

## Basic intervention procedure

### Intervention objectives :

1. To lend an ear to the person in order to sum up his/her situation of abuse
2. To help formulate the solutions contemplated by the person
3. To give information on available resources
4. To help define the steps the person is ready to undertake
5. To refer the person to the various resources as required

### Points to be discussed :

1. Description of the situation of abuse
2. Steps taken by the person so far to put a stop to the abuse
3. Solutions anticipated by the person

4. Steps the person is ready to take
5. Referral and follow-up

## ELDER ABUSE

### Resources

### Indicators

### Basic intervention procedure



## By the elder abuse committee

### Telephone Help and Information Lines

- ✦ Direct line – social services for seniors at Centre de Santé Memphrémagog  
**(819) 843- AÎNÉ (2463)**
- ✦ Centre de Santé Memphrémagog – Health Information Line and Distress Emergency, 24 hours/7 days  
**Magog (819) 843-2572**  
**Stanstead (819) 876-7521**  
**Mansonville (450) 292-3376**
- ✦ Police : **911**
- ✦ Human Rights Commission  
**(819) 820-3855**  
**(888) 386-6711** (free)
- ✦ AQDR Memphrémagog  
**(819) 868-2342**

**(877) 868-2737** (free)

- ✦ Crime Victims Assistance Centre  
**(819) 820-2822**  
**(877) 822-2822** (free)

- ✦ Elder Abuse Info Line  
**(888) 489-2287** (free)

## Definition of « Elder Abuse »

“Elder abuse is 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 Organisation

Elder abuse is subtle and difficult to detect. Here are some indicators to guide you :

### Indicators of physical abuse :

- Complaints of physical aggression
- Falls, unexpected wounds

- Burns and bruise marks in usual places or of an unusual kind
- Cuts, grip marks and other possible indicators of the use of restraints
- Inappropriate medication
- Malnutrition or dehydration
- Proof of insufficient care or lack of personal hygiene.

### **Indicators of psychosocial abuse :**

- Has a change in dietary habits or has trouble sleeping
- Shows fear, confusion or a submissive attitude
- Is apathetic, withdrawn or increasingly depressed
- Has feelings of helplessness, desperation or anguish
- Makes contradictory statements
- Is hesitant to talk frankly
- Avoids physical, eye or verbal contacts
- Is isolated from other persons

### **Indicators of neglect :**

- Lacks clothes or wears clothing inappropriate for the season
- Lives in unsanitary living conditions
- Suffers malnutrition
- Lacks personal hygiene
- Lacks prostheses
- Lacks appropriate medical and/or dental care
- Lacks adequate supervision
- Is helpless and without friends

### **Indicators of financial abuse :**

- Irregular withdrawals or withdrawals not in line with the senior's means
- Modification of a will or change in property ownership
- Missing personal items
- Suspicious credit card or ATM card transactions
- Suspicious signatures on cheques or other documents
- Low level of comfort even though the older person could afford better
- Older person feels afraid or worried when discussing finances

### **Indicators related to the caregiver :**

- Seems tired or stressed
- Seems overly interested or not interested enough
- Scolds the older person for things such as incontinence
- Is aggressive
- Uses infantilising or dehumanising language
- Does not want the older person to talk to anyone in private or not
- Is on defensive when asked questions, may appear hostile or evasive
- Is someone close who has looked after the elder for a long time

**ORGANISATION MONDIALE DE LA SANTÉ.** « La maltraitance des personnes âgées », *Rapport mondial sur la violence et la santé*, 2002, p. 54.

### **General advice to prevent financial abuse**

- Most of the abuse reported by victims is financial or material
- Learn to detect signs of abuse or swindle
- Do not fall for extravagant promises
- Stay informed about your finances
- Avoid isolating yourself and stay in touch with your family and friends
- Ask that your income be deposited directly into your bank account
- Only keep a minimum amount of money at home
- Make an annual budget
- Draw up a Mandate in case of incapacity
- If needed, give a specific power of attorney including a limit for the timetable and the task entrusted
- If you are victim of abuse do not hesitate to denounce and ask for help