

IT'S EVERYBODY'S BUSINESS





September 1, 2009

Thank you for ordering the *It's Everybody's Business: Elder Abuse* DVD. This DVD was developed by the Winnipeg Elder Abuse Strategy Working Group to assist in increasing knowledge, awareness and the ability for individuals in the community to respond to situations of abuse towards older adults.

This DVD is designed to educate community gatekeepers and provide them with accessible information in order for them to be able to identify and provide information about support services and/or refer to community-based supports. This DVD is also meant to increase the awareness and knowledge of resources available to older adults that may be experiencing abuse.

Age & Opportunity would like to thank everyone that played a part in the development of these resources. The development of this DVD has been a joint initiative between Age & Opportunity, the Winnipeg Regional Health Authority, the Manitoba Seniors and Healthy Aging Secretariat, the Public Trustee of Manitoba, the Winnipeg Police Service, the Protection for Persons in Care Office, Geriatric Medicine, the Addictions Foundation of Manitoba, the Brandon Regional Health Authority, the Norman Regional Health Authority and older adult community organizations and members.

Age & Opportunity is pleased to be a partner on this DVD. It is our hope that communities will be able to use this DVD and accompanying facilitator's guide as a preventative tool against the abuse of older adults.

Thank you for assisting us in increasing the awareness of elder abuse in Manitoba.

Sincerely,

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The abuse of older adults is **EVERYONE S BUSINESS!** The information in the DVD *It s Everybody s Business* and this facilitator s guide will help you assist older adults who are experiencing abuse. Together we can create communities that support and empower older adults to seek assistance if they are experiencing abuse.

DID YOU KNOW?

Research on abuse of older adults is at times quite limited. This is due to the fact that often abuse and neglect of older adults is hidden and not reported. In many cases individuals are not aware of or do not recognize the abuse and neglect of older adults.

- Canadian research indicates that between 4 and 10% of older adults experience one or more forms of abuse or neglect at some point in their later years by someone they trust. However, this is thought to be a greatly underestimated percentage due to under reporting.
- It is estimated that between 168,000 and 421,000 seniors in Canada are experiencing or have experienced abuse or neglect in later life. In Manitoba, 6,000 to 16,000 older adults are experiencing one or more forms of abuse.
- Some older adults may be more likely to experience abuse or neglect, including those who are isolated, and those who have mental/physical impairments, or those who may have an addiction or a family member with an addiction.
- About 80% of abuse or neglect of older adults is hidden or goes undetected. Only about one in five cases of abuse come to the attention of community agencies or authorities.
- Abuse is not limited to older adults of any particular culture, ethnic group, social background, or religion.
- Spousal abuse can “grow old”. It can start earlier in a relationship and continue into later life.
- Older women are the victims in about two-thirds of the cases of abuse or neglect that come to the attention of community agencies.
- World Elder Abuse Awareness Day (*WEAAD*), held on June 15th every year, is a day to share information, learn more, discuss the issue of elder abuse and create supportive communities. It is an opportunity to recognize local and regional efforts made to raise awareness of abuse of older adults.

For ideas on how you can recognize this special day, please visit the Manitoba Seniors & Healthy Aging Secretariat's website at www.gov.mb.ca/shas or call 945-1884 or 1-888-896-7183.



FACILITATOR'S GUIDE SUGGESTIONS FOR USE

The DVD *It's Everybody's Business* can be used by various community organizations such as senior serving organizations, banks, schools or pharmacies to name a few. The DVD is designed to provide individuals with more information on the abuse of older adults and to facilitate group discussion.

THERE ARE NUMEROUS WAYS IN WHICH YOU MAY WANT TO USE THE DVD AND THIS GUIDE:

- The DVD could be used as a stand alone product.
- You may watch the DVD in its entirety and follow up with a group discussion.
- This guide has been designed to provide you with information for each section of the DVD. This allows you to stop the DVD at any time to discuss the information and scenarios.
- At the end of the guide and each section there are general discussion questions that can be utilized to guide groups in discussion about past experiences and ways in which to handle situations of abuse.
- Be creative – the possibilities are endless.

Additional resource materials can be found at the back of the guide, including a list of agencies that can be contacted for further information or assistance.



SECTION 1: ABUSE HURTS AT ANY AGE

DISCUSSION QUESTIONS:

? What do you think elder abuse, senior abuse or the abuse of older adults is?

Elder abuse, senior abuse or the abuse toward older adults is any action or inaction by a person in a relationship of trust that can jeopardize the health or well being of an older person.

The World Health Organization has defined elder abuse as:

a single or repeated act, or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person

? How do you think elder abuse would be different from situations of frauds or scams?

In most cases, abuse towards older adults occurs with a person in a position of trust, On the other hand, frauds or scams are usually done by someone the individual does not know.

With frauds or scams, consumers often give their money away with the expectation that they will get something in return. Fraud or scams are often done by con artists.

A fraud or scam is defined as being:

- Intentional
- The goal of fraud is to persuade someone to part with something of value, usually money
- Fraud involves deliberate deceit, misrepresentation or concealing valuable information
- Fraud can involve more than one person

? Can you provide some examples of stories of elder abuse or situations that you have worked with?

SECTION 2: ELDER ABUSE- WHY IS IT UNDER REPORTED?

DISCUSSION QUESTIONS:

? Why do you think Elder Abuse is not being reported?

- Fear of retaliation or punishment.
- Fear of abandonment or rejection by the abuser or other family members.
- Family loyalty.
- Shame and embarrassment if the abuser is a spouse or other family member.
- Fear of placement in an institution.

? Who are the abusers?

Abuse of older adults most often occurs within the family by a spouse, children, and/or grandchildren. However, abusers can also include friends, neighbours, paid care providers, landlords and staff, or any individual in a position of power, trust or authority.

Research shows that only one in five cases of elder abuse comes to the attention of someone that can help. Because this abuse is often occurring in family situations, older adults are often ashamed or embarrassed to talk about this.

Often the abuser is dependent on the older adult, and may be experiencing drug or alcohol addictions, gambling or other financial hardships. They often feel they are owed this, and that what they are asking for is rightfully theirs.



SECTION 3: TYPES OF ABUSE AND NEGLECT

DISCUSSION QUESTIONS:

? What do you think is the most common type of abuse in Manitoba?

Financial abuse is the most common form of abuse of older adults. It can involve illegally or improperly using a person's money, assets, or property without the person's permission or knowledge. It is often a form of theft or fraud. Examples of financial abuse include: pressuring for money, goods or property; using property or money without the person's knowledge and consent; and misusing a power of attorney.

? What types of abuse have you seen or encountered?

Abuse and neglect of older adults can take many forms, including physical, emotional, financial, sexual and neglect towards an older adult.

Physical Abuse includes violence or rough treatment, even if it does not leave an injury. It can also be a threat of physical force. Physical abuse also includes inappropriate use of medications or restraints.

Emotional Abuse includes name calling, intimidation, threats, yelling, ignoring, or socially isolating the older person. Emotional abuse is often a form of control. Treating an older adult like a child is another form of emotional abuse. Emotional abuse can cause emotional pain, anguish or distress. It can undermine an older person's sense of dignity and self-worth. Emotional abuse is also known as verbal, mental, or psychological abuse.

Financial abuse can involve illegally or improperly using a person's money, assets, or property without the person's permission or knowledge. It is often a form of theft or fraud. Examples of financial abuse include: pressuring for money, goods or property; using property or money without the person's knowledge and consent; and misusing a power of attorney.

Sexual abuse is sexual contact with an older adult without that person's consent. It can include pressuring an older adult for intimacy, fondling, touching, and sexual assault. Sexual abuse may also include sexual comments or jokes or leering.

Neglect can be physical, emotional, or financial. It refers to situations where a person has a responsibility to provide care or assistance to an older adult, but does not. For example: a neglectful caregiver might stop paying the bills or providing food, shelter, medication, medical attention, or other forms of assistance that the older adult needs and cannot get on his or her own. Abandoning the person is another form of neglect.

SECTION 4: WARNING SIGNS

DISCUSSION QUESTIONS:

? What kind of warning signs do you think you would see from an older adult who is experiencing abuse?

Older adults who are experiencing abuse or neglect may:

- Tell you they are being harmed, not treated well by someone, or not respected.
- Show signs of depression or anxiety.
- Seem fearful around certain people.
- Become socially withdrawn (having less contact with people who they have been close to in the past).
- Become passive and very compliant.
- Have unexplained physical injuries (broken bones, bruises, pressure marks, abrasions, burns, etc.).
- Have a lack of food, clothing and other necessities (i.e. eyeglasses). They may have to ask for permission from the abuser to purchase items for themselves.
- Show changes in their hygiene or nutrition (e.g. signs of malnutrition).
- Suddenly become unable to meet financial obligations (i.e. unpaid bills)
- Have unusual withdrawals from their bank account.
- Express that they have signed legal documents that they didn't understand or felt forced to do so by someone.
- Delay seeking medical treatment.
- Have a sudden change in living arrangement (i.e. son/daughter move into basement and become dependent on the older person for money, a place to live and support).
- Be called names and may not be "allowed" to make any decisions.
- Be pressured into giving money to another individual.
- Be pressured into supporting another individuals alcohol use, substance use, gambling habits, or pressured into going gambling with the individual.

? Do you think some of these warning signs could be overlooked?

Sometimes these signs are mistaken as a part of growing older or may look like other health conditions. For example, mental confusion, depression or anxiety resulting from abuse or neglect may look like dementia. People may not realize that sometimes older adults are experiencing frequent falls, or have long-term pain because they are being abused or neglected. Ageism can also play a factor in why these warning signs are overlooked. Ageism is a social attitude and a way of looking at older people that stereotype them. For example, often in situations of abuse, older people aren't taken seriously because they are viewed as being forgetful and seen as complainers.

SECTION 5: RESPONDING TO ELDER ABUSE

DISCUSSION QUESTIONS:

? If an older adult is experiencing abuse, who do you think can help?

Everyone can have a role in preventing the abuse of older adults; it s everybody s business!

THIS CAN INCLUDE:

- Police officers
- Social Workers
- Health care professionals
 - Doctors
- Home care workers
 - Dentists
 - Neighbours
 - Family
 - Friends
- Financial Institutions
 - Lawyers
- Faith Communities

Please note: this is only a small snapshot of people, services and organizations that can help.

Police Services: The police should be contacted if you suspect that there is immediate or impending harm to an older person. Contact your local police agency should you have any concerns about safety and well being issues of anyone in your community.

Winnipeg Emergency: 911

Non-Emergency: 986-6222

Outside Winnipeg: 911 or check local listings

Age & Opportunity: Age & Opportunity Inc. is a social service agency that offers life-enhancing programs and services to older adults. The agency has been providing elder abuse prevention services for over twenty years. The scope of these innovative services continues to grow to include the following:

- Individual counselling services.
 - Group counselling.
- Safe Suite program for older adults in Manitoba.
 - Toll free elder abuse help line.
- Assistance with emergency protection orders.

The Agency provides direct elder abuse services and receives referrals for the following:

- Consulting around elder abuse issues.
- One-on-one support and counselling.
- Safe Suite program referrals.
- Communication support group for older parents / grandparents.
- Many other direct service referrals.

If you or someone you know is in need of these types of services, please contact Age & Opportunity at:

Winnipeg: 956-6440

Outside Winnipeg: 1-888-333-3121

AGE & OPPORTUNITY'S SAFE SUITE PROGRAM

This initiative provides at no cost temporary housing for men and women, 55 years or older who are in need of a safe place to stay due to abuse or neglect and whose needs cannot be effectively met by existing abuse/crisis services. Abuse may be physical, emotional/psychological, sexual, financial or neglect.

What Services are Provided?

- Social workers provide counselling services.
- Furnished accommodations for up to 60 days.
- Victoria Lifeline support.
- Practical assistance with arranging finances, housing, legal and support services.

If you or someone you know is in need of these types of services, please contact Age & Opportunity at:

Winnipeg: 956-6440

Outside Winnipeg: 1-888-333-3121

The Protection for Persons in Care Office: The Protection for Persons in Care Act is a law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility. In Manitoba, it is mandatory to report suspected abuse in these settings. This means that anyone who has a reasonable basis to believe abuse is occurring, or is likely to occur, must report these concerns as soon as possible.

Winnipeg: 788-6366

Outside Winnipeg: 1-866-440-6366

Seniors Abuse Line: The Seniors Abuse Line is a confidential information service aimed at providing seniors, caregivers and others with a one-stop information resource on elder abuse. The abuse line staff provides information about community resources and support services available to help.

Winnipeg: 945-1884

Outside Winnipeg: 1-888-896-7183

The Public Trustee of Manitoba: The Public Trustee is a provincial government special operating agency that manages and protects the affairs of Manitobans who are unable to do so themselves and who have no one else willing or able to act. This includes mentally incompetent and vulnerable adults, deceased estates and children.

The Public Trustee:

- Administers estates and makes personal decisions on behalf of mentally incompetent adults or vulnerable adults who are not mentally capable of making decisions independently.
- Administers the estates of people who have granted a Power of Attorney to The Public Trustee.
- Administers the estates of people who have died in Manitoba with no one else capable or willing to act as administrator or executor.

Winnipeg: 945-2700

Outside Winnipeg: 1-800-282-8069

Law Phone-in Line: This office provides legal information over the phone free of charge for the first half-hour consultation on many types of legal problems and can refer you to a lawyer if necessary. You will be asked to leave your name and number on the answering machine and a lawyer on staff will return your call at a convenient time for you.

Winnipeg: 943-2305

Outside Winnipeg: 1-800-262-8800

Addictions Foundation of Manitoba:

Professionals who are concerned about a client can call the AFM:

- for treatment information for those with addiction or affected family issues.
- for advice on a situation.
- for resource information including the AFM library.
- for training requests.

Family members who have concerns might call AFM when:

- they feel someone else's alcohol, drug, or gambling use is causing them harm or distress.
- they worry that an older adult's use of alcohol, drugs or gambling contributes to the older adult tolerating abusive relationships.

Older adults who have concerns might call AFM when:

- they would like information about addiction and its effects on families.
- they would like to consult with someone outside their family.
- there is need to debrief an experience with an abusive situation with an AFM staff person.
- they are interested in talking about their own gambling, alcohol, or drug use with a trained professional

Winnipeg: 944-6200

Outside Winnipeg: 1-888-638-2561

SECTION 6: PREVENTING ELDER ABUSE

DISCUSSION QUESTIONS:

? Are there any ways that you think older adults can protect themselves from being abused?

- Increase your social networks by asking friends to visit you often, participating in community activities, developing a buddy system with a friend so that you can share with and check in on each other regularly.
- Have your own telephone, and post and open your own mail.
- Before getting a joint bank account discuss options with your financial institution such as direct deposit, pre-authorized bill payments and/or power of attorney.
- Get legal advice about arrangements you can make now for possible future disability, such as a power of attorney and health care directive.
- Keep records, accounts and lists of property/assets available for examination by someone you trust.
- Review your will periodically and do not make changes to it without careful consideration and/or discussion with a trusted family member or friend.
- Give up control of your property or assets only when you decide you can't manage them.
- Ask for help when you need it.

Points to consider when working with or supporting an older adult who is experiencing abuse:

- Ensure that the person understands that if they are in immediate danger, they should call 911.
- If safety is a concern, help them access a person that is knowledgeable in safety planning so the following can be discussed:
 - Options for where they can go and how to get there.
 - Keeping money available in case of emergency.
 - Keeping vital information/identification in one spot.
 - Phone access in an emergency.
- Let them know that there are civil remedies available to them if they fear that the abusive behaviour will continue (contact a peace officer, protection order designate or magistrate for more information).
- Encourage them to participate in community activities so they get out of the house and have contact with others.
- Encourage them to ask for help when they need it and ensure that they are aware of community supports available for assistance.
- Suggest that they discuss their financial and health care plans for the future with trusted family members, their physician, and their attorney.

SECTION 7: ADDITIONAL INFORMATION & RESOURCES

? WHAT RIGHTS DO EACH OF US HAVE?

Individuals should be made aware of their rights. Each of us is entitled to rights regardless of age, race, religion, gender, socioeconomics, education or demographics to name a few. Listed below are some key points to consider and may be used to provide a sense of empowerment to individuals who are experiencing abuse.

- The basic necessities of life: You have the right to basic requirements of life: food, clothing, shelter, medical care, etc.
- Safety: You have the right to live in safety and without fear. This includes the right to be free from physical, emotional, sexual and financial abuse as well as neglect.
- Information: You have the right to information required to make meaningful and informed choices. This includes information about your legal and civil rights, resources and the range of service options available to you to address your needs.
- Freedom of choice: You have the right to make decisions and live your life as you wish provided they do not infringe on the rights to safety of others. This right includes the right to refuse assistance and intervention. There may be instances where an individual's ability to make decisions is in question. These situations should be referred to a doctor for further assessment.
- Confidentiality/Privacy: You have the right to privacy. Most agencies/organizations are governed by privacy policies or legislation that ensures confidentiality is maintained (i.e. Personal Health Information Act).



? WHAT ARE THE MYTHS OF ABUSE TOWARDS OLDER ADULTS?

This information could be used with individuals prior to watching the DVD to measure their knowledge of abuse towards older adults. This could again be provided to these same individuals once the DVD has been viewed, to indicate if their knowledge has increased as a result of the DVD. Keep track of the before and after to indicate the level of increased awareness of abuse towards older adults.

1. The person who abuses an older adult is often a family member
 TRUE
 FALSE
2. Abuse towards older adults is a crime
 TRUE
 FALSE
3. The majority of older people affected by abuse talk to someone about the abuse
 TRUE
 FALSE
4. Abuse towards older adults always involves physical contact
 TRUE
 FALSE
5. "It is difficult to recognize when an older adult is being abused or neglected"
 TRUE
 FALSE
6. Older men are not abused
 TRUE
 FALSE
7. "The majority of older people need assistance in managing their financial and personal affairs"
 TRUE
 FALSE
8. Abuse and neglect of older adults only happens at home
 TRUE
 FALSE
9. Some cultures do not experience abuse or neglect of older adults
 TRUE
 FALSE

ANSWERS:

1. The person who abuses an older adult is often a family member

True: abuse towards an older adult is any action or lack of action by someone in a position of trust that harms the health or well being of that individual. Often the person in a position of trust is a family member.

2. Abuse towards older adults is a crime

Sometimes: it depends on the type of abuse. For example, assault, theft, forgery, uttering threats are crimes under the Criminal Code of Canada. But, some things that may be abusive are not necessarily a crime, for example, name calling, isolating, ignoring, insulting, pressuring to give money, etc.

3. The majority of older people affected by abuse talk to someone about the abuse

False: most abuse and neglect of older adults goes undetected. Only about one in five cases of elder abuse come to the attention of community agencies or authorities.

4. Abuse towards older adults always involves physical contact

False: abuse may be psychological, financial or neglect. However, often there is more than one type of abuse occurring at the same time.

5. "It is difficult to recognize when an older adult is being abused or neglected"

True: abuse may be very difficult to recognize, particularly as most abused seniors are reluctant to talk about it. Therefore, it is very important to be familiar with the possible signs of elder abuse.

6. Older men are not abused

False: older men also experience abuse.

7. "The majority of older people need assistance in managing their financial and personal affairs"

False: most older people are able to manage their own affairs. However it is important to plan for the future and have documents in place (e.g. an enduring power of attorney, will and health care directive) in case there is a time in the future when you may need assistance with managing your affairs.

8. Abuse and neglect of older adults only happens at home

False: abuse towards older adults can happen at home, in the community, in hospitals and in long-term care facilities.

9. Some cultures do not experience abuse or neglect of older adults

False: abuse is not limited to older adults of any particular culture, ethnic group, social background or religion.

? WHAT SHOULD ONE DO IF A PERSON STATES THAT THEY ARE BEING ABUSED?

If a person tells you that they are being abused you should:

- **BELIEVE the person.** Do not question what they are telling you. You may be the very first person that has ever been entrusted with this information. It may be hard to understand what is going on especially if the alleged perpetrator is someone you know.
- **Do not judge the person.** Listen to what they are saying to you. Tell them you care about them and offer support.
- **Do not deny what is going on.** If you choose to deny what is going on or do not listen to a person, this will serve to isolate the person who is being abused even further.
- **Understand that making efforts to change an abusive relationship is extremely difficult.** A person who is being abused is often afraid and not certain what to do. It can take a long time for people to decide to make a change in their lives, to reach out for help or to even talk about their situation.
- **Encourage the person to seek help and assistance.** Offer to help them find the right place to turn to if this is something you are prepared and able to do.
- **Provide the older person with information on abuse and where to get help.** You can do this by providing local telephone numbers and resources in your community area. Ensure that you are educated on the resources available to older persons who are being abused.
- **Do not confront the perpetrator yourself.** This could put you and/or the person who is being abused in danger. Remember, if you or someone you know has been abused or is experiencing abuse, you are not alone. Help is available.
- **Develop a safety plan if needed.** Each plan will be unique to each situation. Please see attached example of a safety plan that will provide examples of ways to ensure one's safety.



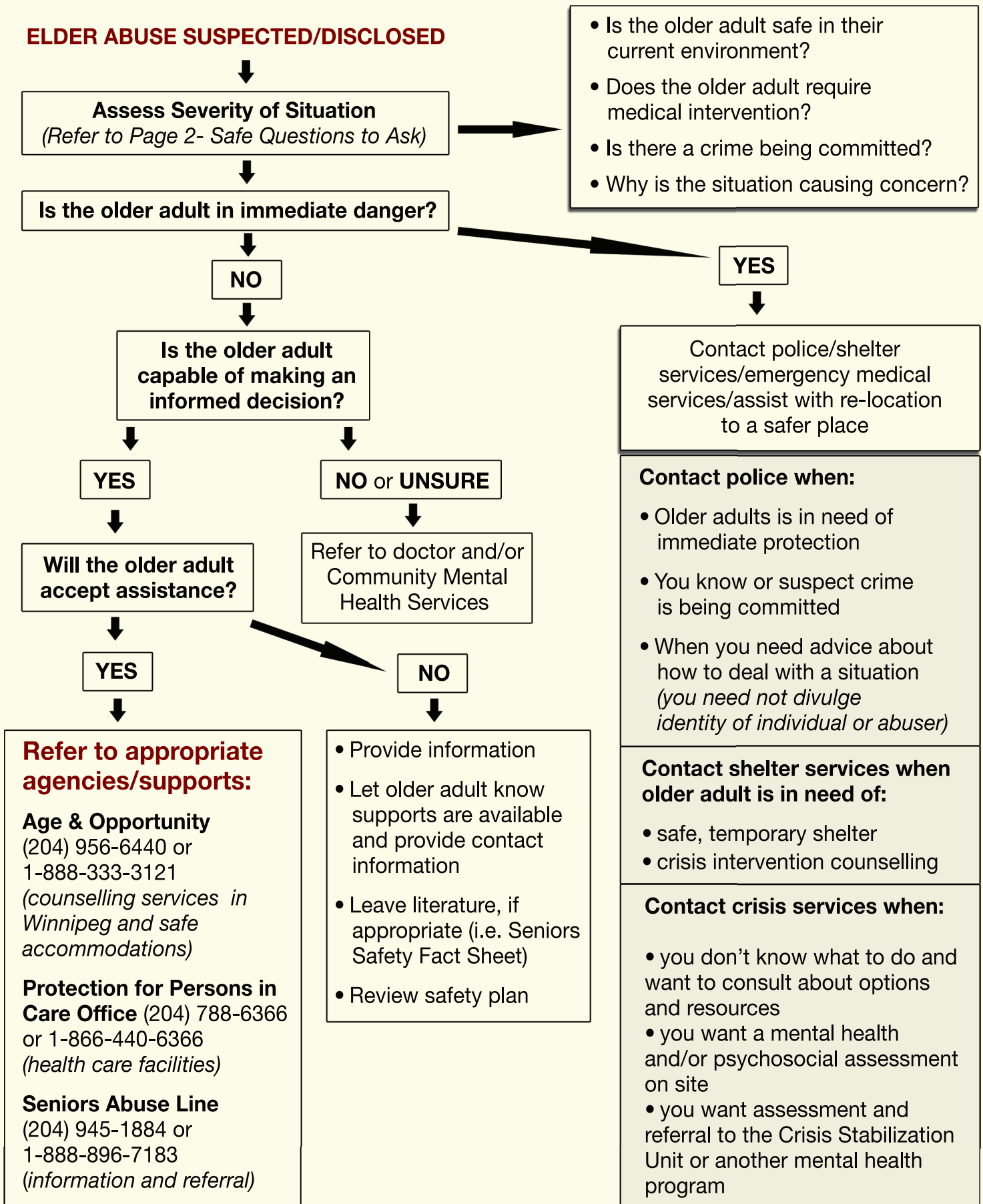
ADDITIONAL GROUP DISCUSSION QUESTIONS:

This section can be used to begin a small or large group discussion on the scenarios after the DVD has been watched. Ask each person or small group to answer each question and present to the larger group for reflection of others ideas, thoughts and insights.

- What are the warning signs for each scenario?
- What types of abuse do you see in each scenario?
- How could you assist each older adult if they came to you for assistance in your community area? Pick one or more scenarios to present back to the group.
- What are you doing in your community area to increase the awareness of abuse towards older adults?
- What do you think you could do on June 15th to bring awareness to International World Elder Abuse Awareness Day in your community area?



SECTION 8: ELDER ABUSE DECISION TREE



SAFE QUESTIONS TO ASK WHEN INTERVIEWING AND ASSESSING

You may find it helpful to use/adapt one or more of the following screening questions:

- Is there anything you'd like to talk about?
- Do you feel safe?
- I have often seen people who are not receiving the care they deserve...
- Tell me about your living situation. Are you happy with it?
- Are you getting all the help that you need?
- Do you have ready access to a telephone? If not, why?
- Is there anyone living here who you don't feel comfortable around? Why?
- Has anyone talked to you or yelled at you in a way that made you feel bad about yourself?
- Who does your finances? Are you comfortable with how they handle them?
- Do you have any close family members who abuse drugs or alcohol or gamble? Tell me how it affects you
- Do you want to talk about some of the resources you might want to use?
- Are you having any problems getting to your doctor's appointments or to the pharmacy?
- Are you alone a lot?
- Does anyone every let you down when you need help?
- Do you feel that you have access to food, medications and clothing at all times?
- Does anyone ever take anything from you or use your money without your permission? Can you give me examples?
- Does anyone every scold or threaten you? Can you give me an example?

If you suspect the older adult is being abused by their caregiver, please refer to the Caregiver Abuse Screen (CASE) developed by the national Initiative for the Care of the Elderly (NICE) for questions that you can ask the caregiver (www.nicenet.ca).

**Adapted from the North Eastman Senior Abuse Resource Guide - June 2009*

SAFETY PLANNING FOR ABUSED OLDER ADULTS

Things to consider when developing a safety plan with an older person:

- Ensure that they understand that if they are in immediate danger, they should call 911 or their local police
- Help them develop a plan for where they can go and how they can get there if they feel like their life and well-being have been threatened (i.e. trusted friend or relative, local women s shelter)
- Ensure that they will have access to financial resources and necessary medication if they have to leave home quickly
- Encourage them to have trusted friends and/or family visit often, and/or check in by phone regularly
- Let them know that there are civil remedies available to them if they fear that the abusive behaviour is likely to continue (contact a peace officer or magistrate for more information)
- Encourage them to participate in community activities so that they are getting out of the house and have contact with others if possible
- Ensure that they have access to their own telephone
- Suggest that they post and open their own mail and have pensions cheques or other income deposited directly into their bank account
- Link them to legal advice to discuss arrangements to make now for possible future disability (i.e. power of attorney)
- Encourage them to keep accurate records, accounts, and lists of property/assets available for examination by a trusted individual
- Suggest that they review their will periodically and not make changes to it without careful consideration and/or discussion with a trusted family member or friend
- Encourage them to only give up control of property or assets when they decide they can't manage them
- Encourage them to ask for help when they need it and ensure that they are aware of community support available for assistance
- Suggest that they discuss their plans regarding future financial and health care with their attorney, physician and family members

** Adapted from Brandon Regional Health Authority Elder Abuse Resource Guide*

PUBLICATIONS & EDUCATION & WEBSITES

The following organizations can provide you with additional information on publications and/or education:

Addictions Foundation of Manitoba: prevention services are available which include workshops for older adults, caregiver, and service providers.

Call your local AFM office.

Winnipeg: 944-6200

<http://www.afm.mb.ca/>

Age & Opportunity: The agency has been providing elder abuse prevention services for over twenty years. Presentations can be arranged on their elder abuse services, ABC's of Fraud, Safetyaid (*Crime and Falls Prevention for Older Manitobans*) and a variety of other topics/programs.

Winnipeg: 956-6440

Outside Winnipeg: 1-888-333-3121

<http://www.ageopportunity.mb.ca>

Community Legal Education Association (CLEA): provides a speakers bureau, legal information publications, and a Community Legal Intermediary Training Course, CLEA also provides presentations to seniors groups on their rights and responsibilities as consumers. Education materials exist on identity theft and shopping safety online.

Winnipeg: 943-2382

www.communitylegal.mb.ca

Manitoba Human Rights Commission: publishes *The Manitoba Human Rights Connections Bulletin* once a month. They also conduct public education programs, and has developed a series of workshops and seminars on human rights topics.

Winnipeg: 945-3007

Outside Winnipeg: -888-884-8681.

www.gov.mb.ca/hrc

Manitoba Seniors & Healthy Aging Secretariat: An elder abuse consultant is available to provide education and training on elder abuse and to ensure that services and supports are coordinated and available to abused older persons.

Winnipeg: 945-1884

Manitoba: 1-888-896-7183

<http://www.gov.mb.ca/shas>

The Protection for Persons in Care Office: publications on ensuring protection for persons in care

Winnipeg: 945-0570

<http://www.gov.mb.ca/health/protection/>

For training or presentations

Winnipeg: 788-6366

Outside Winnipeg: 1-866-440-6366.

The Public Trustee: inquiry for publications and up-coming presentations

Winnipeg: 945-2700

<http://www.gov.mb.ca/publictrustee/>

SPONSORS & PARTNERS

ELDER ABUSE VIDEO CREDIT LIST:

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- Good Neighbours Active Living Centre
- Manitoba Association of Multi-Purpose Senior Centres (MAMSC)
- Manitoba Hydro
- NOR-MAN Regional Health Authority
- Province of Manitoba
- Winnipeg Police Service
- Winnipeg Regional Health Authority

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“It’s Everybody’s Business”

