

Introduction

As a member of the Family Violence Initiative of the Government of Canada, the Public Health Agency of Canada (formerly Health Canada, Population and Public Health Branch) develops resources and promotes policies, programs and projects that contribute to family violence prevention. In 2000 an inventory of training programs addressing abuse of older adults was prepared for Health Canada and added to the resource collection maintained by the National Clearinghouse of Family Violence (NCFV). This document is an update of that inventory.

Approach

An attempt was made to contact representatives of all resources listed in the 2000 guide to determine whether those resources were still available and, if so, to update and elaborate the relevant information about them. Also solicited was information about any other resources that might be available from each organization. With this process – known as “snowball sampling” – each contact person was asked to identify other organizations that had produced education or training resources related to abuse of older adults. Given this systematic process, it is hoped that this updated inventory represents a thorough listing of all relevant resources currently available in Canada.

Outline Of Education Resources For Abuse Of Older Adults

This inventory provides brief information about the following dimensions of each resource:

- the format in which it is provided
- the learning approach that it utilizes
- the audience(s) to which it is directed
- its focus or area of emphasis
- the types of abuse it highlights
- the general categories of its content
- its adaptability or applicability to other jurisdictions
- the language(s) in which it is provided
- any available information regarding evaluation or any other form of assessment of the resource that may have been done
- how to acquire it
- the cost, if any, of purchasing it.

Format

These resources are available in a variety of formats – such as hard copy, videocassette, overheads/slides, CD/floppy disk, electronic presentation, or a combination of media. Resources such as manuals, pamphlets, and fact sheets tend to be available in hard copy only (without supplemental materials in other formats). The expectation is that the resource will be taken away and read by the audience or used as reference material. Some resources are available in both hard copy and videocassette or in hard copy and overheads or slides.

Learning Approach

Most of the resources are intended for independent, self-directed study. The remainder reflect workshop and presentation approaches. The emphasis on self-directed and independent study carries with it the understanding that the prospective audience can review the information at its own pace. The workshop or presentation approach allows for an interactive learning style, providing opportunities for questions during the learning process.

Audience

The categories of people to whom the resources are directed include older adults, family members and informal caregivers, volunteers, teens, professionals, staff of community organizations, and members of the general public. These categories are not necessarily mutually exclusive; the reader will see that the audiences for some resources are indicated to be, for example, professionals, older persons and the general public. Obviously the first two audiences are members of the general public, but in this case the designation is meant to convey that the content of the resource includes sections that may be especially relevant to professionals and older persons as such, while at the same time being accessible and informative to the general public.

As well, some resources are tailored to specific audiences such as women, immigrant populations and persons who are hearing or visually impaired.

Focus

This dimension provides brief information as to whether the resource focuses on such aspects as prevention, detection, intervention after abuse has been identified (“addressing existing cases”), social marketing (or promotion of community action to address the issue), or any combination of these.

Content

Most resources address several types of abuse. These generally include physical, emotional/verbal and sexual abuse, as well as neglect and self-neglect. Specific subject areas such as financial abuse, legal issues, institutional abuse, and abuse in a cultural context are not specifically highlighted in many of the resources.

Adaptability to other jurisdictions

Many of the resources have been created with explicit reference to the legal and other circumstances of the province in which they were created. This is indicated by the phrase “specific to jurisdiction.” Often, however, the resource will nonetheless have content that is also of interest and informative to people living and working in other provinces. That is indicated by the phrase “also applicable to other jurisdictions.”

Language

Most resources are available in English. Some are available only in French and fewer are available in both official languages. Few resources are available in other languages.

Quality Assessment Information

Few resources have been formally evaluated. However, according to communications received from the relevant representatives, for many resources there is anecdotal evidence suggesting that they have been positively received. Nonetheless, although positive comments are encouraging, their non-standardized and informal nature limits their credibility.

Cost

Most resources are available free of charge or at the cost of reproduction. In the following tables, those categories are indicated by “Free” and “Cover costs”, respectively. For others there is a fee charged, as indicated. For the remainder, information regarding cost was unavailable or unobtainable and this is indicated by “Unknown.”

Availability

Additional copies of this inventory are available by contacting

National Clearinghouse on Family Violence

Family Violence Prevention Unit

Public Health Agency of Canada

(Address Locator: 1907D1)

7th Floor, Jeanne Mance Bldg., Tunney's Pasture

Ottawa, Ontario K1A 1B4

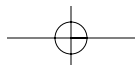
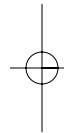
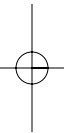
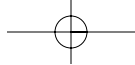
Telephone: 1-800-267-1291 or (613) 957-2938

Fax: (613) 941-8930

TTY: 1-800-561-5643 or (613) 952-6396

Web Site: www.phac-aspc.gc.ca/nc-cn

E-mail: nfv-cnifv@phac.aspc.gc.ca



Summary Table of Resources

NL = Newfoundland and Labrador

NS = Nova Scotia

NB = New Brunswick

PQ = Quebec

ON = Ontario

MB = Manitoba

SK = Saskatchewan

AB = Alberta

BC = British Columbia

No resources were identified from PEI or the Territories.

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Seniors Speak Out on Elder Abuse Training Package	NL	> Hard copy > Overheads	Presentation	Seniors	Cover costs	English
Abuse of Older Adults and Persons With Disabilities	NS	> Hard copy > Overheads	Workshop	General public/ everyone	Cover costs	English
Battered and Betrayed: Facing Up to Abuse of the Elderly in Nova Scotia	NS	> Hard copy	Self-directed or independent study	Everyone	Cover costs	English
Elder Abuse Procedures Manual for a Coordinated Response to Abuse of the Elderly in Nova Scotia	NS	> Hard copy	Self-directed or independent study	Professionals	Free	English
Elder Abuse Fact Sheet	NS	> Hard copy	Self-directed or independent study	Everyone	Free	English
Elder Abuse	NS	> Hard copy (pamphlet)	Self-directed or independent study	Seniors, general public	Free	English
Abuse and Neglect of Adults with Disabilities and Seniors/Violence et négligence à l'égard des adultes handicapés et des personnes âgées	NB	> Hard copy	Self-directed or independent study	Everyone	Free	English French
Adults With Disabilities and Seniors: Tips on Recognizing and Preventing Abuse and Neglect/ Les adultes handicapés et les personnes âgées – conseils pour reconnaître et prévenir la violence et la négligence	NB	> Hard copy	Self-directed or independent study	Everyone	Free	English French
Senior Educators Manual on Elder Abuse and Neglect Frauds and Scams	NB	> Hard copy > Overheads > Slides	Workshop or presentation	Everyone	Cover costs	English

6

Abuse of Older Adults: Canadian Education Resources

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Adult Victims of Abuse: Protocol/Adultes victimes de mauvais traitements : Protocole	NB	> Hard copy	Self-directed or independent study	Professionals	Free	English French
Healthy Active Living for Older Adults/ Programme de vie saine et active pour les aînés	NB	> Hard copy > Video-cassette	Workshop or presentation	Seniors	Cover costs	English French
Building Bridges/Nouons des liens	PQ	> Hard copy > overheads /Slides	Workshop	Seniors and high school students	Cover costs	English French
A Working Manual for Public Presentations on the Subject of Elder Abuse/Guide pratique pour les exposés publics sur la question des mauvais traitements infligés aux personnes âgées	PQ	> Hard copy > Video-cassette	Presentation	Professionals and Seniors	\$30.00	English French
Prevention Through Education: Combating Financial Abuse of the Elderly/Présentation par l'éducation : Agir contre l'abus financier envers les aînés	PQ	> Hard copy > Video-cassette	Workshop or presentation	Seniors	Unknown	English French
"Échec à la violence faite aux aîné(e)s: S'ouvrir à l'estime de soi et des autres" – Projet : "Échec à la violence faite aux aîné(e)s"	PQ	> Hard copy > Video-cassette	Presentation	Professionals, family members and/or informal caregivers, and seniors	> Kit \$17.25 > Video \$28.75	French
When Seniors are Abused: A Guide to Intervention/Mauvais traitements envers les aînés : un guide d'intervention	PQ	> Hard copy	Self-directed or independent study and workshop	Professionals	Unknown	English French
Quick Reference: Helping the Victims of Elder Abuse Elder Abuse: What You Need to Know Elder Abuse: Working Toward a Life Without Abuse	ON	> Hard copy	Self-directed or independent study	Volunteers and professionals	Unknown	English
Committee on Abuse and Neglect of the Elderly (CA.N.E.) Teaching Kit	ON	> Hard copy > overheads/slides > electronic presentation	Presentation	Seniors and professionals	Free	English
Niagara Gatekeeper's Program	ON	> Hard copy	Self-directed or independent study	Front-line workers and seniors	Free	English
Elder Abuse: A Portrait/L'abus envers les aînés : Un portrait	ON	> Hard copy > Video-cassette	Workshop	Professionals, seniors, and general public	\$30.00	English French
L'Abus envers les aînés : Un portrait	ON	> Hard copy > Video-cassette	Workshop	Professionals, seniors, and general public	\$30.00	French

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Abuse and Neglect of Older Adults: An Education Module for Community Nurses/Les mauvais traitements et la négligence envers les personnes âgées : module de formation à l'intention des infirmières et des infirmiers communautaires	ON	> Hard copy	Workshop and presentation	Professionals and everyone	Unknown	English French
Aboriginal Elder Abuse in Canada/ Violence contre les aînés au Canada	ON	> Hard copy	Self-directed learning	Everyone	Free	English
Building Effective Community Networks	ON	> Hard copy	Self-directed or independent study	Everyone	Donation welcomed	English
Elder Abuse: A Practical Handbook for Service Providers/Mauvais traitements contre les personnes âgées : Manuel pratique à l'usage des fournisseurs de services	ON	> Hard copy	Self-directed or independent study	Professionals, seniors, and general public.	> Members \$4.00 > Non-Members \$6.00	English French
Reaching Hard-to-Serve Abused Older Adults	ON	> Hard copy	Self-directed or independent study and presentation	Professionals	\$40.00 plus GST	English
Public Awareness of Elder Abuse: Posters I and II	ON	> Hard copy	Hard copy	General public	\$12.00	English
Living with Dignity: A Guide for Long-Term Care Facilities	ON	> Hard copy	Self-directed or independent study and presentation	Professionals	\$40.00	English
Elder Abuse: Protecting Our Home	ON	> Video-cassette	Self-directed or independent study and presentation	Professionals	\$75.00 plus GST	English
Elder Abuse: Discovering the Truth	ON	> Video-cassette	Self-directed or independent study and presentation	Professionals	\$75.00 plus GST	English
Institutional Abuse: Everyone's Responsibility	ON	> Hard copy and > Video-cassette	Self-directed or independent study and presentation	Professionals, family members and/or informal caregivers, volunteers	\$70.00 plus GST	English
C.A.N.E.S.: Central and Northern Etobicoke Home Support Services	ON	> Hard copy and > overheads/slides	Presentation	Professionals, seniors, and the general public	Cover costs	English
Elder Abuse: Awareness Manual	ON	> Hard copy	Self-directed or independent study	Professionals	\$25.00 to \$30.00	English

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Connecting: Developing Community Response Networks Manual	ON	> Hard copy, overheads/slides, and electronic presentations	Presentation	Professionals and seniors	Cover costs	English
A Speaker's Guide to the ABC's of Fraud	ON	> Hard copy	Presentation	Professionals and volunteers	Unknown	English
Elder Abuse Agency Guidelines	ON	> Hard copy	Self-directed or independent study	Volunteers and professionals	\$25.00	English
Not a Family Affair: Elder Abuse in Faith Communities	ON	> Video-cassette and study guide	Self-directed or independent study	General public/ everyone	\$40.00	English
Honouring the Elderly: A Faith Leader's Guide to Understanding Elder Abuse	ON	> Video-cassette & study guide	Self-directed or independent study	Professionals	\$40.00	English
Old Friends: A Storytelling Kit about Old Age	ON	> Hard copy	Story that adults are able to read to children aged 4 to 8	Everyone	\$15.00	English
Intergenerational Drama Kit on Elder Abuse	ON	> Hard copy	Workshop	General public	\$20.00	English
Sexual Assault and the Older Woman: A Practical Guide for Advocates and Professionals Who Work with Older Women	ON	> Hard copy	Self-directed or independent study	Professionals and advocates	\$15.00	English
Ontario Strategy to Combat Elder Abuse/Stratégie ontarienne de prévention des mauvais traitements à l'égard des personnes âgées	ON	> Hard copy	Self-directed or independent study	Professionals and general public	Free	English French
Help Stop Sexual Assault against Older Women	ON	> Hard copy	Self-directed or independent study	General public	Free	English
Elder Abuse: It's a Crime – Let's Stop It	ON	> Hard copy	Self-directed or independent study	Everyone	Free	English
She's Happier There: An Intergenerational Drama on Elder Abuse	ON	> Video-cassette with study guide	Presentation	Everyone	\$40.00	English
Elder Abuse: What You Need to Know	ON	> Hard copy	Self-directed or independent study	Professionals	Free	English
Abuse of Older Adults	ON	> Hard copy	Self-directed or independent study	Everyone	Free	English
The Community Response to the Abuse and Neglect of Older Adults	ON	> Hard copy	Self-directed or independent study, presentation/ workshop/ seminar	General public, service providers, and caregivers	Unknown	English

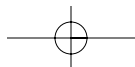
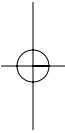
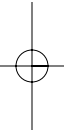
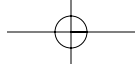
Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
The Abuse and Neglect of Older Adults: A Collection of Education Resource Materials	ON	> Hard copy	Self-directed learning, presentation, workshop, and seminar using adult learning model	General public Service providers Caregivers	Free	English
Abuse Hurts at any Age	ON	> Hard copy	Self-directed or independent study	Everyone	Free	English
Addressing the Issues of the Abuse of Older Adults	ON	> Hard copy > binder	Self-directed or independent study	Professionals	Unknown	English
Haldimand and Norfolk Community Response Network - Educational Kit	ON	> Hard copy and overheads/slides	Presentation	Everyone	Unknown	English
Toward an Understanding - The Abuse and Neglect of Older Adults in Haldimand and Norfolk	ON	> Hard copy	Self-directed or independent study	Everyone	Unknown	English
How to Help - The Abuse and Neglect of Older Adults in Haldimand and Norfolk	ON	> Hard copy	Self-directed or independent study	Professionals, clients, caregivers	Unknown	English
Abuse and Neglect of Seniors: Manual and Protocol	ON	> Hard copy	Self-directed or independent study and protocols	Professionals	Free	English
Elder Abuse Workshop	ON	> Hard copy and overheads/slides	Workshop	Professionals (main focus), family members and/or informal caregivers and the general public	Free	English
Reducing the Risk/Diminuer le risque	ON	> Hard copy	Self-directed or independent study	Seniors	Free	English French
Growing Older Shouldn't Hurt/Vieillir ne devrait pas être douloureux	ON	> Hard copy	Self-directed or independent study	Everyone	Cover costs	English French
Protect Yourself: A Guide to Protecting Seniors from Theft and Financial Loss/Protégez-vous : un guide de protection contre le vol et les pertes financières à l'intention des aînés	MB	> Hard copy	Self-directed or independent study	Seniors	Free	English French
Expect Respect: Information for Seniors and Information for Professionals/Qu'on vous respecte – Information pour les personnes âgées et Information pour les professionnels	MB	> Hard copy	Self-directed or independent study	Seniors and professionals	Free	English French

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Fact Sheet: Safety for Seniors: What You Should Know/Feuilles de sécurité des personnes âgées : ce qu'il faut savoir	MB	> Hard copy	Self-directed or independent study	Family members and/or informal caregivers, seniors and general public	Free	English French
Understanding and Counseling the Abused Older Person	MB	> Hard copy (manual) and overheads	Self-directed or independent study	Professionals	\$20.00	English French
Shelter Support Groups for Abused Older Women/Groupes de soutien en maison d'hébergement pour femmes âgées victimes de violence	MB	> Hard copy	Workshop	Professionals	\$20.00	English French
Interdisciplinary Perspectives: Interventions for Older Victims of Abuse/Perspectives interdisciplinaires : Interventions auprès des personnes âgées victimes de mauvais traitements	MB	> Hard copy	Self-directed or independent study	Professionals	\$15.95	English French
Age and Opportunity Community Services - Elder Abuse and Older Victim Services	MB	> Hard copy	Self-directed or independent study	Seniors, concerned family members or friends	Free	English
Elder Abuse Awareness Module: Learning Resource Package/Module de sensibilisation à la vieillesse maltraitée	SK	> Hard copy; overheads, slides, and video-cassette	Presentation	Everyone	Unknown	English French
Institutional Abuse Prevention Training Manual: Working to Establish Dignity for All/Prévention des mauvais traitements en établissement: manuel de formation pour établir la dignité de tous	SK	> Hard copy, > video-cassette	Workshop	Professionals	\$50.00	English French
Abuse of Older Adults: Information about Preventing and Dealing with Elder Abuse	SK	> Hard copy	Self-directed learning	Everyone	Free	English
Elder Abuse Manual / Protocol	SK	> Hard copy	Self-directed learning	Everyone	Free	English
Il nous reste une vie	SK	> Imprimé	Atelier	Aînés-personnes âgées 50 ans+	Assumer les frais de reproduction	Français
Golden Years -- Hidden Fears-A Handbook for Front Line Helpers Working with Seniors	AB	> Hard copy	Self-directed or independent study	Professionals, volunteers and students	\$15.00	English
Elder Abuse Education Project-A Teaching Kit on Elder Abuse FRENCH VERSION: Un Projet d'éducation sur la violence envers les personnes âgées	AB	> Hard copy manual. Teaching kit includes diskette, overheads handouts, and video	Self-directed, presentation	Everyone	\$65.00 - \$100.00	English French

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Out From Abuse: A Video and Handbook for and about Older Women who have Survived Abuse	AB	> Hardcopy and video	Self-directed or independent study, presentation, and conference	Seniors-women	\$14.00 - \$38.00	English
A Guide to Enhancing Services for Abused Older Canadians	BC	> Hard copy	Self-directed or independent study	Professionals-multidisciplinary	\$25.00	English
Services for Older Women – A Handbook for Service Providers on Working with Abused Older Women in British Columbia and Yukon	BC	> Hard Copy loose-leaf handbook	Self directed, reference tool, can be used as support material in workshops	Professional workers in Transition houses and other frontline service providers	\$27.00	English
What's Age Got To Do With It? Working with Older Women Who are Victims of Violence in Relationships – Curriculum For Two Days Training (2003)	BC	> Hard copy	Interactive Workshop	Professional workers in Transition houses and other frontline service providers	Unknown	English
What's Age Got To Do With It? A Video about Abuse of Older Women – 14-Minute Video and Study Guide (2003)	BC	> Video plus study guide with questions	Self-directed learning or workshop	Professionals	Unknown	English
Guide to Legal Issues in Elder Abuse Intervention	BC	> Hard copy	Self-directed or independent study / reference manual	Professionals	\$60.00	English
Ask the Question: A Resource Manual on Elder Abuse for Health Care Personnel	BC	> Hard copy	Self-directed or independent study	Professionals	Free	English
Part 3 of Adult Guardianship Act: Support and Assistance for Abused and Neglected Adults: A Guide for Communities	BC	> Hard copy	Self-directed	Everyone	Unknown	English
The CRN Toolkit: Building Community Capacity to Respond to Adult Abuse and Neglect	BC	> Hard copy	Self-directed or independent learning	Everyone	Unknown	English
Money Matters for Seniors	BC	> Video (25 min.) and facilitator's guide	Self-directed or independent study and workshop	Financial professionals, seniors, and community organizations	\$48.00 - \$65.00	English
A Roof Over My Head – A Guide for Senior Renters	BC	Hard copy	Self-directed or independent study	Seniors, landlords, managers, and building owners	\$5.00	English

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Advocacy Manual Produced by "Seniors and the Law" Project	BC	> Hard copy	Self-directed or independent study, workshop, and presentation	Everyone	Unknown	English
Fact Sheets on Abuse of Older Persons	BC	> Hard copy	Self-directed or independent study	Everyone	Cover costs	English Punjabi Hindi Chinese Spanish Vietnames Korean Polish
Abuse Prevention in Long-Term Care (Rapport sommaire des groupes de discussion sur la prévention des mauvais traitements et de la négligence, l'intervention et la création d'un milieu de soutien et de respect dans les établissements de soins de longue durée)	Multi - Site	> Hard copy manual and video	Self-directed or independent study and workshop	Everyone	\$10.00	English French
Resource and Training Kit for Service Providers: Abuse and Neglect of Older Adults/Trousse de formation et ressources à l'intention des fournisseurs de services : mauvais traitements et négligence envers les personnes âgées	National	> Hard copy	Workshop	Professionals	Free	English French
Abuse and Neglect of Older Adults: Awareness Information for People in the Workplace/Mauvais traitements et négligence à l'égard des aînés : Atelier de sensibilisation du personnel en milieu de travail	National	> Hard copy	Self-directed or independent learning	Everyone	Free	English French
Abuse of Older Adults in Institutions: Fact Sheet/Les mauvais traitements à l'égard des aînés en établissement : fiche de renseignements	National	> Hard copy	Self-directed or independent study	Everyone	Free	English French
Abuse and Neglect of Older Adults: Fact Sheet/mauvais traitements et négligence à l'égard des aînés	National	> Hard copy	Self-directed or independent learning	Everyone	Free	English French

Resource Title	Prov.	Format	Learning Approach	Audience	Cost	Language
Financial Abuse of Seniors: Fact Sheet/ L'exploitation financière des aînés : fiche de renseignements	National	> Hard copy	Self-directed or independent learning	Everyone	Free	English French
Community Awareness and Response/ Sensibilisation et réaction de la collectivité	National	> Hard copy	Self-directed or independent study	Professionals such as service providers, seniors' organizations and community groups	Free	English French
Self-Neglect by Older Adults: Fact Sheet/Négligence de soi chez les aînés : fiche de renseignements	National	> Hard copy	Self-directed or independent study	Everyone	Free	English French
Abuse Prevention in Long-Term Care (APLTC) Series/Série « Prévention des mauvais traitements dans les établissements de soins de longue durée » > Returning Home: Fostering a Supportive and Respectful Environment in the Long- Term Care Setting/Se sentir comme chez soi : favoriser un milieu de soutien respectueux dans les établissements de soins de longue durée > When Home is not a Home: Abuse and Neglect in Long-Term Care – A Resident's Perspective/Quand chez-soi n'est pas un chez-soi : mauvais traitement et négli- gence dans les établissements de soins de longue durée > Stand by Me: Preventing Abuse and Neglect of Residents in Long-Term Care Settings/Soyons à l'écoute des besoins : prévenir les mauvais traitements et la négligence envers les pensionnaires des établissements de soins de longue durée	National	> Hard copy	Self-directed or independent study	Everyone associated with Long- Term Care	Free	English French



Newfoundland and Labrador

Seniors Speak Out on Elder Abuse Training Package

Seniors Resource Centre
Suite W 100
120 Torbay Road
St John's, NL A1A 3W8
Phone: (709) 737-2333 or 1-800-563-5599
Fax: (709) 737-3717
Email: seniorsresource@nf.aibn.com
Web Site:
www.sji.ca/providers/seniors/src-SIL.html
Contact: Trudy Marshall

Date produced: Updated in 2003
Format: Hard copy and overheads/slides
Learning Approach: Presentation format
Audience: Seniors and general public (seniors can be trained to give a presentation to the general public, other seniors, etc.)
Focus: Prevention, detection, and addressing existing cases
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect, and self-neglect

Content Summary: This presentation was originally developed as part of the project "Elder Abuse: The Hurting Times." It is being updated to make it more user-friendly. There are three phases in the project. Presentation packages will be available from all three phases. The third phase is the "Seniors Speak Out On Elder Abuse" presentation. As well, the Centre has applied for funding to do a how-to guide using peer advocates in the different regions of the province to develop an awareness program for elder abuse.

Adaptability to other jurisdictions: Some information is specific to the jurisdiction and its legislation.

Language: English

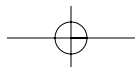
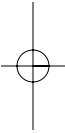
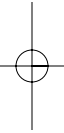
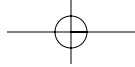
Quality Assessment Information: There is ongoing participatory evaluation, although no results are currently available. The material has been edited for plain language.

How To Acquire Resource:

Visit the Web Site:

www.sji.ca/providers/seniors/src-SIL.html

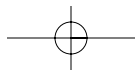
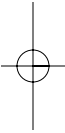
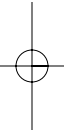
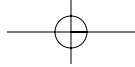
Purchase Fee: To cover cost of reproduction



Prince Edward Island

Department of Health and Social Services
Regulatory Services Division
P.O. Box 2000
Charlottetown, PE C1A 7N8
Phone: (902) 894-0264
Fax: (902) 368-4974
Email: jpgavin@gov.pe.ca
Web Site:
www.gov.pe.ca/hss/rs-info/index.php3
Contact: Jerry Gavin

No training programs are currently available from PEI. However, the Adult Protection Manual for P.E.I. is in the process of being updated and should be available in 2004.



Nova Scotia

Abuse of Older Adults and Persons with Disabilities

Department of Health
 Adult Protection Services, Provincial Coordinator
 P.O. Box 488
 Halifax, NS B3J 2R8
 Phone: (902) 424-8257
 Fax: (902) 424-0558
 Email: turnbull@gov.ns.ca
 Contact: Rob Turnbull

Date Produced: 2000

Format: Hard copy and overheads/slides
 (paper version)

Learning Approach: Workshop

Audience: Professionals, seniors, family members and/or informal caregivers, staff of community organizations and members of the general public.
Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The training manual consists of five sections. Section 1 presents an overview on how to use the guide, organize a workshop, select topics, understand group dynamics, evaluate the workshop, etc.

Section 2 consists of the facilitator's script with an introduction to family violence, abuse of persons with disabilities and abuse of older persons; and information on a professional response, indicators of abuse and neglect, legal protection for vulnerable adults, departmental/organizational policies and procedures, and services and resources.

The remaining sections contain overhead transparencies, handout materials and descriptions of Nova Scotia community resources.

Adaptability to other jurisdictions: Specific to the particular jurisdiction and its legislation but also applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email contact person for a copy

Purchase Fee: To cover the cost of reproduction

Battered and Betrayed: Facing Up to Abuse of the Elderly in Nova Scotia

Canadian Pensioners Concerned,
 Nova Scotia

Suite 216, 7075 Bayers Road
 Halifax, NS B3L 2C1

Phone: (902) 455-7684

Fax: (902) 455-1825

Email: cpc@ns.sympatico.ca

Web Site:

<http://www3.ns.sympatico.ca/cpc/pubs.htm>

Contact: Pat Baker or Joan F. Lay

Date Produced: 1995 (revised 1999; further update in May 2003)

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual has two sections. The first provides factual information about abuse – such as definitions of abuse and the different types of abuse experienced by seniors. Examples of abuse are given in the form of brief scenarios. The second section focuses on what to do if you discover abuse. There is resource information regarding books, articles, and local agencies dealing with abuse of the elderly, explaining to whom the abuse should be reported and providing a listing of seniors' services in Nova Scotia. The manual is presented in terms that make it accessible to a broad audience.

The manual resulted from an awareness-raising project. In order to increase awareness and vigilance about abuse, representatives of “Canadian Pensioners Concerned, Nova Scotia” spoke to groups of seniors about the issue. The incidence of abuse disclosures indicated the need for further work. The manual was prepared as an information guide and as the basis for workshops on abuse of seniors. Its purpose is to inform the elderly about what to do when cases of abuse occur.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation but also mostly applicable to other jurisdictions

Language: English

Quality Assessment Information: Evaluations of the workshops conducted through the original project and of the subsequent manual have been positive. There is evidence that it has been well received by the community.

How To Acquire Resource: Visit the web site

Purchase Fee: To cover costs of reproduction

Elder Abuse Procedures Manual for a Coordinated Response to Abuse of the Elderly in Nova Scotia

Senior Citizens Secretariat

P.O. Box 2065

1740 Granville Street

Halifax, NS B3J 2Z1

Phone: (902) 424-4710

Fax: (902) 424-0561

Email: scs@gov.ns.ca

Web Site: www.gov.ns.ca/scs

Contact: Jane Phillips

Date Produced: 1996

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Professionals. The manual is intended for service providers, home care workers, and individuals within various social service departments such as the Housing Authority.

Focus: Prevention, detection, addressing existing cases, and social marketing

Types of Abuse: Financial, physical, and emotional/verbal abuse; neglect

Content Summary: The manual considers the various indicators of different types of abuse of older people, including physical abuse, neglect, psychological abuse, and financial abuse. Procedures for investigating and managing abuse cases are presented with information on local resources. Intervention, principles of response and methods of working with victims are also covered. Characteristics of caregivers and profiles of abusers are outlined. Causal links are made between abuse and various personal and social factors. Preparation for court and dealing with disclosures are also part of this manual.

The need for a standardized multidisciplinary approach was identified through the formation of a multi-departmental government/community partnership. The need for professional training and protocol guidelines resulted in the development of this manual. Its intent is to provide a coordinated service to elder abuse victims by identifying the roles and responsibilities of the various individuals and departments in contact with elder abuse.

Adaptability to other jurisdictions: Specific to jurisdiction and its legislation but also mostly applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email contact person for a copy

Purchase Fee: Free

Elder Abuse Fact Sheet

Senior Citizens Secretariat
 P.O. Box 2065
 1740 Granville Street
 Halifax, NS B3J 2Z1
Phone: (902) 424-4710
Fax: (902) 424-0561
Email: scs@gov.ns.ca
Web Site: www.gov.ns.ca/scs
Contact: Jane Phillips

Date Produced: 1996
Format: Hard copy (5 page fact sheet)
Learning Approach: Self-directed or independent study
Audience: General public
Focus: Prevention, detection, and addressing existing cases
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect

Content Summary: This fact sheet includes a definition of elder abuse, describes who the victims and the perpetrators are, lists the types of abuse and the contributing factors, describes why elders may not disclose abuse, and recommends ways to assist in preventing and dealing with elder abuse. It was produced by the former Nova Scotia Family Violence Prevention Initiative.

Adaptability to other jurisdictions: Applicable to other jurisdictions
Language: English
Quality Assessment Information: None
How To Acquire Resource: Visit website for an electronic version:
<http://www.gov.ns.ca/coms/files/facts7.asp>
 Call or email contact person for a hard copy.
Purchase Fee: Free

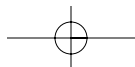
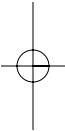
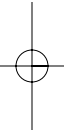
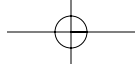
Elder Abuse

Senior Citizens Secretariat
 P.O. Box 2065
 1740 Granville Street
 Halifax, NS B3J 2Z1
Phone: (902) 424-4710
Fax: (902) 424-0561
Email: scs@gov.ns.ca
Web Site: www.gov.ns.ca/scs
Contact: Jane Phillips

Date Produced: Unknown
Format: Hard copy (pamphlet)
Learning Approach: Self-directed or independent study
Audience: Seniors and general public
Focus: Detection and addressing existing cases
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect

Content Summary: The pamphlet describes elder abuse and what can be done to prevent it. Listed in the pamphlet are telephone numbers for help lines and Adult Protection Workers across the province of Nova Scotia.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation but also mostly applicable to other jurisdictions.
Language: English
Quality Assessment Information: None
How To Acquire Resource: Call or email contact person for a copy.
Purchase Fee: Free



New Brunswick

Abuse and Neglect of Adults with Disabilities and Seniors/Violence et négligence à l'égard des adultes handicapés et des personnes âgées

Public Legal Education and Information Service of New Brunswick

P.O. Box 6000

Fredericton, NB E3B 5H1

Phone: (506) 453-5369

Fax: (506) 462-5193

Email: pleisnb@web.ca

Web Site:

[www.legal-info-legale.nb.ca/](http://www.legal-info-legale.nb.ca/Publications/abuse_of_adults_EN.html)

[Publications/abuse_of_adults_EN.html](http://www.legal-info-legale.nb.ca/Publications/abuse_of_adults_EN.html)

French Version: [www.legal-info-](http://www.legal-info-legale.nb.ca/Publications/abuse_of_adults_FR.html)

[legale.nb.ca/Publications/abuse_of_adults_FR.html](http://www.legal-info-legale.nb.ca/Publications/abuse_of_adults_FR.html)

Date Produced: 2001

Format: Hard Copy

Learning Approach: Self-directed or independent study

Audience: Public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This plain language publication describes various types of abuse and the reasons for its occurrence, and provides information on why victims seldom report abuse and neglect, and a checklist for helping an individual victim. It also explores various options – including services offered by family services and community agencies, police, and other support services. It includes tips for preventing abuse that are relevant to people at risk, their family members or friends, and concerned individuals in the community.

Adaptability to other jurisdictions: Most of the information is generic and applicable to other jurisdictions, although there are some references to New Brunswick services specifically.

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Visit the above web site or contact the above office for a hard copy.

Purchase Fee: Free (limited numbers of copies are available free of charge)

Adults with Disabilities and Seniors
Tips on Recognizing and Preventing Abuse and Neglect/ Les adultes handicapés et les personnes âgées Conseils pour reconnaître et prévenir la violence et la négligence

Public Legal Education and Information Service of New Brunswick

P.O. Box 6000

Fredericton, NB E3B 5H1

Phone: (506) 453-5369

Fax: (506) 462-5193

Email: pleisnb@web.ca

Web Site: [www.legal-info-legale.nb.ca/](http://www.legal-info-legale.nb.ca/Publications/abuse_tips_EN.html)

[Publications/abuse_tips_EN.html](http://www.legal-info-legale.nb.ca/Publications/abuse_tips_EN.html)

French version: [www.legal-info-](http://www.legal-info-legale.nb.ca/Publications/abuse_tips_FR.html)

[legale.nb.ca/Publications/abuse_tips_FR.html](http://www.legal-info-legale.nb.ca/Publications/abuse_tips_FR.html)

Date Produced: 2001

Format: Hard Copy

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/psychological abuse; neglect and self-neglect

Content Summary: This plain language publication describes various types of abuse, reasons for abuse and neglect, indicators of abuse and neglect, and tips for friends and family regarding prevention and intervention.

Adaptability to other jurisdictions: It is specific to the New Brunswick jurisdiction and its legislation but also applicable to other jurisdictions. The information is general except for contact numbers that are specific to New Brunswick.

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Visit web site or contact office for hard copy

Purchase Fee: Free (limited quantities are available free of charge)

Senior Educators Manual on Elder Abuse and Neglect Frauds and Scams

Third Age Centre
 St. Thomas University
 Fredericton, NB E3B 5G3
Phone: (506) 452-0526
Fax: (506) 452-0611
Email: 3rdage@stthomasu.ca
Web Site:
<http://www.crm.mb.ca/nb/advoc/3rdage1.html>
Contact: Sheila Laidlaw

Date Produced: 1995 (revised 1999)
Format: Hard copy manual, including overheads and presentation slides
Learning Approach: Workshop or presentation format
Audience: General public and professionals
Focus: Prevention and detection
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This manual includes overheads and slides and is structured for presentations on prevention and detection of abuse of the elderly to all audiences. It was originally produced for local volunteers and centre workers because of the lack of manuals pertaining to elder abuse at the time.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and in the process of preparing French version

Quality Assessment Information: The manual was recently reviewed by volunteers and one faculty member, but no changes were made.

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: The cost of reproduction

Adult Victims of Abuse: Protocol

Adults with Disabilities and Senior Services
 551 King Street
 P.O. Box 6000
 Fredericton, NB E3B 5H1
Phone: (506) 457-4917
Fax: (506) 453-2869
Email: Mariette.Connell@gnb.ca
Web Site: <http://www.gnb.ca/0017/Protection/Adult/index-e.asp>
Contact Person: Mariette Connell

Date Produced: March 1998
Format: Hard copy
Learning Approach: Self-directed or independent study
Audience: Professionals
Focus: Detection and addressing existing cases
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect

Content Summary: This manual constitutes an interdepartmental protocol on abuse of seniors. It covers the signs and detection of abuse, and describes the proper response to incidents of abuse.

The Interdepartmental Committee on Family Violence constructed a framework of how to address violence. One of the three areas of primary concern identified was abuse of seniors. The manual stemmed from the committee's desire to learn about abuse of seniors and respond to this type of violence. For each department represented on the committee, a clear delineation of responsibility was required.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English and French

Quality Assessment Information: The manual was reviewed by departments.

How To Acquire Resource: *Visit Web Site:*
<http://www.gnb.ca/0017/Protection/Adult/index-e.asp>

Purchase Fee: Free

Healthy Active Living For Older Adults

Culture and Sport Secretariat
 P.O. Box 6000
 Fredericton, NB E3B 5H1
 Phone: (506) 453-3193
 Fax: (506) 453-6548
 Email: allen.bard@gnb.ca
 Contact Person: Allen Bard

Date Produced: March 1998 (was being revised in 2003)

Format: Hard copy and videocassette

Learning Approach: Workshop or presentation format

Audience: Seniors (the manual was intended for the use of senior volunteers educating seniors at risk)

Focus: Prevention and detection

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This manual is meant to be used by seniors who are educating seniors on issues of stress management, assertiveness training, healthy choices, wise use of medications, healthy eating, and physical activity. Abuse is discussed within these topics. The manual has two components:

- (a) Edukit 1 is the operations manual that covers the aging process and the concerns of the elderly.
- (B) Edukit 2 covers key concepts, suggested solutions, and instructions on healthier living.

Videos and resources from the producing departments are available for use with the manual.

Awareness by the provincial government of the overuse of prescription drugs by the elderly formed the basis of this project. It began by trying to address this issue and was broadened to encompass healthier living for seniors.

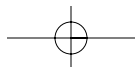
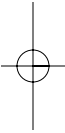
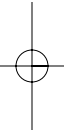
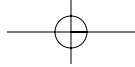
Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: An evaluation on the presentation is completed after every workshop and a record of participants is kept. There have been positive results and many requests for the presentation.

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: To cover the cost of reproduction and shipping



Quebec

Building Bridges/Nouons des liens

Notre-Dame de Grace Community Committee
Against Elder Abuse
6465 Chester Avenue
Montreal, PQ H4V 2Z8
Phone: (514) 483-1380 ex 2016
Fax: (514) 483-4596
Email: daphne.nahmiash@ssss.gouv.qc.ca
Or email ndgcea@canoemail.com
Contact person: Daphne Nahmiash

Date Produced: 1997
Format: Hard copy and overheads/slides.
Learning Approach: Workshop format
Audience: Seniors and high school students
Focus: Prevention and social marketing
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The *Building Bridges* project offers a series of four workshops with 8-10 senior volunteers who facilitate and present. Each workshop focuses on a different topic.

The original manual for *Building Bridges* was a result of a project in which seniors visited schools to speak to Grade 10 students about the experience of aging. The guide was intended to be used “for seniors to increase student awareness of the aging experience and the abuse of older adults.” Approximately 60 students and 8 to 10 seniors were part of the original experience.

Now *Bridges* has been adopted as part of a larger program funded in Ontario and geared to teens. The objective of the larger program is “promoting meaningful, respectful and sustained interactions between generations.”

The larger project has multiple objectives focusing on developing teens’ capacities and values around their social and communication skills and their involvement in society. The specific objective for *Building Bridges* in this program is “improved awareness by teens of elder abuse and how they can be interveners.”

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French (new intergenerational program available in French upon request)
Quality Assessment Information: Evaluation has been done with the program as an integrated piece of the larger Ontario program. According to project information, results of the evaluation would be posted on web sites such as those of the McGill Centre for Studies on Aging, Novartis Intergenerational Relationships and RIVIL (an international website on abuse of seniors formed from participants in Belgium, Switzerland, France, and Quebec).

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: To cover the cost of reproduction (which is \$30.00)

A Working Manual for Public Presentations on the Subject of Elder Abuse

Notre-Dame de Grace Community Committee
Against Elder Abuse
6465 Chester Avenue
Montreal, PQ H4V 2Z8
Phone: (514) 483-1380 ex 2016
Fax: (514) 483-4596
Email: daphne.nahmiash@ssss.gouv.qc.ca
Email: ndgcea@canoemail.com
Contact person: Daphne Nahmiash

Date Produced: 1992 (revised 1998)
Format: Hard copy and videocassette
Learning Approach: Presentation format
Audience: Professionals (such as police, nurses, service providers, administrators) and seniors
Focus: Prevention and social marketing
Types of Abuse: Financial, physical, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This manual is meant to be informative to those who make formal presentations to seniors (e.g., those who give workshops on health or financial issues, speakers who present on any topics of interest to older adults). Intended to increase their awareness of and sensitivity to the issue of abuse of older adults, it is an educational tool that defines the types of abuse the elderly experience and describes potential remedial

actions to address it. It encourages abuse-sensitive language. Included are specific guidelines on the responsibility of the speaker, important issues to note, and an example of a typical speech. The manual includes local resources for reference and information on abuse of seniors. Counseling resources are also listed. The revised edition incorporates updated statistics and resources on abuse. Two videos, *Where is Frank?* and *An Apple for Jean-Pierre*, and teaching tools (such as handouts) are available with the manual.

Through their work experiences, the members of the Committee – consisting of seniors, police officers, nurses, administrators, and service providers – were familiar with instances of elder abuse. The Committee began implementing strategies to deal with these occurrences and to reduce abuse of the elderly in the community. The manual was constructed in response to this perceived need.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: Audience feedback forms are used after presentations. No formal evaluation report has been produced.

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$30.00

Prevention Through Education: Combating Financial Abuse of the Elderly

Notre-Dame de Grace Community Committee

Against Elder Abuse

6465 Chester Avenue

Montreal, PQ H4V 2Z8

Phone: (514) 483-1380 ex 2016

Fax: (514) 483-4596

Email: daphne.nahmiash@sss.gouv.qc.ca

Email: ndgcea@canoemail.com

Contact person: Daphne Nahmiash

Date Produced: 2003

Format: Hard copy and videocassette (*Standing up for Yourself* and *La force de s'affirmer*)

Learning Approach: Workshop (interactive) or presentation format

Audience: Seniors

Focus: Prevention and detection

Types of Abuse: Financial and material abuse

Content Summary: Through a series of educational sessions by specialists in public and financial security, seniors are provided with information about the prevention of financial abuse. Following these sessions, project volunteers train these seniors to use Internet banking.

The presentation material acknowledges that in our rapidly changing technological world, managing finances has become an area of difficulty for numerous seniors. Traditional banking at a local branch is almost no longer available, and in the last 15 years we have seen the disappearance of personal service and the emergence of electronic transactions. It has become increasingly difficult to speak directly with a teller and, as branches close, it has become more and more cumbersome to access local community banking. Many seniors have been left with no alternative but to ask someone, or anyone, to assist with their bill payments and banking.

While financial exploitation of seniors has been a growing concern for researchers in the field, few programs have been established to prevent financial abuse by changing the conditions that can lead to it. *Prevention through Education* was developed to provide the necessary information, skills and tools to seniors so that they can maintain control over their own financial affairs. Funding was obtained to pay for both the computers and Internet access. The objectives of the project include the following:

1. Train 50-70 seniors to understand what financial abuse is and how to prevent it, and to provide them with resources that could help
2. Enhance cooperation among various community groups to create an organized and collective response to this problem, e.g., police, banks, CLSC.
3. Inform seniors about their legal rights and options as they relate to finances
4. Detect and intervene in actual abuse cases
5. Teach new means of banking
6. Develop and train leaders in each center to act as future resource people
7. Produce a guide in French and English so that others can easily replicate the project

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: The program was being evaluated in 2003 by a Master's degree program student. The results of the evaluation should be available by 2004.

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: Unknown (Call contact person for cost.)

"Échec à la violence faite aux aîné(e)s : S'ouvrir à l'estime de soi et des autres" – Projet : "Échec à la violence faite aux aîné(e)s"

Fédération des Clubs de l'Âge d'or de l'Est du Québec (FCADEQ)

148 Belzile Avenue, Room 207

Rimouski, PQ G5L 3E4

Phone: (418) 722-6066

Fax: (418) 722-6077

Email: fcadeq@libertel.org

Web Site: www.libertel.org/agedor

Contact: Rene Paquette-Director General

Date Produced: 1993

Format: Hard copy and videocassette

Learning Approach: Presentation format

Audience: Professionals, family members and/or informal caregivers, and seniors

This animation kit is aimed at increasing the awareness of seniors who are members of the network of seniors' clubs in Eastern Quebec (FCAD-EQ), other seniors, interveners in the health field, staff of community organizations, and the general population regarding the issue of elder abuse.

Focus: Prevention

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The animation kit includes 10 prevention and intervention tools relating to elder abuse, including two workbooks for training purposes. The length of the animation is determined by the leader of the activity.

By training and providing information to seniors, this kit contributes to the prevention of all types of abuse of older persons. It ensures appropriate

intervention to combat neglect and abuse and provides support to the victim and to the perpetrator of the abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: French

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: *Cost of kit:* \$17.25 including taxes

Cost of video: \$28.75 including taxes

When Seniors are Abused – A Guide to Intervention

Myrna Reis and Daphne Nahmiash

213 Finchley Road Hampstead, PQ H3X 3A7

Phone: (514) 483-1759

Fax: (514) 483-1759

Contact: Myrna Reis

Date Produced: 1995

Format: Hard copy

Learning Approach: Self-directed or independent study and workshop format

Audience: Professionals

The manual was compiled with front-line workers and service providers as the originally intended audience. It can also be used in hospital settings.

Focus: Prevention and detection

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This manual is a detailed, step-by-step reader used to assess abuse of the elderly and to determine the proper course of action after abuse has been detected. The training program outlined is specific and direct. The manual consists of four tools. Three are used for assessment and one for intervention. The three assessment tools have been validated through a series of studies. Seven kinds of innovative interventions are detailed. Problems in intervention and solutions to these problems are discussed. Interventions can be adapted to individual needs. In addition, a sample case history is given.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: The manual has been field-tested and the assessment tools have been evaluated in a series of research studies. Some of this research – by Myrna Reis and colleagues – has been published in *The Gerontologist*.

How To Acquire Resource: From the publisher and some libraries

Purchase Fee: Unknown (Call contact person for cost.)

Ontario

Niagara

Quick Reference: Helping the Victims of Elder Abuse

Elder Abuse: What You Need to Know

Elder Abuse: Working Toward a Life Without Abuse

Elder Abuse Task Force of Niagara

149 Hartzel Road

St. Catharines, ON L2P 1N6

Phone: (905) 684-9441 Ext 473

Fax: (905) 988-5797

Email: natalie.diduch@niagara.ccac-ont.ca

Web Site: none

Contact: Nathalie Diduch

Date Produced: 1996

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Volunteers and professionals such as nurses, social workers, and case managers

Focus: Detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: These are two quick-reference guides on how to help older adults suffering from abuse in the Niagara region. The first part, *What You Need to Know*, is for volunteers and professionals such as nurses who work with the elderly but who are not responsible for intervention. This part of the manual discusses how to recognize that an older adult may be being abused, the types of abuse, and screening questions to ask in order to identify abuse. It also offers a comprehensive list of possible signs of abuse and provides a list of local resources.

The second part is intended for those who are responsible for intervention management, such as case managers, and can be used in conjunction with the manual produced by the Ontario Association of Professional Social Workers (1991), *Elder Abuse: A Practical Handbook for Service Providers*. This section discusses approaches to intervention, establishing trust, conducting an

assessment, and developing an intervention plan based on the type of abuse (emergency or financial). It also discusses legal roles and terms such as peace bonds and restraining orders.

This is part of a larger study looking at community health workers' awareness of abuse of older persons. A three-year Elder Abuse Prevention Project was funded by Health Canada and this manual resulted from that project. The Elder Abuse Task Force Niagara's Intervention Subcommittee included members of the Task Force and local social service agencies.

Adaptability to other jurisdictions: Specific to this particular jurisdiction and its legislation but applicable to other jurisdictions

Language: English

Quality Assessment Information: A feedback card was enclosed with the mail-outs, and feedback results were compiled. Although the sample size was small, the evaluation yielded useful results, according to the project contact.

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Unknown (Call contact person for cost.)

Committee on Abuse and Neglect of the Elderly (CA.N.E.) Teaching Kit

Committee on Abuse and Neglect of the Elderly
78 Riverside Drive

London, ON N6H 1B4

Phone: (519) 685-8500 Ext. 75511

Fax: (519) 667-6707

Email: pfleming@lhsc.on.ca

Contact: Patrick Fleming

Date Produced: 1994 (overheads updated regularly)

Format: Hard copy, overheads and slides, and electronic presentations

Learning Approach: Presentation format

Audience: Seniors and professionals who work with the elderly

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual can be used across Canada and covers objectives; resources needed and available in the community; definitions, causes, types, signs and symptoms of abuse of older persons; and victim and abuser profiles. Attached sections include a bibliography, pamphlets and handouts, evaluation information and overheads.

The project was a collaborative effort between the Middlesex-London Health Unit, the Committee on Abuse and Neglect of the Elderly Inc., and the Council for London Seniors. It was determined that a teaching kit was needed to facilitate training of peer speakers; therefore, the manual was designed to be a peer presentation kit for seniors making presentations on abuse. Professionals have also used it.

The organizers launched "Project Senior", focusing on abuse of older persons in a fashion that is multidisciplinary, with a broad base of organizations. An associated service has been the creation of a Seniors Help Line.

Adaptability to other jurisdictions: General, but does discuss Ontario legislation, long-term care, etc.
Language: English

Quality Assessment Information: An evaluation form was included in the manual, but no formal written evaluation has been conducted to date. During production, the manual was reviewed and critiqued by seniors. The project contact indicated that positive feedback has been received from peers and professionals.

How To Acquire Resource: Call or email contact person for a copy.

Purchase Fee: Free

Niagara Gatekeepers Program

Community Services Department – Seniors
Community Programs
The Regional Municipality of Niagara
3340 Schmon Parkway
P.O. Box 344
Thorold, ON L2V 3Z3
Phone: (905) 984-2618
Fax: (905) 984-6409
Web Site: www.regional.niagara.on.ca
Contact: Phyllis Pelette

Date Produced: 1999

Format: Hard copy (consisting of a volunteer information manual, pamphlet, flyers, and a business card with essential information)

Learning Approach: Self-directed or independent study

Audience: Seniors, front-line workers (including bank tellers, utility workers, pharmacists, apartment managers, members of church groups, firefighters, ambulance personnel) and neighbours

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; and neglect

Content Summary: The volunteer information manual covers the following topics: who gatekeepers are, the gatekeeper's role, skills needed to be a gatekeeper, the benefits of being a gatekeeper, protecting the rights of seniors, reasons to refer, the forms and nature of abuse, guiding principles for prevention of abuse, and how to make a referral.

The pamphlet includes a description of the program, what to look out for, when to call, what abuse of older persons is, its forms, signs and symptoms.

The business card includes tips for recognizing seniors in need, the contact number to call for help, and the information needed when making such a call.

Three flyers describe the program, offer to provide presentations, and ask for volunteers.

Adaptability to other jurisdictions: Most of the material is specific to services in the local area but could be adapted for other jurisdictions.

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email contact person for a copy

Purchase Fee: Free

Ottawa

Elder Abuse: A Portrait

Home Support: Township of Osgoode-Ottawa
 P.O. Box 104
 Metcalfe, ON K0A 2P0
 Phone: (613) 821-1101
 Fax: (613) 821-5373
 Email: hsp@magma.ca
 Web Site: www.osgoodehomesupport.ca
 Contact: Carol Halstead, Executive Director

Date Produced: 1998

Format: Hard copy (consisting of a discussion guide and facilitator's guide) and video cassette (with 8 different scenarios)

Learning Approach: Workshop format

Audience: Professionals, seniors, and general public
 The program is specifically intended for seniors, families, caregivers, police departments, social workers, and schools.

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, and emotional/verbal abuse

Content Summary: Many people are unaware that abuse of older persons happens, or don't recognize it for what it is. The 30-minute video offers a powerful, unfiltered look at this problem in our society. It exposes some of the most common forms of this type of abuse in a series of short, thought-provoking scenes. A Facilitator's Guide on how to organize and lead successful group viewings and discussions is also available.

The presentation includes sections on ageism, abuse in nursing homes, financial abuse, access to bank accounts, inappropriate drugging of the elderly in dysfunctional families, abusive house helpers, grandchildren robbing grandparents for drug money, and expectations of unpaid childcare.

The workshop was developed because of the recognition of a need to educate the public on subtle forms of abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: Two focus groups were conducted in April 1998 to determine revisions.

How To Acquire Resource: Visit the web site or call or email contact person for a copy.

Purchase Fee:

Video kit, including discussion guide: \$25.00 plus shipping and handling cost

Facilitators Guide: \$5.00 plus shipping and handling

Total: \$30.00 plus shipping and handling cost

L'Abus envers les aînés : Un portrait

Service D'Entraide Communautaire
 134 rue St. Paul, Bureau 100
 Vanier, ON K1L 6A3
 Phone: (613) 241-1266

Contact: Pierre Periard, Executive Director

Date Produced: 1998

Format: Hard copy and videocassette

Learning Approach: Workshop format

Audience: Professionals, seniors, and general public
 The program is specifically intended for seniors, family members, caregivers, police officers, social workers, and school personnel.

Focus: Prevention, detection, and social marketing

Types of Abuse: Financial, physical, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The presentation includes sections on ageism, abuse in nursing homes, financial abuse, access to bank accounts, inappropriate drugging of the elderly in dysfunctional families, abusive house helpers, grandchildren robbing grandparents for drug money, and expectations of unpaid childcare.

The workshop was developed because of the recognition of a need to educate the public on subtle forms of abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: French

Quality Assessment Information: According to the project contact, feedback was obtained informally and indicates that the content is clear, the scenarios are appropriate, and the discussion guide is user-friendly.

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: *Video kit including discussion guide:* \$25.00 plus shipping and handling costs
Facilitators Guide: \$5.00 plus shipping and handling
 Total: \$30.00 plus shipping and handling costs

Abuse and Neglect of Older Adults:

An Education Module for Community Nurses
 Anne McGregor, Nurse Manager at the Victorian
 Order of Nurses (VON)
 Ottawa-Carleton Branch
 5335 Canotek Road
 Gloucester, ON K1J 9L4
 Phone: (613) 749-7557 (ext. 167)
 Fax: (613) 749-4002
 Email: jchen@ottawa.on.ca
 Web Site: www.von.ca
 Contact: Jennifer Chen

Date Produced: 1995
Format: Hard copy
Learning Approach: Workshop and presentation format
Audience: Professionals (particularly those working in community health) and general public
Focus: Prevention, detection, addressing existing cases, and social marketing
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual includes sections on types of abuse and neglect, detection and assessment, intervention, and prevention. Information on key local resources, handouts, geriatric nursing care standards, and transparencies are appended.

The manual was produced as a means by which all community health professionals could empower community nurses to practice prevention, detection, and intervention regarding the abuse and neglect of older adults, and to prepare staff to effectively manage actual and potential situations of abuse. It is used as a resource for staff of VON branches across Canada.

Adaptability to other jurisdictions: Applicable to other jurisdictions
Language: English and French
Quality Assessment Information: Not known

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: Unknown (Call contact person for cost.)

Aboriginal Elder Abuse in Canada

Aboriginal Healing Foundation
 75 Albert Street, Suite 801
 Ottawa, ON K1P 5E7
 Phone: (613) 237-4441 Toll Free: (888) 725-8886
 Fax: (613) 237-4442
 Email: Unknown
 Web Site: <http://www.ahf.ca>

Date Produced: 2003
Format: Hard copy (report)
Learning Approach: Self-directed learning
Audience: General public and professionals
Focus: Prevention, detection, and addressing existing cases
Types of Abuse: Abandonment; physical, psychological/emotional, financial, sexual, and spiritual abuse; and neglect

Content Summary: This report, written by Claudette Dumont-Smith, summarizes the results of a literature review and examines the issue of abuse of older persons primarily from an Aboriginal perspective while noting that very little information is available on the older Aboriginal population, especially elderly women. It covers types of abuse, possible signs and symptoms for each type of abuse, a demographic profile, and information on current research.

Adaptability to other jurisdictions: Applicable to all jurisdictions in Canada (national and international studies and statistics are quoted)

Language: English

Quality Assessment Information: None

How To Acquire Resource: Visit web site

Purchase Fee: Free (via web site)

Kingston

Building Effective Community Networks

Elder Abuse Prevention Services

Council on Aging

230 Brock Street

Kingston, ON K7L 1S4

Phone: (613) 542-0430

Fax: (613) 542-5493

Email: eas@kingston.net

Web Site: <http://www.seniorabusekingston.ca/>

Contact person: Sharon Hogan

Date Produced: 2002

Format: Hard copy

Learning Approach: Self-directed or independent learning

Audience: General public and professionals

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This report, prepared by Sharon Hogan, provides guidelines for building effective community networks and covers various topics – including understanding the value of networking, what to consider, learning about your community, deciding who to target to network, assessing and screening the resources as stakeholders, prioritizing stakeholders, networking and developing partnerships, keeping community partners interested, evaluating your networking strategy, and making a decision. Other information is also available via the website or by contacting Elder Abuse Prevention Services.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: A donation of \$10 is requested.

Toronto

Elder Abuse: A Practical Handbook for Service Providers

Ontario Association of Professional Social Workers

410 Jarvis Street

Toronto, ON M4Y 2G6

Phone: (416) 923-4848

Fax: (416) 923-5279

Email: oasw@web.net

Web Site: www.oasw.org

Contact: Pina Simonetta

Date Produced: 1992 (was being updated in 2003)

Format: Hard copy (handbook)

Learning Approach: Self-directed or independent study (course curriculum in Social Work program)

Audience: Professionals, seniors, and general public

The manual was produced for caregivers, social workers, health care professionals, and other staff working with the elderly (e.g., police services).

The scope of the manual is not limited to a social work perspective but is intended for all service providers who work with the elderly.

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: Different types of abuse are discussed and methods of information gathering are outlined. Topics such as professional ethics and legislation relevant to abuse of older persons are included. Local resources are listed. The role of the police and the public trustee in abuse intervention are discussed. Graphs and charts enhance its utility.

This manual was produced as a result of a three-year project funded by Health and Welfare Canada.

Adaptability to other jurisdictions: Some material is specific to Ontario (such as that regarding legislation and resources), but most of the manual is applicable or relevant to other jurisdictions.

Language: English and French

Quality Assessment Information: Informal feedback has been received, but no formal evaluations have been conducted.

How To Acquire Resource: Visit website or call or email contact person for a copy.

Purchase Fee: *Members:* approximately \$4.00

Non-members: approximately \$6.00

Reaching Hard-to-Serve Abused Older Adults

Koster Consulting and Associates

116 Browning Avenue

Toronto, ON M4X 1W3

Phone: (416) 778-7200

Fax: (416) 778-7950

Email: koster@istar.ca

Web Site:

<http://pages.istar.ca/~koster/resource.htm>

Contact: Denise Koster

Date Produced: 2002

Format: Hard copy

Learning Approach: Self-directed or independent study and presentation format

Audience: Professionals (such as service providers, lawyers, and health care workers)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This resource covers various topics including definitions, Agency Elder Abuse Evaluation, guidelines for client intervention, service provider barriers to intervention, barriers to disclosure for new immigrants, preparation to respond to abuse, ways to let clients know the organization exists, how to be knowledgeable about abuse and prepared to act, routine screening, a multi-disciplinary team approach to intervention, federal legislation, and a bibliography.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: Pilot tested with other professionals

How To Acquire Resource: Visit website or call or email the contact person for a copy

Purchase Fee: \$40.00 plus GST and shipping

Public Awareness of Elder Abuse: Posters I and II

Koster Consulting and Associates

116 Browning Avenue

Toronto, ON M4X 1W3

Phone: (416) 778-7200

Fax: (416) 778-7950

Email: koster@istar.ca

Web Site:

<http://pages.istar.ca/~koster/resource.htm>

Contact: Denise Koster

Date Produced: 2001

Format: Hard copy (poster)

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Public awareness

Types of Abuse: Physical and psychological abuse

Content Summary: *Public Awareness of Elder Abuse* posters are well-suited for office or waiting room areas. These dramatic posters allow agencies to customize the posters by inserting the appropriate contact name for the organization and geographic area.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Visit the website or call/email the contact person for a copy

Purchase Fee: \$12.00 each plus shipping and handling

Living with Dignity: A Guide for Long-Term Care Facilities

Koster Consulting and Associates

116 Browning Avenue,

Toronto, ON M4X 1W3

Phone: (416) 778-7200

Fax: (416) 778-7950

Email: koster@istar.ca

Web Site:

<http://pages.istar.ca/~koster/resource.htm>

Contact: Denise Koster

Date Produced: 1995 (updated in 2002)

Format: Hard copy

Learning Approach: Self-directed or independent study and presentation format

Audience: This guide is specifically for professional and non-professional staff of long-term care facilities.

Focus: Prevention, detection, and addressing existing cases (particularly in long-term care facilities)

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The guide focuses on identification and intervention, and policy and protocol development, and has a special section called "Abuse of Health Care Providers by Residents: Learning To Cope."

The manual was produced as part of Denise Koster's work in the areas of education about and prevention of abuse of older persons.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Visit the website or call/email the contact person for a copy

Purchase Fee: \$40.00 plus GST and shipping and handling

Elder Abuse: Protecting Our Home

Koster Consulting and Associates

116 Browning Avenue

Toronto, ON M4X 1W3

Phone: (416) 778-7200

Fax: (416) 778-7950

Email: koster@istar.ca

Web Site:

<http://pages.istar.ca/~koster/resource.htm>

Contact: Denise Koster

Date Produced: 1996

Format: Videocassette (20 minutes in length)

Learning Approach: Self-directed or independent study and presentation format

Audience: Professionals – specifically for long-term care facility personnel

Focus: Prevention, detection and addressing existing cases (particularly in long-term care facilities)

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: "Protecting Our Home" is a 20-minute educational video covering identification, assessment, and intervention strategies used when facing a potential victim of elder abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Visit the website, call/email the contact person for a copy.

Purchase Fee: \$75.00 plus GST and shipping and handling

Elder Abuse: Discovering the Truth

Koster Consulting and Associates

116 Browning Avenue

Toronto, ON M4X 1W3

Phone: (416) 778-7200

Fax: (416) 778-7950

Email: koster@istar.ca

Web Site:

<http://pages.istar.ca/~koster/resource.htm>

Contact: Denise Koster

Date Produced: 1996 (updated U.S. version)

Format: Videocassette

Learning Approach: Self-directed or independent study and presentation format

Audience: Professionals (specifically, health care personnel)

Focus: Detection and addressing existing cases

Types of Abuse: Physical abuse and neglect

Content Summary: This 17-minute video focuses on the identification, assessment, and intervention strategies used when facing a potential victim of elder abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Visit the website, call/email the contact person for a copy.

Purchase Fee: \$75.00 plus GST and shipping and handling

Institutional Abuse: Everyone's Responsibility

Baycrest Centre for Geriatric Care
3560 Bathurst Street
Toronto, ON M6A 2E1
Phone: (416) 785-2500 785-2358
Fax: (416) 785-2501
Web Site:
http://www.baycrest.org/market_videotapes.htm
Contact: Laura Wong

Date Produced: 1995
Format: Hard copy (manual) and videocassette (Institutional Abuse)
Learning Approach: Self-directed or independent study and presentation format
Audience: The material was designed for staff, families, and volunteers caring for those in institutional care.
Focus: Detection and addressing existing cases.
Types of Abuse: Physical abuse

Content Summary: The introduction to the manual covers why abuse occurs, the purpose of the program and how to use the training materials. Other sections include: Planning Your Training Session, Program Objectives, Who Should Lead the Session, and a Sample Agenda. The agenda focuses on defining abuse, viewing the video, discussion questions, summary of major points, additional concerns, and workshop evaluation. The final part of the manual instructs facilitators on how to address concerns after viewing the video.

The Collaborative Research Program: Rehabilitation and Long-Term Care involves the University of Toronto, Sunnybrook Health Sciences Centre, Providence Centre, Faculty of Nursing (University of Toronto), and the Rehabilitation Institute of Toronto. The manual was produced to provide educational materials for facilitators on institutional abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions
Language: English
Quality Assessment Information: None
How To Acquire Resource: Call the contact person for a copy
Purchase Fee: \$70.00 plus GST

CANES: Central and Northern Etobicoke Home Support Services

CANES
925 Albion Road, Room 309
Etobicoke, ON M9V 1A6
Phone: (416) 743-3892 (ext. 225)
Fax: (416) 743-7654
Contact: Tashana Thomas

Date Produced: 1997
Format: Hard copy and overheads/slides
Learning Approach: Presentation format
Audience: Professionals, seniors, and the general public
The resource is used to train home support workers and related professionals, and to raise awareness of the general public of Etobicoke.
Focus: Prevention, awareness, and practical strategies
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual is a compilation of training materials. It was produced because CANES was unaware of any existing training manuals.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English
Quality Assessment Information: None
How To Acquire Resource: Call or email the contact person for a copy.
Purchase Fee: To cover the costs of reproduction

Elder Abuse: Awareness Manual

Resource Task Force: York Region Elder Abuse Committee
Subcommittee for the Council on Aging, York Region
194 Eagle Street
Newmarket, ON L3Y 1J6
Phone: (905) 895-2381/3628 (ext. 290)
Fax: (905) 895-9001
Contact: Miriam Snyder-Petrie

Date Produced: 1993

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Professionals (such as social workers, caregivers, and institutional health care workers)

Focus: Detection

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual provides general guidelines on assessment and intervention, resource material to assist in organizing agency protocols and procedures, and a list of York Region resources. The sections include: Guidelines, Assessment and Intervention Options, Institutional Abuse, Protocols, Theological Perspectives, Caregiver Stress, Educational Material, Resource Lists, and York Region Resources.

The manual was developed as a result of work done by the Seniors Advisory Council for York Region. It is used in orientation sessions and in-service sessions.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: There were no formal evaluations, but positive phone comments and oral feedback have been received.

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$25-\$30

Connecting: Developing Community Response Networks Manual

The Advocacy Centre for the Elderly
2 Carleton St., Suite 701
Toronto, ON M5B 1J3
Phone: (416) 598-2656
Fax: (416) 598-7924
Email: wahlj@lao.on.ca
Web Site: www.advocacycentreelderly.org
Contact: Judith Wahl

Date Produced: 1994 (revised 1997)

Format: Hard copy manual, overheads/slides, and electronic presentations

Learning Approach: Presentation format

Audience: Professionals (such as service providers) and seniors

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual is structured as a user's guide to developing community response networks on issues of elder abuse for people working in the communities, particularly service providers and seniors. It details the phases and tasks of community resource and network development around the issue of abuse of the elderly.

The manual considers detection of abuse, including the means and tools used for this task. It covers interventions and also discusses possible means of preventing abuse. The first manual contained the components for a three-day workshop; the revised edition has been expanded to encompass a four-day workshop.

A project funded by Health Canada focused on work with eight cultural communities to build a community response network that would strengthen the communities' ability to respond to abuse in their elder populations. This manual, as well as the Guide to Legal Issues in Elder Abuse Prevention Manual, stemmed from the resulting project report and recommendations relating to the work within these communities.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: Continuing evaluations with the use of program

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: To cover the cost of reproduction; an honorarium if it can be afforded.

A Speakers Guide to the ABC's of Fraud

The Volunteer Centre of Metro Toronto 344 Bloor Street W., Suite 207 Toronto, ON M5S 3A7

Phone: (416) 961-6888

Fax: (416) 961-6859

Email: abcsfraud@volunteertoronto.on.ca

Web Site:

<http://www.e-volunteering.org/aboutfraud/>

Contact: Barb Carter

Date Produced: 1996 (currently being updated)

Format: Hard copy

Learning Approach: Presentation format

Audience: Professionals and volunteers

Focus: Prevention

Types of Abuse: Financial abuse

Content Summary: This guide is intended to help agency volunteers give presentations on fraud.

The sections include the following: About the ABCs of Fraud, Fraud and Scams: Information for Speakers, Planning a Presentation on Consumer Fraud, Presentation Skills, Delivering and Evaluating Your Presentation, Planning and Presentation Skits on Consumer Fraud, Exercises, Using Props and Visual Aids, Blank Forms and Handouts, and Articles about Fraud. The guide is intended to help identify theft and investment fraud.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Available in-house (no longer available to the general public)

Purchase Fee: Unknown (Call the contact person for cost.)

Elder Abuse Agency Guidelines

Seniors and Caregivers Support Services
Family Service Association of Metro Toronto

355 Church Street

Toronto, ON M5B 1Z8

Phone: (416) 977-0559

Fax: (416) 595-0242

Email: lisama@fsatoronto.com

Web Site: www.fsatoronto.com

Contact: Lisa Manuel, Manager

Date Produced: 1998

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Volunteers and professionals

The guide is intended for all organizations, including those of social workers, volunteers, and front-line workers such as Meals on Wheels.

Focus: Addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This guide consists of the following 16 modules: Statement of Principles, Recommended Guidelines for Developing an Agency Culture That is Responsive to Elder Abuse, Agency Elder Abuse Evaluation, What is Elder Abuse?, Guidelines for Professionals Working with Elder Abuse, Theories of Elder Abuse, A Team Approach to Intervention, When Clients May Be Ready for Intervention, Assessing the Situation for Possible Abuse, Clients Who Refuse Service/ Care/Assistance, Strategies for Working through Resistance, Barriers to Intervention, Community and/or Government Resources/Services Used by Types of Elder Abuse, Criminal Code Offences Relevant to Elder Abuse, Criminal Court, and Bill 100: Regulated Health Professions Act.

The Elder Abuse Intervention Research Project guide may be used by agencies as an approach to the issue of abuse of older adults. It has been designed to be flexible so that it may accommodate different agencies and levels of staff experience.

This guide resulted from a study the agency conducted on other agencies in metro Toronto that serve seniors. One of the findings of the study revealed a high level of frustration by professional

workers over the possibility of cases of abuse not being handled properly because of time constraints.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call/email the contact person for a copy (email preferred)

Purchase Fee: \$25

Not a Family Affair: Elder Abuse in Faith Communities

Ontario Network for the Prevention of Elder Abuse

222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 2002-2003

Format: Videocassette and study guide

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Detection and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This videocassette and study guide describe the types of mistreatment and the reasons for its occurrence, demographic trends in Canada, steps which concerned individuals can take to help (11 steps to prevention) and information as to whom they can contact for assistance.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: \$40

Honouring the Elderly: A Faith Leader's Guide to Understanding Elder Abuse

Ontario Network for the Prevention of Elder Abuse

222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 2002-2003

Format: Videocassette and study guide

Learning Approach: Self-directed or independent study

Audience: Faith leaders

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This videocassette and study guide describe the various types of mistreatment seniors may experience, provides information on Canadian demographic trends, suggests what a faith leader's role may be and the common barriers they may face in raising congregational awareness, and provides information on who to contact.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$40

Old Friends: A Storytelling Kit about Old Age

Ontario Network for the Prevention of Elder Abuse

222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 1992

Format: Hard copy

Learning Approach: Story that adults are able to read to children aged 4 to 8

Audience: Everyone (particularly for adults to share with children aged 4 to 8)

Focus: Prevention through a focus on ageism as a precursor to abuse

Types of Abuse: Not targeted to any specific type of abuse

Content Summary: “Old friends” is a storytelling kit designed to bring old and young together with stories and games. It is especially suited for use by seniors in intergenerational programs, but it can also be used by early childhood educators, parents, and family relatives to positively influence children’s attitudes toward aging and older people. The kit contains three stories, each of which has a different purpose.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$15

Intergenerational Drama Kit on Elder Abuse

Ontario Network for the Prevention of Elder Abuse

222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 1997

Format: Hard copy

Learning Approach: Workshop format (activity book of two plays that people act out for others)

Audience: General public (particularly students)

Focus: Prevention and detection

Types of Abuse: Physical and emotional/verbal abuse

Content Summary: *Family Secrets* and *The Ghost and the Kids* are plays intended to serve as aids to teachers and others in helping the young develop respect for the rights of others. They tell the story

of older people who have suffered abuse and neglect and the ability of the young to reach out to them. *Family Secrets* is a play for 10 to 12 year olds about 65 year old Victor who moves in with his niece, her husband and 10 year old son while looking for his own apartment. *The Ghost and the Kids* is a story of a lonely recluse who is frightened when three teenagers break into his house and who eventually shares his story with the teens. It is intended for 12 to 16 year olds. The kit contains the play scripts, background materials on abuse of older persons, a glossary, a description of elements of the theatre, further references and an evaluation sheet.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: \$20.00 on its own.

If you buy this resource with the video “She’s Happier There: An Intergenerational Drama on Elder Abuse,” you can obtain both for \$50.

Sexual Assault and the Older Woman: A Practical Guide for Advocates and Professionals Who Work with Older Women

Ontario Network for the Prevention of Elder Abuse

222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 1995/96

Format: Hard copy

Learning Approach: Self-directed or independent study (and a study-research base)

Audience: Professionals and advocates

Focus: Addressing existing cases

Types of Abuse: Sexual abuse

Content Summary: This document includes information about what sexual assault is and who the victims are, issues regarding sexual assault and the older woman, what to do when a woman discloses abuse, reporting and non-reporting options,

information about services and resources, and numerous appendices (including a quiz on abuse and neglect of older adults, Rape Trauma Syndrome, case studies, etc.).

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$15

Ontario Strategy to Combat Elder Abuse

Ontario Network for the Prevention of Elder Abuse
222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 2003

Format: Hard copy (pamphlet)

Learning Approach: Self-directed or independent study

Audience: Professionals and general public

Focus: Prevention and detection

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This pamphlet provides information on Ontario's Strategy to Combat Elder Abuse. The five-year strategy focuses on three priority areas: i) coordination of community services, ii) training of front line staff, and iii) education to raise public awareness. The pamphlet also offers a listing of Strategy staff and their contact information. A definition of elder abuse and statistics on its occurrence are also included.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Free

Help Stop Sexual Assault against Older Women

Ontario Network for the Prevention of Elder Abuse

222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 1994/95

Format: Hard copy – pamphlet

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention and addressing existing cases

Types of Abuse: Sexual abuse

Content Summary: This pamphlet is about sexual assault and older women. If a person has been sexually assaulted or is aware of someone who has been sexually assaulted, it will help him or her know what to do.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Free

Elder Abuse: It's a Crime – Let's Stop It

Ontario Network for the Prevention of Elder Abuse

222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 2000

Format: Hard copy – pamphlet

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention and detection

Types of Abuse: Physical, and emotional/verbal abuse; and neglect

Content Summary: This pamphlet includes information on what elder abuse is, how it can be recognized, where one can turn for help, and phone numbers to call for help in Ontario.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: Free

She's Happier There: An Intergenerational Drama on Elder Abuse

Ontario Network for the Prevention of Elder Abuse
222 College Street, Suite 206

Toronto, ON M5T 3J1

Phone: (416) 978-1716

Fax: (416) 978-4771

Email: onpea.info@toronto.ca

Contact: Rose Wong

Date Produced: 1997

Format: Videocassette with study guide

Learning Approach: Presentation format

Audience: General public

Content Summary: This video presents the story of a grandmother's struggle for a life free of physical, financial, and emotional abuse and the unexpected help she receives along the way from her granddaughter. "She's Happier There" was written for youth between the ages of approximately 12 and 16, but this intergenerational video is suitable for people of all ages. It may be of particular interest to university and college students in the social sciences, professional health care workers, workers in community and advocacy groups, anyone involved in policing, or anyone who has an older relative or friend.

Focus: Detection of and addressing existing cases

Types of Abuse: Financial, physical, and emotional/verbal abuse

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$40.00

Waterloo

Elder Abuse: What You Need to Know

Community Care Access Centre (CCAC) Waterloo
800 King Street West

Kitchener, ON N2G 1E8

Phone: (519) 748-2222

Fax: (519) 744-9061

Email: arlene.groh@waterloo.ccac-ont.ca

Website: <http://www.crnetwork.ca/about/elder-abuse.asp> or <http://www.ccacwat.on.ca/>

Contact: Arlene Groh

Date Produced: 2000

Format: Hard copy – Quick Reference Guide

(Note: A video is also being produced – see content summary.)

Learning Approach: Self-directed or independent study
Audience: Professionals (service providers who work with elderly adults)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect

Content Summary: This quick reference guide covers various topics including the signs of possible elder abuse, assessment, supporting the abused person, approaches to intervention, elder abuse in long-term care facilities, elder abuse in residential settings, and documentation.

A video is currently being produced for police, crown prosecutors and health and social service workers. The focus of the video is on the "circle process" and includes a very brief introduction to abuse of older persons. It will be approximately 12 minutes in length.

Adaptability to other jurisdictions: Most of the information is applicable to other jurisdictions, although there are references to local services and circumstances.

Language: English

Quality Assessment Information: None

How To Acquire Resource: Visit website: <http://www.crnetwork.ca/about/elderabuse.asp>

Purchase Fee: Free

Sarnia

Abuse of Older Adults

Sarnia Lambton Elder Abuse Committee
 Community Care Access Centre
 1150 Pontiac Drive
 P.O. Box 185
 Sarnia, ON N7T 7H9
Phone: (519) 337-1000
Contact: Dr. Gordon Simmons

Date Produced: 2003

Format: Hard copy (folder with nine information sheets)

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect; frauds and scams; caring for the caregiver

Content Summary: The information sheets provide: a description of what constitutes abuse, neglect, physical abuse, and emotional abuse; information on seniors and sexual violence, frauds and scams; and suggestions on caring for the caregiver, and who one can call for help and information.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Free

Windsor

The Community Response to the Abuse and Neglect of Older Adults

Community Response to the Abuse and Neglect of Older Adults
 495 Glengarry Avenue
 Windsor, ON N9A 1P5
Phone: (519) 966-5010
Fax: (519) 966-5015
Email: elderrights@citizen-advocacy.ca
Contact: Jody-Lee Farrah, Project Coordinator

Date Produced: Unknown

Format: Hard copy (pamphlet, elder abuse training manual)

Learning Approach: Self-directed or independent study, presentation/workshop/seminar

Audience: General public, service providers, and caregivers

Focus: Coordination of services, consultation, education, intervention and evaluation

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: Unknown

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: A formal evaluation, conducted in April-September 2002, indicated the need for services provided by the project and showed “very strong perceptions of project effectiveness through improvements in a range of elements relating to awareness of elder abuse.” Evaluations also “demonstrated the effectiveness of both the training and public education activities undertaken by the project.”

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Unknown (Call the contact person for cost.)

The Abuse and Neglect of Older Adults: A Collection of Education Resource Materials

Community Response to the Abuse and Neglect
of Older Adults

495 Glengarry Avenue
Windsor, ON N9A 1P5
Phone: (519) 966-5010
Fax: (519) 966-5015

Email: elderrights@citizen-advocacy.ca
Contact: Jody-Lee Farrah, Project Coordinator

Hosted at Citizen Advocacy Windsor-Essex.
Funded by Ontario Trillium Foundation.

Windsor Area Elder Abuse Committee
495 Glengarry Avenue
Windsor, ON N9A 1P5
Phone: (519) 966-5010
Fax: (519) 966-5015
Email: elderrights@citizen-advocacy.ca
Contact: Melinda Allison, Committee Chair
Composed of 24 member agencies.

Date Produced: 1997

Format: Hard copy (pamphlet, elder abuse training
manual/material)

Learning Approach: Self-directed learning,
presentation, workshop, and seminar using
adult learning model

Audience: General public, service providers,
caregivers

Focus: Prevention, detection, and addressing
existing cases

Types of Abuse: Financial, physical, sexual, and
emotional/verbal abuse; neglect and self-neglect

Content Summary: The pamphlet contains infor-
mation under the following headings: Fast Facts
about Elder Abuse, How Common is Elder Abuse?,
Who are the Abused?, Who are the Abusers?, How
to Recognize Elder Abuse, and What Can You Do?

The training material contains information on the
following:

- Elder Abuse definitions, signs, symptoms
- Some offences covered under the Criminal
Code of Canada
- Barriers to disclosure
- The rights of older adults

It is organized in the following sections:

- Guidelines for adult education
- Tips for presenters
- Service provider workshops (in durations of
30 minutes, 1 hour, 2 hours, 3 hours, 1 day
and 2 days)
- Tips for caregivers
- Caregiver workshops (in durations of
30 minutes and one hour)
- Information for seniors
- General Public Workshops (in durations of
30 minutes and 1 hour)

Adaptability to other jurisdictions: Applicable to
other jurisdictions

Language: English

Quality Assessment Information: "An Evaluation
of the Community Response to the Abuse and
Neglect of Older Adults – Summary Report" was
completed by Dr. Donald Leslie, Associate
Professor at the University of Windsor, Gold
Consulting Services, and Justin Rusenstrom, B.A.,
B.S.W. It indicated that the training and public
education activities undertaken by the project
were effective as shown by satisfaction evalua-
tions completed by persons receiving training.
As well, it was noted that the sources of referrals
to the training reflected wide acceptance by
relevant agencies and community groups.

How To Acquire Resource: Telephone, fax or
email the contact person

Purchase Fee: Free

Elder Abuse Training: Information available
upon request

Elder Abuse Training Manual: Information
available upon request

Abuse Hurts at any Age

Windsor Area Elder Abuse Committee
c/o Citizen Advocacy

495 Glengarry Avenue
Windsor, ON N9A 1P5
Phone: (519) 966-5010
Fax: (519) 966-5015

Email: elderrights@citizen-advocacy.ca
Contact: Joyce Zuk

Date Produced: 2001

Format: Hard copy-pamphlet

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Detection and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This pamphlet contains information under the following headings: Fast Facts about Elder Abuse, How Common is Elder Abuse?, Who Are the Abused? Who Are the Abusers?, How to Recognize Elder Abuse, and What Can You Do?

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation, but some material is also applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Free with a stamped, self-addressed envelope

Dunnville

Addressing the Issues of the Abuse of Older Adults

Haldimand and Norfolk Community Response Network

210 Main Street East

Dunville, ON N1A 3G7

Tel. (905) 701-4831

Fax (905) 701-4832

Contact: Pat Lightfoot

Date Produced: 2000

Format: Hard copy binder

Learning Approach: Self-directed or independent study

Audience: Professionals

Focus: Detection and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This binder contains a comprehensive set of information including, but not limited to, definitions of abuse; barriers to recognizing, documenting and responding to abuse; assisting someone you think is being abused; confidentiality issues; principles to govern interven-

tion; assessing whether the older person is able to assist himself or herself; Power of Attorney; information about relevant legislation; Advance Directives; consent and capacity issues; dementia; services provided by the Haldimand and Norfolk Community Response Network; a questionnaire regarding abuse of older adults; a listing of service providers and resources; a sample "authorization for disclosure of information form;" and statistics on abuse of older adults.

Adaptability to other jurisdictions: Specific to jurisdiction and its legislation

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or fax contact person for a copy.

Purchase Fee: Unknown (Call contact person for cost.)

Haldimand and Norfolk Community Response Network – Educational Kit

Haldimand and Norfolk Community Response Network

210 Main Street East

Dunville, ON N1A 3G7

Tel. (905) 701-4831

Fax (905) 701-4832

Contact: Pat Lightfoot

Date Produced: 2002

Format: Hard copy and overheads/slides

Learning Approach: Presentation

Audience: General public

Focus: Detection and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The presentation materials include an overview of the Community Response Network, statistics, samples of relevant literature, guidelines and transparencies for the preparation of the presentation, information on principles and beliefs and how to recognize abuse of older adults, case scenarios, a list of relevant resources, a section on volunteers, and an evaluation form.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or fax contact person for a copy
Purchase Fee: Unknown (Call contact person for cost.)

Toward an Understanding: The Abuse and Neglect of Older Adults in Haldimand and Norfolk

Haldimand and Norfolk Community Response Network
 210 Main Street East
 Dunville, ON N1A 3G7
 Tel. (905) 701-4831
 Fax (905) 701-4832
Contact: Pat Lightfoot

Date Produced: 1997
Format: Hard copy (binder)
Learning Approach: Self-directed or independent study
Audience: General public, as well as front-line workers, caregivers and clients
Focus: Prevention, detection, and addressing existing cases
Types of Abuse: Physical, sexual, emotional, and financial abuse; neglect; abuse by medication; and denial of human/civil rights

Content Summary: The binder includes Haldimand and Norfolk statistics, a copy of the United Nations Principles for Older Persons; information on basic beliefs, services for older adults who are abused, and definitions of abuse of older adults; explanations of causes, risk factors, signs and types of abuse; information on the “wheel of power and control” and the “wheel of equality”; continuum charts of emotional, financial, physical and sexual abuse; information on prevention, ways of assisting and the assisting model; a data collection form and a summary of responses to the form; and a listing of educational resources available.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation but adaptable to other jurisdictions
Language: English
Quality Assessment Information: None
How To Acquire Resource: Call or fax contact person for a copy
Purchase Fee: Unknown (Call contact person for cost.)

How to Help – The Abuse and Neglect of Older Adults in Haldimand and Norfolk

Haldimand and Norfolk Community Response Network
 210 Main Street East
 Dunville, ON N1A 3G7
 Tel. (905) 701-4831
 Fax (905) 701-4832
Contact: Pat Lightfoot

Date Produced: 1997
Format: Hard copy (coiled notebook)
Learning Approach: Self-directed or independent study or workshop-based
Audience: Professionals, clients, caregivers
Focus: Detection and addressing existing cases (in particular, recognizing abuse by a family member, friend, neighbour, staff or other person on whom the older person relies for basic needs)
Types of Abuse: Physical, sexual, emotional, and financial abuse and abuse by medication, neglect, and denial of human/civil rights

Content Summary: Includes information on basic beliefs, causes, perpetrators, risk factors, forms of abuse and how to recognize them, information on assisting, suggestions on building trust, information on exceptions to confidentiality, an explanation of principles of intervention, how to determine whether the case is an emergency, information on assessing situations and questions to use to do so, suggestions for handling victims who are ‘capable but saying no to help,’ information on recording, information about abuse in long-term care facilities, tips for older adults on how to prevent abuse, a list of agencies and services that could assist an abused adult, and a brief description of their services.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation
Language: English
Quality Assessment Information: None
How To Acquire Resource: Call or fax contact person for a copy
Purchase Fee: Unknown (Call contact person for cost.)

Hamilton

Abuse and Neglect of Seniors: Manual and Protocol

St Joseph's Healthcare
50 Charlton Avenue East
Hamilton, ON L8N 4A6
Phone: (905) 522-4941 Ext 3937
Fax: (905) 521-6093
Email: dthibeau@stjosham.on.ca
Contact: Debbie Thibeau

Date Produced: 2001 (was being updated in 2003)

Format: Hard copy

Learning Approach: Self-directed or independent study and protocols

Audience: Professionals – specifically, all staff (administrative, health care professionals) in hospital settings.

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The Hamilton-Wentworth Task Force on Elder Abuse and Neglect challenged community organizations to create a protocol for addressing abuse. A committee was formed in St. Joseph's Hospital to develop the manual and a dissemination plan. The manual provides guidelines for hospital facilities in addressing abuse of older persons. Topics covered include definitions and indicators of abuse, why abuse happens, legal responsibilities and interventions, and barriers to disclosure. A large portion of the manual addresses protocols for several types of abuse including: physical, psychological, financial, and institutional abuse, as well as neglect and self-neglect. There are protocols for both patients with intellectual disabilities and those without.

The content has been reviewed with other hospitals in the region and hospital policy is being reviewed so as to expand the applicability to all staff. The principals are also working with nurse educators to develop staff in-service training sessions. Hamilton hospitals now have a united approach to detection and assessment of abuse of older persons, as well as intervention once it has been detected.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English

Quality Assessment Information: In progress

How To Acquire Resource: Call or email contact person for a copy.

Purchase Fee: Free (complimentary photocopy available)

Kitchener/Waterloo

Elder Abuse Workshop

Waterloo Regional Home Care
ProgramCommunity Care Access Centre of Waterloo Region
800 King Street West
Kitchener, ON N2G 1E8
Phone: (519) 748-2222 Ext 5046
Fax: (519) 883-5555
Email: nancy.murray@waterloo.ccac-ont.ca
Contact: Nancy Murray

Date Produced: 1995 (updated every year)

Format: Hard copy (a 50-page booklet) and overheads/slides (and paper copies of the workshop slides)

Learning Approach: Workshop

Audience: Professionals (main focus), family members and/or informal caregivers and the general public

Focus: Detection and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The half-day and full-day workshop manual includes the following components: an overview of abuse of older persons, including a discussion of financial abuse, neglect, psychological abuse, physical abuse, and what to do if abuse is suspected; a video presentation and discussion; vignettes on abuse; and a summary and wrap-up (discussion of the screening tool to be used). It also includes information on the restorative justice approach as one of the options available in addressing abuse of older persons.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: Each workshop is evaluated with a questionnaire to be completed by participants. Past evaluations have yielded excellent results, according to the project representative.

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Free

Sudbury

Reducing the Risk

Sudbury Elder Abuse Committee

P.O. Box 1225, Station B

Sudbury, ON P3E 4S7

Phone: (705) 524-5738

Fax: (705) 524-0822

Contact: Bill Ryan

Date Produced: 1989

Format: Hard copy (booklet)

Learning Approach: Self-directed or independent study

Audience: Seniors (but it may also be used by those working with older persons)

Focus: Prevention and detection

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect.

Also covers misuse of medication.

Content Summary: This booklet was produced to raise public awareness of the abuse of older persons, particularly among seniors and caregivers. It is meant to improve understanding of what constitutes abuse and neglect, how and why it happens, to whom it happens and who the abuser often is.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Free

Timiskaming Area

Growing Older Shouldn't Hurt

Timiskaming Elder Abuse Task Force

RR # 1, Site 1

New Liskeard, ON P0J 1P0

Phone: (705) 647-6938

Email: wright@ntl.sympatico.ca

Contact: Colette Wright

Date Produced: 2003

Format: Hard copy (booklet)

Learning Approach: Self-directed or independent study

Audience: Everyone (especially adults aged 45 and older)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This booklet covers the definition of elder abuse, types of abuse, why it happens, a profile of the high risk elder, a profile of the high risk abuser, why it is not reported, what will happen if it is reported, strategies for prevention, Power of Attorney, legal rights and the relevant law, and a community resource list.

Adaptability to other jurisdictions: Some material is specific to the local area, but most material is applicable to other jurisdictions.

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: To cover costs of reproduction

Manitoba

Protect Yourself: A Guide to Protecting Seniors from Theft and Financial Loss

Manitoba Seniors Directorate
822-155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: (204) 945-2127
Fax: (204) 948-2514
Email: seniors@gov.mb.ca
Web Site: www.gov.mb.ca/sd
Contact: Susan Crichton

Date Produced: 2003
Format: Hard copy
Learning Approach: Self-directed or independent study
Audience: Seniors
Focus: Prevention
Types of Abuse: Financial

Content Summary: This short pamphlet includes tips to protect older persons from burglars and various scams (e.g., home renovation, false charities, and various telemarketing and prize-offering scams).

Adaptability to other jurisdictions:
While the information is applicable to any jurisdiction, the services listed are specific to Manitoba.
Language: English and French
Quality Assessment Information: None
How To Acquire Resource: Visit the web site
Purchase Fee: Free

Expect Respect: Information for Seniors and Information for Professionals

Manitoba Seniors Directorate
822-155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: (204) 945-2127
Fax: (204) 948-2514
Email: seniors@gov.mb.ca
Web Site: www.gov.mb.ca/sd
Contact: Susan Crichton

Date Produced: 2003
Format: Hard copy
Learning Approach: Self-directed or independent study
Audience: Seniors and professionals who work with seniors in the community and institutional settings
Focus: Prevention, detection, and addressing existing cases
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: There are two pamphlets. One is aimed at seniors and includes a definition of elder abuse, an overview and examples of types of abuse, tips on preventing elder abuse and information on where to go for help. The second is aimed at professionals and also includes a definition of elder abuse and an overview of types of abuse. As well, it includes an overview of the Manitoba Seniors Directorate and provides phone numbers to call for help.

Adaptability to other jurisdictions:
While the information is applicable to any jurisdiction, the sources listed are specific to Manitoba.
Language: English and French
Quality Assessment Information: None
How To Acquire Resource: Visit the web site
Purchase Fee: Free

Fact Sheet: Safety for Seniors: What You Should Know

Manitoba Seniors Directorate
822-155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: (204) 945-2127
Fax: (204) 948-2514
Email: seniors@gov.mb.ca
Web Site: www.gov.mb.ca/sd
Contact: Susan Crichton

Date Produced: 2003
Format: Hard copy
Learning Approach: Self-directed or independent study

Audience: Family members and/or informal caregivers, seniors and general public

Focus: Detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This six-page fact sheet contains definitions and examples of elder abuse of various types.

Adaptability to other jurisdictions: While the information is applicable to any jurisdiction, the services listed are specific to Manitoba.

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Visit the web site for an Adobe Acrobat (pdf) version

Purchase Fee: Free

Understanding and Counseling the Abused Older Person

Nova House Women's Shelter

P.O. Box 337

Selkirk, MB R1A 2B3

Phone: (204) 482-7882

Fax: (204) 482-8483

Email: novahous@mts.net

Contact: Anna Pazdzierski

Date Produced: 1995 (there have been two reprintings since the original in 1995)

Format: Hard copy (manual) and overheads

Learning Approach: Self-directed or independent study

Audience: Professionals (specifically, front-line staff who provide counseling to abused older persons)

Focus: Detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual contains seven modules. Topics covered include attitudes, cultural considerations, myths and facts, counseling, and intervention. Included are a list of recommended videos, and a bibliography. The manual is part of a kit containing two other manuals produced by Nova House (see next two listings). This manual was developed because it was felt that more information was needed for front-line staff working

with the elderly – in particular to highlight the uniqueness of the older woman's experience.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: None, but ongoing feedback has been received.

How To Acquire Resource: Call or email contact person for a copy.

Purchase Fee: \$20.00 plus postage (limited copies available)

Shelter Support Groups for Abused Older Women

Nova House Women's Shelter

P.O. Box 337

Selkirk, MB R1A 2B3

Phone: (204) 482-7882

Fax: (204) 482-8483

Email: novahous@mts.net

Contact: Anna Pazdzierski

Date Produced: 1995 (updated periodically)

Format: Hard copy

Learning Approach: Workshop format

Audience: Professionals (specifically front-line staff providing counseling to abused older persons)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual is a guide for front-line staff who are counseling abused older persons. It contains seven modules, with topics covered including attitudes, cultural considerations, myths and facts, counseling, and intervention. Also included are appendices and a list of recommended videos. The manual is part of a kit with two other manuals produced by Nova House (see last and next entry). This manual was developed because it was felt that more information was needed for front-line staff working with the elderly - in particular to highlight the uniqueness of the older woman's experience.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: None, but there is ongoing feedback
How To Acquire Resource: Call or email contact person for a copy.
Purchase Fee: \$20.00 plus shipping. Limited English copies are available.

Interdisciplinary Perspectives: Interventions for Older Victims of Abuse

Nova House Women's Shelter
 P.O. Box 337
 Selkirk, MB R1A 2B3
 Phone: (204) 482-7882
 Fax: (204) 482-8483
 Email: novahous@mts.net
 Contact: Anna Pazdzierski

Date Produced: 1995
Format: Hard copy
Learning Approach: Self-directed or independent study
Audience: Professionals (such as those working with the elderly in the community, adult protection workers, and police)
Focus: Intervention
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual, part of a kit with two other manuals produced by Nova House (see last two entries), is a guide for creating interdisciplinary teams to address elder abuse. Areas covered include intervening "as a community," adult protection legislation, and police intervention.

Adaptability to other jurisdictions: Applicable to other jurisdictions
Language: English and French
Quality Assessment Information: None, but there has been ongoing feedback
How To Acquire Resource: Call or email the contact person for a copy.
Purchase Fee: \$15.95 plus postage. Limited copies available

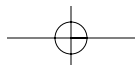
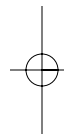
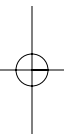
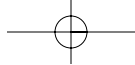
Age and Opportunity Community Services – Elder Abuse and Older Victim Services

Age and Opportunity
 283 Portage Avenue, 2nd Floor
 Winnipeg, MB R3B 2B5
 Tel: (204) 956-6440
 Fax: (204) 946-5667
 Email: info@ageopportunity.mb.ca
 Website: <http://www.ageopportunity.mb.ca>

Date Produced: Updated regularly
Format: Hard copy pamphlet
Learning Approach: Self-directed or independent study
Audience: Seniors, concerned family members or friends
Focus: Detection and addressing existing cases
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: These short pamphlets briefly describe elder abuse, symptoms of an abuser, the services available from this organization, and eligibility for those services.

Adaptability to other jurisdictions: Most information is specific to Manitoba services.
Language: English
Quality Assessment Information: None
How To Acquire Resource: Call or email the contact person for a copy
Purchase Fee: Free



Saskatchewan

Elder Abuse Awareness Module: Learning Resource Package

Seniors Education Centre
Elder Abuse Prevention Project
University of Regina
3737 Wascana Parkway
Regina, SK S4S 0A2
Phone: (306) 585-5859
Fax: (306) 585-5736
Email: kerrie.strathy@uregina.ca
Contact: Kerri Strathy

Date Produced: The original version was produced in 1992; updates have been done periodically.

Format: Hard copy; overheads and slides; video-cassette entitled "*Heart of the Matter: A New Look at the Issue of Abuse and Neglect of Older Persons*"

Learning Approach: Presentation

Audience: General public (The original audience consisted of seniors and educators. The manual is culturally sensitive to the Aboriginal community.)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The module combines information on how to organize and present a workshop with information on elder abuse. The abuse component includes definitions of abuse, information about the victims of elder abuse, the signs and symptoms of abuse, risk factors, and means of intervention and prevention.

A profile of abusers and a discussion of the cycle of violence are provided. Abuse disclosures and responses to these disclosures are discussed. Means of increasing the visibility of this issue are considered. Group activities are outlined and handouts and overhead transparencies are available. A questionnaire that can be used to evaluate the workshop and a list of resources for more information on elder abuse are included.

The "Supplement to Elder Abuse Module" presents a summary of the legal response to elder abuse in Saskatchewan, statistical information on elder abuse and human resources in Saskatchewan relating to elder abuse.

Abuse of the elderly was an area of need identified by seniors and by researchers from the Centre. Consultations with community members and the results of a needs assessment undertaken by the Centre revealed the necessity for this type of manual. Targeting issues of violence against the elderly is one of the mandates of the Centre. An extensive project designed to raise awareness of elder abuse issues and to increase resource networks and partnerships led to a series of workshops from which the manual was produced. Several communities, including those comprised of Aboriginal people, were involved in this initial project.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French but French version has not been updated recently

Quality Assessment Information: Evaluations of the workshops are built into the manual.

Individuals taking part in the workshop complete an evaluation as part of their participation.

How To Acquire Resource: Call or email contact person for a copy.

Purchase Fee: Unknown

Institutional Abuse Prevention Training Manual: Working to Establish Dignity for All

Institutional Abuse Prevention Project:
Inter-hospital Domestic Violence Committee
1445 Park Street
Regina, SK S4N 4C5
Phone: (306) 347-5525
Fax: (306) 347-5904
Contact: John Carter, Director of Education,
Saskatchewan Association of Health Organizations

Date Produced: 1995

Format: Hard copy, videocassette

Learning Approach: Workshop format

Audience: Professionals (specifically, those in elder care facilities)

Focus: Prevention, detection, and addressing existing cases.

Types of Abuse: Physical abuse

Content Summary: The manual examines the problem of abuse in elder care facilities. It examines the issue of control from the caregiver's perspective. Strategies for abuse prevention are introduced. The program contains six modules under the following headings: Understanding Abuse, Who Has the Problem?, Issue of Control, Understanding Caregivers, Reporting Abuse, and Strategies for Prevention. Appendices include case studies, and information on evaluation and resources.

This project was an offshoot of a domestic violence project. It was discovered that there was little training or research in the area of institutional abuse of the elderly, especially information for family members. This manual was produced to fill that gap.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: There were informal evaluations conducted at each workshop site and the results were compiled into a final report that was submitted to Health Canada. The evaluation report concluded that, following the training, participants were more open in admitting that abusive situations occurred within their facilities. They also saw a greater need to examine the issue of abuse, and to learn what it is, how to identify and report it, and how to intervene once it is revealed. After training, participants saw a greater need for education on several issues such as what constitutes abuse, how to manage stress, and how to work with those who are cognitively impaired and/or displaying "aggressive" behavior.

How To Acquire Resource: Call the contact person for a copy.

Purchase Fee: \$50.00 including GST

Abuse of Older Adults: Information about Preventing and Dealing with Elder Abuse

Public Legal Education Association of Saskatchewan (PLEA)
300 - 201 21st Street East
Saskatoon, SK S7K 0B8
Tel (306) 653-1868
Fax (306) 653-1869
E-mail plea@plea.org
Website: www.plea.org

Date Produced: Revised 2001

Format: Hard copy

Learning Approach: Self-directed learning

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This document provides information on the definition and types of abuse of older adults, the legal aspects of such abuse, commentary on the victims and abusers, signs and symptoms, reasons for the lack of reporting, victims' needs and where to get help, a description of the role of the police and suggestions for action by anyone who wishes to offer help to older victims of abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions, although there are some references to Saskatchewan services in particular

Language: English

Quality Assessment Information: None

How To Acquire Resource: Available via website: <http://www.plea.org/freepubs/freepubs.htm>

Purchase Fee: Free

Elder Abuse Manual / Protocol

Saskatchewan Seniors Mechanism

#112 - 2001 Cornwall Street

Regina, SK S4R 3X9

Phone: (306) 359-9956

Fax: (306) 359-6922

Email: seniors@unibase.unibase.com

Contact person: Lynda Blach

Date Produced: Expected to have been completed by or during 2004

Format: Hard copy

Learning Approach: Self-directed learning

Audience: General public (though it is aimed more specifically at government officials, health providers, and bank staff)

Focus: Prevention, detection, and addressing existing cases.

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: This project arose because of the need to eliminate harmful traditional practices involving older adults, to legislate and strengthen legal efforts to eliminate abuse of older adults, to sensitize professionals, to educate the general public, and to create support services to address the issue. A manual and protocol are being produced to address these needs. They will have a particular focus on guidelines regarding how to deal with existing cases of abuse of older adults.

Adaptability to other jurisdictions: Could be easily adapted to other jurisdictions, although there will be references to specific Saskatchewan services.

Language: English

Quality Assessment Information: None

How To Acquire Resource: Will be available via website when completed:

<http://www.unibase.com/~seniors/>

Purchase Fee: Electronic version on website will be free. Cost of hard copy not known.

Les résultats visés par ce projet seront de réduire l'isolement, augmenter leur connaissance et développer une collaboration intersectorielle afin d'améliorer la compréhension, l'harmonie et le soutien mutuel entre les générations. Ces actions auront pour effet de réduire les risques de perte de santé et d'autonomie.

Capacités d'adaptation à d'autres juridictions: Spécifique à la juridiction et à sa législation.

Langue: Français

Résumé des évaluations: Manque de temps: peu de temps pour discussion et échanges. Pas confortable avec la dimension sexualité. Très bien apprécié. Facile à comprendre.

Comment obtenir le programme Communiquer avec la personne contact par téléphone ou courriel électronique pour obtenir une copie du programme.

Coût: Assumer les frais de reproduction. Frais de coordination, déplacement et de séjour. Frais de formation/d'animation 50 \$ à l'heure. Frais de photocopie, etc.

Il nous reste une vie

Fédération des aînés fransaskois

440 2e ave Nord, Bureau 201

Saskatoon, SK S7K 2C3

Phone: (306) 653-7442 Fax: (306) 664-6447

Email: aines@sasktel.net

Contact person: Nathaly Bernier

Date de production: 1999

Format: Imprimé

Approche pédagogique: Atelier

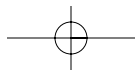
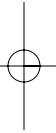
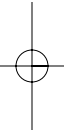
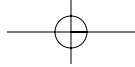
Clientèle visée: Aînés-personnes âgées 50 ans+

Spécialité: Prévention and marketing social (sensibilisation)

Type d'abus: Financier, physique, émotionnel/verbal, négligence, et négligence de soi.

Résumé du contenu: Le projet est l'amalgame de divers programmes déjà offerts à la population vieillissante mais dans un contexte fransaskois. Ce cours, d'une durée de 12 heures, vise les personnes âgées de 50 ans et plus à la recherche d'un monde idéal. Par le biais d'éducation, interactions et jeux de rôles.

Le but de ces actions est de s'assurer que les aînés fransaskois demeurent autonomes et indépendants en solidifiant les Liens de communications et d'interaction entre les générations.



Alberta

Golden Years – Hidden Fears A Handbook for Front Line Helpers Working with Seniors

Kerby Centre
1133 7th Avenue SW
Calgary, AB T2P 1B2
Phone: (403) 265-0661
Fax: (403) 264-7047
Email: ceo@kerbycentre.com
Web Site: www.kerbycentre.com
Contact: Patricia Allen, CEO

Date Produced: 1997

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Professionals, volunteers and students. (The manual is a guide for any front-line helpers, paid and volunteer, professional and semi-professional, who work with the elderly.)

Focus: Detection, and addressing existing cases

Types of Abuse: Financial, physical, and emotional/verbal abuse; neglect; and violation of rights

Content Summary: The manual provides plain language guidelines for dealing with abuse of older persons. Part A includes definitions, theories on abuse, information on the cycle of violence, an examination of the characteristics of abusers and the abused, a consideration of barriers to disclosure, a description of the relevance of the judicial system, and a consideration of rural versus urban issues. Part B covers intervention protocols, models of intervention, cross-cultural considerations and information on local agencies.

It was felt that many front-line helpers might not have a supervisor or other resource to consult if elder abuse were suspected. The manual was intended to be a resource for any person working with the elderly. From 1993 to 1995, a descriptive research study was conducted for Health Canada. The project, named Synergy II, explored the demographics and incidence of elder abuse in Calgary. As a result of the study, the handbook was created and a shelter for abused seniors was built and put into operation.

Adaptability to other jurisdictions: Specific to

this jurisdiction and its legislation, but also applicable to other jurisdictions

Language: The manual is published in English, but pamphlets on elder abuse were produced for other ethnocultural groups (Chinese, Arabic, Spanish, Vietnamese, Gujarati, Hindi, Punjabi, Croatian, Russian, Serbian and Slovak).

Quality Assessment Information: None

How To Acquire Resource: Call or e-mail the contact person for a copy.

Purchase Fee: \$15.00 plus GST and shipping costs

Elder Abuse Education Project – A Teaching Kit on Elder Abuse/Un projet d'éducation sur la violence envers les personnes âgées

Lethbridge Community College
Family Studies Program and Public Legal
Education Program

3000 College Drive South

Lethbridge, AB T1K1L6

Phone: (403) 320-3346

Fax: (403) 317-3542

Email: pgerhart@lethbridgecollege.ab.ca

Web Site: www.lethbridgecollege.ab.ca

Contact: Paul Gerhart

Date Produced: 1997 and 1998 French

Format: Hard copy manual. The Teaching kit includes a diskette, overheads and handouts, and a 24-minute video entitled "When the Line is Crossed – Elder Abuse: How Does it Start and What Can We do to Stop it?"

Learning Approach: Self-directed, presentation format

Audience: The general public, though the manual was produced for community workers, staff working with the elderly, support persons, resource centre staff, and seniors themselves.)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The teaching kit contains a video and its script, discussion questions, a guide for leaders, resources for presenters, overhead transparencies, a list of agencies, and handouts.

Included in the kit is a publication by the Canadian Association on Gerontology, *Abuse and Neglect of Older Canadians*.

It was created at the request of seniors to address a need for current legal information on various types of elder abuse, especially financial abuse. The kit is designed to increase awareness of what constitutes abuse and where the potential for abuse exists. It is also designed to stimulate a discussion of the issues around elder abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English (Parts of the kit – the video, script, discussion questions, guide for presentation leaders, the supply and equipment list, some overheads and the evaluation forms – are also available in French.)

Quality Assessment Information: None

How To Acquire Resource: Through the Lethbridge Community College Bookstore. Phone: 403-320-3308 or from the web site at: www.lethbridgecollege.ab.ca/departments/student/bookstore

Purchase Fee:

- \$100 (GST Included) plus shipping and handling for the Complete Kit
- \$85 (GST Included) plus shipping and handling, for the French version
- \$65 (GST included) plus shipping and handling, for the video, video script, and discussion questions
- \$65 (GST included) plus shipping and handling, for the French version of video, video script and discussion questions

Out From Abuse: A Video and Handbook for and about Older Women who have Survived Abuse

Older Women's Long-Term Survival Society
Calgary Women's Emergency Shelter
P.O. Box 52051

Edmonton Trail NE

Calgary, AB T2E 8K9

Phone: (403) 232-8717

Fax: (403) 237-5323

Email: owls@cwes.calgary.ab.ca

Web Site: www.calgarywomensshelter.com

Contact: Lynda Gardiner, Coordinator

Date Produced: 2001

Format: Hardcopy and videocassette

Learning Approach: Self-directed or independent study, presentation format, and conference format

Audience: Women seniors – and women who have experienced abuse at any time in their life

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect.

Content Summary: A handbook, "Out from Abuse", is dedicated to older women who suffer in silence. It provides a definition of abuse and lists the common after-effects of abuse in the lives of older women (such as depression, anxiety, shame, intrusive memories, physical health problems, and mistrust). It also includes a videocassette with a viewer's guide.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: At the time of this writing, the organization was about to start a comprehensive, formal program evaluation

How To Acquire Resource: Call or e-mail the contact person for a copy. Thirty copies are available for loan through the local offices of the National Film Board of Canada.

Purchase Fee: *Video and viewer's guide:* \$25.00 + \$6.00 for postage and handling

Handbook for Older Women Survivors: \$12.00 + \$2.00 for postage and handling

Complete package: \$32.00 + \$6.00 for postage and handling

British Columbia

A Guide to Enhancing Services for Abused Older Canadians

University of Victoria
 School of Nursing
 P.O. Box 1700
 Victoria, BC V8W 2Y2
 Phone: (250) 721-7966
 Fax: (250) 721-6231
 Email: egallagh@uvic.ca
 Contact: Dr. Elaine Gallagher

Date Produced: 1995

Format: Hard copy-binder

Learning Approach: Self-directed or independent study

Audience: Professionals – multidisciplinary (The manual was intended for service providers and educators. In addition, lawyers have been using material from the manual.)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The manual covers issues on detection of abuse, such as the signs that might signal abusive situations. It also covers procedures for appropriate intervention and possible means of preventing abuse. Further, the manual provides some theory on the occurrence of abuse. The theory allows for consideration of means of abuse prevention and intervention. The myths of elder abuse are challenged and counterposed to the appropriate facts. Some workshops using the manual have resulted in disclosures of abuse from participants.

The manual stemmed from a national project sponsored by an inter-ministerial committee on elder abuse. The project undertook a study of five regions and included consultation and a review of agency records. Six workshops were conducted within these agencies based on the manual.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: There were evaluations done of the six workshops based on the manual. These evaluations assessed content, presentation, and resources. They also assessed whether the workshop was seen as helpful.

How To Acquire Resource: Call or email contact person for a copy. Limited quantities are available.

Purchase Fee: \$25.00 plus shipping

Services for Older Women

A Handbook for Service Providers on Working with Abused Older Women in British Columbia and Yukon

BC Yukon Society of Transition Houses

Suite 507, 475 Howe St.

Vancouver, BC V6C 2B3

Telephone: (604) 669-6943

Facsimile: (604) 682-6962

Email: admin@bcysth.ca

Web Site: <http://www.bcysth.ca/main.htm>

Date Produced: 2002 (updating in 2003)

Format: Hard copy loose-leaf handbook. The three-ring binder format of the handbook facilitates inserting changes and updates at a minimal cost. The size of the binder was determined to best suit easy desk access.

Learning Approach: Self directed, reference tool, and as support material in workshops

Audience: Professional workers in Transition Houses and other frontline service providers

Focus: Background information on issues of ageing, and information on approaches to providing services and supporting older women

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; and neglect

Content Summary: The handbook examines issues of violence and abuse within the context of gender and age. It is intended to assist front line service providers – such as Transition House staff – in their work with abused older women. The information is presented so as to improve the ability of front line workers (in Transition Houses, safe home networks, second stage houses, and other service agencies) to recognize and assist older women in addressing the multiple barriers they face in leaving an abusive relationship or trying to end the violence and abuse in their lives.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: The primary evaluation tool was a short questionnaire given to Transition Houses and safe home networks across the province. The responses were overwhelmingly positive, suggesting that the goals for the project had been met.

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee:

Members: \$27 plus handling and shipping costs

Non-members: \$32 plus handling and shipping costs

What's Age Got To Do With It?

Working with Older Women Who are Victims of Violence in Relationships – Curriculum for Two Days Training (2003)

BC Yukon Society of Transition Houses Suite 507, 475 Howe Street Vancouver, BC V6C 2B3

Telephone: 604 669-6943

Facsimile (604) 682-6962

Email: admin@bcyth.ca

Website: <http://www.bcysth.ca/main.htm>

Date Produced: 2003

Format: Hard copy (The Facilitator's Guide and Participants' Manual include overheads and handouts.)

Learning Approach: Interactive workshop through small group discussions, structured activities, and feedback sessions

Audience: Professional workers in Transition Houses, and other frontline service providers

Focus: Prevention and addressing existing cases

Type of abuse: Financial, physical, sexual, and emotional/verbal abuse; and neglect

Content Summary: The two-day curriculum is designed to provide service providers in the anti-violence field and those working with older women with the necessary information and skills to respond appropriately and sensitively to the needs of and issues faced by older women who have experienced abuse by a family member.

Applicable to other jurisdictions: Applicable to other jurisdictions

Language: English only at this time. Will be translated into French after pilot testing.

Evaluation: Pilot testing was in progress in 2003.

How To Acquire Resource: Expected to be available in 2004 after completion of pilot testing

Purchase fee: Unknown (Call or e-mail contact person for cost.)

What's Age Got To Do With It?

A Video about Abuse of Older Women – 14 Minute Video and Study Guide (2003)

BC Yukon Society of Transition Houses Suite 507, 475 Howe Street Vancouver, BC V6C 2B3

Telephone: 604 669-6943

Facsimile (604) 682-6962

Email: admin@bcyth.ca

Website: <http://www.bcysth.ca/main.htm>

Date Produced: 2003

Format: Video plus study guide with questions to assist with facilitation

Learning Approach: Self-directed learning or workshop

Audience: Professionals – service providers who come into contact with older women (can also be used to raise awareness among the general public)

This is a powerful video that should only be used with “victims” by an experienced facilitator.

Focus: Prevention, detection, addressing existing cases

Type of abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect, and self-neglect

Content Summary: The video utilizes scenarios depicting the devastating effects of various forms of abuse on older women.

Adaptability to other jurisdiction: Applicable to other jurisdictions

Language: English (French translation was in progress in 2003.)

Evaluation: Evaluation is in progress

How To Acquire Resource: Contact BC/Yukon Society of Transition Houses for information and purchase fee.

Purchase Fee: Unknown (Call or e-mail contact person for cost.)

Guide to Legal Issues in Elder Abuse Intervention

North Shore Community Resources Society
 Suite 201, Capilano Mall
 935 Marine Drive
 North Vancouver, BC V7P 1S3
Phone: 604-985-7138
Fax: 604-985-0645
E-mail: kelly.meier@nscr.bc.ca
Website: www.nscr.bc.ca
Contact: Kelly Meier

Date Produced: 1992 (revised in 1994 and again in 2002)

Format: Hard copy

Learning Approach: Self-directed or independent study/reference manual

Audience: Professionals (providers of legal information and advice, staff of Community Response Networks, first responders and key staff of designated agencies, people who work with seniors, people who plan and provide seniors' programs and services)

Focus: Legal issues in situations of abuse or neglect; British Columbia Adult Guardianship Act and other legislation; how to support older adults to understand and act on their rights; and how to prevent or intervene safely in situations of abuse, neglect and exploitation of vulnerable older people
Types of Abuse: Physical, psychological/emotional, financial, and sexual abuse; medication abuse; denial of civil or human rights; neglect by self or others

Content Summary: The Guide points out that abuse and neglect constitute a violation of human rights that thrives on secrecy and isolation. Many older people who are frail or disabled have out-lived or lost contact with family and friends. Because of this, they are often less visible in their community and more susceptible to mistreatment or exploitation. Seniors who are being abused or neglected need to know their rights and options and require a lot of support to make decisions and act on them.

This manual is written for a person who, because of work or a commitment to be of assistance to others, comes in contact with isolated seniors. It is not intended to teach everything the reader

would need to know to act as a legal advocate; instead, it is hoped that the reader will become alert to legal issues and learn how to work with other resources in the community to obtain the help that is needed.

The information in the Guide is meant to be only a general introduction to legal issues affecting seniors when they are being abused or neglected. For legal advice about particular situations, the reader is urged to consult a lawyer or other legal advisor.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English

Quality Assessment Information: None

How to Acquire Resources: Call or e-mail the contact person for a copy

Purchase fee: \$60.00 per copy (\$40.00 for non-profit organizations), plus shipping costs according to location

Ask the Question: A Resource Manual on Elder Abuse for Health Care Personnel

British Columbia Institute Against Family Violence
 Suite 551, 409 Granville Street
 Vancouver, BC V6C 1T2
Phone: (604) 669-7055
Fax: (605) 669-7054
Email: PBain@bcifv.org
Web Site:
http://www.bcifv.org/pubs/ask_question.html
Contact: Peggy Bain

Date Produced: 1993

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Professionals (specifically, nurses and emergency room staff)

Focus: Detection and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; and neglect

Content Summary: This manual includes information under the following headings: Elder Abuse – a definition, How Is Abuse Detected?, Assessment, Physical Abuse, Psychological or Emotional Abuse, Financial Abuse or Exploitation, Sexual Abuse, Medication Abuse, Violation of

Civil/Human Rights, Neglect, Who are the Abused/Abusers?, How is it Reported?, and How Can We Help?

This is a handbook written in simple, straightforward language by a nurse who had worked in the emergency room setting within a Vancouver General Hospital project on family violence (funded by Health Canada). The project was focused on identifying women at risk. It was determined that nurses and other emergency room staff should have written material to assist them with cases of elder abuse. The manual complemented this project.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: A feedback form was included in the manual, but no formal evaluations have been conducted to date.

How To Acquire Resource: On line:

http://www.bcifv.org/pubs/ask_question.html

Purchase Fee: Free

Part 3 of Adult Guardianship Act:

Support and Assistance for Abused and Neglected Adults – A Guide for Communities

Public Guardian and Trustee of British Columbia
Adult Guardianship, Project Implementation
Suite 700, 808 West Hastings Street
Vancouver, BC V6C 3L3

Phone: (604) 660-4482

Fax: (604) 775-0207

Email: aleaney@trustee.bc.ca

Web Site: www.trustee.bc.ca

Contact: Alison Leaney

Date Produced: Revised 2001

Format: Hard copy (pamphlets)

Learning Approach: Self-directed.

Audience: Everyone

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self neglect

Content Summary: This guide covers the new law (definitions, guiding principles and presumptions, situations to which the law applies), the process (reporting, receiving and handling

reports), and the people who support the process (Community Response Networks, “Advocacy: Promoting and Protecting Rights”). It also includes a number of appendices including information on dealing with emergencies, reporting criminal offences, assessing incapability, getting a court order, obtaining and disclosing information, role of the Public Guardian and Trustee, and a flowchart for part 3 of the Adult Guardianship Act.

In addition to the guide, many other documents are available from the Public Guardian and Trustee of British Columbia – including the following titles: Practice Guidelines for Incapability Assessment; Draft Policy Resource Guide for Designated Agencies in Relation to Part 3 or the Adult Guardianship Act; Financial Inquiries by a Designated Agency and Investigations; Designated Agencies and Police Working Together: A Provincial Policy Framework; A Guide for Developing Community, Interagency and Agency Protocols; and Working Together.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy

Purchase Fee: Unknown (Call or e-mail contact person for cost.)

The CRN Toolkit:

Building Community Capacity to Respond to Adult Abuse and Neglect

Public Guardian and Trustee of British Columbia
Adult Guardianship, Project Implementation
Suite 700, 808 West Hastings Street
Vancouver, BC V6C 3L3

Phone: (604) 660-4482

Fax: (604) 775-0207

Email: aleaney@trustee.bc.ca

Web Site: www.trustee.bc.ca

Contact: Alison Leaney

Date Produced: 2001

Format: Hard copy

Learning Approach: Self-directed or independent learning

Audience: Everyone (especially those involved in developing a community response network)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self neglect

Content Summary: The tool kit is comprised of 10 parts, under the following headings: strategies of team-building, education, awareness, prevention, community protocol development, supporting advocacy and taking on an advocacy role, community stories, and contacts for CRN's (Community Response Networks).

In addition to the tool kit, many other documents are available from the Public Guardian and Trustee of British Columbia, including the following titles: Practice Guidelines for Incapability Assessment; Draft Policy Resource Guide for Designated Agencies in Relation to Part 3 or the Adult Guardianship Act; Financial Inquiries by a Designated Agency and Investigations; Designated Agencies and Police Working Together: A Provincial Policy Framework; A Guide for Developing Community, Interagency and Agency Protocols; and Working Together.

Adaptability to other jurisdictions: Specific to this jurisdiction and its legislation

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or e-mail the contact person for a copy

Purchase Fee: Unknown (Call or e-mail contact person for cost.)

Money Matters for Seniors

BC Coalition to Eliminate Abuse of Seniors

304-5050 Kings Way
Burnaby, BC V5H 4C2

Phone: 604-437-1940 Toll free 1-866-437-1940

Fax: 604-437-1929

Email: ceas@telus.ne

Web Site: www.bcceas.ca

Contact: Carol Wardhall

Date Produced: 1998

Format: Videocassette (25 min.) and facilitator's guide

Learning Approach: Self-directed or independent study and workshop format

Audience: Financial professionals, seniors, and community organizations

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial abuse

Content Summary: Within the video, the discussion starter shows six seniors whose financial independence is at risk from someone close to them who has a real or perceived need for money and a false sense of entitlement. In each case a staff person of a financial institution offers respectful support, limiting the opportunity of the potential financial abuser. Not all the seniors respond positively to the information they receive. The video challenges seniors and personnel of financial institutions to work together to maintain the senior's financial independence.

The script was developed from stories British Columbia seniors told the B.C. CEAS Task Force on Financial Abuse.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English (though the content considers members of different ethnocultural backgrounds)

Quality Assessment Information: Minimal evaluation had been done by the contact people by the end of the first year. According to the project representatives, however, there has been much positive feedback.

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$65 (for a financial institution); \$48 (for seniors and community organizations)

"A Roof Over My Head" – A Guide for Senior Renters

BC Coalition to Eliminate Abuse of Seniors

304-5050 Kings Way
Burnaby, BC V5H 4C2

Phone: 604-437-1940 Toll free 1-866-437-1940

Fax: 604-437-1929

Email: ceas@telus.ne

Web Site: www.bcceas.ca

Contact: Carol Wardhall

Date Produced: 2002 (and is in the process of being revised to incorporate changes recently made to British Columbia legislation on housing)

Format: Hard copy (a booklet and 10 double-sided issue sheets)

Learning Approach: Self-directed or independent study

Audience: Seniors, building owners or landlords, property managers

Focus: Prevention

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: The booklet entitled “A Roof Over My Head” is divided into several sections explaining many of the rights and responsibilities of seniors and landlords. It will assist seniors in knowing what to expect when they sign their tenancy agreement, when they move in, while living there and when they move out. One section helps them think about their future living needs. There is also a section on “Safety and Security” that helps the senior, as a tenant, deal with problems that crop up in the building, helps them recognize abuse and harassment, and offers advice on what to do in response. At the end of the booklet there is a list of community resources and a glossary to explain words commonly used related to renting. Also included are 10 double-sided sheets for landlords, managers and building owners entitled “Tips of the Trade.”

Adaptability to other jurisdictions: Applicable to other jurisdictions, but there is a BC specific list of resources

Language: English

Quality Assessment Information: Project (STEPS) and its materials were evaluated and a report was sent to the Community Mobilization Program of Justice Canada. The evaluation was very positive.

How To Acquire Resource: Call or email the contact person for a copy.

Purchase Fee: \$5.00

Advocacy Manual

Produced by “Seniors and the Law” Project
BC Coalition to Eliminate Abuse of Seniors

304-5050 Kings Way

Burnaby, BC V5H 4C2

Phone: 604-437-1940 Toll free 1-866-437-1940

Fax: 604-437-1929

Email: ceas@telus.ne

Web Site: www.bcceas.ca

Contact: Carol Wardhall

Date Produced: Will be available in the Fall of 2004

Format: Hard copy

Learning Approach: Self-directed or independent study, workshop format and presentation format

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect

Content Summary: Several different modules are being developed to train advocates to work with communities to help them enhance what they are doing now to prevent abuse of seniors.

The purpose of the “Seniors and the Law” project is to strengthen and enhance the ability of communities to respond to the legal needs of seniors by developing a network of resources serving seniors throughout BC. The approach is to work with selected communities to develop capacity in those communities and, at the same time, develop a body of knowledge and tools that can be used in other communities.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English

Quality Assessment Information: None

How To Acquire Resource: Call or email the contact person for a copy. A web site will also be available.

Purchase Fee: Unknown (Call or e-mail the contact person for cost.)

Fact Sheets on Abuse of Older Persons

B.C. Coalition to Eliminate Abuse of Seniors
304-5050 Kings Way
Burnaby, BC V5H 4C2
Phone: 604-437-1940 Toll free 1-866-437-1940
Fax: 604-437-1929
Email: ceas@telus.net
Web Site: <http://www.bcceas.ca/abuse.htm>
Contact: Carol Wardhall

Date Produced: Unknown
Format: Hard copy
Learning Approach: Self-directed or independent study
Audience: General public
Focus: Fact sheets to educate the public
Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect; and human rights violations

Content Summary: The package contains fact sheets dealing with physical abuse, psychological or emotional abuse, financial abuse, sexual abuse, medication abuse, neglect and self-neglect. Each fact sheet defines the type of abuse, situating each on a continuum, followed by a list of scenarios.

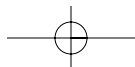
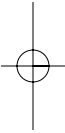
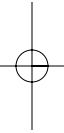
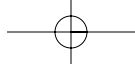
Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English, Punjabi, Hindi, Chinese, Spanish, Vietnamese, Korean, and Polish

Quality Assessment Information: None has been completed to date, but the resource has been very popular, according to project representatives.

How To Acquire Resource: Visit web site (English only) or call or email the contact person for a copy.

Purchase Fee: To cover the costs of reproduction



Multi-Site

Abuse Prevention in Long-Term Care

(Rapport sommaire des groupes de discussion sur la prévention des mauvais traitements et de la négligence, l'intervention et la création d'un milieu de soutien et de respect dans les établissements de soins de longue durée)

Sisters of Charity Ottawa Health Services

Elisabeth Bruyere Health Centre

43 Bruyère Street

Ottawa, ON K1N 5C8

(Canada)

Phone: (613) 562-6365

Fax: (613) 562-6387

Email: jkozak@scohs.on.ca

Web Site: www.scohs.ca

Contact: Dr. Jean Kozak, Research Department

In partnership with four regional coordinating

sites: St. Vincent's Hospital, Vancouver, BC

Riverview Health Centre, Winnipeg, MB

Regroupement des Trois Rivières, Vaudreuil, PQ

Hoyles-Escasoni Complex, St. John's, NF

Date Produced: 1997 (updated in 2003)

Format: Hard copy manual and two videocassettes: "Abuse and Neglect in Long-Term Care: Intervention and Prevention" and "Fostering a Supportive and Respectful Environment in Long-Term Care." The videos will be available on DVD by 2004.

Learning Approach: Self-directed or independent study and workshop format

Audience: General public (and, particularly, long-term care residents and members of the broader community who have any association with LTC facilities)

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Physical, psychological, medical, systemic, civil/human rights, neglect (and limited treatment of sexual and financial abuse)

Content Summary: This unique educational package approaches the issues of preventing abuse and neglect, and fostering a supportive and respectful environment, in long-term care (LTC) facilities, from the resident's perspective. It is intended to sensitize and stimulate discussion

among residents, staff, family members, and volunteers, leading to a greater understanding and commitment to find solutions. The package is also useful for the broader community, not just LTC facilities. The two videos focus on more subtle forms of abuse and neglect perceived by long-term care residents or other seniors.

The manual stems from a three-part project conducted across Canada – the Abuse Prevention in Long-term Care Project (APLTC). The first part consisted of interviews with residents, staff, and families of residents receiving long-term care. The interview pertained to their experiences with abuse. The second part constructed an education package in the form of a manual. The third part trained the staff of long-term care facilities in the use of the manual; it also trained them to train others within their facilities. The manual was produced to fill a gap in the existing education material for those working and living in long-term care. It addressed not only the needs of staff workers (doctors, social workers, nurses) but also those of residents, volunteers, and family members.

Adaptability to other jurisdictions: Applicable to other jurisdictions

Language: English and French

Quality Assessment Information: The following evaluation information was taken from "Abuse Prevention in Long-Term Care Evaluation Study – Final Report," prepared by Jamieson Consulting (2002). The immediate and short-term effects of the APLTC Train-the-Trainer workshops were well-documented in post-workshop feedback evaluations and in a six-month follow-up survey to the training. From these evaluations, it was clear that the train-the-trainer sessions had immediate success in raising awareness and providing education on the issues.

Key informant interviewees indicated that the video-related modules are the sections of the package most frequently in use. Accompanying handouts, overheads and discussion guidelines, and exercises from these modules and selected materials from other modules are also used. Since the APLTC Training (to December 2001), the Sisters of Charity of Ottawa Health Service has

processed 432 purchase orders for the education package. All sources of feedback indicate that, overall, the content of the APLTC project is current, relevant, accurate, realistic and written at the appropriate level for the audience (which appears to be primarily staff or students). One of the major draws of the APLTC Project seems to be the modularized format which provides trainers with optimum flexibility to “mix and match” focus depending on the training requirements and time available for training. Overall, key informants indicated that the package is easy to use. It is straightforward and also easy to adapt or tailor to various training situations.

How To Acquire Resource: Call or email contact person for a copy. May be available on web site in 2004

Purchase Fee: \$100.00

National Clearinghouse on Family Violence

Resource and Training Kit for Service Providers: Abuse and Neglect of Older Adults

National Clearinghouse on Family Violence
Population Health Agency of Canada
Jeanne Mance Building
Address Locator: #1907D1
Tunney's Pasture
Ottawa, ON K1A 1B4
(Canada)
Phone 1-800-267-1291
Fax (613) 941-8930
Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Date Produced: 1994

Format: Hard copy

Learning Approach: Workshop format

Audience: Professionals

The kit may be used by a variety of audiences by tailoring it to the interests and educational background of participants. The material can also be adapted to fit different time frames and settings. The objective of the kit is to reach a broad cross-section of Canadian society. The more diverse the audience, the wider the system of support that can be developed.

Focus: Prevention, detection, addressing existing cases and social marketing

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect and self-neglect; and violation of human rights

Content Summary: This kit provides trainers with tools to raise the awareness of service providers about abuse and neglect of older adults. It includes sections on adult education, older adults in Canadian society, types of abuse, identification and assessment, and intervention and prevention strategies. Within each section are modules, each containing presentations which are adaptable to teaching style. Each presentation is followed by a "Note to Trainer" which suggests print and audio-visual resources, case-work scenarios with ideas for initiating discussion, handouts and summaries. In later modules, scenarios have been expanded to encourage active

participation through role-playing. Appendices include evaluation forms, the location of selected resource materials and a list of Advisory Group members.

The kit was developed with an Advisory Group from Atlantic Canada, but the work draws on resources from across the country.

Adaptability to other jurisdictions: Applicable to other jurisdictions, although protocols, legislative models and resources from the Atlantic region may need to be replaced with material specific to your agency, province or territory. Material may need to be adapted to reflect language and cultural distinctions.

Language: English and French

Quality Assessment Information: Extensive peer reviews were conducted in all regions across Canada before the final product was released. There was a regional roundtable on education and training regarding abuse and neglect of seniors conducted in the fall of 1994. Participants discussed what work had been done on the issue, what was accomplished, and what work should be done next. Roundtable reports were issued and recommendations made.

How To Acquire Resource: Available on Web Site: http://www.hcsc.gc.ca/hppb/familyviolence/age_e.html

The resource is also available in hard copy on request.

Purchase Fee: Free

Abuse and Neglect of Older Adults: Awareness Information for People in the Workplace

National Clearinghouse on Family Violence
Population Health Agency of Canada
Jeanne Mance Building
Address Locator: #1907D1
Tunney's Pasture
Ottawa, ON K1A 1B4
(Canada)
Phone 1-800-267-1291
Fax (613) 941-8930
Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Date Produced: 1994

Format: Hard copy

Learning Approach: Self-directed or independent learning

Audience: General public (This guide was designed for use in the workplace, but it could also be used in the home or community settings.)

Focus: Prevention, detection, addressing existing cases

Types of Abuse: Financial, physical, and emotional/verbal abuse; neglect and various others

Content Summary: This is a guide for planning and carrying out a one-hour introductory session on the abuse and neglect of older adults. It includes basic information on the abuse and neglect of older adults, suggestions for what to say on a topic, an agenda, quiz answers, activity ideas and handouts. The material is organized in a simple, non-technical format to help the presenter who is neither a content expert nor an experienced teacher or public speaker.

Adaptability to other jurisdictions: Applicable to all jurisdictions

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Available on Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

The resource is also available in hard copy on request.

Purchase Fee: Free

Abuse of Older Adults in Institutions: Fact Sheet

National Clearinghouse on Family Violence
Public Health Agency of Canada
Jeanne Mance Building
Address Locator: #1907D1
Tunney's Pasture
Ottawa, ON K1A 1B4
(Canada)

Phone 1-800-267-1291

Fax (613) 941-8930

Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Date Produced: 1999

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, sexual, and emotional/verbal abuse; neglect; and violating human rights

Content Summary: This fact sheet provides an overview of the available information on abuse and neglect of older adults living in institutions. Its content includes definitions, statistics, signs of abuse, prevention, reporting, and suggested resources. It will be of interest to older adults living in institutions, their families, policy makers and program managers who provide services to older adults living in institutions.

Adaptability to other jurisdictions: Applicable to all jurisdictions

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Available on Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

The resource is also available in hard copy on request.

Purchase Fee: Free

Abuse and Neglect of Older Adults: Fact Sheet

National Clearinghouse on Family Violence
Public Health Agency of Canada
Jeanne Mance Building
Address Locator: #1907D1
Tunney's Pasture
Ottawa, ON K1A 1B4
(Canada)

Phone 1-800-267-1291

Fax (613) 941-8930

Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Date Produced: 1990; revised 1999

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Everyone

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial, physical, and emotional/verbal abuse; neglect; and various others

Content Summary: This fact sheet provides general information on elder abuse, organized by the following topics: definitions of physical, psychological and financial abuse as well as neglect; statistics on how many Canadians are affected; indicators of abuse; available support services; options for responding through education, legislation, and intervention; and suggested readings.

Adaptability to other jurisdictions: Applicable to all jurisdictions.

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Available on Web

Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

The resource is also available in hard copy on request.

Purchase Fee: Free

Financial Abuse of Seniors: Fact Sheet

National Clearinghouse on Family Violence

Public Health Agency of Canada

Jeanne Mance Building

Address Locator: #1907D1

Tunney's Pasture

Ottawa, ON K1A 1B4

(Canada)

Phone 1-800-267-1291

Fax (613) 941-8930

Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Date Produced: 1998

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Financial abuse

Content Summary: This fact sheet focuses on financial abuse of seniors. It explains what financial abuse is and how often it occurs, identifies signs of abuse, and suggests how seniors, family members, friends, service providers and community members can act to address this serious problem. A short list of suggested readings is included.

Adaptability to other jurisdictions: Applicable to all jurisdictions

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Available on Web

Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

The resource is also available in hard copy on request.

Purchase Fee: Free

Community Awareness and Response

National Clearinghouse on Family Violence

Public Health Agency of Canada

Jeanne Mance Building

Address Locator: #1907D1

Tunney's Pasture

Ottawa, ON K1A 1B4

(Canada)

Phone 1-800-267-1291

Fax (613) 941-8930

Web Site: http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Date Produced: 2001

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: Professionals, such as service providers and workers in seniors' organizations and community groups

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Physical, emotional/verbal, financial, and sexual abuse; medication abuse and neglect

Content Summary: This guide provides a framework for service providers, seniors' organizations and community groups wanting to develop protocols, policies and services to address the abuse and neglect of older adults. In a direct and easy-to-read manner, the guide provides complete information on the following topics: definitions, indicators, and prevalence of abuse and neglect; analysis of contributing factors and intervention principles; community strategies, including advocacy, training, protocols, service development, and prevention; and legal issues.

Adaptability to other jurisdictions: Applicable to all jurisdictions

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Available on Web

Site: [http://www.hc-sc.gc.ca/hppb/](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

[familyviolence/age_e.html](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

The resource is also available in hard copy on request.

Purchase Fee: Free

Self-Neglect by Older Adults: Fact Sheet

National Clearinghouse on Family Violence

Public Health Agency of Canada

Jeanne Mance Building

Address Locator: #1907D1

Tunney's Pasture

Ottawa, ON K1A 1B4

(Canada)

Phone 1-800-267-1291

Fax (613) 941-8930

Web Site: [http://www.hc-sc.gc.ca/hppb/](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

[familyviolence/age_e.html](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

Date Produced: 1999

Format: Hard copy

Learning Approach: Self-directed or independent study

Audience: General public

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Self-neglect

Content Summary: The purpose of this fact sheet is to help older adults, family members, friends and caregivers better understand self-neglect in later life and to suggest steps to prevent it. The document explains common signs and symptoms of self-neglect, the typical characteristics of those who suffer from it, the relevance of the concepts of personal rights and legal competency, and the potential role of health and social service agencies.

Adaptability to other jurisdictions: Applicable to all jurisdictions

Language: English and French

Quality Assessment Information: None

How To Acquire Resource: Available on Web

Site: [http://www.hc-sc.gc.ca/hppb/](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

[familyviolence/age_e.html](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

The resource is also available in hard copy on request.

Purchase Fee: Free

Abuse Prevention in Long-term Care (APLTC) Series:

Returning Home: Fostering a Supportive and Respectful Environment in the Long-Term Care Setting;

When Home is not a Home: Abuse and Neglect in Long-Term Care – A Resident's Perspective;

Stand by Me: Preventing Abuse and Neglect of Residents in Long-Term Care Settings

National Clearinghouse on Family Violence

Public Health Agency of Canada

Jeanne Mance Building

Address Locator: #1907D1

Tunney's Pasture

Ottawa, ON K1A 1B4

(Canada)

Phone 1-800-267-1291

Fax (613) 941-8930

Web Site: [http://www.hc-sc.gc.ca/hppb/](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

[familyviolence/age_e.html](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

Date Produced: 2001

Format: Hard copy (three monographs). Videos to be available on DVD by 2004

Learning Approach: Self-directed or independent study.

Audience: Anyone associated with Long-Term Care (LTC)

The audience for these monographs is anyone associated with long-term care (LTC) who wishes to address the issue of resident abuse and neglect and foster a supportive and respectful environment in LTC. This includes both individuals within facilities, such as residents, staff, families, and volunteers, as well as those external to facilities (e.g., advocates, and officials in government regulatory agencies and professional associations).

Focus: Prevention, detection, and addressing existing cases

Types of Abuse: Physical, psychological, medical, systemic, civil and human rights, neglect, and limited treatment of sexual and financial abuse

Content Summary: These three monographs are a synthesis of the findings of two national projects known as Abuse Prevention in Long-Term Care (APLTC). The purpose of these monographs is to focus on improving the life of older adults in long-term care (LTC) by approaching the issue of abuse and neglect from their perspective. The aim of the three-part series is to stimulate discussion and action by sharing the experiences of residents, staff, families, volunteers and advocates from across the country. Questions are raised about perceptions and accepted practices in LTC and people are encouraged to explore ways of fostering a caring environment for all who reside, work in or visit LTC facilities.

Adaptability to other jurisdictions: Applicable to all jurisdictions

Language: English and French

Quality Assessment Information: In the “Stand by Me: Preventing Abuse and Neglect of Residents in Long-Term Care Settings” document, it was noted that “participants often commented, orally and in the written evaluations, how much they appreciated the ideas that they could take back and try in their own facilities.”

In “When Home Is Not a Home: Abuse and Neglect in Long-Term Care – A Resident’s Perspective,” it was noted that “the Educational Package was submitted for independent critical review and underwent pilot training/evaluation sessions in Vancouver, Winnipeg, Ottawa,

Montreal and St. John’s. It was very well received and positively rated by residents, staff, family members and volunteers alike. Based on feedback from the pilot groups, the package was revised and then distributed across the country.”

How To Acquire Resource: Available on Web Site: http://www.hcsc.gc.ca/hppb/familyviolence/age_e.html

The resource is also available in hard copy on request.

Purchase Fee: Free

