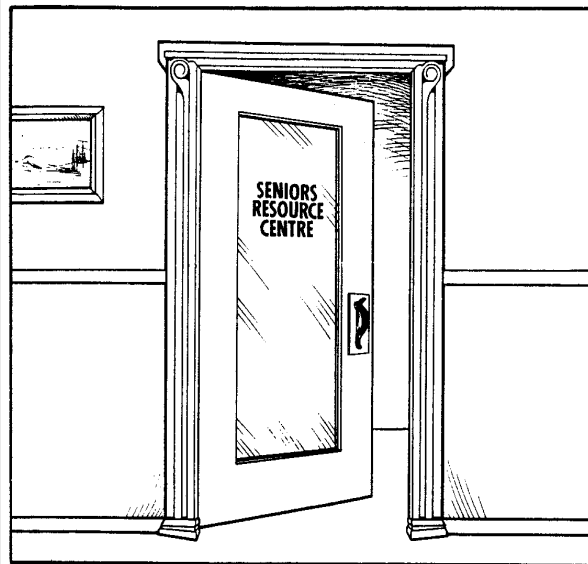


Seniors Resource Centre of Newfoundland and Labrador



We open doors for you!

Mandate of the Seniors Resource Centre of Newfoundland and Labrador

The Seniors Resource Centre of Newfoundland and Labrador collaborates with older adults, family members, volunteers of all ages, and organizations across the province:

- to provide information for informed decision making
- to offer opportunities to develop and participate in programs
- to influence policies that affect older adults

Elder Abuse Education and Information

- Elder Abuse Speakers Bureau
- Seniors Speak Out
- Brochures and resource material
- *Looking Beyond the Hurt: A Service Provider's Guide to Elder Abuse*
- Website – www.seniorsresource.ca
- ABCs of Fraud

Elder Abuse

- Advocacy on behalf of individuals
- Sponsored the “Faces of Elder Abuse” Provincial Conference, May 2004
- Facilitated development of Provincial Strategy on Elder Abuse, 2005
- Elder Abuse Committee of NL (EACNL)
- Received funding to develop Community Response to Elder Abuse, 2006

Project goal

To design and recommend a coordinated, seamless community response to meet the needs of abused seniors and those that support them, regardless of the time, location, or nature of their circumstances.

This model....

- Is a way to enhance service delivery to seniors who are experiencing abuse.
- Encompasses seniors living in the community and in long-term-care homes.
- Has components which cover:
 - Education
 - Intervention
 - Choice

Why is it needed?

Today...

- Seniors aren't always aware of who to go to for help
- The services offered to an abused senior depend on where he/she lives
- There is no official way for organizations to work together to support an abused senior
- There is presently no way to capture statistics on elder abuse.

How we developed our model

- Studied existing models and pulled out elements that we could use and/or adapt
- Developed the model with the expertise of the Elder Abuse Committee of NL
- Sent the model to stakeholders in both the government and community and asked for feedback
- Did community consultations to gather feedback on how to improve our model

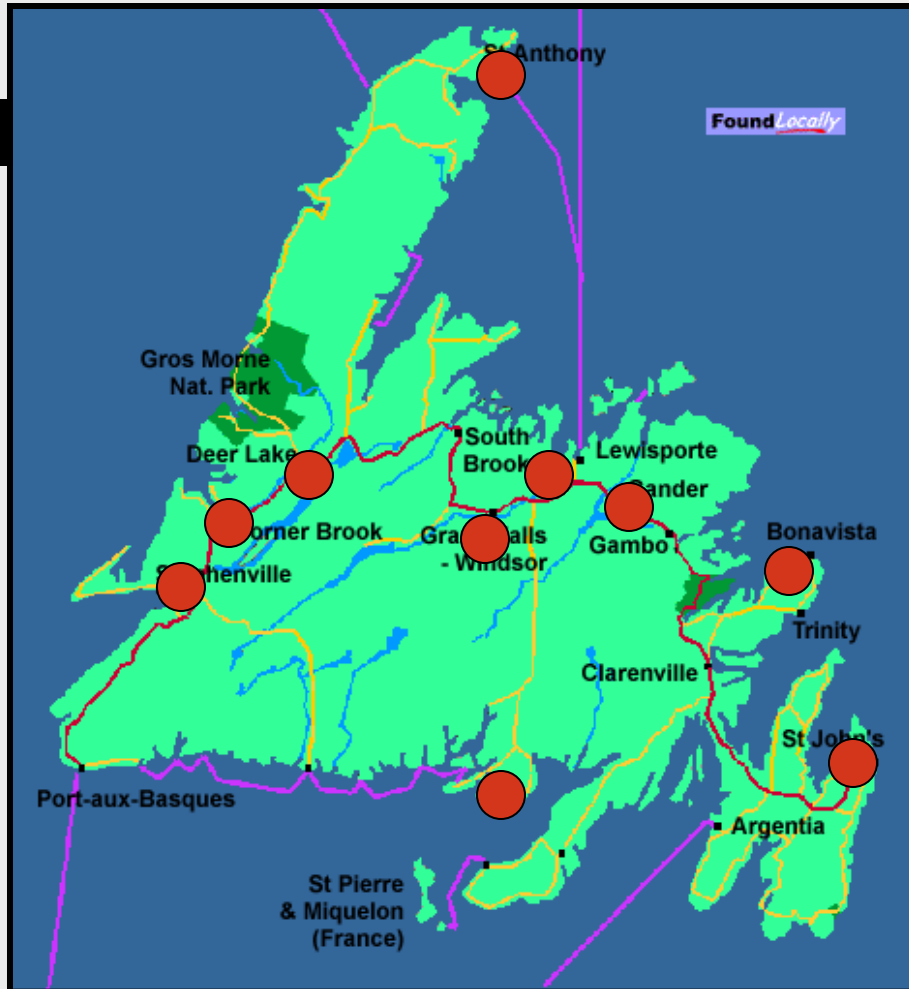
Our Stakeholders include...

- Department of Health and Community Services, Aging and Seniors Division
- VPI (Provincial body and Regional Coordinating Committees)
- Regional Health Authorities
- Nunatsiavut Government, Department of Health
- Innu Health Commissions
- Labrador Metis Nation
- RCMP and RNC
- Community groups represented by the Elder Abuse Committee of NL

Overview of our consultations

- Visited 26 communities
- Did over 35 consultations
- Spoke to over 400 people

Where we've done our consultations



and...

Other issues of concern

- During our consultations we heard other issues of concern from seniors. These include:
 - Lack/cost of home support
 - Lack of long-term-care facilities within smaller communities
 - Low literacy levels for seniors

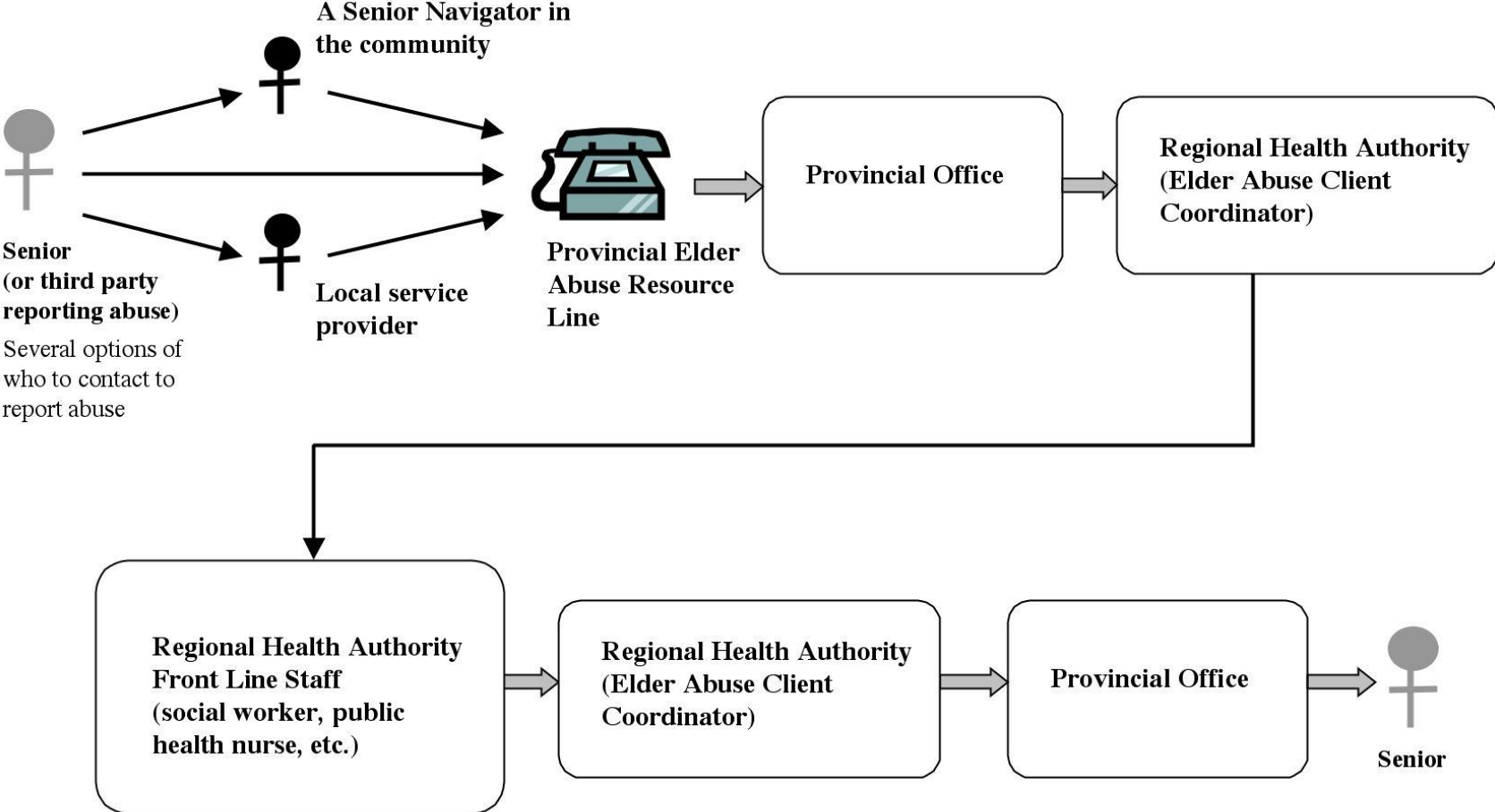


Our response...

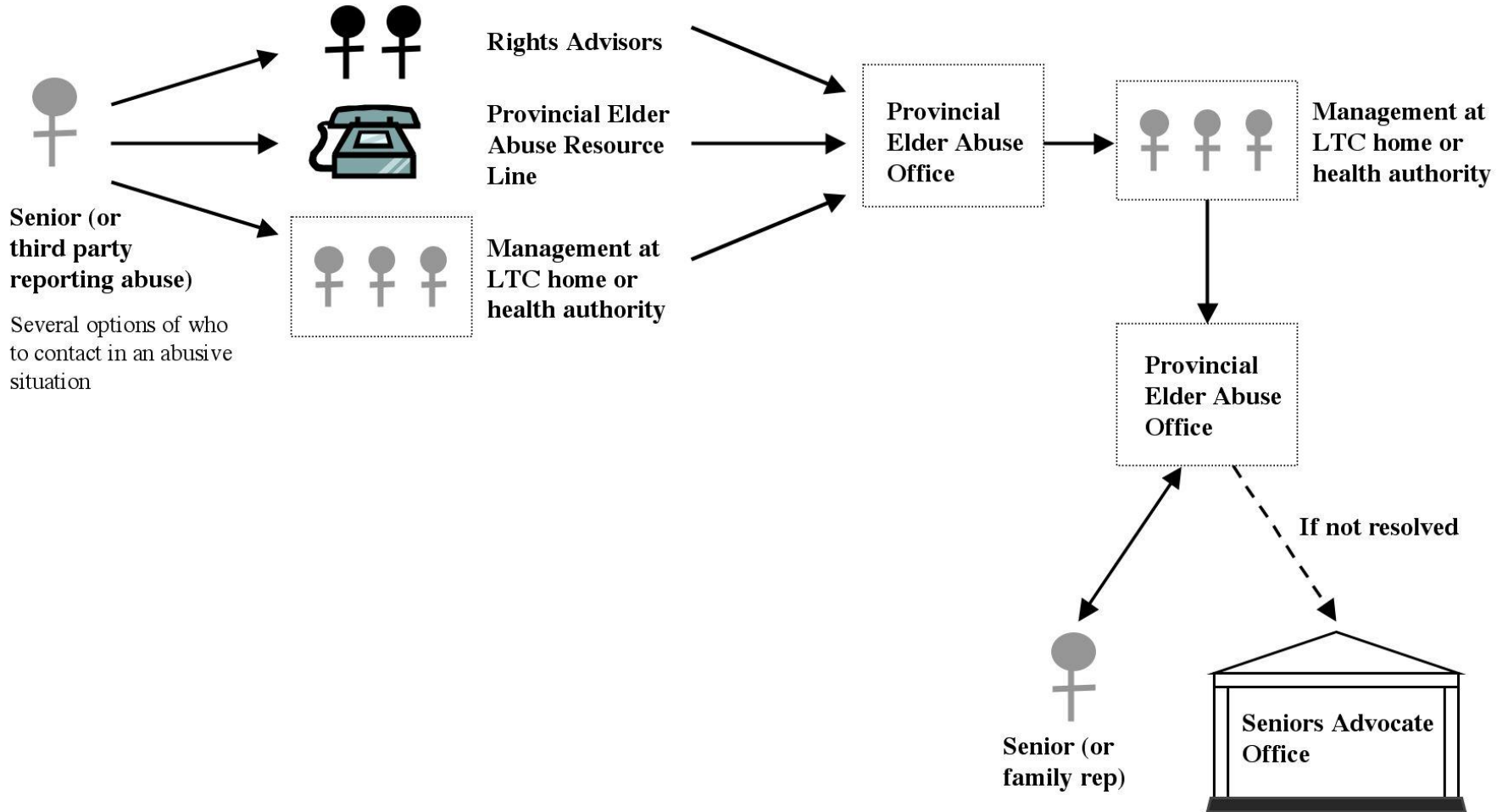
The components of our model

- Elder Abuse Resource Line
- Provincial Office (two staff)
- (Six) Regional Elder Abuse Consultants
- Response Teams (both regionally and provincially)
- Senior Navigators in communities
- Rights Advisors in long-term care
- Seniors' Advocate Office

Flowchart of an Elder Abuse report within the model structure



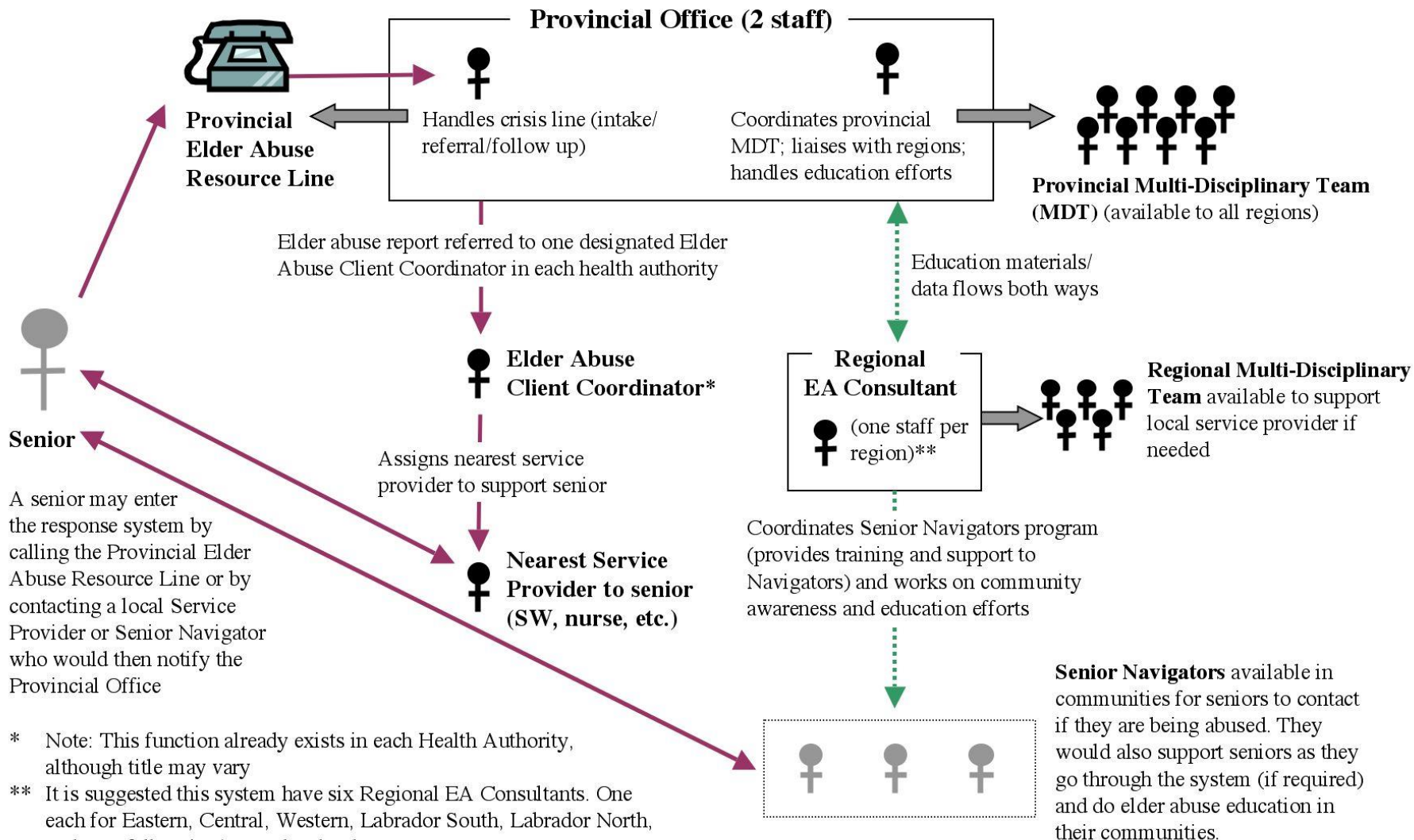
Process if a senior wishes to make an abuse complaint in a Long-Term Care Home



Elder Abuse Response Model

Office of the Seniors' Advocate

- Available if a report needs independent investigation outside of the system, esp. those within LTC institutions
- Examines systemic problems within government that affect seniors
- Helps seniors with issues outside of the government system



* Note: This function already exists in each Health Authority, although title may vary
 ** It is suggested this system have six Regional EA Consultants. One each for Eastern, Central, Western, Labrador South, Labrador North, and Grenfell region/Central Labrador.

Financial analysis of model

- Elder Abuse Crisis Line \$115,000
- Provincial Office \$180,000
 - - 2 staff, plus associated expenses
 - - Educational materials
- Regional Operations \$575,000
 - - 6 Regional EA Consultants
 - - Associated expenses, including travel
 - - Senior Navigators' program

TOTAL BUDGET

\$870,000

Supports and services

Supports and services need to be part of any response to elder abuse, for example:

- Shelter/Housing
- Home support
- Legal advice
- Emergency funds

Moving Forward

- Present model to senior government officials
- Present model to Violence Prevention Initiative Ministers on May 21
- Press conference to inform the public and the media of the model's completion
- Final report to all stakeholders and participants in consultations
- Ongoing discussions with government

For more information

- Please go to http://www.seniorsresource.ca/ccrea_s.htm