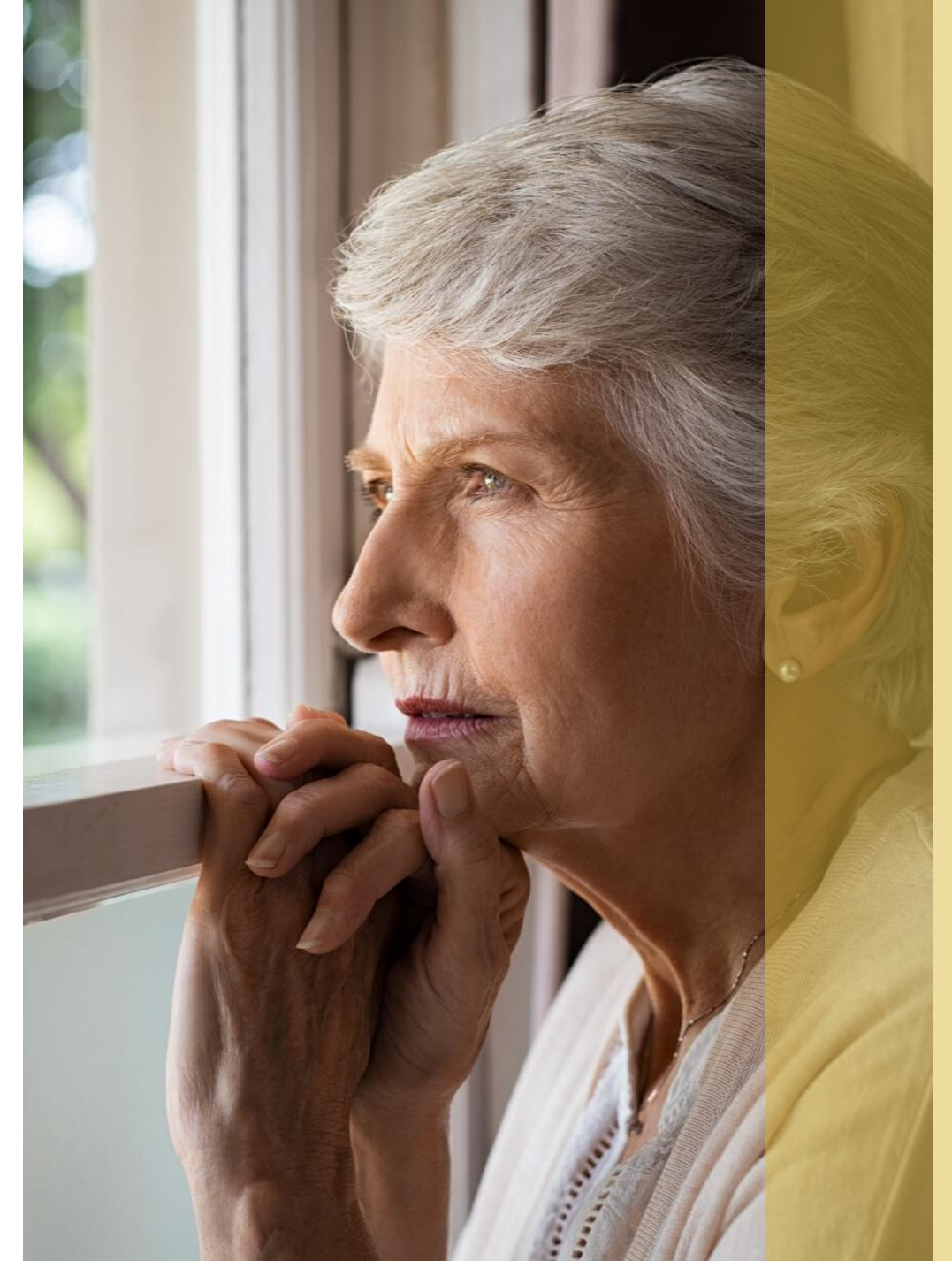


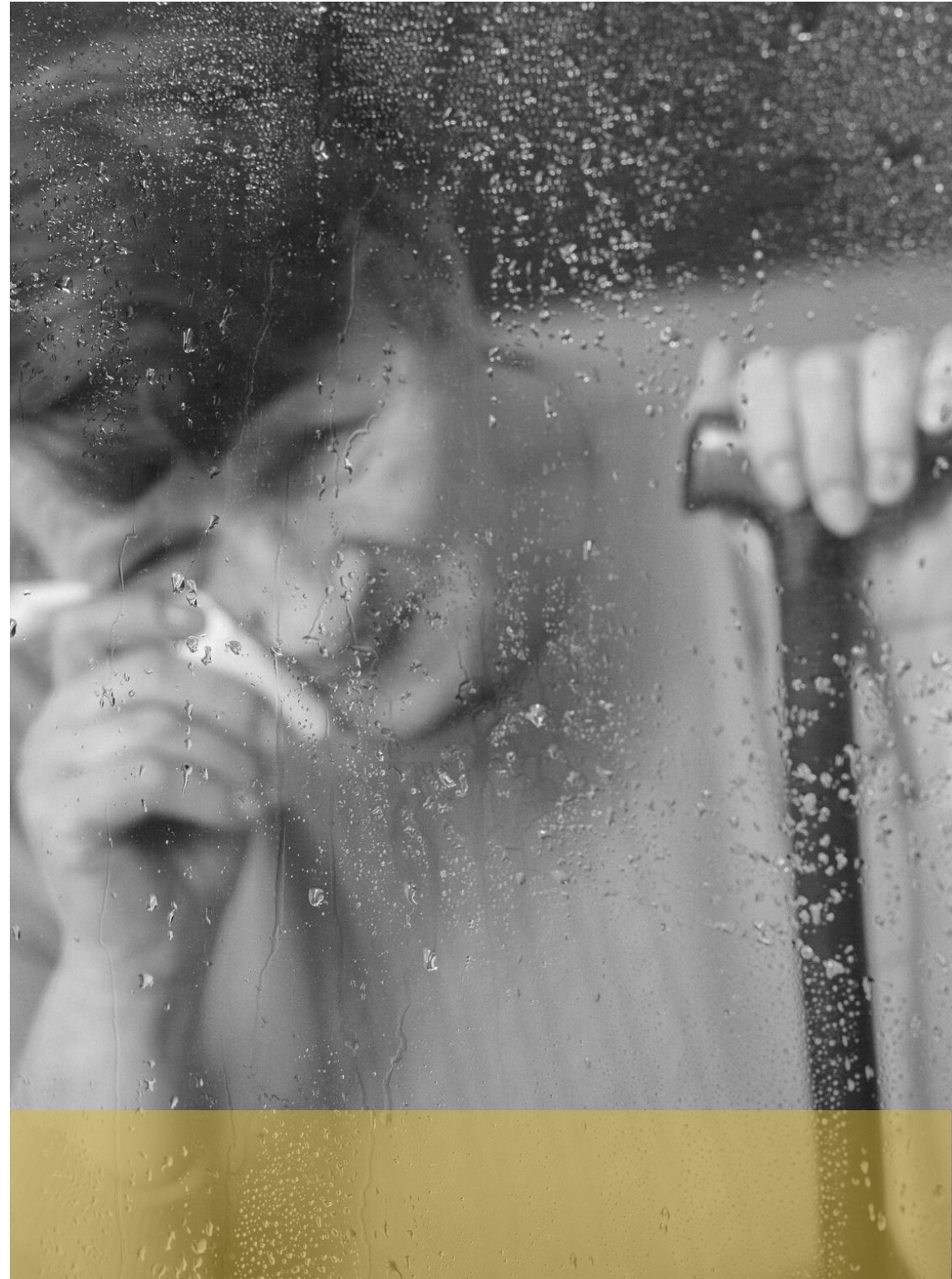
Addressing and Preventing Growing Elder Abuse During a Pandemic

Raeann Rideout, MA
Director Provincial Partnerships and Outreach
Elder Abuse Prevention Ontario



#NeglectedNoMore

#UprootElderabuse



Focus Today

HIGHLIGHTS AND INSIGHTS

- Discuss the ways to recognize elder abuse in older adults in relation to the COVID-19 pandemic.
- Outline preventative advice and actions caregivers and older community members can act on to prevent and respond to abuse.
- Highlight current government supported actions and resources that have been created to address and prevent elder abuse.



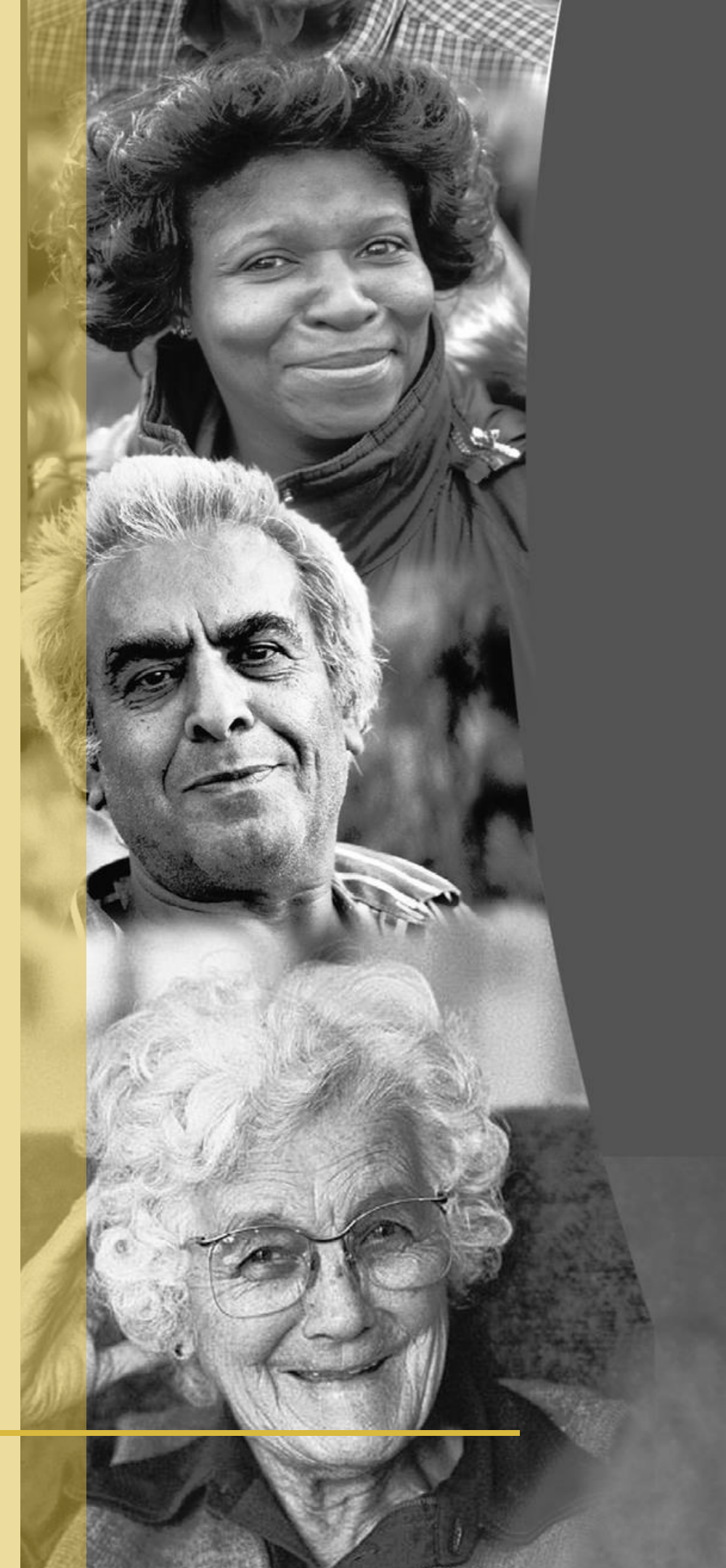
Elder Abuse Prevention Ontario (EAPO)

MISSION

EAPO envisions an Ontario where **ALL** seniors are free from abuse, have a strong voice, feel safe and respected.

ACTION

Building that requires raising awareness, delivering education and training, working collaboratively with like-minded organizations and assisting with service coordination and advocacy.



STOP ABUSE – RESTORE RESPECT

SIMPLY PUT, WE ALL HAVE A ROLE TO PLAY

EAPO is mandated to support the implementation of
Ontario's Strategy to Combat Elder Abuse.

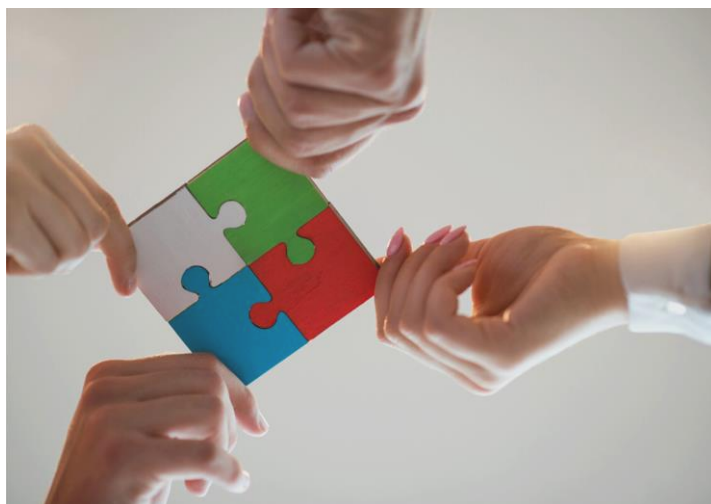
Funded by the ON Government, under the
Ministry of Seniors and Accessibility (MSAA)

Ontario 



#UprootElderabuse

#NeglectedNoMore



COMMUNITY COORDINATION & RESPONSE

Collaborate with community agencies, elder abuse networks and provincial/national organizations.



TRAINING

Provide cross-sectoral training to front-line staff, and supports to older adults.



PUBLIC AWARENESS

Deliver presentations and develop communication tools for older adults, caregivers, family and public at large.

Priorities of Strategy

COVID-19 pandemic proves fertile territory for burgeoning elder abuse

By Rosie DiManno Star Columnist
Tue., April 28, 2020 | 6 min. read



Coronavirus: Socially isolated seniors vulnerable to elder abuse, say Winnipeg police

BY ANYA NAZARAVICH - GLOBAL NEWS
Posted June 14, 2020 2:46 pm



Is Elder Abuse a New Issue?



Older adults were suffering from elder abuse long before the pandemic... dealing with the emotional heart ache, physical pain and financial losses caused by someone they trusted.

The COVID-19 pandemic has brought to the forefront many issues we have been addressing since 2002.

Elder Abuse

SHINING A LIGHT ON HOW COVID
HAS IMPACTED THE OLDER ADULT
POPULATION ACROSS THE
CONTINUUM OF CARE

PUTTING ELDER ABUSE IN THE
SPOTLIGHT



**COVID-19 has
exacerbated the
VULNERABILITIES
of older adults,
putting them at
increased risk for
Abuse**



Elder Abuse

“... 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.”



World Health
Organization

@ElderabuseOnt

#UprootElderAbuse

RESPONSE SUPPORTS AND SERVICES

Accessing supports and services that are limited. What is available?



COVID LENS

FORMS OF ABUSE

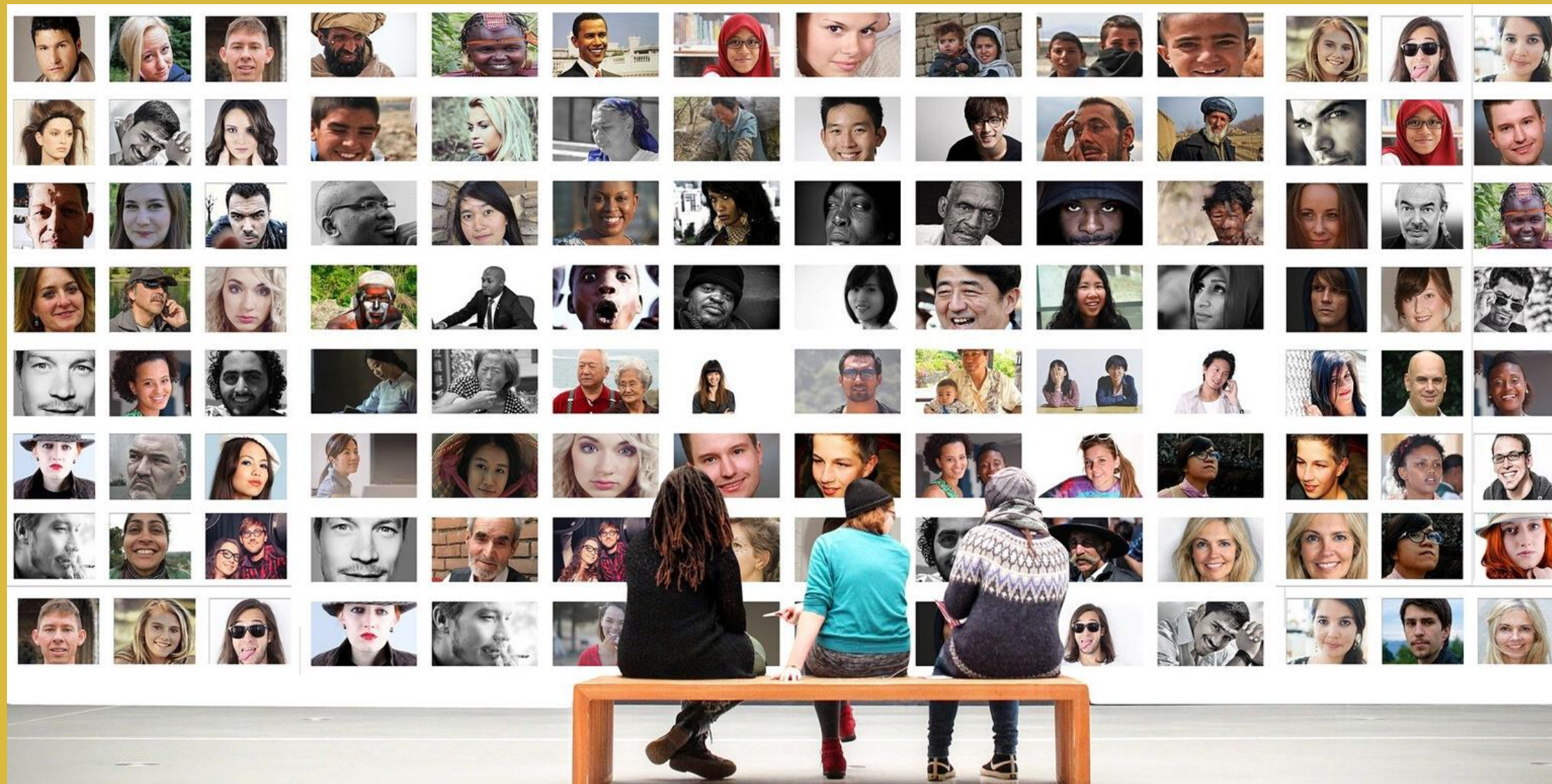
Same forms, but different tactics, behaviours and actions.

WARNING SIGNS

Recognizing signs that manifest differently now during pandemic.

AGEISM

What role do our values, beliefs and priorities play in securing the dignity and rights of older adults?



Learn more by visiting our website: www.eapon.ca



1 OUT OF 6

Older adults over 60 across the world experience some form of elder abuse in the community.



World Health
Organization

8.2% OF SENIORS

PREVALENCE of MISTREATMENT
Canada



NICE

National Initiative for the Care of the Elderly

Initiative nationale pour le soin des personnes âgées

We care together

Ensemble pour le bien-être des aînés



EMOTIONAL ABUSE

Any action, verbal or non-verbal, that lessens a person's sense of identity, dignity and self-worth.

SOCIAL ISOLATION

- Prisoners in their own home
- Power imbalance : Loss of control in decision making and choices
- Denied *or* no Access to technology (computer/iPad/phone) to connect with family, friends, agencies
- Disregard for privacy - Video conferencing
- Invisibility to family / community





FINANCIAL ABUSE

Any improper conduct, done with or without the informed consent of the older adult that results in a monetary or personal gain to the abuser and/or monetary or personal loss for the older adult.



HARDSHIP

- COVID Frauds and Scams
- Families/adult children moving back in with parents/grandparents, yet not financially contributing
- Lack or no access to banking information
- Misuse of Power of Attorney



NEGLECT

The failure to provide care and assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health or safety of an older adult.



FAILURE TO THRIVE

- Limited access to food and medications
- Physician appointments cancelled or phone consultations
- Monitoring health conditions - Increased Frailty
- Inability to 'physically' check on *or* observe changes in health, mental well-being of older adults



PHYSICAL ABUSE

Any act of violence or rough-handling that may or may not result in physical injury, but causes physical discomfort or pain.



DOMESTIC VIOLENCE

- Escalation of emotional anger from being 'trapped' at home
- Abuse is hidden from loved ones due to 'physical distancing'
- Suffering in silence
- Challenges in how to leave and/or go to a 'Safe Space'

Risk Factors

Vulnerable Groups

- Socially Isolated
- Being a Women
- LGBTQ2S+
- Depression
- Previous abuse as a child, youth or adult
- Dementia/Cognitive Impairment
- Living with someone who is dependent
- Addictions
- Deteriorating health situations where one partner cares for the other

I may be isolated because of my culture or language.

The person abusing me might keep me away from people who can help.

As abuse escalates I become more and more isolated.

THE CONVERSATION

Academics report, journalists tell

COVID-19 Arts Business Economy Culture Society Education Environment Energy Health Politics Science Techn

Coronavirus lockdown measures may be putting older adults at greater risk of abuse

May 10, 2020 8:11pm EDT



COVID19



Removed from Engagement

- Isolation from family and friends
- Health care and support services limited or not available
- Phone and/or technology not available/taken away
- Decisions made without asking
- Threats of violence or abandonment
- Access to mail withheld
- Handling all of the money - lack of access to bank/accounts



**Pandemic has
impacted seniors
residing in all
homes...**

**LIMITED OVERSIGHT,
SUPPORTS,
MONITORING OF CARE,
OR
REPORTING OF ABUSE**

- **Community**
- **Long Term-Care Homes**
- **Retirement Homes**





**Get Help
Now**

Call the Seniors Safety Line

1-866-299-1011

Free to call
Confidential
24 hours a day
7 days a week

SINCE COVID

10 x's Higher

SENIORS REACHING OUT FOR SUPPORTS
AND SERVICES RELATED TO ABUSE



Our Partners

WE'RE IN THIS TOGETHER

Working collaboratively with community partners is key to successful interventions, providing supports for families and caregivers and advocating for change.



PARTNERSHIPS

COLLABORATIONS TO MEET GROWING NEED OF SENIORS

ACE
Advocacy Centre
for the Elderly

camh

TORONTO

OSC ONTARIO
SECURITIES
COMMISSION

AGING WITHOUT VIOLENCE.

PAITH
Ontario Association of Interval & Transition Houses

THE 5119

CanAge.

**Ontario Association
for Family Mediation**

CNPEA RCPMTA

OACAO
CANADIAN NETWORK for
the PREVENTION of ELDER ABUSE

OBIA
ONTARIO BRAIN INJURY ASSOCIATION
education • awareness • support

NICE National Initiative for the Care of the Elderly
Initiative nationale pour le soin des personnes âgées
We care together
Ensemble pour le bien-être des aînés

Kids Help Phone

211

Ontario Neurotrauma Foundation
Fondation ontarienne de neurotraumatologie

RNAO

Egale
Canada Human Rights Trust

opswa
Ontario
Personal Support Worker
Association

women's helpline

Toronto HomeShare Project
More Than Just a Room

Online Webinars



EAPO Webinar Series

Navigating Relationships in Trying Times



EAPO WEBINAR SERIES

Balancing Seniors' Rights Preventing Abuse by an Attorney Acting Under a Power of Attorney Document

May 13, 2020

Hosted in Partnership with:



EAPO WEBINAR SERIES

Addressing Financial Vulnerabilities in the time of COVID-19:

Coping NOW while preparing for the FUTURE

April 8th, 2020

Hosted in Partnership with:

MoneyGaps



CanAge.

Mitigating the Effects of Social Isolation During and Post COVID-19

June 09, 2020

Hosted in Partnership with:



COVID-19 Fraud and Scams: How to Recognize, Reject and Report

March 31st, 2020

Hosted by:



Elder Abuse Prevention (ON)

Stop Abuse - Restore Respect

Prévention de la maltraitance envers les aînés (ON)

Arrêtez les mauvais traitements - Restorez le respect

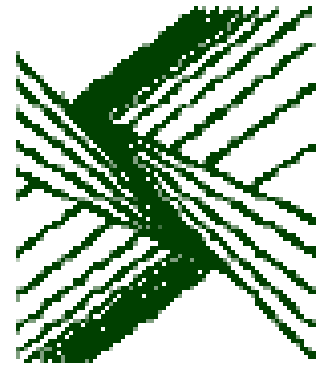
In partnership with:



EAPO Webinar Series

Protecting your Financial Health During COVID-19

View Recordings on our website: www.eapon.ca



**Sudbury
Elder
Abuse
Committee**



Sarnia Lambton
**Elder Abuse
Awareness Network**
Lives Worth Protecting

**The Council
on Aging
of Ottawa**



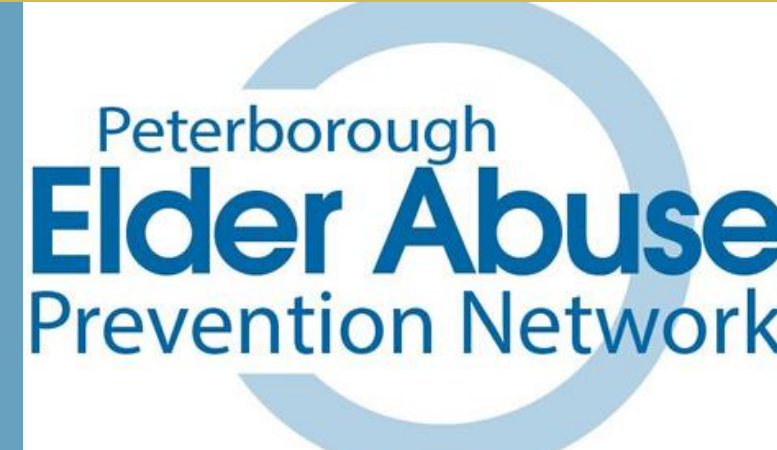
**Le Conseil sur
le vieillissement
d'Ottawa**

ELDER ABUSE NETWORKS

Northumberland **Elder Abuse**
Resource Network



**Prevention
of Elder Abuse
Committee**
OF YORK REGION





BYSTANDER ENGAGEMENT

INR CHAMPIONS - YOU POWER!

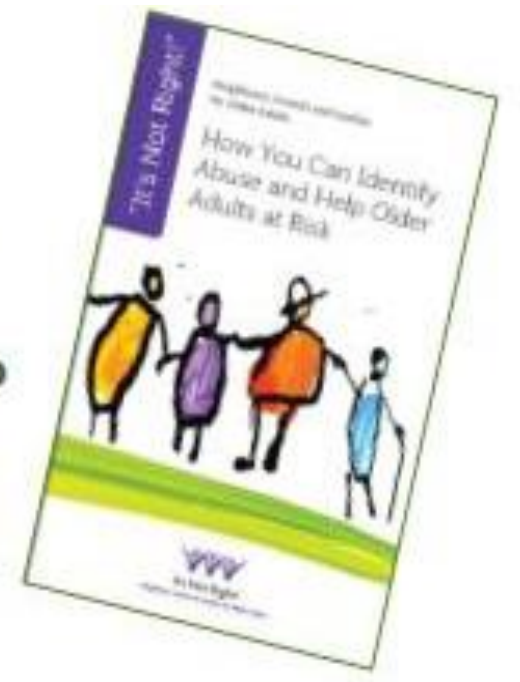
Presentations in French and English to local communities, senior centres, etc across Ontario. Reaching over 12,000+



It's Not Right!

Neighbours, Friends & Families for Older Adults

See how little things **YOU** do can make a **BIG** difference to change attitudes and behaviours to stop abuse of older adults



Centre for Research & Education on Violence Against Women & Children

Transforming and Creating Resources

Collaboration with Partner Agencies

Restez vigilants et repérez les signes de fraude et escroquerie liées à la Covid-19

PROTÉGEZ – VOUS ET LES PERSONNES VULNÉRABLES DE VOS COMMUNAUTÉS

- N'ayez pas peur de dire Non
- Faites vos recherches
- Ne cédez pas vos informations personnelles
- Méfiez-vous des demandes de frais initiaux ou à avancer
- Méfiez-vous des courriels non sollicités – ne cliquez pas sur leurs liens ou leurs pièces jointes
- Attention aux produits frauduleux qui prétendent traiter ou guérir du Virus

RECONNAITRE, REJETER, SIGNALER

www.farfo.ca www.eapon.ca



KEEPING FAMILIES IN THE LOOP:

Bridging Conversations through Mindful Communication with Families

April 2020

WASH YOUR HANDS of COVID-19 SCAMS!

Be AWARE of people offering or selling you things....

- Vaccines or miracle cures - currently there is NO vaccine or cure.
- Coronavirus Testing Kits- Official site are Ministry of Health www.health.gov.on.ca or Public Health www.canada.ca/en/public-health
- Overpriced or fake goods- Before you buy anything do your homework to ensure you are dealing with a reputable company.
- Home cleaning/disinfecting services- Before you buy anything do your homework to ensure you are dealing with a reputable company.
- Medication/shopping services- Use only trusted, reputable companies that provide and are known for their services.

Protect Yourself & Others

- Don't be rushed into making a decision, "if it sounds too good to be true, it probably is".
- Don't assume everyone is genuine. It is okay to reject, refuse or ignore someone who approaches you for money. Only criminals will try to rush & panic YOU.
- Only purchase items from legitimate businesses, take a moment to think before parting with your money or personal information.
- If someone claims to represent a charity, ask for ID, do your research. If they attempt to pressure you to accept a service they are unlikely to be genuine.

Be a good friend, help protect your family, friends & neighbours from frauds & scams

- Read it.
- Share it.
- Prevent it.

Take care of your emotional and mental well-being

COVID-19 pandemic is a stressful and anxious time for everyone.

If you need HELP now 24 hrs a day Please CALL Seniors Safety Line 1-866-299-1011

Elder Abuse Prevention (ON)
Stop Abuse - Restore Respect
Prévention de la maltraitance envers les aînés (ON)
Arrêtez les mauvais traitements - Restaurez le respect

COVID19 Specific Frauds and Scams

Here is a list of the top 10 scams and frauds currently being used to prey on vulnerable seniors during the COVID19 crisis*

Government Focused	Family, Friends & Community Focused	For More Information
<ul style="list-style-type: none"> Emails, phone calls and text messages encouraging seniors to apply for COVID-related government benefits by clicking on a link. A version of the CRA scam where fraudsters threaten that your "provincial medical benefits" have run out (or are running out) and you need to send money either to reinstate them or to buy private medical insurance. A phone call from someone posing as a representative from the provincial or municipal health authority saying that you have been found to have COVID - and to give them your credit card to pay for testing or results. Canada Post / UPS - delivery frauds - a telephone call saying that you have an (often international) package which has been attempted to be delivered, but you need to call them to pay duty or shipping first. 	<ul style="list-style-type: none"> Deceptive websites asking you to help purchase Personal Protective Equipment for front line health care providers by donating (paying by credit card). Community helping scams where callers say that they are trying to connect with Socially Isolated seniors so that they can "help them". In some instances, these callers are predators who are actually trying to identify vulnerable seniors so that they can get into their house, sell them things, or steal their personal information. IMPORTANT NOTE: There are legitimate organizations reaching out to vulnerable seniors during the COVID19 crisis. To ensure that you are speaking with a reputable organization, ask them for their phone number and then call them back before providing any personal information. And NEVER give out financial information. Romance Scams through social media and on-line dating sites focused on seniors who may be feeling lonely as a result of being isolated because of COVID, and are spending more time socializing online. A version of the Grandparent Scam - but this time the "grandchild" is stuck overseas and can't get home because of COVID restrictions but with enough money can get a "special flight" - and "don't tell mom or dad". 	<p>The Canadian Anti-Fraud Centre collects information on fraud and identity theft.</p> <p>For more information, visit https://www.antifraudcentre-centreantifraude.ca/</p> <p>Reporting to Canadian Anti-Fraud Centre</p> <p>By phone: 1-888-495-8501 (toll free) Calls are answered Mon to Fri, from 10am to 4:45pm EST</p> <p>Online: https://www.antifraudcentre-centreantifraude.ca/</p> <p>Log into the tool using one of the following options:</p> <ul style="list-style-type: none"> GC Key (user ID / password) Sign In Partners (banking credentials)
<p>Bank & Insurance Focused</p> <ul style="list-style-type: none"> Fake "financial planners" calling seniors about opportunities to get their investment portfolios back up due to COVID19 losses. Fake bank messages asking for your SIN number and banking information so that they can set up a direct deposit for government funds due to COVID. 		

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CanAge
www.canage.ca

*Information adapted from Canadian Anti-Fraud Centre. Released April 8, 2020.

Watch for signs of COVID-19 Fraud & Scams

PROTECT YOURSELF AND THOSE VULNERABLE IN OUR COMMUNITY

- Don't be afraid to say no
- Do your research
- Don't give out personal information
- Beware of upfront fees
- Beware of unsolicited emails – don't click on links or open attachments
- Protect your computer

View EAPO's Webinar Recording **COVID-19 FRAUD AND SCAMS: HOW TO RECOGNIZE, REJECT AND REPORT**

www.eapon.ca

Elder Abuse Prevention (ON)
Stop Abuse - Restore Respect
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Arrêtez les mauvais traitements - Restaurez le respect



PANDEMIC PRIORITIES:

Questions for Families to Ask During COVID-19

April 2020

Raising Awareness

REDUCING SOCIAL ISOLATION



CanAge. Elder Abuse Prevention (ON) **CNPEA RCPMTA**
Stop Abuse - Restore Respect
Prévention de la maltraitance envers les aînés (ON)
Arrêter les mauvais traitements - Restaurer le respect
CANADIAN NETWORK for the PREVENTION of ELDER ABUSE
RÉSEAU CANADIEN pour la PRÉVENTION du MAUVAIS TRAITEMENT des AÎNÉS

Presented with the support of: **HelpAge and United Way**

United Way Lower Mainland **HelpAge Canada** age helps **Healthy Aging** by United Way At home. In community.

15th Anniversary
World Elder Abuse Awareness Day - June 15th



IS SOCIAL ISOLATION ELDER ABUSE?

Interactive Online Panel Discussion
with Canadian Experts

June 15, 2020



**SOCIAL DISTANCE SHOULDN'T MEAN
SOCIAL ISOLATION OR EMOTIONAL DISCONNECTION.**

Isolation breeds abuse.

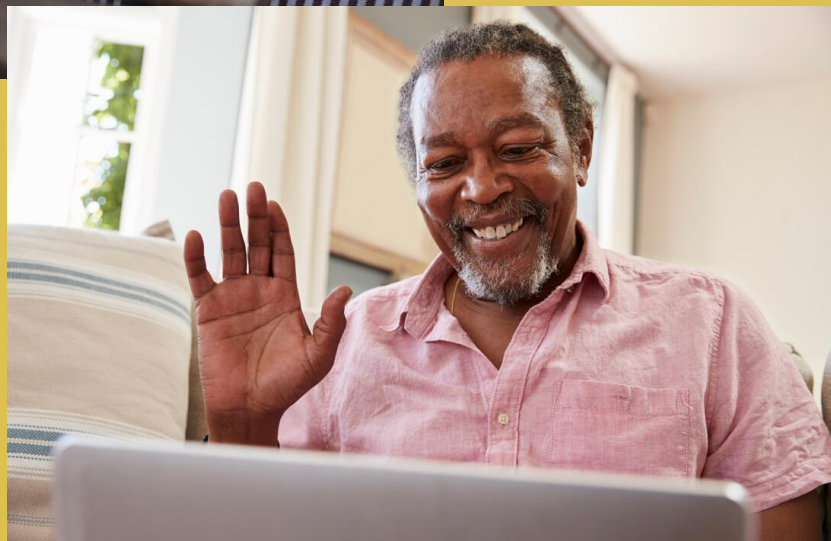
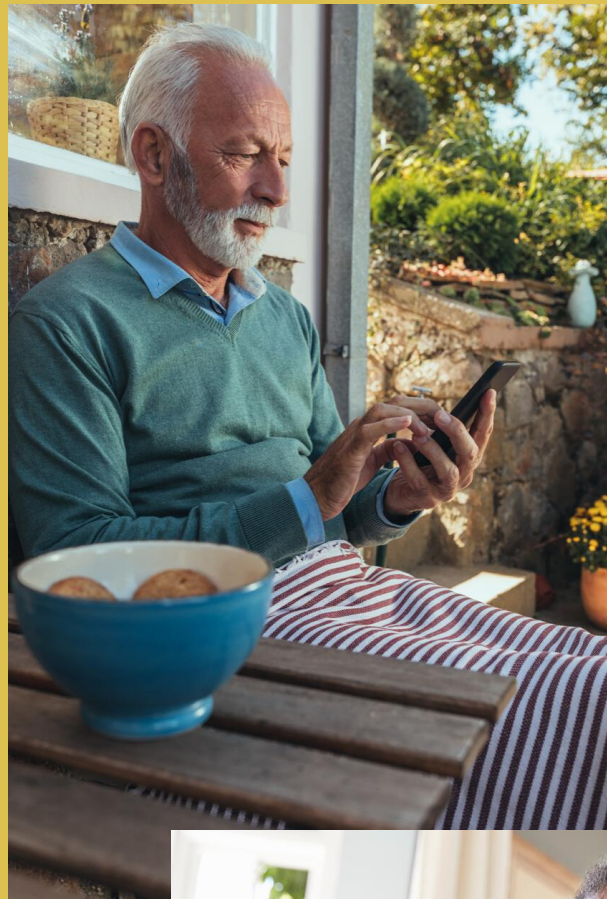
Time to #UprootElderAbuse



WORLD ELDER ABUSE AWARENESS DAY 2020
Uproot Elder Abuse
Plant a Seed for Change

Our **Role** in the Transformation of Health Care and Support Service

Keep Connected



Safe distancing visiting,
window visits,



Facilitate meetings/
appointments with health
care workers or family
with safe social distancing



Phone Support/
Programs (Senior Centre
Without Walls)



Computer Video Chats/
Discussions, web-access
to services



Need Help Supporting Seniors During COVID-19?

Post Opportunities at SparkOntario.ca



SENIORS SAFETY LINE



Helping Vulnerable Ontarians Stay Safe at Home During COVID-19

OCSA's initiative to provide meals and essential supplies delivery services for isolated, low-income seniors and people with disabilities and chronic medical conditions across Ontario



Transformations in Delivery of Health Care and Support Services

June is Seniors' Month in Ontario



Stay Safe, Stay in Touch

“If we view aging as a progressive decline in a series of losses then we can’t see the possibilities ahead of us.

BUT

If we view aging as an opportunity to actually recreate different lives for ourselves and provide more support and connections within our communities then we have a chance take this journey very differently.”



**A WHOLE
NEW
WORLD**



*Thank
You*