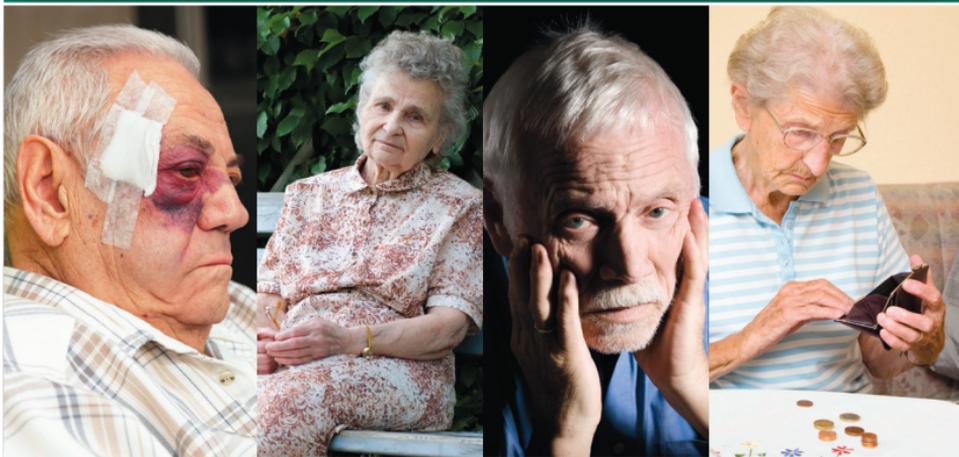


The many faces of Elder Abuse



VEQ

Voice of English-speaking Québec



Voice of English-speaking Québec
is proud to support
English-speaking seniors in the
greater Quebec City region.

This booklet was produced to help seniors
in our community stay independent,
safe and to help prevent abuse and
discrimination targeting them.

This project is funded in part by
Service Canada under the New Horizons
for Seniors Program.



What is **Elder Abuse**?

The World Health Organization defines abuse of older adults as “a single or repeated act, or lack of appropriate action, occurring in any relationship where there is an expectation of trust that causes harm or distress to an older person”.

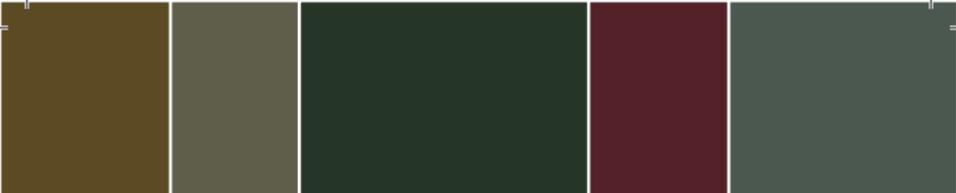
Abuse can be a single incident or a pattern of behaviour. Many situations of abuse are complex and involve more than one form of abuse.



Elder Abuse is **NEVER** acceptable and is a crime.

The Government of Canada states “Abuse happens when one person hurts or mistreats another”. Remember the following points:

- Seniors are entitled to respect.
- Seniors have a right to adequate care and attention.
- Seniors have every right to live in safety and security.
- There is no excuse for abuse.



Who are **the victims?**

Abuse can happen to anyone no matter what their background, sex, age, religion, race, culture or ethnic origin is.

Elder abuse can take place in the home (private residence), in a residential setting (institutions), or in the community.

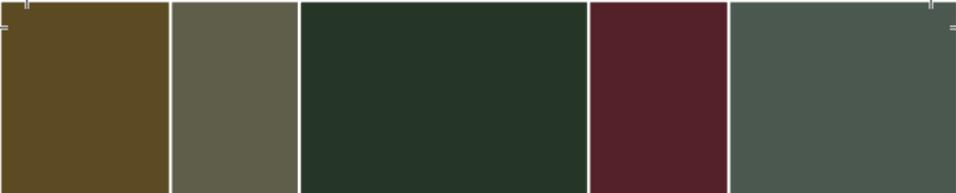


Who are **the abusers**?

Abuse can be at the hands of the following people:

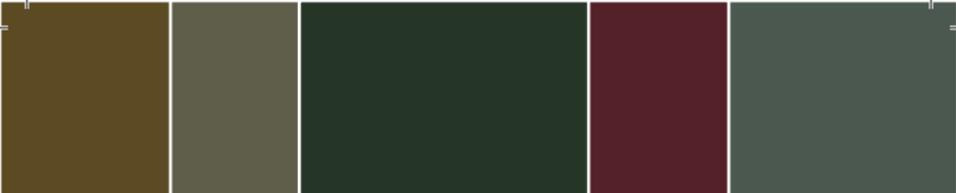
- A person in a situation of power, trust or authority
- Any family member
- Caregiver
- Service provider
- Spouse

Sometimes older adults are seen by some as vulnerable and “easy” targets. Family members and caregivers that abuse people closest to them may take out their frustration on them and may not want to admit that they are abusing their loved one.



Consequences of Abuse

Elder Abuse impacts the quality of life of each victim. Many withdraw from their friends and family members, and suffer from increased anxiety, insecurity, confusion and depression. In some cases, abuse can lead to the victim resorting to suicide.



Elder Abuse **statitstics**

According to two large cross-Canada studies that took place at the end of the 1980s and again at the end of the 1990s, four to seven percent of all older adults living at home are victims of one form of abuse or another. The most prominent form of abuse being financial and property abuse. Researchers feel that the percentage may well be larger due to limits in the methodologies used.

A survey on Family Violence in Canada 2007 published by statistics Canada stated that, in 2005 there were 160 incidents of violence for every 100, 000 older adults. Comparing trends in 1998 and 2005, the overall rate of police-reported violence against older adults has increased by twenty percent.



Financial/Property

Financial abuse includes the misuse, manipulation or exploitation of an older adult's money or property without that person's knowledge and/or full consent.



Financial abuse may include:

- Cashing cheques without authorization
- Extortion - threats in exchange for money
- Forging an older adult's signature
- Inappropriate use of bank cards
- Misusing power of attorney
- Misusing or stealing an older adult's assets, property or money, such as cashing their cheques without authorization
- Pressuring an older adult about inheritance, change of will, or to sign legal documents they do not fully understand
- Robbing jewelry, goods or cash
- Sharing an older adult's home without paying a fair share of the expenses when requested



Fraud

A subtle, deceitful way of getting money out of people, without their knowledge.



Forms of **fraud** may include:

- Con artist – can be anyone of any age who seems like the kind of person you can trust and who makes you feel like you have to make a decision right away
- Embezzlement
- Fake investments
- Fake prize winner
- Fraudulent pre-authorized payment plans
- Identity theft
- Property theft
- Telemarketing scams/Mass marketing fraud
- Telephone and e-mail scams – asking for personal and banking information
- Unnecessary repairs on your home or car



Human Rights Violations and Ageism

Human rights violations happen when an older adult is being discriminated against on the basis of their age.



Human rights violations may include:

- Being forced or pressured to move out of their home and into an institution
- Being discriminated against due to age
- Negative stereotypes based on age
- Poor treatment of a person because of their age
- Receiving medical treatment without consent



Neglect

Neglect is the intended or unintended failure of a family member or caregiver to provide needed assistance to an older adult.



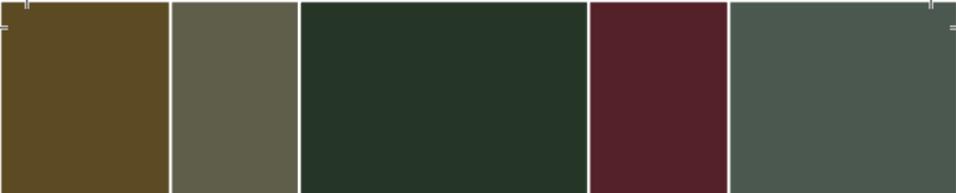
Forms of **neglect** may include:

- Failure to provide water, food, shelter, clothing, medication, medical attention or assistance with basic needs
- Ignoring an older adult
- Not having basic needs met in a timely manner



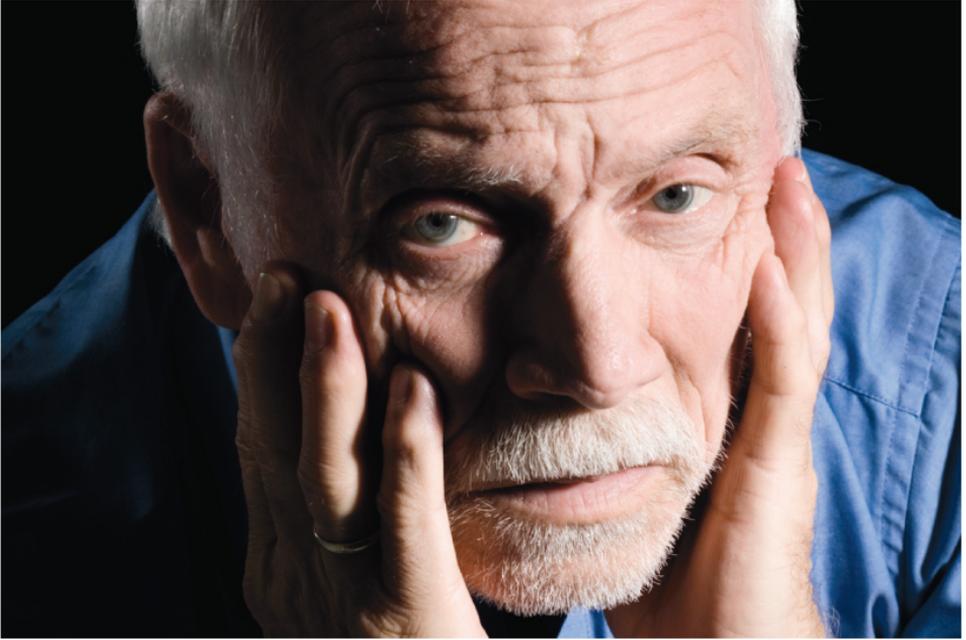
Physical

Physical abuse includes the use of physical force, violence or rough treatment that may result in bodily injury, physical pain and discomfort, or impairment.



Physical abuse may include:

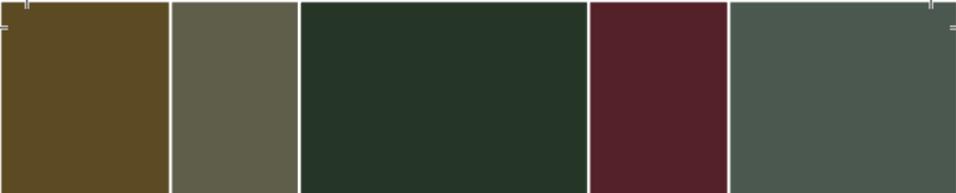
- Bullying
- Burning
- Hitting
- Inappropriate physical or chemical/medical restraints
- Pushing
- Secluding
- Shaking
- Shoving
- Striking
- Throwing objects
- Unduly delaying assistance needed to meet basic needs, such as trips to the bathroom



Psychological/Emotional

Psychological or emotional abuse is an act either verbal or non-verbal which diminishes an older adult's sense of dignity or self-worth and threatens their well-being.





Psychological and emotional abuse may include:

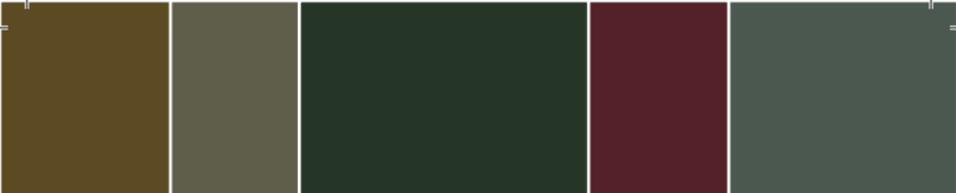
- Attacks on one's dignity
- Bullying
- Degrading remarks about age, level of autonomy, religious beliefs or practices
- Humiliation
- Inappropriately infringing on an older adult's privacy
- Infantilizing an older adult - treating them like a child
- Ignoring an older adult
- Insults or name calling
- Intimidation or belittling
- Isolation from family, friends or regular activities
- Shouting
- Threats of violence or abandonment



Sexual

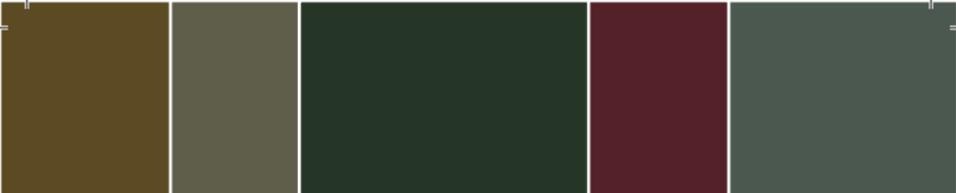
Sexual abuse involves any sexual behaviour directed at an older adult without consent or without their full knowledge.





Sexual abuse may include:

- Being raped
- Being fondled
- Being ridiculed, for want to express one's sexuality
- Being sexually harassed
- Exhibitionism
- Sexual/Inappropriate touching
- Unwanted sexual activity



How to **recognize** abuse:

Here are some signs that may help in detecting abuse:

- Changes in behaviour
- Changes in hygiene and nutrition
- Depression, fear, anxiety, passivity, paranoia
- Disappearance of valuable objects
- Discomfort or anxiety in the presence of particular people
- Failure to meet financial obligations
- Heightened levels of upset or agitation
- Lack of food (dehydration and malnutrition) and other necessities
- Social isolation



How to **recognize** abuse continued:

- Sudden unexplained banking transactions
- Sudden unexplained changes to a will or other financial or legal documents
- Suspicious-looking signatures on cheques and documents
- Unexplained physical injury like bruises
- Unsafe living conditions or homelessness
- Unsanitary household conditions or lack of personal care
- Untreated bedsores or other medical problems
- Withdrawal from family and friends



Help

If you or someone you know is a victim of abuse you are not alone – help is available.

If you are a victim or believe someone is a victim of elder abuse, the following two options are available in the Greater Quebec City region: Elder Abuse Help Line and Jeffery Hale Community Services. You will find information about both organizations on the following two pages.



Elder Abuse Help Line
is a free, anonymous and
confidential service available
everywhere in Québec,
every day, from
8:00 a.m. to 8:00 p.m.
at 1 888 489-ABUS(2287).



Jeffery Hale Saint Brigid's

Une communauté de soins
A Community of Care

Jeffery Hale Community Services
offers a free consultation service with
an Intake social worker, Monday to
Friday, from 8:30 a.m. to 4:30 p.m.
to book an appointment call
418 684-5333 ext. 1580.

Take your health and safety in hand: Let us know...



Your questions or concerns about your health care services



Your current state of health and medical history



If you are pregnant or think you might be



Your medicines; better yet, bring them to show us



Your allergies or bad reactions to any medicine or food



If you see something while you are at Jeffery Hale – Saint Brigid's that could pose a risk (broken chair, aggressive person, etc.)



If you are not sure about what you are supposed to do at home after your visit to the hospital or appointment

Thank you for helping us provide
quality and safe services

Jeffery Hale Hospital
1250, chemin Sainte-Foy G1S 2M6
418 684-5333

jhsb.ca



WE ARE THERE FOR YOU!



Bilingual health and social services

- Emergency: 7 days / week, 8 a.m. - 8 p.m.
- Diagnostic Services
- Senior Care
- Community Services
 - CLSC-type health and social services
 - Requests for Saint Brigid's Home



**Jeffery Hale
Saint Brigid's**

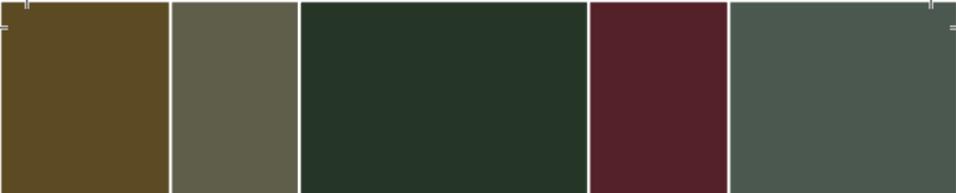
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Jeffery Hale Hospital
1250, chemin Sainte-Foy
Québec Qc G1S 2M6



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For more information on
Voice of English-speaking Québec
and programs offered to
seniors, please contact:



Voice of English-speaking Québec

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Québec (Québec) G1S 2M4

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www.veq.ca

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