

Elder Abuse Response Protocol

TAKING ACTION AGAINST ELDER ABUSE
COLLABORATIVE COMMUNITY RESPONSE

A PROJECT OF
CAMROSE FAMILY VIOLENCE RESPONSE COUNCIL
FOR CITY OF CAMROSE AND AREA

We acknowledge the support of the



Elder Abuse Response Protocol

Purpose:

This manual is intended as a guide for organizations in Camrose to:

- a) Inform of available supports and resources.
- b) Implement or refine practices for prevention of and response to elder abuse.
- c) Encourage community members to continue to work toward a collaborative process for the benefit of individuals, organizations and our community as a whole.

We acknowledge the contributions of multiple agencies within the City of Camrose and surrounding area in the development of this document. These agencies came from a wide range of disciplines but were united around a single goal: helping to insure the right of seniors to live free from abuse.

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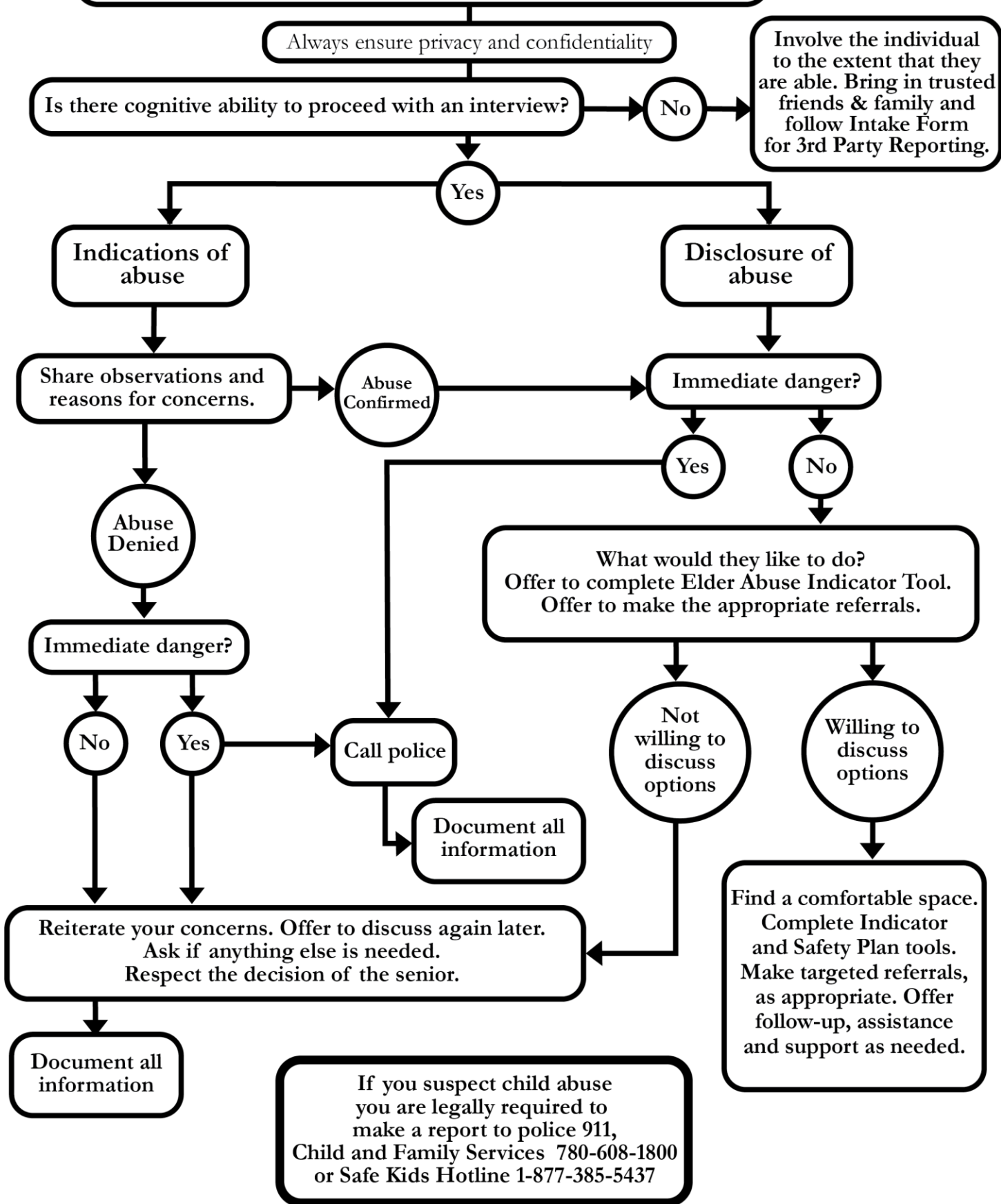
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1.0

Elder Abuse Response Flow Chart

**CAMROSE FAMILY VIOLENCE RESPONSE COUNCIL
ELDER ABUSE PROTOCOL 2018**

Elder Abuse Response Flow Chart



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2.0

Elder Abuse Indicator Tool

2.1 Tips for completing this document:

This document was created as a means to gather relevant information from your client to develop a complete picture of the abusive situation, what is happening, how often and how serious the abuse has become. You can use this information to assist in determining possible interventions, resources and referrals, working in partnership with your client, in support of their safety and well-being.

This document can also be used as a catalyst to begin a discussion between yourself and your client about the gravity of their situation. Many people experiencing abuse downplay the seriousness and frequency of the abuse. This tool can be used as a means to voice your observations and concerns for their safety and well-being, based on the information gathered.

As well, this tool can be completed on behalf of another as a GENERAL means of gathering information about the situation. I.e. an adult child can answer questions, based on firsthand information, about their senior parent's relationships as a means of determining possible interventions, resources and supports.

This document may be used with both genders (using him/her interchangeably) and to explore abuse in **all** types of relationships including abuse between spouses, parents/children, same sex and in any other dependent relationship. This document should be used as a guide to ensure no important information is missed, but please

use your own judgment as well when completing. Explore all positive responses fully, ask additional questions as needed and take your time to ensure you get the most complete information possible. “*Notes to Staff*” notations throughout this document give the individual completing this tool insight into how to ask particular questions and explain their special importance.

Begin the Elder Abuse Indicator Tool

Preamble Script:

I have some questions to explore with you that will help me better understand what is happening and may help you figure out what options may be best for you. You always are in control and can decide not to answer any question you feel uncomfortable answering.

Before we begin, I would just like to remind you that the law in Alberta requires that a report be made to Children and Youth Services when a minor child is exposed to family violence. If that is the case in your situation, you and I can work through that together and determine the best way to approach Children and Youth Services.

As well, while I will do my utmost to maintain your privacy and ensure your confidentiality, I am also mandated by law to report if you are considering harming yourself and/or others. If this is the case, we can work together to determine what actions can be taken that are in the best interest of everyone.

ELDER ABUSE INDICATOR TOOL

General Information:

Individual's name _____ Date _____

Staff name _____ Program _____

Are there any dependent children or dependent adults living in the home?

Yes No Sometimes Relationship to you _____

Are you currently living with the person who is abusing you? Yes No Sometimes

Name of person who is using abusive behaviours _____

(Note to staff: Use the name of the person who uses abusive behaviours throughout the document)

Relationship to person using abusive behaviours _____

Do you have any health conditions?

Do you have any physical limitations?

Do you have difficulty focusing your thoughts, remembering things or understanding new information?

(Note to Staff: Be aware that the above condition may make the senior more vulnerable to the abuse or may affect their ability to access services.)

Abuse Exploration:

(Note to staff: Items that are answered in the positive should be further explored with the individual and comments recorded)

What types of abuse are you experiencing now?

Circle each one the individual is experiencing and add any others that the senior may be experiencing

Physical	Examples: hitting, choking/strangulation, slapping, restraining, pushing, biting, threatening, destroying property, harming pets, kicking
Emotional	Examples: controlling, name calling, yelling, isolating, bullying, bribing, denying access to visitors or telephone, denying privacy, withholding appropriate affection/companionship
Financial	Examples: selling your items, forcing you to sign legal papers in their favour, abusing power of attorney, adults living off parent's income, putting inappropriate bills in your name, having no say in household finances, not allowing you to purchase things you need
Medication	Examples: over or under medicating, refusing to buy medication, selling your medication or using it themselves, inappropriately controlling your medications
Neglect	Examples: withholding food or fluids, inadequate medical attention, inadequate clothing, poor hygiene, lack of necessary appliances (such as walkers, eyeglasses), not providing assistance to access the necessities of life (such as the arrangement of Meals on Wheels)
Sexual	Examples: unwanted touching, forced intercourse, sexual name calling, affairs, bringing home sexually transmitted infections, not allowing privacy when dressing/toileting
Spiritual	Examples: criticizing or not allowing you to practice your faith, manipulating interpretation of religious scripture to control and isolate

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(Restraining Order, Emergency Protection Order, Queen’s Bench Order, Peace Bond)			
Has the abusive person ignored the terms of the order? Have you ignored the terms of the order?			
Are there any upcoming court dates? When?			
Has _____ threatened, harmed or killed a pet? If Yes, when?			
Has _____ threatened to hurt you with an object? (gun, knife, belts...) If Yes, when?			
Has _____ threatened, or used an object like that against someone else? If Yes, when?			
Are addictions (drugs, alcohol, pornography, gaming, gambling) present in your relationship? What addictive behaviours are present and by whom? (including yourself as well as the abuser)			

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<p>Have you ever attended an addictions treatment program?</p>			
<p>Has your abuser ever attended an addictions program?</p>			
<p>Have you ended the relationship with _____?</p> <p><i>(Note to staff: This can include refusing to see the abuser, refusing contact with the abuser, declaring the relationship "over".....)Any of these can confirm in the mind of the abuser a loss of control in this relationship.</i></p>			
<p>Are you now in a new relationship?</p> <p><i>(Note to staff: This is most relevant with intimate partners, but can include making new friends, relying on other family members rather than on the abuser.....)</i></p>			
<p>Has _____ ever threatened or attempted to commit suicide?</p>			
<p>Has _____ had past relationships that involved abuse?</p>			

3.0

Brief Safety Indicators

3.1 General Information

This list of safety questions are completed as a means to determine if there is **an immediate, imminent risk** to the senior’s physical wellbeing. It will assist in determining if immediate action is needed (example: call to police) or if the senior can wait (briefly) to access interventions from a response organization. These questions are **only** meant to bridge the time gap until more serious interventions and assessments can be completed and should not replace a comprehensive risk and safety planning process. If the senior can immediately access a response organization (within the day), it is not necessary to complete these questions.

Please complete when a senior discloses elder abuse or there is a positive screen for elder abuse.

SAFETY INDICATORS

1. Discuss with the senior the following:

Abuse Questions

- | | | |
|---|-----|----|
| ▪ Is the abuse physical and/or sexual abuse? | Yes | No |
| ▪ Is the abuse escalating? (getting worse and/or happening more often) | Yes | No |
| ▪ Are there any children being directly harmed and/or exposed to family violence? | Yes | No |
| ▪ Are you afraid to go home to the person abusing you? | Yes | No |

Additional Information

2. If the person answers “no” to the above questions. Offer general referral to an appropriate response organization (using the Information Appendix E: Response Organization List).

3. If senior responds with a “yes” to any of the above questions:

Indicate that you are concerned for their safety.

Outline **why** you are concerned (i.e. abuse is getting worse, happening every day....).

Offer to support/make a phone call to police if a threat of harm, physical and/or sexual abuse is present.

Determine if a call to the proper authorities is mandated (police, CFSA, health), **regardless** of the senior’s wishes.

4. If the senior does not wish to leave the abusive situation at this point:

Discuss what the senior would do if they had to leave their home in a hurry because the abuse escalated, such as:

- Where could you go safely?
- How would you get there? (day/night/weekday/weekend)
- Who could safely help you?
- What would you need to take with you?

Additional Information

5. Offer a general referral to an appropriate response organization (using Section 6.0: Organization List.)

6. Document all information (client responses, referrals made, resources given) below.

4.0

Elder Abuse Safety Planning Tool

Part A : Staying Safer While Living in an Abusive Relationship

1. Raising my awareness (that abuse may be about to occur):

I do not cause the abuse to happen, and do not deserve to be abused.

I can however, be aware of and pay attention to, changes in the mood and behaviour of my abuser.

The warning signs that _____ is likely to become abusive are:	
In the past, when I notice those warning signs happening I would:	Now, I could:

2. Safe people I can trust:

There are people I can speak to safely about being in an abusive relationship. I can discuss with these people how they can help me to be safer. These people (Name and telephone) are:

- Church/Faith Centre

- Neighbour/Friend

- Family Members

- Community Program Staff

- Co-worker/Co-volunteer

- Employer

- Doctor/Health Care Worker
-

- Other
-

I will use the code word “_____” so my safe people (children, friends, family) know to call for help.(i.e. Calling my neighbour and saying, “I need sugar” could be my signal that I am in trouble. Upon hearing this, my neighbour will know to call the police.)

3. Getting Family Violence Information:

- I can, at no cost, call the Provincial Family Violence Information Line at **310-1818**, 24 hours a day, 7 days a week, for information on resources and referrals to helping agencies.
- I can erase the history of phone numbers I have dialed.

After calling a shelter or other family violence resources on a landline, I can phone another number or press several numbers randomly immediately afterwards, so that my abuser cannot press the redial button to find out with whom I was speaking.

Under “**Call history**”, I can choose the “**Delete all**” option on my cell phone to erase all incoming and outgoing phone calls. On an iPhone, I can go under “**Resents**”, then “**Edit**”, “**Clear**”, “**Clear All**”.

- I can trace threatening phone calls. Hang up immediately and press *57 to trace the last call to that line. If the call was a threat to life, contact the police immediately. If not, the police suggest you trace three calls before contacting them. Be sure to note the date and time of each harassing call. Call Trace information is released to the police only.
- I can erase the history on personal computers (if doing so will not raise further suspicion). On my computer click on “**Control panel**”, then “**Internet Options**”, under “**Browsing History**” choose “**Delete**”, then “**Delete all**”, then “**Close**”.

Or, click on “**Window Settings**”, then “**Privacy**”, “**Activity History**” and finally “**Clear Activity History**”

I can also use a trusted friend’s computer or a public computer (i.e. at the library) to seek family violence information.

4. Finances

- I can get more informed about my finances
- I can open my own bank account, set small amounts of money aside (with a safe person) and/or seek financial assistance from family members or friends.
- I can have some money or bus tickets hidden away, in case I need to leave in a hurry.

- I can have my cheques direct deposited into a personal bank account
- I can have my mail redirected to the home of a safe person or a post office box.
- I can change my PIN number on my bank cards/credit cards and store them in a safe place.
- I will not be pressured by anyone into signing any legal documents I do not want to sign.
- I can speak to a lawyer, social worker, and/or other professional about my rights.

5. Staying Safer During Violence

I cannot always avoid violent incidents; to reduce harm and get help, I will consider the following:

- When an argument erupts I will move to a “safer” room or leave the house entirely.

I will try to avoid rooms containing weapons (i.e. knives in the kitchen) or rooms without access to an outside exit (i.e. bathrooms).

- I can teach the people I live with (including children) to get out of the room where the abuse is occurring. We can identify a safer room, with a phone and a lock on the door.
- I can teach others in the home or a neighbour (within hearing distance) to dial 911 if they see or hear a disturbance.

If using a land line, even if I cannot speak, leaving the phone off the hook will allow the call to be traced. If it is a cell phone, the caller must give the address in order for the police to find the location.

- The places in my neighbourhood that are open 24 hours a day (i.e. convenience stores, gas stations) are _____ . I can go there to wait for help if needed.

Part B: Staying Safer When Leaving an Abusive Relationship

Even if I never plan to leave the abusive situation permanently, I will still make a plan to keep myself safer in case I should need to escape the abuse in minutes. I will rehearse this escape plan with a safe person.

1. My personal safe place:

Where can I go? (neighbours, family, friends)
How will I get there? (day, night, evenings, weekends)

How long can I stay there? (long-term plan)
What are the safety issues there? (if the abuser knows I am there)

2. Emergency Shelter Choices:

<p>Women Only:</p> <p>Camrose Women’s Shelter: 1-877-672-1010, (780) 672-1035</p> <p>Lurana Shelter: (780) 424-5875</p> <p>Edmonton Women’s Shelter: (780) 479-0058</p> <p>A Safe Place (Sherwood Park) (780): 464-7233</p> <p>Maskwacis (Ermineskin Women’s Shelter): (780) 585-4444</p> <p>Province Wide Shelters: 1-866-331-3933 or www.acws.ca</p> <p>Men Only:</p> <p>George Spady Centre 780-424-8335</p> <p>Herb Jamieson Centre 780-429-3470</p> <p>Salvation Army (short term residence) 780-429-4274</p> <p>YMCA 780-421-9622</p> <p>Women and Men (with children)</p> <p>Wheatland Shelter (Strathmore) 1-877-934-6634</p>

Over 60 years of Age (men and women):
SAGE Senior's Safe House (Edmonton) (780) 702-1520
Shelters will provide transportation from a safe location. My safe location is:
Things to consider if I go to shelter? (children, pets, my belongings)

Alberta Employment and Immigration may provide funds for shelter, when no other options exist through their Emergency Needs Allowance: 1-866-644-5135.

3. Safe Package

If I need to leave quickly, these are the things I should try to take with me. To make this possible, I will consider hiding these items in a safe place where they can be quickly accessed and where the abusive person cannot find them or with a safe person at a separate location. This safety package should fit in a single bag and only contain what I can carry. If I do not have access to original documents, I can make copies and hide these instead.

- ID cards (birth certificate, driver's license, passports, Social Insurance Number, Alberta Personal Health Card)
- Medications, medical records, prescription information
- Car and house keys (have a spare set cut)
- Treaty/Immigration papers
- Cash, debit card, credit cards, cheque books
- Bus tickets, taxi vouchers
- Legal documents (custody papers, wills, power of attorney, titles, bank records, tax returns)
- Personal address/phone book
- Aids to daily living (walker, cane, hearing aids)
- Change of clothes
- Picture of the abusive person
- Copies of any protective orders (EPO, Peace Bond, Restraining Order)
- Health care aids (glasses, walkers)

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- Cell phone/charger
- Other small items important to me (jewellery, photographs)

4. Safety after Leaving:

If I leave the abusive situation, I will let the following people know about any safety concerns that exist. I can instruct them **exactly** what to do if the abusive person comes around. I can provide them with a picture of my abuser.

- Church/Faith Centre _____
- Neighbour/Friend _____
- Family Members _____
- Community Program Staff _____
- Co-worker/Co-volunteer _____
- Employer _____
- Doctor/Health Care Worker _____
- Child's School/Day Care _____
- Other _____

Be careful of people who are mutual friends or family members of the abusive person who may share your safety planning information with them.

5. Any Additional Plans

Hide this plan in a safe place that the abuser will NOT find or else memorize the plan.

5.0

Elder Abuse Intake Form for 3rd Party Reporting

Elderly Adult Resource Services Intake Inquiry Form

How did you hear about our programs? _____

Date: _____ Staff member completing assessment: _____

Reporter Information:

Name:		Relationship to senior:
Phone Number:		

Senior Information:

Name:			D.O.B.:
Address:			
Phone Number:			
Sex:	Male	Female	Transgendered
Functional Status:	Independent	Public Guardian	Not consistently aware of day, time, place
	Guardian/Personal Directive	Trusteeship/Power of Attorney	Has the senior been declared incompetent?
Preferred language:			
Hearing or vision loss?			
Marital Status:	Single Married Common-law Widowed Divorced Other:		
Current living arrangement:	Lives alone	Lives with alleged abuser Name:	Lives with non-offending family/friend Name:
	-Apartment/condo -Lodge -Group home -Rooming house	-House (own/rent) -Long term care -Private care home	-Seniors residents -Medical facility -No fixed address

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Are there any barriers for communicating with and/or visiting the senior?

Alleged Abuser Information:

Name:			D.O.B.
Address:			
Phone Number:			
Relationship to Client:			
Does the alleged abuser have a prior criminal history? When and for what?	Does the alleged abuser live with the senior?	How long has the alleged abuser lived with the senior?	If not living together, frequency of contact senior has with alleged abuser?

Risk Factors:

How did reporter become aware of this? Has anyone witnessed this?	
Are these concerns suspected or do they have evidence?	

Is there enough food/money being provided when controlled by caregiver?	
Does the senior have appropriate clothing for the weather and appropriate shelter?	
Are all medical &/or professional appointments being tended to?	
Are medications and recommendations from these professionals being followed?	

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Is there a domestic violence history in the home?	
What harm &/or injury has senior suffered?	
Does the caller report concern for the senior's life (describe)?	
Last known incident? (Try to get time frame on when these incidents occurred)	
Was medical treatment ever required due to the effect of the abuse?	
Frequency of abuse?	
Use of weapons?	
Is the type violence escalating? The frequency of the violence escalating? The duration of the violent episodes escalating?	
Have the police ever been called?	
Has a lawyer ever been consulted?	
Have there been previous attempts to intervene and support senior (professional or otherwise)? Has there been anything in the past that has worked?	

What service providers are already involved with the senior?

Summary of issues/What is caller reporting?

INTERVIEWER ACTIONS

Date		
Is there consent to share information?	Yes	No
Made referral to:	Police	
	Lawyer	
	Other service provider:	

Elder Abuse Factors:

- Is the senior isolated?
- Is the senior living with the alleged abuser?
- Failure to provide the necessities of life
- Failure to protect or prevent harm
- Intimidation/threats used
- Physically assaults senior
- Weapons/restraints used
- Are there multiple forms of abuse present? (i.e. of the 5 types queried above?)
- Is the abuse chronic?
- Is it escalating?
- Severe or life-threatening injuries?
- Are these behaviours used with others? -or-
- Only directed to the senior?
- Have safety measures/official conditions been ignored by the alleged perpetrator?
- Does the alleged perpetrator have a history with police?
- Does the alleged perpetrator have a mental health concern?
 - Suspected
 - Diagnosed
- Does the alleged perpetrator have an addiction issue?
- Is the alleged perpetrator dependent on the senior?
- Does the alleged perpetrator seem highly stressed? Unable to cope?
- Have there been attempts before to intervene (○ formally or ○ informally) with the family but no positive change accomplished?
- Has the alleged perpetrator ever been a victim of abuse?
- Is there a history of the senior being an abusive partner/spouse?
- Is there a history of abuse or conflictual relationships in this family prior to the alleged perpetrator being abusive to senior?

Summary of other known risks at this time:

6.0

Organization List

6.1 General Information

There are several factors which must be considered when referring a senior to a Response Organization for elder abuse intervention. Support people should consider:

- Services the senior has accessed in the past. Choose a Response Organization based on who has had the MOST exposure to the client.
- The mandate of the Response Organization. Some organizations will not accept clients that do not currently receive services from their organization.
- The wishes of the client. Ask the client if they are comfortable with the referral organization chosen and work in partnership with them to find the best fit.
- The senior's ability to access the referral. If an out-of-community referral is needed, consider any barriers associated with that referral and plan accordingly. E.g. transportation.

In Case of Immediate Danger, please phone 911 directly.

Camrose and District Referral Organizations

Organization	Contact Number	Important Information
Camrose and District Victim Services	Coordinator (780) 672-4570	<ul style="list-style-type: none"> • Work with victims only. • 24/7 response.
Camrose Women's Shelter	Crisis Intervention Worker (780) 672-1035 Toll free 1(877)672-1010	<ul style="list-style-type: none"> • Assistance for women only. • Need not be in shelter to access services. • 24/7 response.
Camrose Police Services	Complaint Line (780) 672-4444	<ul style="list-style-type: none"> • 24/7 response. • Available for consultation. • Within City of Camrose limits.
Camrose RCMP	Complaint Line (780) 672-3341	<ul style="list-style-type: none"> • 24/7 response. • Available for consultation. • Outside Camrose City Limits.
Camrose and District Support Services	Rural Community Program Director (780) 672-0141	<ul style="list-style-type: none"> • Regular business hours. • Works with people living in the rural area surrounding the City of Camrose.
Family Violence Action Society	Family Violence Action Society Director (780) 672-014	<ul style="list-style-type: none"> • Regular business hours.

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Organization	Contact Number	Important Information
Camrose Primary Care Network	Social Worker and/or Mental Health Liaison (780) 608-4927	<ul style="list-style-type: none"> • Regular business hours.
Alberta Health Services – Community Addiction and Mental Health	Mental Health Liaison (780) 679-1241	<ul style="list-style-type: none"> • Must be currently receiving services from AHS Community Addiction and Mental Health. • Regular business hours.
Canadian Mental Health Association	(780) 672-2570	<ul style="list-style-type: none"> • Must be currently receiving CMHA services.
Camrose and District Home Support Services	Program Director (780) 672-0141	<ul style="list-style-type: none"> • Must be currently receiving Home Care Services. • Ask for the Nurse assigned to that specific senior. • Regular business hours.
The Bethany Group (Care Centres)	Social Worker (780) 679-2000	<ul style="list-style-type: none"> • Must be a resident in a Bethany Group operated facility. • Regular business hours.
Other community agencies that may be providing services to the senior-at-risk.	If the senior has some other community agency providing services to them, contact them to inquire whether they can support the senior in an abusive situation. While they may not be familiar with this protocol, they may have their own agency protocol that informs their response to abuse.	
Alberta Family Violence Information Line	310-1818	<ul style="list-style-type: none"> • Over the phone supports. • 24/7/365
Elderly Adult Resource Services (EARS)	Elder Abuse Intake Worker (780) 477 2929	<ul style="list-style-type: none"> • Must be able to access program in Edmonton. • Regular business hours.

Referral Process

- Assist the senior with making the call to the Response Organization or make the call on their behalf while the senior is in your office, if possible.
- Problem-solve any barriers that may exist for the senior accessing the referral. (example: transportation)
- Offer the senior follow-up support. If possible, plan to contact the senior after they have accessed the referral to ensure they received the services they require.

Information Appendix A

Elder Abuse Protocol Principles

*This protocol is an initiative of the Camrose Family Violence Response Council.
Call (780) 672-0141 for further information.*

Background of the Project

In the spring of 2012 representatives from various multidisciplinary agencies from the City of Camrose and surrounding area came together to develop a coordinated, comprehensive response to incidents of Elder Abuse impacting their seniors. This Protocol emerged from that process to be used as a tool to help people in identifying, supporting and assisting seniors experiencing any type of abuse. We would like to thank all the individuals who gave their time, ideas and passion to this project.

Goals of the Protocol

- To educate people on how to recognize abuse, neglect and exploitation of seniors.
- To raise awareness that elder abuse is a wide spread problem affecting the entire community.
- To improve our capacity to respond to elder abuse.
- To create opportunities to assist seniors experiencing abuse.

Rationale for the Protocol

Elder Abuse is a health and social issue which crosses all economic, cultural, and gender boundaries. As part of a community effort, this Protocol has been developed as a strategy to address this problem. It provides procedures for early identification, intervention and referral with individuals and families impacted by elder abuse and is based on the following principles:

- Everyone has the right to live free of abuse and violence in safe and healthy relationships.
- Elder Abuse is a societal issue and we work collaboratively with community agencies to find solutions.
- Improved safety for the person impacted by elder abuse is paramount.

Overarching Beliefs Regarding Elder Abuse:

- Abuse is about power and control. It is a pattern of behavior that is intended to control thoughts, feelings and actions of another person.
- Elder Abuse is unacceptable and should not be ignored.
- Elder Abuse is preventable.
- People have the capacity to change, but we recognize that behavior changes can be slow and difficult.
- Everyone is responsible for and should be accountable for his or her own actions.
- Elder Abuse can happen to anyone.

Overarching Beliefs Regarding Our Responsibilities in Responding to Elder Abuse:

- We have a responsibility to raise awareness of the issue of Elder Abuse.
- Elder Abuse impacts the safety, security and wellbeing of our seniors. As a community, we will assist our seniors to the best of our ability.
- We will address Elder Abuse continuously in all program areas and throughout the community.
- We will work collaboratively with the people we serve, community agencies, and the community as a whole, to take action and provide support to individuals experiencing Elder Abuse.

Information Appendix B

Documentation

General Information

Each organization participating in the protocol should document all relevant information according to established internal agency procedures. This includes any disclosures, outcomes of screening, information gathering, safety plans, resources/referrals and all other client interventions (both offered and accepted).

Organizations should be mindful of the following when documenting outcomes:

- Safety of the senior impacted by abuse and the consequences of disclosure for them.
- Documentation should be respectful to all who are involved.
- Documentation should be easily understood by others, if they need to access your file. Write in simple terms, using plain and concise language.
- Documentation should include only what is said and/or observed, not the opinion of the writer. Documentation must be factual and clear.
- Ensure information is as complete and comprehensive as possible to allow for best planning and intervention.

Information Appendix C

Confidentiality

General Information

Complete confidentiality can never be assumed. It is important for seniors to know that although you will do your utmost to maintain their privacy and work within their individual wishes, there are times when you are legally bound to break their confidence. These limits to confidentiality may be discussed with seniors and include:

- A court order/subpoena requiring disclosure.
- The person requesting the information is a caseworker with the Child and Family Services Authority. In these instances, the staff member in the community agency will request contact information and confirm the requesting person's position before supplying information.
- Individuals believe there is an imminent risk to someone's personal safety.
- The senior is a risk to harm themselves or others.
- A minor child is at risk of abuse, neglect or exposure to family violence.
- The abusive situation is covered under the Protection of Persons in Care Act.

In cases when a senior is determined to remain at imminent risk of harm to themselves or others, the staff member is responsible to obtain emergency assistance from police, ambulance, and/or mental health, and then inform their immediate supervisor.