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THE NATIONAL SENIORS COUNCIL



LE CONSEIL NATIONAL DES ÂÎNÉS

Report of the National Seniors Council on Elder Abuse

November 2007

Submitted to the Minister of Human Resources and Social Development,
the Minister of Health, and the Secretary of State (Seniors)

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Message from the National Seniors Council

On behalf of the National Seniors Council, I am pleased to submit our report on elder abuse – the first of our two initial priorities.

The regional meetings with experts and stakeholders convened by the Council this fall were very informative and helpful to us. We were impressed by the commitment and energy that participants demonstrated in their work on elder abuse and their respect for seniors. They provided valuable insights on this serious matter, and their knowledge, expertise and ideas are reflected in our report.

Participants made recommendations on a wide range of issues related to elder abuse which were carefully considered by the Council. While we are encouraged by the momentum for action on elder abuse that is building within the federal government, this report contains our advice on how it could become more involved – specifically on the issues of awareness and prevention.

The National Seniors Council hopes that its advice will provide the impetus for new federal initiatives to help address this serious social problem and improve seniors' quality of life.

Respectfully submitted,

Jean-Guy Soulière
Chair, National Seniors Council







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Mandate of the National Seniors Council

The National Seniors Council shall advise the Government of Canada, through the Minister of Human Resources and Social Development and the Minister of Health on all matters related to the well-being and quality of life of seniors, including the opportunities and challenges arising from a rapidly growing and increasingly diverse aging population. As directed by the Minister of Human Resources and Social Development and the Minister of Health, the National Seniors Council shall:

- a) advise on current and emerging issues and opportunities related to the quality of life and well-being of seniors, both now and in the future;
- b) as needed, undertake activities such as commissioning research, convening expert panels and roundtables, and holding consultative meetings;
- c) deliver well-balanced advice, taking into account the views of experts, seniors, organizations and groups that provide seniors' programs and services, provincial/territorial advisory bodies on seniors, and other relevant stakeholders and interested parties; and
- d) ensure a comprehensive and collaborative approach in its examination of the policies, programs and services that impact the lives of seniors by consulting with other federal departments, other levels of government and advisory bodies involved in seniors-related efforts.







Foreword

Jean-Guy Soulière
Chair, National Seniors Council

The National Seniors Council was established in March 2007. At the inaugural meeting of the Council in May 2007 in Ottawa, the Secretary of State (Seniors) identified two initial priorities: to develop ways to raise awareness of elder abuse and combat this issue; and to better understand the factors that lead to pockets of low-income seniors among unattached seniors, particularly women. In its mandated role of providing advice to the Government of Canada, the National Seniors Council is pleased to provide a report on the first priority and an update on its work toward the second priority.

Elder abuse

This fall, the National Seniors Council held regional meetings with a total of 50 experts and stakeholders, to discuss the nature and extent of elder abuse in Canada. The feedback from participants was very positive; they welcomed the meetings and expressed strong support for continued dialogue on elder abuse.

The level of participation and interest demonstrated were a testimony to the commitment of individuals and their organizations to combat elder abuse and improve the quality of life of seniors living in all regions of Canada. It was equally evident that participants' work incorporates the respect for seniors that is so richly deserved. More importantly, it sent a strong message to the National Seniors Council that elder abuse is a serious social problem and that further action by governments is required.

With this report, the National Seniors Council offers practical advice to the federal government to address elder abuse. This advice will take advantage of existing networks, capacity, expertise and commitment across the country.

The National Seniors Council wishes to thank all participants, many of whom volunteer their time and expertise to the issue of elder abuse, for agreeing to share their views with us.

Low-income seniors

The National Seniors Council began examining the issue of low-income seniors through a review of income, wealth and expenditure patterns, as well as through a review of public pensions, programs and policies. This diagnostic work revealed the following conclusions:

- Since 1980, the proportion of seniors living in low income has declined sharply (from 21.3 percent in 1980 to 6.1 percent in 2004), due in part to Canada's public pensions, which include a Guaranteed Income Supplement for low-income seniors.
- Given that more and more women have entered the labour force, improvements are likely to continue into the future for this category of seniors.





- A relatively small group of seniors living in low income remains. Whether men or women, unattached seniors who have a poor work history (and therefore little workplace pension wealth or personal savings) are at a much higher risk of experiencing low income in old age.
- Provinces and territories provide assistance to low-income seniors through income supplements and programs and services that help reduce their expenditures.

The National Seniors Council will consider the kind of work that might be needed in the future in this area, bearing in mind jurisdictional considerations.





Introduction

“We need the National Seniors Council to look at ways to reach out to our seniors communities on the existence of elder abuse—in all its ugly forms. We need the National Seniors Council to present ways in which we can break the wall of silence and show seniors that elder abuse exists, that it is not tolerated, and there is help available in our communities to cope.”

The Honourable Marjory LeBreton, Secretary of State (Seniors),
at the inaugural meeting of the National Seniors Council, May 2007.

Momentum for action on elder abuse is building within the federal government. The National Seniors Council is pleased that the October 16, 2007, Speech from the Throne touched on this important issue. The National Seniors Council hopes that this report will provide further impetus to the important work on elder abuse already underway across Canada.

This report is divided into two parts. “What Participants Told Us” summarizes the information gathered by the National Seniors Council during the regional meetings. “Conclusions” contains the considerations that emerged from the meetings and advice to Ministers on possible areas for action.

Why elder abuse is a priority

For too long, elder abuse has remained a largely hidden issue, with untold social and economic costs—above all, to seniors who are victims of abuse.

Elder abuse may take many forms: financial, physical, emotional or psychological, sexual, systemic (e.g. ageism), spiritual and neglect (either self-neglect by seniors or neglect by others).

Elder abuse is an issue that may affect seniors in all walks of life. However, some seniors may be at greater risk of experiencing some type of abuse: those who are older; female; isolated; dependent on others; cared for by someone with an addiction; seniors living in institutional settings; and those who are frail, who have a cognitive impairment or a physical disability.

It is difficult to estimate the prevalence and incidence of elder abuse in Canada due to factors such as under-reporting, confusion about what constitutes abuse, limitations in victimization surveys and police statistics, or a general lack of awareness about the issue. Nonetheless, based on available Canadian data, it is estimated that between 4 percent and 10 percent of older adults in Canada experience some type of abuse.¹ In the current demographic context of a rapidly increasing seniors population, it is clearly an issue that requires attention.

¹ Elder Abuse in Canada; Preliminary Overview of the Issue, August 2007, prepared for the National Seniors Council (unpublished)





It is time for Canadians to focus greater attention on the issue of elder abuse, and to strive to increase awareness of the extent and nature of the issue; to achieve a better understanding of its causes and consequences for individuals, families and communities; to ensure that people are able to get help and know where to turn for assistance; and to identify good practices for recognizing, responding and preventing elder abuse.

Regional meetings on elder abuse

In order to help understand the issue, the National Seniors Council held five regional meetings on elder abuse with experts and stakeholders, between September 17 and October 3, 2007. The meetings were moderated by the Chair of the National Seniors Council and co-chaired by the Council members from each of the five regions.

The five meetings took place in:

Toronto:	September 17, 2007	Co-chaired by Reverend Shea
Montréal:	September 19, 2007	Co-chaired by Cécile Plourde, Rémi Plourde & Daphne Nahmiash
Calgary:	September 26, 2007	Co-chaired by Sandi Hirst
Vancouver:	September 28, 2007	Co-chaired by Marilyn Loveless
Moncton:	October 3, 2007	Co-chaired by Bev Weeks & Joan Tufts

These regional meetings were guided by the definition of elder abuse that is commonly-used internationally: “A single or repeated act, or lack of appropriate action, occurring within a relationship where there is an expectation of trust, which causes harm or distress to an older person.”²

The objectives of the meetings were to:

- Enable the National Seniors Council to learn more about the issue of elder abuse;
- Share good practices for raising awareness, responding to and preventing elder abuse; and
- Identify areas for possible federal government action.

Fifty individuals, representing organizations serving seniors, law enforcement agencies, legal experts, service providers and academics participated in the meetings. The discussions at each meeting were guided by four overarching questions:

1. How does the issue of elder abuse come up in your work with seniors?
2. Which activities have you or your organization undertaken to address the issue of elder abuse?
3. Which good practices are you aware of to enhance awareness of elder abuse?
4. Which good practices are you aware of for responding to and/or preventing elder abuse?

² Definition developed by Action on Elder Abuse in the United Kingdom and cited in *World Report on Violence and Health*, World Health Organization, (2002). Geneva, Switzerland.





What Participants Told Us

Although each regional meeting was distinct and each made a unique contribution to the National Seniors Council's understanding of elder abuse, six themes emerged across the five sessions:

1. Awareness
2. Knowledge transfer and information dissemination
3. Education and training
4. Research
5. Resources for community responses to elder abuse
6. Legal considerations

All six themes play a role in addressing the multiple dimensions of elder abuse. The following is a description of each theme, including examples of good practices and suggestions made by participants for possible federal action.

Awareness

Increasing awareness of elder abuse was identified as the first important step in addressing the issue. Although efforts to raise awareness are underway by various means, participants were clear about the need to strengthen these efforts for the benefit of the general public as well as for professionals, service providers and seniors themselves.

The National Seniors Council heard about several awareness-raising activities using a variety of mediums: fact sheets and pamphlets, workshops and seminars, television and radio reports, internet communication tools and school-based educational programs. For example, in Ontario, one participant explained how she visits seniors facilities and schools and uses drama and role-play to intensify the impact of her presentations on elder abuse. She has also widened access to this informational tool by making the vignettes available on CDs.

In Saskatchewan, a former law enforcement officer and sought-after expert has written and published a book entitled *Stop Fraud*. In Alberta, the Alberta Action Committee against Violence has produced a toolkit that teaches people how to host an “awareness café” on elder abuse that includes key messages and questions to encourage discussion about how to recognize elder abuse.

These are just a few examples of effective awareness activities currently underway. However, participants across the country were consistent in their views that efforts to increase awareness of elder abuse must be enhanced and accelerated.

Participants suggested that the federal government could consider building on existing public awareness campaigns to leverage these efforts in the development of a coordinated national awareness campaign similar to ParticipACTION. The national campaign could include partnerships with media, business, labour, academia volunteer organizations and seniors organizations to increase awareness of elder abuse.





Participants suggested building on the awareness generated by the celebration of World Elder Abuse Awareness Day (WEAAD) in Canada on June 15. WEEAD was launched by the International Network for the Prevention of Elder Abuse in 2006. The federal government and all provincial/territorial governments participated in WEEAD in 2006 and 2007, along with numerous events that took place at the community level. Through funding from federal, provincial and territorial governments, posters and information kits were developed and distributed across the country in both years.

In Toronto, it was suggested that the prominence of WEEAD could be heightened by making it part of the United Nations formal calendar. The federal government could initiate steps to examine the feasibility of formalizing WEEAD on the United Nations calendar of events.

To maximize the impact of a national awareness campaign, the following factors were identified as important to consider in the design of an approach:

- Messages must be designed to reach specific target audiences such as seniors, service providers, health care professionals, financial institutions, families and caregivers.
- The cultural diversity of Canada's population, including its Aboriginal peoples, must be acknowledged and respected.
- Materials must be available in multiple languages.
- Specific types of elder abuse should be targeted.³
- Recognition that raising awareness may result in an increase in reporting incidents of elder abuse, which will in turn intensify the demand for services

Knowledge transfer and information dissemination

Knowledge transfer and information dissemination are fundamentally important to address elder abuse effectively and efficiently across the country. Participants told the National Seniors Council that in spite of current efforts at communication among those who work in the field on best practices, research and intervention strategies, these efforts need to be enhanced significantly to ensure that current information exchange is readily available.

Opportunities must be created to allow individuals and organizations to:

- Communicate with each other and share their experiences, knowledge and lessons learned;
- Access research and tools necessary to inform their work;
- Become knowledgeable about current provincial, national and international work underway, in order to avoid duplication of effort; and
- Understand how best to utilize limited human and financial resources.

³ Throughout the regional meetings, financial abuse was cited as the most frequently occurring form of abuse, followed by psychological/emotional and physical





Participants provided examples of good practices, where professionals from a variety of disciplines worked together to share their knowledge and develop effective interventions in situations of elder abuse. The National Seniors Council heard about a regional project in the Greater Lévis region that uses an interdisciplinary model, in which professionals meet monthly to review cases of elder abuse, share their expertise and coordinate actions to deal with reported cases.

In a community in Prince Edward Island, a similar multi-disciplinary model exists where an RCMP officer, community and seniors organizations, consumers federations and the public trustee organized a seniors safety program in which experts visit seniors in their own homes to provide information on awareness and prevention of elder abuse.

There was general agreement that a centralized mechanism was needed to facilitate the sharing of knowledge and information. An existing venue could take on this function or a stand-alone elder abuse clearinghouse could be established.

To facilitate the coordination of information dissemination and knowledge transfer, participants recommended that the federal government consider working in partnership with national organizations that have shown leadership in the distribution of information. For example, an organization such as the Canadian Network for the Prevention of Elder Abuse (CNPEA) might be a possible partner. The CNPEA consists of professionals representing a number of disciplines from across the country—social work, academia, community organizations and elder abuse consultants affiliated with provincial governments—who volunteer their time to raise awareness, share information, educate people on how to recognize elder abuse and stimulate research.

Participants suggested that the federal government launch and support an annual national symposium on elder abuse that would allow for knowledge transfer, education and information dissemination. An initial priority topic for a national symposium of this type could be “sharing good practices in the area of intervention.”

Training

Training on elder abuse is essential for professionals who provide care and service to seniors. These care and service providers are often the first to encounter seniors who could be at risk or who are victims of abuse.

Academics who participated in the regional meetings identified a need to invest in training for future health care and social service professionals, around issues of aging and elder abuse. In general, curricula for training frontline professionals are not seen as offering education on how to respond to the needs of an aging society.

However, participants did note improvements in training in some instances. For example, the National Initiative for the Care of the Elderly (NICE) is a national network of researchers and practitioners involved in the care of older adults through medicine, nursing, social work and with other allied health professionals. Its goal is to establish links between university researchers and community practitioners in medicine, nursing and social work, to develop and improve practices for the care of Canada’s seniors. The network helps develop and improve educational initiatives; introduce basic geriatric knowledge into





core courses in medicine, nursing and social work; and provide specific training programs in geriatric specializations. It also develops training programs for practitioners already in the field, to help them expand and refine their skills in caring for older adults. Participants recognized NICE as a training and educational vehicle, as well as one for information dissemination, knowledge transfer and professional development.

At all of the regional meetings, participants mentioned a lack of training for personal support workers who provide services including personal care, housekeeping, shopping and companionship, among others. Specific training in elder abuse is important for personal support workers because they may work with seniors who are at risk of abuse or who are victims of abuse.

Participants also noted a lack of specialized training for those in the criminal justice system who deal with victims of elder abuse and their families. They suggested that enhanced training be considered.

Research

Participants recognized that research on elder abuse is important and suggested that it be one of the activities included in the overall action plan to address elder abuse. They felt that research alone is not the answer; but that it should be part of a comprehensive plan to ensure that actions are based on accurate and valid information.

The National Seniors Council heard about several promising research initiatives.

A Way Forward, a national research project begun in 2006 in Toronto, is one example described to the Council by a lead partner. With financial support from the Government of Canada, through the National Population Health Fund of the Public Health Agency of Canada, this project is a collaborative effort of the University of Toronto's Institute for Life Course and Aging, and partners from six universities, as well as key community and long-term care stakeholders. The objective of the project is to enhance the capacity of communities across Canada to better understand and respond to the complex issues of abuse and neglect in institutional facilities.

Specific suggestions made by participants about the types of research that would enhance understanding of elder abuse in Canada included:

- Updating existing research on causes, incidence and prevalence of elder abuse;
- Examining the association between mental health issues, substance abuse and elder abuse;
- Examining the consequences of elder abuse, particularly on families, communities and among different ethno-cultural populations in Canada;
- Investigating the possible impact of ageism on elder abuse; and
- Designing an evaluation framework for tools and interventions to detect and respond to abuse.





It was suggested that the federal government can contribute to research on elder abuse either directly, by conducting research itself, or indirectly, by entering into partnerships with organizations that conduct research.

Resources for community responses to elder abuse

To address elder abuse, it is imperative that action take place at the community level and that resources be allocated to this. Participants delivered a unanimous message that without adequate and sustainable funding, efforts to combat elder abuse in local communities are compromised.

Participants also emphasized that not only is funding important for those who work in the field, but human resources are also critical. Many communities rely heavily on volunteers to work directly with seniors at risk, as frontline resources, coordinators and trainers. Participants suggested that the National Seniors Council urge the federal government to provide support to these volunteers, who are essential in delivering these services, but who are vulnerable to burnout.

The 2007 increase in funds for national and regional elder abuse awareness projects under the New Horizons for Seniors Program (NHSP) was viewed as a very positive development. Participants noted, however, that the parameters of the community-based funding provided by NHSP (one-time grants) do not sustain the continuation of promising local projects that address elder abuse.

Legal considerations

A number of legal remedies exist in Canada to deal with elder abuse and neglect. Along with federal criminal law defined in the *Criminal Code* of Canada, there are provincial and territorial frameworks pertaining to adult protection legislation, adult guardianship, family violence statutes, human rights statutes and long-term care facilities regulation.

The *Criminal Code* describes the different offences that someone can be charged with if they are accused of abusive actions toward older adults. The relevant provisions include those related to physical and sexual abuse, criminal harassment in situations of chronic psychological abuse, neglect, property theft, breach of trust, extortion, fraud and intimidation. In addition, sentencing provisions in the Code require the courts to consider evidence of age-based bias as an aggravating factor.

During some of the regional meetings, participants debated whether or not the *Criminal Code* should be amended to further facilitate dealing with elder abuse. Legal experts at the meetings, such as those representing La Commission des droits de la personne et des droits de la jeunesse, in Quebec, and the Advocacy Centre for the Elderly (ACE), in Ontario, advised that changes to existing legislation are not necessary. Effective legislation and legal tools exist that protect the rights of individuals. What is lacking is awareness of these tools and the steps that should be taken by social workers and law enforcement professionals who are often the first to encounter situations of elder abuse.





There was a strong view among participants that legal aid should be more widely available for low-income seniors and/or those who have been abused so income is not an impediment to accessing legal services.

Legal experts at the regional meetings advised that it is important to recognize that legal solutions alone are not as effective in combating elder abuse as social solutions that include the legal community. Interdisciplinary models were described, such as the one used in ACE, in which legal experts are part of a team approach that addresses all aspects of elder abuse as it occurs within families and communities in which older adults live. Participants encouraged the federal government to look at ways to further include the legal community in an interdisciplinary approach to elder abuse.

Many participants reported that the misinterpretation of the scope and intent of federal and provincial privacy legislation can be a barrier to reporting elder abuse cases.

With respect to federal privacy legislation, individuals are protected by the *Personal Information Protection and Electronic Documents Act* (PIPEDA), which sets out regulations for how private sector organizations may collect, use or disclose personal information in the course of commercial activities.

Initially, PIPEDA applied only to personal information about customers or employees that was collected, used or disclosed in the course of commercial activities by the federally-regulated private sector organizations such as banks, airlines and telecommunications companies. The Act now applies to personal information collected, used or disclosed by the retail sector, publishing companies, the service industry, manufacturers and other provincially-regulated organizations, except in provinces that have enacted legislation similar to PIPEDA.

As a result, industries in the federally-regulated private sector have taken steps to ensure that they are not in violation of privacy regulations. However, examples were provided of instances where banks were reluctant to report suspected cases of possible fraud or abuse of power of attorney, claiming that they were unable to do so due to restrictions placed upon them as a result of privacy legislation. As well, healthcare professionals reported that there is reluctance to report possible physical or psychological abuse of elders for fear of repercussions due to infractions of privacy legislation.

Legal experts informed the National Seniors Council of the need to clarify whether reporting a suspicion of elder abuse violates current privacy legislation. The National Seniors Council was asked to consider how the federal government might be able to work with these sectors to ensure they understand the application of privacy legislation.

As one legal expert told the National Seniors Council, “The law is not a solution; it is a tool. One has to be able to use the law effectively when appropriate.” It was suggested that the federal government undertake an examination of federal legislative and legal frameworks to better understand how they may be utilized and applied to cases of elder abuse.





Conclusions

Several overarching considerations emerged as a result of the regional meetings and need to be taken into account if elder abuse is to be effectively addressed:

- Raising awareness of elder abuse and what constitutes abuse will increase the demand for community-based and front-line services, which will in turn put pressure on limited human and financial resources.
- Elder abuse is a complex phenomenon. It occurs in different forms, in diverse settings and with different dynamics; it requires different types of interventions.
- An interdisciplinary approach is critical for making progress on elder abuse. Because this abuse is multi-faceted and occurs in many forms, the involvement of a broad range of disciplines is needed, including areas such as health, law, social work, academia, non-profit and voluntary sectors, institutional care sectors and governments.
- A cultural perspective is necessary to fully understand how elder abuse is perceived and dealt with in different cultural contexts, including among Aboriginal peoples. The National Seniors Council was not completely satisfied that there was sufficient representation at their regional meetings, from the three northern territories and from the various ethno-cultural communities, to give a full account of the situation that exists within these communities.

The regional meetings imparted a great deal of knowledge and information about elder abuse to all who participated. However, the National Seniors Council came to the conclusion that what was learned was only the “tip of the iceberg.”

There are no quick fixes or simple solutions in addressing the issue of elder abuse. The challenges in raising awareness, responding to elder abuse and ultimately mitigating and eliminating it are many, but the energy, commitment and expertise already exists among those who have taken on this task across the country.

Participants at the regional meetings are looking to the federal government to take a leadership role on the issue of elder abuse at a macro level, recognizing that delivery occurs at the provincial, territorial and community levels.





Advice to the Federal Government

The National Seniors Council advises the federal government to consider the following summary of areas for action, as suggested during the regional meetings:

Awareness

- Take the lead in developing and implementing a coordinated national awareness campaign.
- Build on the awareness generated by World Elder Abuse Awareness Day.
- Examine the feasibility of proposing that the United Nations formalize World Elder Abuse Awareness Day on its calendar.

Knowledge transfer and information dissemination

- Support the development of a centralized mechanism for knowledge transfer and information exchange.
- Work in partnership with national organizations that have shown leadership in the dissemination of information.
- Launch and support an annual national symposium that would allow for knowledge transfer, information dissemination and education.

Training

- Work in partnership with provinces and post-secondary institutions to encourage curriculum development specific to elder abuse and encourage the development of standards for professionals and personal support workers.

Research

- Conduct research or enter into partnerships with organizations that conduct research. Some ideas for research include:
 - updating existing research on causes, incidence and prevalence of elder abuse;
 - examining the association between mental health issues, substance abuse and elder abuse;
 - examining the consequences of elder abuse within families, communities and among different ethno-cultural populations;
 - investigating the possible impact of ageism on elder abuse; and
 - designing an evaluation framework for tools and interventions used to detect and respond to elder abuse.





Resources for community responses to elder abuse

- Provide support for volunteers to build capacity within the voluntary sector to respond to elder abuse.
- Examine the New Horizons for Seniors Program to determine the benefits of multi-year funding arrangements for program stakeholders and re-evaluate the application process to determine how to simplify it.

Legal considerations

- Develop options for working with the public and private sectors (e.g., hospitals and banks) to ensure a better understanding of how to apply privacy legislation.
- Examine federal legislative and legal frameworks to better understand how they may be applied to cases of elder abuse.







Members of the National Seniors Council

Jean-Guy Soulière, Chair of the Council



After a successful career with the federal public service, Jean-Guy Soulière was the Executive Director of the Federal Superannuates National Association (FSNA) for over 12 years. He is the Chair and Spokesperson for the Congress of National Seniors' Organizations since 2002 and a member of the Public Service Pension Advisory Committee. He holds a degree from the University of Ottawa and is fluently bilingual.

Sandra Hirst, Member



Sandra Hirst, PhD, of Calgary, Alberta, is the President of the Canadian Association on Gerontology. A gerontological nurse by training, she is also an associate professor in the Faculty of Nursing at the University of Calgary. Dr. Hirst has published numerous articles on a variety of topics related to seniors. She has served and currently sits on many boards and advisory councils, including the Seniors Advisory Council for Alberta, the Canadian Gerontological Nursing Association and the National Initiative for the Care of the Elderly Project. Dr. Hirst is the recipient of numerous awards, including the Mary Morrison Davis Award (Alberta Association on Gerontology, 2006) and an Honourary Life Membership (2001) with the Alberta Gerontological Nurses Association.

Patricia Humenny, Member



Patricia Humenny of Clavet, Saskatchewan, has had a very rich and diverse career with positions in both small business, government, social services and the private sector. She has also served in executive positions for a number of community and service organizations, such as the Canadian Association of the Mentally Handicapped. Ms. Humenny's educational background includes nursing, accounting, sociology, economics and business law. Her nursing training and various other positions have given Ms. Humenny the opportunity to be involved with seniors on many levels throughout her career. In 2005, she was awarded the Saskatchewan Centennial Medal in recognition of her contributions to her community and the province of Saskatchewan.





Marilyn Loveless, Member



Marilyn Loveless of Victoria, British Columbia, has recently retired as Director of the national award winning Shoal Centre (S.H.O.A.L – Sidney Healthy Options for Active Living) a centre that addresses the needs of seniors in the community. Her work experience in the past two decades has been dedicated to enhancing and promoting the overall well-being of seniors. Ms. Loveless has experience as a teacher, a school trustee and a municipal councillor. She is a long-time volunteer and has served on many boards and committees. She was awarded the 125th Anniversary of the Confederation of Canada Medal for Community Service.

Daphne Nahmiash, Member



Daphne Nahmiash, PhD, of Montréal, Quebec, is an active member of and former Chair of the McGill Centre for Studies in Aging Education Committee. She is presently the chairperson of the Notre-Dame-de-Grâce (NDG) Community Committee on Elder Abuse. She was an Adjunct Professor in Gerontology and Social Services at Université Laval and McGill University. She has recently retired from her position as Director of Professional Services of CLSC NDG and as Commissioner of Complaints and Quality of Services at the Centre de santé et de services sociaux Cavendish in Montréal. Dr. Nahmiash has been working in the field of seniors' health and social services for the past 45 years. She has been part of many committees, including at the Quebec Health and Social Services Ministry where she produced government reports on senior abuse, neglect and services to seniors. Some of her awards include Woman of the Year 2005–2006, awarded by the Montréal Council of Women for initiatives to improve the quality of life of seniors.

Cécile Plourde, Member



Cécile Plourde of Montréal, Québec, has been the president of the Fédération de l'âge d'or du Québec (FADOQ)—Mouvement des aînés du Québec for the Montréal region since 2000. The FADOQ is the largest seniors' group in Quebec and is made up of 280,000 members. Ms. Plourde, a graduate of Université Laval, worked in the health profession for 40 years as a registered nurse. Ms. Plourde has been active in her community for many years and has served on many committees, including the Table de concertation des aînés de l'Île de Montréal and the regional selection committees for the Engagés dans l'action pour les aînés du Québec and New Horizons grant programs. Ms. Plourde has also been a member of the family committee at the Conférence régionale des élus de Montréal since 2005.



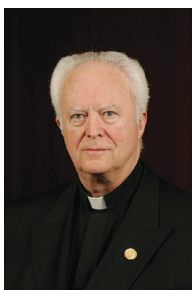


Rémi Plourde, Member



Rémi Plourde of Chicoutimi, Quebec, is a senior as well as a retired educational administrator. He is currently serving on the Conseil d'administration pour la fusion des écoles privées Séminaire de Chicoutimi et Lycée du Saguenay. He is also part of a school expansion sub-committee. Mr. Plourde worked as an administrator at the Lac Saint Jean music camp for 12 years. He also served on the board of directors as the director of student services and then served simultaneously as the chairman, and the director of students and human, financial and material resources. Mr. Plourde is familiar with the issues faced by seniors.

The Reverend Canon Derwyn Shea, Member



The Reverend Canon Derwyn Shea of Toronto, Ontario, is the Rector of St. Hilda's Anglican Church and Chairman and CEO of St. Hilda's Towers, one of the largest single stand alone residential care facilities in Ontario. He was Priest-in-Charge for 28 years at St. Clement (Riverdale) Parish. He established a number of local initiatives geared towards youth and low-income seniors. Reverend Shea was appointed Canon for the Diocese of Toronto by the Anglican Church in 2002. He is a former Toronto City and Metro Councillor, as well as a former Ontario Member of Provincial Parliament. He has served on numerous boards, chairs, and commissions, including the Children's Aid Society, the Mayor's Committee on Race Relations and the Police Commission. He was the former Chairman of the O'Keefe Centre for the Performing Arts in Toronto and President of the Canadian National Exhibition. He was awarded the 125th Anniversary of the Confederation of Canada Medal for Community Service as a result of his work and advocacy.

Dr. Doo Ho Shin, Member



Dr. Doo Ho Shin of Vancouver, British Columbia, an active partner in BC Bio Medical Laboratory for over 30 years, is presently practicing as a general pathologist in Fraser Health (largely at Surrey Memorial Hospital). Fraser Health serves a population of 1.46 million people, approximately 1/3 of the total population of British Columbia. Dr. Shin has served on various hospital committees, including Infection Control and Physician Credentials. He has been actively involved in community work including arts, education and seniors issues in the metro Vancouver area.





Joan Tufts, Member



Joan Tufts of Saulnierville, Nova Scotia, is a retired nurse who is currently an Addiction Services Counsellor with a special emphasis on nicotine addiction. Ms. Tufts has served in a variety of roles involving seniors and home care. She is currently a voluntary Director on the Mental Health Foundation Board of Nova Scotia and sits on that board and the Clare Community Health Board. Ms. Tufts won the 2005 Inspiring Lives Award from the Mental Health Foundation Board of Nova Scotia.

Edward Wade, Member



Edward Wade was a teacher in Newfoundland for 30 years. He has a Master's Degree in Educational Administration. Since his retirement, Mr. Wade has worked in the fields of community development and literacy. As a Literacy Coordinator, he developed a *Strategic Literacy Plan: Many Hearts-One Voice* for community centres in St. John's. Since 2005, Mr. Wade has worked on contract with the Seniors Resource Centre in St. John's, where he is currently coordinating the replication of a pilot project, "Health Care and Nutrition for Older Adults and Seniors," in seven rural Newfoundland communities. In addition to his volunteer work on numerous Boards, he is an elected member of Literacy Newfoundland and Labrador, the vice-chair of the Open Book Literacy Council and Brighter Futures Coalition, and a member of the St. John's Crime Prevention Committee.

Bev Weeks, Member



Bev Weeks of Harvey, New Brunswick, is the founder of Harvey Outreach for Seniors, an organization developed to meet the needs of seniors. She is also a founding and lifetime member of the New Brunswick Home Support Association. Ms. Weeks has served on many committees and has conducted research projects in the field of seniors' issues. She is a founding and continuing member of the Third Age Centre housed at St. Thomas University, Fredericton, New Brunswick. She was the New Brunswick representative on the Board of the Canadian Association for Community Care. Some of her awards include the Marion Stevenson Award for outstanding contribution to Community Care and the Queen's Golden Jubilee Medal for her work on seniors' issues.





List of Participants at Meetings on Elder Abuse

September / October 2007

List of Participants

September 17, 2007 Toronto

Debbie Benczkowski
Chief Operating Officer, Alzheimer Society of Canada

Joan Hill
Expert on Elder Abuse (Actor - theatrical vignettes)

Teri Kay
Executive Director, the Ontario Network for the Prevention of Elder Abuse

Lisa Manuel
Manager, Seniors & Caregivers Support Services, Family Service Association of Toronto

Professor Lynn McDonald
Director, Institute for Life Course and Aging, University of Toronto

Thelma McGillivray
Ontario Society (Coalition) of Senior Citizens' Organizations

Dr. Elizabeth Podnieks
Vice-President, International Network for the Prevention of Elder Abuse

Deborah Tagornak
Pauktuutit Inuit Women of Canada

Judith Wahl
Executive Director, Advocacy Centre for the Elderly

Christina Wolf
Detective, Ottawa Police Service Elder Abuse Unit





September 19, 2007 Montréal

Évangéline Arsenault

Réseau québécois pour contrer les abus envers les aînés

Dr. Marie Beaulieu

Full Professor, Research Centre on Aging, Université de Sherbrooke

Claire Bernard

Legal Advisor, *La Commission des droits de la personne et des droits de la jeunesse*

Maurice Boucher

President, Lévis Chapter, Association québécoise de défense des droits des personnes retraitées et préretraitées (AQDR)

Karine Genest

La Fédération de l'âge d'or du Québec

Henri Gervais

Executive Director, Forum des citoyens aînés de Montréal

Georges Lalande

President, Conseil des aînés du Québec

Maxine Lithwick

Elder Abuse Centre of Quebec; CLSC René-Cassin Institute of Social Gerontology of Quebec

Ann Soden

Ms. Soden is a Montreal lawyer pioneering in the field of elder law in Canada.

Lucie Tremblay

Director, Nursing Care and Clinical Services, Maimonides Geriatric Centre, Montreal

Dr. Mark Yaffe

Member of the Board of Directors, Canadian Network for the Prevention of Elder Abuse

September 26, 2007 Calgary

Louis Adria

Elder Advocates of Alberta Society

Ruth Maria Adria

Elder Advocates of Alberta Society

Carla Amerson

Alberta Council on Aging

Angel Calnuk

Manitoba Society of Seniors

Eva Chan

Community Development Coordinator, Action Group on Elder Abuse (AGEA)





Barb Hood

Executive Director, NWT Seniors Society

Jane Kilpatrick

Age and Opportunity – Programs and Services for Winnipeg Older Adults, Manitoba

Elliot Paus-Jensen

Canadian Network for the Prevention of Elder Abuse, Saskatoon Council of Aging

Lesley Sutton

Kerby Centre

Sharon Thomas

Northwest Territories Coalition Against Family Violence

Brian Trainor

Police Veteran and Expert on Elder Abuse

Robert Wiles

The Action Group on Elder Abuse, The Alberta Elder Abuse Awareness Network

September 28, 2007 Vancouver

Lendina Bambrick

Kootenai Community Centre Society

Robert Blacker

Senior Support Services

Joan Braun

Executive Director, B.C. Coalition to Eliminate Abuse of Seniors

Jeff Burton

B.C. Crime Prevention Association

Dr. Gloria Gutman

Simon Fraser University

Gloria Kerwin

Vice President, Yukon Council on Aging, Seniors Information Centre

Alison Leaney

B.C. Association of Community Response Networks

Jean Sickman

Council of Senior Citizens' Organizations of B.C.

Charmaine Spencer

Interim Chair, Canadian Network for the Prevention of Elder Abuse





October 3, 2007 Moncton

Rina Arseneault

Muriel McQueen Fergusson Centre for Family Violence Research

Annie Boyle

President, PEI Senior Citizens Federation

Hélène Comeau

RCMP Detachment Meteghan, Nova Scotia

Valerie DeLong

Social Worker, Department of Family and Community Services

Nila Ipson

Vice-President, Group of IX Nova Scotia Seniors Organizations

Yvonne Jacobs

Peer Advocate Program Manager, Seniors Resource Centre of Newfoundland and Labrador, Member of the Elder Abuse Committee of Newfoundland and Labrador

Dave Murnaghan

RCMP Charlottetown, Secretary Treasurer, PEI Seniors Safety Program

Dr. Judy Lynn Richards

Professor Sociology and Anthropology, University of Prince Edward Island, and Member of the Board of Directors of CNPEA

