

Resource Materials That May Be Useful in Developing a Community Response Network and in Gaining an Understanding of the Issue of the Abuse of Older Adults

A lot of materials on abuse prevention, education and response have been produced from many sources in the last few years. Some of these materials are excellent, some are not so useful. It is important to always read these materials with a critical eye and an inquiring mind. Materials get dated very quickly as legislation is amended, repealed or replaced. Services also change, are discontinued, and are newly created. Some of the materials may also be generally useful, but contain misinformation, especially about the law and institutional policies and practices.

In reading any materials or using videos, keep in mind the following:

1. If there are references to legislation, make certain that you have the most current version of the legislation, particularly if you want to rely on it or are designing practices and protocols that are based on it. Find out what legislation is applicable today and whether the legislation that is being referred to in the material has been amended or repealed or replaced with something else.
2. Remember that much of the legislation dealing with abuse issues (other than the Criminal Code), including issues related to: confidentiality, capacity, guardianship, the role of the Public Guardian and Trustee, powers of attorney, certain interventions, etc., are Provincial specific. The law in one province may be very different from the law in another province. If you are reading material that references other provincial legislation or talks about intervention strategies or remedies to assist an older adult, make certain that you check whether the reference is applicable in Ontario.
3. Services are different from province to province. When the Haldimand and Norfolk group decided to use the Connecting Module materials to develop a Community Response Network in their community, they recognized that the materials needed to be ADAPTED to fit Ontario. The original, British Columbia, materials referenced services that are only available in British Columbia and have no specific equivalent in Ontario. As well, legislation references needed to be changed.
4. Attitudes and approaches to abuse prevention, education and response change over the years as people working in the area become more skilled, knowledgeable, and more experienced in working with older adults. Earlier materials (and this may be as recent as 5 to 10 years ago) often reflected a

more paternalistic model of response in which service providers would "do what is best" for the senior whereas many of the more recent materials reflect a more assistive role of services, in which the service providers give advice to the senior but the senior controls and directs the help that is being provided to him or her. Be aware of this attitudinal shift and read materials keeping in mind what may be underlying the bias in the approaches being recommended.

5. Treat any resource materials as just that, resources, and ADAPT the materials and approaches to fit your community's needs. Don't ADOPT the protocols, approaches, interventions, or educational materials "as is" without critical review.

General Resources

The National Clearinghouse on Family Violence

1. Community Awareness and Response: Abuse and Neglect of Older Adults; Lukawieki, Teresa; National Clearinghouse on Family Violence; Health Canada
2. Resource and Training Kit for Service Providers: Abuse and Neglect of Older Adults; Murphy, Nancy; National Clearinghouse on Family Violence; Health Canada; (August, 1994)
3. Abuse and Neglect of Older Adults in Institutional Settings: Discussion Paper; Building from English Language Resources; Spencer, Charmaine; National Clearinghouse on Family Violence; Health Canada; (June, 1994)
4. Abuse and Neglect of Older Adults in Institutional Settings: Discussion Paper; Building from French Language Resources; National Clearinghouse on Family Violence; Health Canada
5. Abuse and Neglect of Older Adults in Institutional Settings; Spencer, Charmaine and Beaulieu Marie; National Clearinghouse on Family Violence; Health Canada; (June, 1994)
6. Older Canadians and the Abuse of Seniors; A Continuum from Participation to Empowerment; ARA Consulting Group Inc.; National Clearinghouse on Family Violence; Health Canada

7. Elder Abuse Bibliography; National Clearinghouse on Family Violence; Health and Welfare Canada; November 1991 (This Bibliography is also part of the Training Manual “A Guide to Enhancing Services for Abused Older Canadians”)
8. Abuse and Neglect of Older Adults: Awareness Information for People in the Workplace; MacLeod, Flora and Defoe, Brenda; National Clearinghouse on Family Violence; Health Canada
9. Directory of Services and Programs of Older Adult Victims of Violence in Canada; National Clearinghouse on Family Violence; Health Canada; 1999
10. Financial Abuse of Seniors Fact Sheet; Lukawiecki, Teresa; National Clearinghouse on Family Violence; Health Canada
11. Intergenerational Conflict and the Prevention of Abuse Against Older Persons; Tindale, J. A., Norris, J. E., Berman, R. and Kuiack, S.; National Clearinghouse on Family Violence; Health Canada
12. Abuse of Older Adults in Institutional Settings: Fact Sheet; National Clearinghouse on Family Violence; Health Canada
13. When Home is Not a Home: Abuse and Neglect in Long-Term Care - A Resident's Perspective; Kozak, Jean and Teresa Lukawiecki; 2000
14. Returning Home: Fostering a Supportive and Respectful Environment in the Long-Term Care Setting; Kozak, Jean and Teresa Lukawiecki; 2000
15. Stand by Me: Preventing Abuse and Neglect of Residents in Long -Term Care Settings; Kozak, Jean and Teresa Lukawiecki; 2000
16. Risk, Vulnerability, Resiliency - Health System Implications; Health Promotion and Programs Branch; Health Canada; February, 1997
17. Self-Neglect by Older Adults; Michael J. MacLean; 1999
18. Prevention of the Abuse of Seniors - Canadian Training Guides; Gorkoff, Kelly, Jocelyn Proulx and Brenda Comaskey; 1998
19. Guide to Project Evaluation: A Participatory Approach; Population Health Directorate; Health Canada; August 1996

20. Family Violence Handbook for the Dental Community; Denham, Donna and Joan Gillespie; Mental Health Division and Health Service Systems Division; Health Canada; December, 1994

Publications from the National Clearinghouse on Family Violence are available free of charge (limited quantities).

You can order any or all of these publications from the National Clearinghouse by:

- ◆ calling them (1-800-561-5643)
- ◆ visiting their Web Site (www.hc-sc.gc.ca/nc-cn) - You can also download a number of these publications from their Web Site
- ◆ writing them

National Clearinghouse on Family Violence
Family Violence Prevention Unit
Health Promotions and Programs Branch
Health Canada
Tunney's Pasture, Address Locator: 1907D1
Ottawa, Ontario
K1A 1B4

Community Legal Education Ontario (CLEO)

A **large** number of publications are available from CLEO, some of which speak to the abuse of older adults specifically, and some of which provide useful information to you when you are assisting an older adult (e.g., publications on: housing, benefits, Powers of Attorney, etc.).

The “On Line” CLEO order form is included in this section of the Manual so that you can see the listings of all their publications.

Some of these publications are now available online whereas others must be ordered. Also, the online versions may be ordered in a printed form from CLEO by using the online order form or by contacting CLEO by email, telephone, or mail.

These publications are frequently updated as the law changes. If you have copies of these booklets/pamphlets in stock, check if you have the most current edition as indicated by the date on the cover or inside cover. If not it is suggested that you reorder the current edition to ensure that all materials distributed are up-to-date.

All publications are printed in English and French. Some publications are also available in other languages as indicated on the CLEO Order form. Some publications may be temporarily out of stock. This status changes frequently as materials are reprinted therefore check the website from time to time or check with CLEO about backordering.

Publications of particular interest to those reading this manual would be:

1. Elder Abuse: The Hidden Crime
2. Continuing Power of Attorney for Property
3. Power of Attorney for Personal Care
4. Care Homes - Rights of Tenants in Retirement Homes
5. Every Resident - Bill of Rights for People in Ontario Long Term Care Facilities
6. Door-to-door Sales: A consumer guide
7. Is a Collection Agency harassing you?
8. Let me out!(of this contract):Guide to Prepaid Services

9. Do You Know a Woman Who is Being Abused? A Legal Rights Handbook
10. Home Care Complaints and Appeals
11. CPP Benefits: Are you entitled? - Disability Pensions
12. What Tenants Need to Know About the Law
13. Rent Increases
14. Fighting An Eviction

Most CLEO publications are available free of charge, there is a charge for some, please inquire about cost when you contact CLEO (prices are listed on their Web Site Order form)

You can order publications from CLEO by:

- ◆ calling them (416) 408-4420
- ◆ faxing them (416) 408-4424
- ◆ E Mailing them: cleo@cleo.on.ca
- ◆ visiting their Web Site: www.cleo.on.ca

The Advocacy Centre for the Elderly

The Advocacy Centre for the Elderly is a legal clinic funded by Legal Aid Ontario to provide legal services to low-income seniors. Managed by a community Board of Directors, ACE provides a range of legal services, including telephone advice and information, representation before courts and tribunals, public legal education services (speakers and publications), community development projects, and law reform activities.

Materials produced by ACE are updated as the law changes. If you need or want a short paper or handout on a legal issue related to Elder abuse and you don't find one above that meets your needs, please contact Judith Wahl at the Advocacy Centre for the Elderly.

ACE is continually updating and writing new handouts on elder law issues and they may have a paper/handout that is not on this list that can be sent to you.

Depending on time and other commitments, ACE staff may be able to produce a paper on request for you that meets your needs.

All materials are available without charge except for the Power of Attorney Video and the Long-term Care Manual. Order Forms for these materials are included in this manual in Section 4.

This is a partial list of materials and products available from ACE:

1. The Issues Behind Signing a Power of Attorney (Video) (Cost \$15.00)
2. Long Term Care Facilities in Ontario: The Advocates Manual; Advocacy Centre for the Elderly; Second Edition, 2000
3. Support and Assistance for Abused and Neglected Adults - Ontario Version; Advocacy Centre for the Elderly; Toronto, Ontario (A copy of which is in this manual)
4. 25 Common Misconceptions about the Substitute Decisions Act and Health Care Consent Act; Wahl, Judith; Advocacy Centre for the Elderly; Toronto, Ontario (A copy of which is in this manual)
5. Advance Care Planning in Ontario; Wahl, Judith; Advocacy Centre for the Elderly; Toronto, Ontario (A copy of which is in this manual)
6. Seniors Housing Options: Tenancies, Care Homes (Retirement Homes) and Long Term Care Facilities; Wahl, Judith, Advocacy Centre for the Elderly; Toronto, Ontario

6. Capacity and the Authority of Decision Makers; Wahl, Judith; Advocacy Centre for the Elderly; Toronto, Ontario (a copy of which is in this manual)
7. Overheads on the Substitute Decision Act and the Health Care Consent Act (Paper copies are available in small or large print)
8. Remedies for Abuse; Wahl, Judith; Advocacy Centre for the Elderly; Toronto, Ontario (A copy is included in this manual)
9. Who Assesses Capacity Under What Circumstances; Wahl, Judith; Advocacy Centre for the Elderly; Toronto, Ontario

ACE produces a newsletter (ACE Newsletter) twice a year in the spring and fall. This newsletter is available to all members of ACE and to anyone who requests to be on the mailing list. The Newsletter highlights legal issues of current interest to the seniors community and to service providers working with seniors. Articles from previous newsletters are also available on request.

You can order publications from the Advocacy Centre for the Elderly by:

- ◆ calling them (416) 598-2656
- ◆ faxing them (416) 598-7924
- ◆ E Mailing them: wahlj@lao.on.ca
- ◆ writing them

Advocacy Centre for the Elderly
2 Carlton Street, Suite 701
Toronto, Ontario
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Web Site: www.advocacycentreelderly.org

This website is still under construction but should be fully operational by the summer of 2003. It is expected that many of the papers and newsletters that ACE produces will be available for downloading from the site at that time.

The Office of the Public Guardian and Trustee

The Web Site address for the office of the Public Guardian and Trustee is:
www.attorneygeneral.jus.gov.on.ca/english/family/pgt/

Information on Powers of Attorney, the Power of Attorney Kit, the Substitute Decisions Act, Capacity Assessment, and Guardianship, as well as other topics, is available on this Web Site. Several booklets on these topics may be downloaded from the site, including:

- A Guide to the Substitute Decisions Act
- The Register of Guardians
- The Role of the OPGT in Providing Property Guardianship Services
- The Role of the OPGT in Making Substitute Health Care Decisions
- The Role of the OPGT in Guardianship Investigations

This is only a partial list of materials available on this site.

The Power of Attorney Kit and Information on Powers of Attorney can be found at: www.attorneygeneral.jus.gov.on.ca/PGT/poa.pdf

Copies of the Guidelines for Conducting Assessments of Capacity are available from the Office of the Public Guardian and Trustee or the Queen's Printer

The pamphlet that describes the Office of the Public Guardian and Trustee can be obtained by contacting the Office of the Public Guardian and Trustee at your regional office of the Public Guardian and Trustee.

If you are not sure how to contact your regional office call the Office of the Public Guardian and Trustee in Toronto: 1-800-366-0335 or look for the "office locations" link on their Web Site.

Other Publications, Videos, etc. of Interest

1. It is the understanding of the author of this manual that North Shore Community Services in North Vancouver, British Columbia, are now distributing the manual: **Developing Community Response Networks: A Guide for Communities**; (Holland, Sylvia; 1994). If they are, there will be a cost for this manual.

For further information on the availability of this manual please contact:

North Shore Community Services
1060 Roosevelt Crescent
North Vancouver, British Columbia
V7P 1M3
Phone: (604) 985-1688

2. A Practical Guide to Mental Health, Capacity, and Consent Law of Ontario: Dr. Hy Bloom and Michael Bay, Editors; Thomson Canada Ltd.; 1996
(ISBN # 0-459-553968-8)
Available at a cost of \$90.00 by:
Calling 1-800-387-5164 (in Toronto 609-3800)
Faxing (416) 298-5082
E Mailing: orders@carswell.com
3. Abuse Prevention in Long Term Care Educational Package: Sisters of Charity of Ottawa Health Service Inc.; Ottawa, Ontario; 1997
An education package for use when educating the staff and residents of residential facilities that house older adults about abuse. Contains: Educational materials, outlines for workshops, 2 videos, transparencies, policy and procedure guidelines and focus group summaries.
Available at a cost of \$100.00 (inside Canada) from:
SCO Hospital, Elisabeth Bruyere Pavilion
Research Department
43 Bruyere Street
Ottawa, Ontario
K1N 5C8
For more information call: Dr. Jean Kozak, Director of Research, at:
(613) 562-6365

Other Publications, Videos, etc. of Interest continued ...

4. Money Matters for Seniors: British Columbia Coalition to Eliminate the Abuse of Seniors (BC CEAS); 1998
A training kit for the staffs of financial institutions and for use during presentations to older adults. Includes a video, a guide to the video, a guide for the facilitators of senior's groups, and a booklet "How to develop Links and Partnerships with financial Institutions".

To order please contact BC CEAS at:
304 - 5050 Kingsway Street
Burnaby, British Columbia
V5H 4C2
Phone: (604) 437-1940
Fax: (604) 437-1929
E Mail: ceas@telus.net

5. How to Recognize and Avoid Financial Abuse; Manitoba Seniors' Directorate; (Discussion Booklet + Video ("Standing up for Yourself"))
Cost = \$30.00 + GST
Order from:
Government of Manitoba
Ministry of Culture, Heritage and Citizenship
Office of the Queen's Printer, Statutory Publications
Lower Level
200 Vaughn Street
Winnipeg, Manitoba
R3C 1T5
Phone: (204) 945-3101
Fax: (204) 945-7172
Make cheques or money orders payable to the "Minister of Finance"
6. A House Divided: Caregiver Stress and Elder Abuse; National Film Board of Canada. (Video - comes with Resource Booklet)
7. Abuse and Neglect of Older Canadians: Strategies for Change; Canadian Association of Gerontology; MacLean, Michael J., Editor; Thompson Educational Publishing Inc.; 1995
(ISBN # 1-55077-068-3)

Abuse of Older Adult Projects and Committees in the Province of Ontario

PLEASE NOTE : This section has been removed from the website version of the Manual as it is now out of date. Removed June 2007