Response Networks (CRNs) is a provincial non-profit organization dedicated to supporting local community capacity building to address and prevent abuse, neglect and self-neglect of all adults. While the BCACRN has had most of its experience doing this work in larger communities, we are beginning to offer the CRN model as a community capacity building approach to First Nations including reserve communities for those with an interest. We have a CRN Mentors Team that is available within funding limits to provide support to those developing and maintaining CRNs. We have many materials on our website – please visit us or call us!!</p>
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<p><b>Agency:</b> Indian Residential School Survivors Society  <b>Contact:</b> Sharon Thira – Executive Director  <b>Phone:</b> 604 – 925 – 4464      Crisis 1 – 866 925 - 4419  <b>Fax:</b> 604 – 925 – 0020  <b>Email:</b> <a href="mailto:sharonthira@irsss.ca">sharonthira@irsss.ca</a>    <b>Website:</b> <a href="http://www.irsss.ca">www.irsss.ca</a></p>	<p><b>Description of the resources and/or services</b></p> <p>supports survivors: crisis counseling, court support, information, referrals  assists communities to help survivors: partnerships, training &amp; education workshops  raises awareness of residential school issues: contact with the media; conferences  supports &amp; conducts research: history and effects of residential schools  advocates for justice and healing: traditional and non-aboriginal forms</p>
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<p><b>Agency:</b> Law Courts Education Society of BC  <b>Contact:</b> Annette Russell, Aboriginal Programs Manager  <b>Phone:</b> 250– 614-2736  <b>Fax:</b> 250-614-2798  <b>Email:</b> <a href="mailto:annette.russell@lawcourtsed.ca">annette.russell@lawcourtsed.ca</a>    <b>Website:</b> <a href="http://www.lawcourtsed.ca">www.lawcourtsed.ca</a></p>	<p><b>Description of the resources and/or services:</b></p> <p>The Law Courts Education Society of BC and its Northern Native Public Legal Education programs provide workshops and resources for front line workers who are assisting Elders in their communities.  These workshop resources are available for download from our website <a href="http://www.lawcourtsed.ca">www.lawcourtsed.ca</a> .  These resources provide research and a workshop format for the delivery of workshops to elders in your community.  Our website for front line workers who are working with Indian Residential School survivors is at <a href="http://www.survivingthepast.ca">www.survivingthepast.ca</a></p>
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<p><b>Agency:</b> Indian Residential Schools Resolution Canada (IRSRC)</p> <p><b>Phone:</b> IRSRC/ Alternative Dispute Resolution (ADR): 1-800-816-7293 Settlement Agreement: 1-866-879-4913</p> <p><b>Email:</b> IRSRC/ADR: <a href="mailto:info@irsr-rqpi.gc.ca">info@irsr-rqpi.gc.ca</a></p> <p><b>Website:</b> IRSRC/ADR: <a href="http://www.irsr-rqpi.gc.ca/">http://www.irsr-rqpi.gc.ca/</a> Settlement Agreement: <a href="http://www.residentialschoolsettlement.ca">http://www.residentialschoolsettlement.ca</a></p>	<p><b>Description of the resources and/or services:</b></p> <p>Indian Residential Schools Resolution Canada (IRSRC) is the federal department dedicated to strengthening partnerships within government and with Aboriginal peoples, religious denominations, and other citizens to address and resolve issues arising from the legacy of Indian residential schools.</p> <p>The Department of Indian Residential Schools Resolution Canada was created in June 2001 to focus federal efforts to manage and resolve abuse claims in a fair, less adversarial manner. To provide increased choice for former students in addressing their claims, the Government launched the National Resolution Framework in November 2003, which included a litigation strategy, health supports, a Commemoration Program and an ADR process.</p> <p>The Indian Residential Schools Settlement Agreement is awaiting approval by 9 Canadian jurisdictions. If approved, the Settlement Agreement will provide survivors with a Common Experience Payment, a compensation process replacing the ADR program for more serious claims of abuse (the Independent Assessment Process) as well as funding for healing, commemoration, truth and reconciliation endeavors.</p>
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<p><b>Agency:</b> "E" Division RCMP Community Policing Services</p> <p><b>Contact:</b> Jane Hanson, CPSD Program Coordinator</p> <p><b>Phone:</b> (604)264-3298</p> <p><b>Fax:</b> (604)596-3516</p> <p><b>Email:</b> <a href="mailto:jane.hanson@rcmp-grc.gc.ca">jane.hanson@rcmp-grc.gc.ca</a></p> <p><b>Website:</b></p>	<p><b>Description of the resources and/or services:</b></p> <p>"E" Division CPS had developed a program referred to as "Ageless Wisdom" to provide Crime Prevention messaging to older adults, with a focus on providing this support to recipients of the compensation package from the Indian Residential School Settlement Agreement. Topics covered by this package include: Frauds, Cons, Schemes and Scams, Personal Safety, Abuse, and Victim Services. The program has been rolled out across the division and is now being delivered by local First Nations Members. Representatives of "E" Division CPS travel with the Indian Residential School Survivors Society to deliver the program at regional gatherings where local Survivors are educated about the Settlement Agreement. Ageless Wisdom is now being adopted by the RCMP nationally.</p>
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<p><b>Agency:</b> Canadian Network for the Prevention of Elder Abuse</p> <p><b>Contact:</b> Alison Leaney – Chair of Board</p> <p><b>Phone:</b></p> <p><b>Fax:</b></p> <p><b>Email:</b> <a href="mailto:edcrns@telus.net">edcrns@telus.net</a></p> <p><b>Website:</b> <a href="http://www.cnpea.ca">www.cnpea.ca</a></p>	<p><b>Description of the resources and/or services:</b></p> <p>The Canadian Network for the Prevention of Elder Abuse (CNPEA) is dedicated to the prevention of abuse of older people in Canada. CNPEA is a national non-profit, non-governmental organization that began in the late 1990s and was federally incorporated in 2000.</p> <p><b>Our Vision:</b> CNPEA is dedicated to the prevention of the abuse of older people in Canada. CNPEA “seeks to increase Canadian society’s ability to recognize and prevent mistreatment of seniors so all adults can be free from abuse, neglect and exploitation in later life</p> <p><b>Our Values:</b> CNPEA operates from a number of core values. Foremost, the Network values seniors as an integral part of Canadian society. The Network affirms that seniors have a right to: live independently in a safe and caring community, live free from abuse, neglect and/or exploitation, access effective and compassionate support when necessary, and have these social issues and injustices addressed in an effective manner.</p> <p>The Network recognizes the diverse ways in which abuse and neglect can occur, and sees abuse and neglect in later life as a social, legal, and health issue, affecting older adults, their families, and their communities. The Network strives to be sensitive to the uniqueness of seniors, and responds in ways that respect the diversity of Canadian seniors in race, culture, religion, language, abilities, and sexual orientation.</p>
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<p><b>Agency:</b> Canadian Centre for Elder Law Studies</p> <p><b>Contact:</b> Laura Watts</p> <p><b>Phone:</b> 1-604-822-0633</p> <p><b>Fax:</b> 1-604-822-0144</p> <p><b>Email:</b> <a href="mailto:lwatts@bcli.org">lwatts@bcli.org</a></p> <p><b>Website:</b> <a href="http://www.ccels.ca">www.ccels.ca</a></p>	<p><b>Description of the resources and/or services:</b></p> <p><a href="#">Financial Arrangements Between Older Adults and Family Members: Loans and Guarantees</a> 2004</p> <p>No. 2 <a href="#">Report on Reverse Mortgages</a> 2006</p> <p>No. 3 <a href="#">Study Paper on Viatical Settlements</a> 2006</p> <p><a href="#">Report on Private Care Agreements Between Older Adults and Friends or Family Members*</a></p> <p>Upcoming: Aging with Challenges Project (due July 2007)</p>
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## Chapter 6

### HOW TO HAVE A DIALOGUE IN YOUR COMMUNITY

#### Using The Community Strategies

**This document is meant to be a 'Living Document'. It will be added to and grow as people figure out how to use it (a kind of a dialogue in itself).**

**Someone at Dialogue 2 said: "You know, we don't talk about this issue - this is the first time it has been brought out into the open."**

**We think some people are ready to talk about it - you can hold your own dialogue about it.**

You can use the material from Dialogue 2 to hold your own dialogue about this issue in your community, if in your judgment your community is ready to talk about it.

#### Before You Start Discussions

##### Emotional Support for Those at Your Local Dialogue



The approach here is to develop 'community responses' and to have the chance to talk in broader terms about how to contend with the issue of financial abuse. We do know that when people start talking about the issue that there must be support there for themselves and their families.

**Consider both traditional and non-traditional ways of offering support for people once personal and community stories are aired.**

## Using This Material

One suggestion is that you or someone else who is trusted, selects all or some of the Chapters and reads or shares them at a series of local meetings or gatherings.

### PEOPLE WHO MIGHT DO THAT COULD BE:

Elder Support Workers or Elder's Advocates  
Residential Settlement Workers  
Social Development Workers  
Social Workers, Therapists, or Counselors in your community

### FOR INSTANCE:

You might take 'Betty's Story' to read at a meeting of Elders and ask for their comments, and discuss who can help.

At a second session Elders and others might want to give suggestions for what they would like to see happen in their community.

The following page is a more formal outline for how the material can be used.

You will know the best way to use this in your community.

## Offering Comments and Suggestions about these stories

We are happy to have you and your community send us further suggestions or comments and suggestions from Elders or others, once they have had a chance to talk about this material. We will add those to the community strategies and stories.

Comments and suggestions can be sent to:

### **BC Association of Community Response Networks**

142-757 W. Hastings St.

Suite 684

Vancouver, BC V6C 1A1

Tel: (604) 660-4482

**Website:** [www.bccrns.ca](http://www.bccrns.ca)

**Email:** [crns@telus.net](mailto:crns@telus.net)

# A Community Dialogue

## **Session 1:** Betty's Story and Discussion

Why does abuse of Elders happen?

Why is it seldom reported?

What are the effects of abuse?



## **Session 2:** Who Can Help Betty

Adult Guardianship Legislation, Health Authorities and  
Community Response Networks-give information on these

Select a couple of examples of what other communities say will  
help

What will help in your communities?

## **Session 3:** Preventing Abuse in Communities Discussion

Before IRSS settlement monies come into the community

After the settlement monies come to the community

What Do We Want to Do?

## **Session 4:** What Communities Are Doing Discussion

Read a couple of examples from communities and discuss  
which might work in your communities and why

## **Session 5:** Outside Help / What The Elders Think

Give information on outside help and see what might be useful  
for your community

Collect opinions and suggestions from Elders on this issue  
(Both problems and solutions)



Remember that when people start talking about their  
stories they will need some support