



NWT Network
TO PREVENT ABUSE OF OLDER ADULTS



Carcajou River south-west of Norman Wells

**Networking to Prevent Older Adult Abuse:
A Comparative Research Study**

prepared by: Lutra Associates Ltd. for the NWT
Network to Prevent Abuse of Older Adults and the
NWT Seniors' Society

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Highlights

The NWT Seniors' Society (NWTSS) has been working to prevent older adult abuse (elder abuse) for about 20 years but has increased its focus on eradicating it in the past five years. In 2010, NWTSS undertook research into older adult abuse in 12 NWT communities. Based on the advice given in the research and associated gatherings, the NWT Network to Prevent Abuse of Older Adults (NWT Network) was formed in November 2011. In the last three years, NWTSS efforts to prevent older adult abuse have mainly been through the NWT Network. These efforts have included training, education/awareness campaigns, workshops, and advocacy activities.

In 2014, the NWT Network launched comparative research to:

1. Measure changes in awareness and responses to older adult abuse since 2010.
2. Gauge the impact of NWT Network measures taken since 2010 including the formation of networks, partnerships, training sessions, community events, and information campaigns.
3. Consider next steps for preventing older adult abuse throughout the NWT.

The 2014 research used similar methods as in 2010 but three additional research communities were added.¹ Research methods and participation are summarized in the table below.

2010	2014
<p>-Extensive literature review of good practices and lessons</p> <p>-Target: Stratified survey sample of 10% of NWT adults (930 adults) 50+ , representative of age groups 50 to 64 and 65+, indigenous and non-indigenous people, and men and women in 12 communities in all regions.</p> <p>-Participated: Almost 6% (528) of older adults in 12 research communities with 10% of older adults in most smaller communities.</p> <p>-Target: Interviews with a cross-section of 60 service providers and policy makers in the NWT.</p> <p>-Participated: 98 caregivers, service providers, program developers, and policy makers.</p>	<p>-Extensive project file review of NWT Network activities and limited literature review.</p> <p>-Target: Stratified survey sample of 10% of NWT adults (895 adults) 50+ , representative of age groups 50 to 64 and 65+, indigenous and non-indigenous people, and men and women in 15 communities in all regions.</p> <p>-Participated: Over 7% (648) of older adults in 15 research communities with 10% of older adults in most smaller communities.</p> <p>-Target: Interviews with a cross-section of 60 service providers and NWT Network members.</p> <p>-Participated: 57 service providers and NWT Network members.</p>

Overall, the characteristics of older adult survey respondents differs from the sample strata in that more women and indigenous northerners participated and more were from the older age cohort (65+ years of age). Further, compared to the characteristics of older adults surveyed in

¹ 2010 and 2014 research communities were: Behchoko, N'dilo/Dettah, Fort Good Hope, Fort McPherson, Fort Resolution, Fort Simpson, Fort Smith, Hay River, K'at'l'odeeche, Inuvik, Tuktoyaktuk, Yellowknife, and in 2014, three additional communities were included: Tsiigehtchic, Ulukhaktok, and Tulita.

2010, education levels were not as high among 2014 respondents and fewer owned their own home or were living independently. It is noteworthy that 2% of older adult respondents in 2014 describe their living arrangement as 'homeless'. Homelessness was not identified by any older adults in 2010.

Of the 57 key informant interviews completed in 2014, the greatest number were with individuals employed by health and social services agencies/authorities.

Key Findings

Extent and Awareness of Older Adult Abuse

Almost the same number of individuals in 2010 (71%) and 2014 (70%) say that older adult abuse is a problem in their community. In general, they tend not to know whether the incidence of older adult abuse has changed in the last three years but these views differ somewhat depending on living arrangement and gender. Awareness of peers who are abused is a main reason for views about the incidence of older adult abuse. The views of older adults are corroborated by service providers and NWT Network members who say that there are no current, complete, or reliable data on older adult abuse but many suspect or know of incidents. Some service providers do maintain records and/or incident reports of older adult abuse but there is no system-wide collection or reporting of these data.

As in 2010, the most prevalent forms of older adult abuse in 2014 are financial and neglect. Both older adults and service providers agree on this. As in 2010, service providers in 2014 say that well-known determinants of health and safety (e.g., poverty, unemployment, marginalization, addictions) are main factors contributing to older adult abuse. However in 2014, more service providers are aware of and talking about the root causes of older adult abuse, specifically residential schools and colonial legacies.

Older adults surveyed in 2014 indicate a greater awareness of abuse related issues than in 2010 but less awareness of where to get help or how to protect themselves. They also indicate a greater willingness to take action on abuse. Compared to 2010, more older adults in 2014 say their peers are willing to speak out on abuse but still many won't or don't. The reasons that older adults don't speak out are complex. The factors that silence older adults include shame, guilt, denial, lack of help, lack of recognition of abuse, fear, acceptance of abuse, and dependence on the abuser.

Responses and Interventions

Compared to 2010, more older adults are taking action against abuse. They are mainly helping others to be safe, getting involved in senior/elder social activities, and educating others about older adult abuse. Many of the same actions were identified in 2010 and 2014 as ways to prevent abuse but there were some differences in this research. In 2010, being aware (78%), speaking out (76%), support groups/buddy system (71%), help from social/homecare workers (71%), support from family members (69%), and being active (68%) were identified as working best to prevent abuse. In 2014, actions that work best to deal with abuse are calling the RCMP (66%), speaking out (66%), being aware (65%), and support from family (65%). It is interesting that 81% of older adults with Grade 9 or less and 80% of older indigenous adults say that calling the RCMP is the best way to prevent older adult abuse compared to 59% of older adults with Grade 10 or more education and 50% of non-indigenous older adults. Older adults (78%) surveyed in 2014 say that efforts to prevent abuse in their community would be improved by more people speaking out.

Service providers say that between 2010 and 2014 not a lot has changed about agency responses to older adult abuse. Agencies have no greater policy guidance or mandate for older adult abuse even though it is a priority in the GNWT strategic initiative *Our Elders Our Communities*. The onus to report is still on the victim unless he/she is in the care of the public guardian. Consent is required to proceed with any intervention. Most often, older adults are reluctant to give consent due to fear of punitive consequences either for themselves or the perpetrators. Still, health and social services workers and/or the RCMP, who are the main responders to older adult abuse, try to be proactive and work within existing authorities to keep older adults safe. Many of their efforts involve elders/seniors programming, and working with trusted family members and informally with other agencies and local businesses. While there are many successes such as residential school supports, outreach, regular socio-cultural and intergenerational activities, front-line workers are concerned that efforts to protect vulnerable older adults are failing.

Overall, service providers and NWT Network members agree that in addition to existing successes, the two most effective ways to prevent and respond to older adult abuse are to: 1) sustain education and awareness activities such as *It's Not Right* presentations, and 2) foster grassroots relationships. On this latter approach, they suggest Healthy Families Home Visitor-like positions to work with vulnerable elders/seniors.

Networking to Prevent Older Adult Abuse

The 72 member NWT Network is a forum for members to work collaboratively toward a vision where all older adults live in safe, caring communities and there is zero tolerance of abuse and neglect. The NWT Network has four priorities – communications, education and awareness,

training, and community/regional support networks development. Over the last three years, action has been taken on each of these priorities as well as on adult protection legislation, piloting an older adults' advocate position, and establishing an intergenerational project funding program.

The 2014 research queried older adults about the effectiveness of the NWT Network's activities but lack of familiarity with specific activities or the name/title given to specific activities made this question difficult for most respondents to answer. Overall, 37% to 49% of all respondents say they cannot evaluate the effectiveness of the NWT Network's activities.

The NWT Network and its activities are not well known among service providers in the research communities. There is confusion about the NWTSS' and NWT Network's roles in preventing and responding to older adult abuse. Like older adults surveyed, service providers could not evaluate the effectiveness of NWT Network activities mainly due to lack of familiarity with them. Most agree however, that any training and awareness activities likely have some impact but if these efforts are irregular or not sustained, effects are limited.

The establishment of a community/regional support network is an intended outcome of *Creating Safe Community* workshops which have been delivered in each research community. Fort Smith, Hay River, and Fort Good Hope are three communities that have worked hard to establish community support networks but with varying degrees of success. Efforts to evolve community support networks have had limited success mainly due to difficulties consistently engaging service providers. This is also one of the reasons many interagency groups are inactive in several NWT communities.

Services providers and NWT Network members, and older adults (55%) could not identify any local group or support network working to prevent older adult abuse. Among older adults (22%) identifying a network or group in their community working to prevent older adult abuse, the main suggestion for improving their effectiveness are to involve more elders/seniors (71%) and local leaders (71%). Most (73%) older adults say there is a need for a network/group in their community/region to work on preventing older adult abuse. The best way for the NWT Network to help communities/regions start a network/group to work on preventing older adult abuse is to host a training workshop (88%) and mentor local elders/seniors (70%).

Service providers familiar with networks in general or the NWT Network specifically, say that a territorial forum is a valuable mechanism for information sharing and building relationships. Key informants knowledgeable about the NWT Network say that the forum feels like a grassroots organization; is non-hierarchical with broadly distributed power; and is a safe place to talk. The NWTSS is lauded for "doing a good job" maintaining the NWT Network and for its positive, respectful support and guidance. While the NWT Network seems to be functioning

well for a core group, there is a sense that momentum is waning mainly due to lack of action and focus, poor follow-up between meetings, little member accountability, and weak facilitation/leadership.

Several service providers would welcome an invitation to join the NWT Network. They would however, need a brief outline of who and what the NWT Network is and does, how it is run, and the expectations of members in order to get management approval for membership.

The Future of the NWT Network to Prevent Abuse of Older Adults

Older adults, service providers, and NWT Network members had a range of advice for work to be done after March 2015. In Yellowknife, older adults (71%) advise lobbying for laws that keep elders/seniors safe from abuse. Older adults in other research communities advise making sure that the NWT Network is more connected to the communities (67%) and all NWT Network members are more actively involved in planning for the future (65%).

Service providers and NWT Network members agree with the current leadership and the course that the NWT Network is on but they want to see the momentum and activity increased. They also want to see the GNWT more actively demonstrating priority for older adult abuse, and working with the NWTSS and the NWT Network at the community and regional levels. They suggest a variety of actions for improving the functioning of the NWT Network in the areas of:

- Process including more focus, stronger facilitation, and an action orientation.
- Membership including commitment to a shared goal/purpose and engagement of under-represented regions.
- Promotion of the way the forum works and membership benefits.

They also had three main work priorities and many related suggestions for implementing them. The three priorities are:

1. Ramping up education and training of older adults and service providers, especially homecare and wellness workers,
2. Greater focus on culturally appropriate materials and approaches (e.g., healing and talking circles) that engage local champions and knowledge holders, appeal to indigenous communities, and engender local control of older adult abuse prevention and responses, and
3. Nurturing/supporting local champions to inspire community-based activities to prevent and respond to older adult abuse.

The consistency of opinions from older adults, service providers, and NWT Network members provides solid direction for the future of the NWT Network.

Introduction

The NWT Seniors' Society (NWTSS) has been working to prevent older adult abuse (elder abuse) for about 20 years but has increased its focus on eradicating it in the past five years. NWTSS began confronting this issue through community workshops in NWT and Nunavut communities in 1994-95. The production of radio and TV public service announcements (PSAs) and skits in English and Inuktitut followed these workshops. These PSAs were and still are, lauded as a model for public education and awareness.

In 2010, NWTSS secured funding through a multi-agency partnership to launch the year-long *Making Connections - Building Networks to Prevent Abuse of Older Adults* project. The project had three phases:

- 1) A literature review of good practices and lessons learned to create awareness, intervene in, and prevent abuse of older adults, a survey of 528 older adults in 12 NWT communities, and 98 interviews with service providers and policy makers.
- 2) A territorial-wide symposium of more than 100 northerners and internationally renowned experts on preventing older adult abuse.
- 3) A framework for action based on research and symposium outcomes that provided direction on communications, education/awareness, prevention, training, networks, legislation/policy, and funding.

Three reports² documented the phases of the *Building Networks* project. The *Making Connections: Building Networks Project Framework for Action* was the basis for the NWTSS to secure funding for the three-year (April 2012 to March 2015) *Leading the Way* project. *Leading the Way* has three objectives to prevent and improve responses to older adult abuse:

- 1) Promote, develop, and implement pilots for regional and community support networks and protocols;
- 2) Raise awareness and disseminate information and tools; and
- 3) Equip caregivers, service providers, older adults, and others through sharing good practices.

In November 2011, the NWTSS hosted a territorial gathering of older adults and the agencies that serve them. This gathering became the inaugural meeting of the NWT Network to Prevent

²The three reports released in February 2011 were: *Making Connections: Building Networks to Prevent Abuse of Older Adults Phase 1: Research Report*; *Making Connections: Building Networks to Prevent Abuse of Older Adults Symposium Report*; and *Making Connections: Building Networks to Prevent Abuse of Older Adults - A Framework for Action*.

Abuse of Older Adults (NWT Network).³ At this meeting, the NWTSS agreed to provide coordination, logistical, facilitation, and resource support to the NWT Network.⁴

In the last three years, NWTSS efforts to prevent older adult abuse have mainly been through the NWT Network, following the advice and direction set out in the three *Making Connections* reports. Today, the NWT Network has 72 individual and agency members from government, non-government (NGO), First Nations, and community organizations throughout the NWT (see Appendix A). The NWT Network meets mainly by teleconference and endeavours to have one face to face meeting each year.

Since its formation, the NWT Network has been involved in training, education/awareness campaigns, workshops, and advocacy activities to address older adult abuse. On behalf of the NWT Network, the NWTSS has:

- Worked with communities to support the formation of community and regional support networks that bring seniors/elders and other community members together to prevent older adult abuse.
- Led *Creating Safe Communities for Older Adults* workshops in communities throughout the NWT.
- Promoted awareness by presenting “*It’s Not Right! Neighbours, Friends and Families for Older Adults*” to diverse audiences including front-line workers, elders/seniors groups, and Aurora College students.
- Worked with the RCMP and others to offer education and training about financial and other forms of older adult abuse and responses to them.
- Created an inventory of electronic and paper resources to help seniors/elders and other community members work together to prevent older adult abuse.
- Funded intergenerational projects to strengthen relationships between elders/seniors and youth.
- Advocated to governments and other agencies to give more priority to keeping older adults safe.
- Investigated legislative and policy options that might be available to keep vulnerable and at-risk older adults safe.
- Assessed front-line workers training needs and ways to meet them.
- Funded a community/regional support network co-ordinator as well as a short-term pilot older adult advocate worker in one region.

³At the November 2011 meeting, the NWTSS made the conscious decision to move away from using the term ‘elder abuse’ by adopting the more inclusive term of ‘older adult abuse.’ This change in language is a way to recognize that all older adults are at risk of abuse not just those deemed to be elders.

⁴*Leading the Way-The Work Continues Planning for a Territorial Network to Prevent Older Adult Abuse* (November 2011) is the report on this meeting.

Objectives and Methodology of the 2014 Comparative Research Project

The *Leading the Way* project committed the NWT Network and the NWTSS to conducting research to:

1. Compare 2010 *Making Connections* research findings with similar 2014 *Leading the Way* research to measure changes in awareness and responses to older adult abuse.
2. Gauge the impact of NWT Network measures taken since 2010 including the formation of networks, partnerships, training sessions, community events, and information campaigns.
3. Consider next steps for preventing older adult abuse throughout the NWT.

As a comparative study, methods in the 2014 research project endeavoured to replicate those used in 2010.

The 2010 research was designed to collect qualitative and quantitative information through:

- A literature review of good practices and lessons to prevent and respond to older adult abuse.
- A survey of a stratified sample of 10% of NWT adults (930 adults) 50 years of age and older, representative of age groups 50 to 64 and 65 years and older, indigenous and non-indigenous people, and men and women in 12 communities⁵ in all regions of the NWT. Participating communities were selected because they were partners in the *Building Networks* project; were represented on the NWTSS Board of Directors; and/or had demonstrated interest in addressing abuse of older adults (e.g., through past workshops or interventions); and
- Interviews with a cross-section of 60 caregivers, service providers, program developers, and policy makers in the NWT.

As the 2010 research rolled out, 98 caregivers, service providers, program developers, and policy makers and approximately 6% (528) of older adults participated. The target sample of 10% was achieved in many of the smaller communities but not in larger communities such as Yellowknife, Inuvik, Hay River, Fort Smith and Fort Simpson.

The 2014 research targeted 15 communities⁶ based on their involvement in the NWT Network, representation on the NWTSS Board of Directors; and/or demonstrated interest in addressing

⁵Behchoko, Dettah/N'dilo, Fort Good Hope, Fort McPherson, Fort Resolution, Fort Simpson, Fort Smith, Hay River, K'atl'odeeche, Inuvik, Tuktoyaktuk, and Yellowknife

⁶Behchoko, N'dilo/Dettah, Fort Good Hope, Fort McPherson, Fort Resolution, Fort Simpson, Fort Smith, Hay River, K'atl'odeeche, Inuvik, Tuktoyaktuk, Yellowknife, Tsiigehtchic, Ulukhaktok, and Tulita

abuse of older adults (e.g., through past workshops or interventions). Twelve (12) of these communities participated in the 2010 research.

Similar to 2010, a stratified sample of 10% (895) of adults 50 years of age and older was targeted for an individual survey. The sample was representative of age groups 50 to 64 and 65 years and older, indigenous and non-indigenous people, and men and women in the 15 communities (Table 1). It is noted that the total sample size is 4% smaller in 2014 than in 2010 even with the inclusion of three additional communities. This is likely due to population loss resulting from death or out-migration.

Table 1: Survey Sample 2010 and 2014 and 2014 Demographic Characteristics of the Survey Sample (based on 10% of older adults)

Communities	Sample 2010*	Sample 2014*	Sample 50 - 64 Yrs.	Sample 65+ Yrs.	Indigenous	Non-Indigenous	Male	Female
Behchoko	35	35	23	12	32	3	19	16
Dettah	n/a	7	5	2	7	0	4	3
Fort Good Hope	15	13	7	6	12	1	7	6
Fort McPherson	20	20	12	9	19	1	10	10
Fort Resolution	15	14	9	5	12	2	8	6
Fort Simpson	40	36	28	8	23	13	17	19
Fort Smith	75	74	48	26	38	36	38	36
Hay River	100	114	81	33	41	73	60	54
K'at'l'odeeche	15	7	4	3	7	0	3	4
Inuvik	90	79	58	21	49	30	40	39
Tsiigehtchic	n/a	4	1	2	4	0	3	1
Tuktoyaktuk	25	20	15	5	18	2	11	9
Tulita	n/a	13	9	4	10	3	7	6
Ulukhaktok	n/a	7	5	2	6	1	4	3
Yellowknife**	500	452	372	80	86	366	235	217
Total Sample	930	895	677	218	364	531	466	429
*10% of population 50 years of age and older								
**Includes N'dilo but included N'dilo and Dettah in 2010								
Source: NWT Bureau of Statistics								

In 2010, approximately 6% of the population 50+ years of age in the 12 research communities participated in the older adult survey. But in many of the smaller communities, 10% of older adults participated. In 2014, more than 7% of the target population 50+ years of age in the 15 research communities participated in the survey (Table 2). Again, several smaller communities achieved or exceeded the 10% target. Participation in several larger NWT communities was greater in 2014 than in 2010.

Table 2: 2014 Survey Sample and 2010 and 2014 Completed Questionnaires

Communities	Total Sample* 2014	Total Completed 2014	Total Completed 2010
Behchoko	35	39	33
Dettah	7	14	n/a
Fort Good Hope	13	18	14
Fort McPherson	20	1	22
Fort Resolution	14	16	15
Fort Simpson	36	35	22
Fort Smith	74	73	42
Hay River	114	65	68
K'atl'odeeche	7	***	14
Inuvik	79	57	31
Tsiigehtchic	4	2	n/a
Tuktoyaktuk	20	19	31
Tulita	13	2	n/a
Ulukhaktok	7	7	n/a
Yellowknife**	452	282	226
Other/Not Identified	-	18	24
Total Sample	895	648	528
*10% of population 50 years of age and older **included N'dilo and Dettah in 2010 but not in 2014 *** K'atl'odeeche included with Hay River			

Research Instrument Administration

The 2014 research instruments were designed to approximate the questionnaire and interview guide used in 2010 in terms of the line of inquiry (Appendix B). However in 2014, both instruments were more structured in order to query the NWT Network's work in the last three years (e.g., examples were offered as possible responses or prompts for discussion). Instruments were tested and refined prior to fielding to assess and address issues related to length, clarity, plain language, completeness, barriers, and amenability to self-administration.

In 2010, public and agency specific advertising and an on-line survey were steps taken to improve participation in larger centres. No public or agency advertising or on-line data collection were undertaken in 2014. In 2010, informed consent was sought for key informant interviews but not for participation in the survey due to difficulties ensuring consistency in in-person and on-line data collection methods. In 2014, informed consent was sought for each questionnaire and interview completed. As well, information was provided to each participant/respondent about the research rationale and objectives, terms of participation, and

help that may be available if the research should create distress. Data were collected from November 2014 to mid-January 2015.

Based on lessons from the 2010 research, the research team was enhanced in 2014 by more community-based researchers who were engaged to administer the older adult questionnaire in most of the 15 participating communities. Several of the community-based researchers had also been involved in the research in 2010. Community-based researchers tended to have strong language and literacy skills, established relationships with older adults, and experience doing research and maintaining confidentiality.

Community researchers were oriented and trained either in person or over the telephone. All were provided with a terms of reference and specific instructions for recruiting respondents, facilitating the completion of the questionnaire, and achieving the target survey sample. For example, researchers were required to make every effort to recruit diverse segments of the community in terms of members of families from various socio-economic circumstances and levels of engagement in community and seniors’ issues. While the questionnaire was designed for self-administration, researchers were instructed to inquire whether the older adult would like help reading through the questions in English or the language of the community and/or recording responses. Regular contact was maintained with the researchers to address issues and provide support.

Senior members of the research team conducted key informant interviews either in person or over the telephone. Key informants were recruited in most research communities based on their involvement in the NWT Network, NWTSS, and/or their work with older adults. Further, every effort was made to recruit key informants from a variety of relevant organizations such as public and indigenous governments, and non-government agencies involved with seniors/elders’ populations. In total, 57 key informant interviews were completed.

Characteristics of Participating Older Adults and Key Informants

Overall, the characteristics of older adult survey respondents differs from the sample strata in that more women and indigenous northerners participated as well as more participants came from the older age cohort (65+ years of age) (Table 3).

Table 3: Characteristics of the 2014 Survey Sample (based on 10% of older adults)

	Sample 2014*	Sample 50 - 64 Yrs.	Sample 65+ Yrs.	Indigenous	Non Indigenous	Male	Female
Total Sample	895	677 (76%)	218 (24%)	364 (41%)	531 (59%)	466 (52%)	429 (48%)
Total Respondents	648	409 (65%)	225 (35%)	366 (60%)	242 (40%)	278 (45%)	229 (55%)

Older adults surveyed live primarily in the 15 research communities.

- Two-thirds are between 50-64 years of age as was the case in 2010 (Table 4).
- Although there are slightly fewer women than men in the research communities, more women than men participated as was also the case in 2010. It is interesting to note that more non-indigenous men (42%) than non-indigenous women (39%) and more older indigenous women (61%) than indigenous men (58%) participated.
- Although indigenous northerners make up about 41% of the population in the research communities, 60% of respondents are indigenous people. Over-representation of the indigenous population in Yellowknife (46% compared to the sample of 19%) is a main reason for this.

Table 4: Characteristics of 2014 Older Adult Survey Respondents in Yellowknife and Other Research Communities by Percentage

	All	Yellowknife	Outside of Yellowknife
Age (n=)	634	278	354
50 – 64	65%	69%	61%
65+	35%	31%	39%
Gender (n=)	617	267	348
Male	45%	49%	42%
Female	55%	51%	58%
Ethnicity (n=)	608	266	340
Non-indigenous	40%	54%	29%
Indigenous	60%	46%	71%
Education (n=)	564	271	291
Grade 9 or less	25%	21%	29%
Grades 10 to 12	42%	37%	46%
Post-Secondary	33%	42%	24%
Years lived in the NWT (n=)	636	281	353
All my life	58%	47%	65%
1 to 9 years	4%	5%	3%
10 to 24 years	9%	9%	9%
25+ years	29%	39%	22%
Living Arrangement (n=)	630	275	353
Own home/independent	74%	74%	74%
With others	19%	19%	20%
In care	3%	4%	2%
Seniors home	1%	1%	2%
Homeless	2%	2%	2%
Other	0%	0%	1%

Note: Values do not always equal the full number of respondents (648) due to non-responses to specific questions.

Other characteristics of older adults participating in the 2014 survey are:

- 33% have post-secondary education and 42% have Grade 10-12 education, compared to 59% of those surveyed in 2010 who had Grade 12 or more education.
- The majority (87%) have lived in the NWT all of their life or for more than 25 years as was the case with 85% of older adults surveyed in 2010.
- Most (74%) own their own home or live independently but this is fewer than the 95% of older adults surveyed in 2010 who described this as their living arrangement. It is noteworthy that 2% of older adult respondents in 2014 describe their living arrangement as 'homeless'. Homelessness was not identified by any older adults in 2010.

In total, 57 key informant interviews were completed (listed in Appendix C). Of these:

- 23 are employed by health and social services agencies/authorities.
- 14 are associated with a seniors/elders group or non-government organization.
- 8 work with a First Nation/Inuvialuit organization.
- 5 work in policing or justice functions.
- 5 work in housing.
- 2 are with other government agencies.

Research Barriers

The research team encountered several barriers over the course of the 2014 study. One significant barrier was the research licencing process. This may have influenced the number of people who participated in the older adult survey and key informant interviews, as well as caused stress for community and senior researchers.

Some barriers were also encountered in the administration of the older adult survey questionnaire.

- The similarity of the 2014 and 2010 research questions led some older adults in several communities to say that they had already completed questionnaires and weren't prepared to do so again. Further, some said that they had seen no change since completing a similar questionnaire on older adult abuse three or four years ago and weren't interested in participating in another survey.
- Although not raised as an issue in the pre-test or in the orientation/training of any community researchers, the questionnaire was perceived as too long and detailed particularly by several older adults unfamiliar with the NWT Network's work. This perception was due to the extensive list of specific NWT Network activities on which feedback was being sought. While community researchers addressed these frustrations by reading through the questionnaire with respondents, some were reluctant to

participate. Some who did participate said that they felt quite uninformed about the issue of older adult abuse or the NWT Network.

- In some communities, there were older adults who refused to participate because they weren't aware of any older adult abuse or they weren't interested in talking about the issue.
- In several communities, some older adults refused to participate in the survey because they did not want to sign the consent form.
- In one community, older adults would not participate in the survey without being paid as is a well-entrenched custom. As a compromise, gift cards of nominal value were offered. In another community, an industry survey paying \$500 per questionnaire impacted response rates. In another community, several deaths over the survey period impacted both participation and response rates. In one community, completed questionnaires went missing and were never recovered and the community researcher was unwilling to contact older adults to redo the forms.

Compared to 2010, the research team confronted more barriers in the administration of the interview guide. In particular, there was a greater incidence of public servants having to seek approval to participate in an interview. In several cases, approval was delayed for an extended period of time and/or denied. This was the case not only for front-line workers such as homecare and wellness staff but also at the managerial level. It was also challenging for front-line staff in some regions to find time to participate in a 30-45 minute interview either due to staff vacancies, heavy workloads, or lack of priority for older adult abuse.

While the above mentioned research barriers created challenges and contributed to a poor response in two communities, it is the view of the research team that the research objectives were achieved. Three main factors support this contention:

1. The extent and diversity of participation,
2. The quality of information rendered, and
3. The tremendous consistency of opinion, regardless of the community or the extent of familiarity with the NWT Network's work.

File and Literature Review

As background to the primary research, a file review of NWTSS and NWT Network reports, minutes, and relevant correspondence was undertaken. The file review informed the design of research instruments. A cursory review of external literature was also undertaken to document efforts elsewhere since 2010 to create awareness, intervene in, and prevent the abuse of older adults. In general, the external research showed little new statistical data, initiatives, or approaches to prevent or respond to older adult abuse. Highlights of the literature review are

attached in Appendix D in the form of tools and resources that might be easily uploaded to the NWT Network or NWTSS websites.

Report Structure

This document is structured to report on the research objectives, specifically:

1. Changes in awareness and responses to older adult abuse.
2. Impacts of measures taken since the completion of the 2010 research.
3. Next steps for preventing older adult abuse throughout the NWT.

The reporting format endeavours to replicate the 2010 research report in that it is organized to present information drawn from the literature and file review, older adults surveyed, and interviews with service providers and members of the NWT Network.

Findings

Information gathered through a file and literature review, a survey of 648 older adults in 15 NWT communities, and interviews with 57 service providers and NWT Network members is reported here. Throughout this chapter comparisons are made with findings from the 2010 research.

Extent and Awareness of Older Adult Abuse

From the Literature and File Review

Little current data on older adult abuse are available. In 2007, an estimated 4% to 10% of older adults in Canada were thought to experience some type of abuse.⁷ Between 2004 and 2009, the rate of family violence against seniors in Canada increased by 14%.⁸ In 2011, the rate of senior victims of police reported family violence in Canada was 61 per 100,000 persons but 1,543 per 100,000 in the NWT, 25 times the national rate in that year.⁹ Even with these high numbers, it is estimated that 7 out of 10 crimes against older adults in Canada are never reported to the police.¹⁰

Older Adults Said.....

In 2010, the majority (71%) of NWT older adults surveyed said that abuse of older adults was a problem in their community. A significant portion (28%) did not know if abuse was a problem. Compared to older adults living in Yellowknife in 2010, those in the other NWT research communities were more likely to identify abuse of older adults as a problem - 77% compared to 63%. More Yellowknife older adults surveyed in 2010 didn't know if abuse was a problem than their peers in other NWT communities – 36% compared to 22%. More women (73%) than men (68%) identified abuse as a problem in their community in 2010.

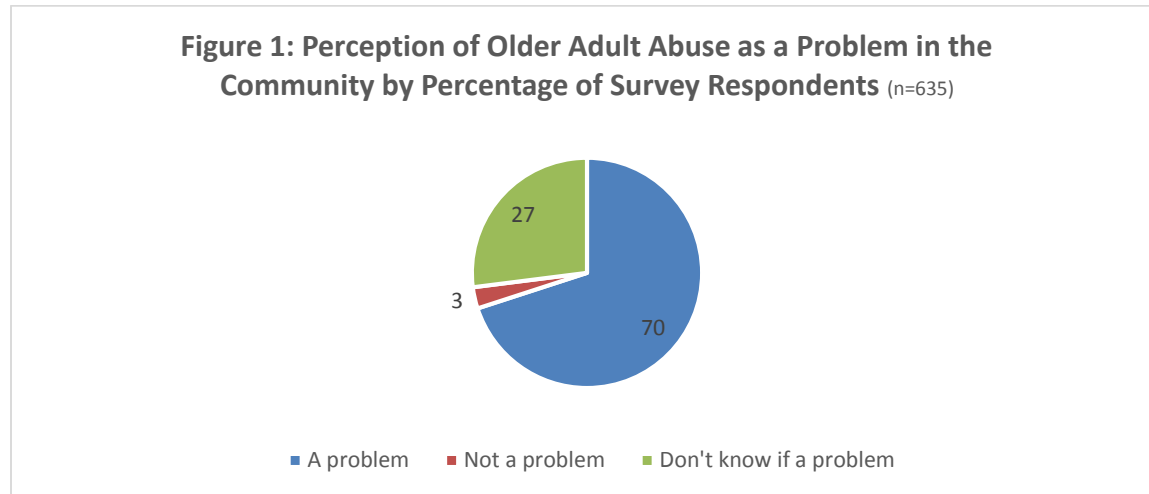
⁷ Elder Abuse in Canada: Preliminary Overview of the Issue. National Seniors Council. (unpublished) August 2007.

⁸ Statistics Canada, Canadian Centre for Justice Statistics. January 2011. Family Violence in Canada: A Statistical Profile (<http://www.statcan.gc.ca/pub/85-224-x/85-224-x2010000-eng.pdf>)

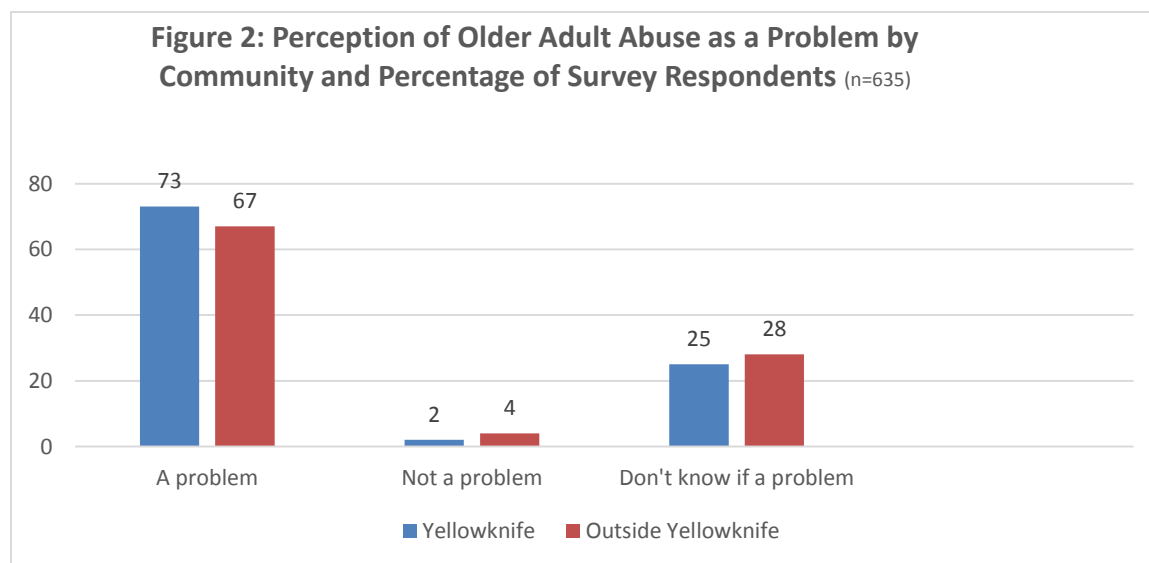
⁹ Rates are calculated on the basis of 100,000 seniors (65 to 89 years). Populations based on July 1st estimates from Statistics Canada, Demography Division. **Note:** Senior victims refer to those aged 65 to 89 years. Family violence refers to violence committed by spouses (legally married, separated, divorced and common-law partners), children, siblings, and extended family. Data exclude incidents where the victim's sex and/or age was unknown. Rates are calculated on the basis of 100,000 seniors (65 to 89 years). Victims aged 90 years and older are excluded from analyses due to instances of miscoding of unknown age within this age category. Statistics Canada, Canadian Centre for Justice Statistics, Incident-based Uniform Crime Reporting Survey, 2011. <http://www.statcan.gc.ca/pub/85-002-x/2013001/article/11805/tbl/tbl05-2-eng.htm>

¹⁰ <http://www.carp.ca/wp-content/uploads/2012/01/Elder-Abuse-Brief-Jan-2012.pdf>

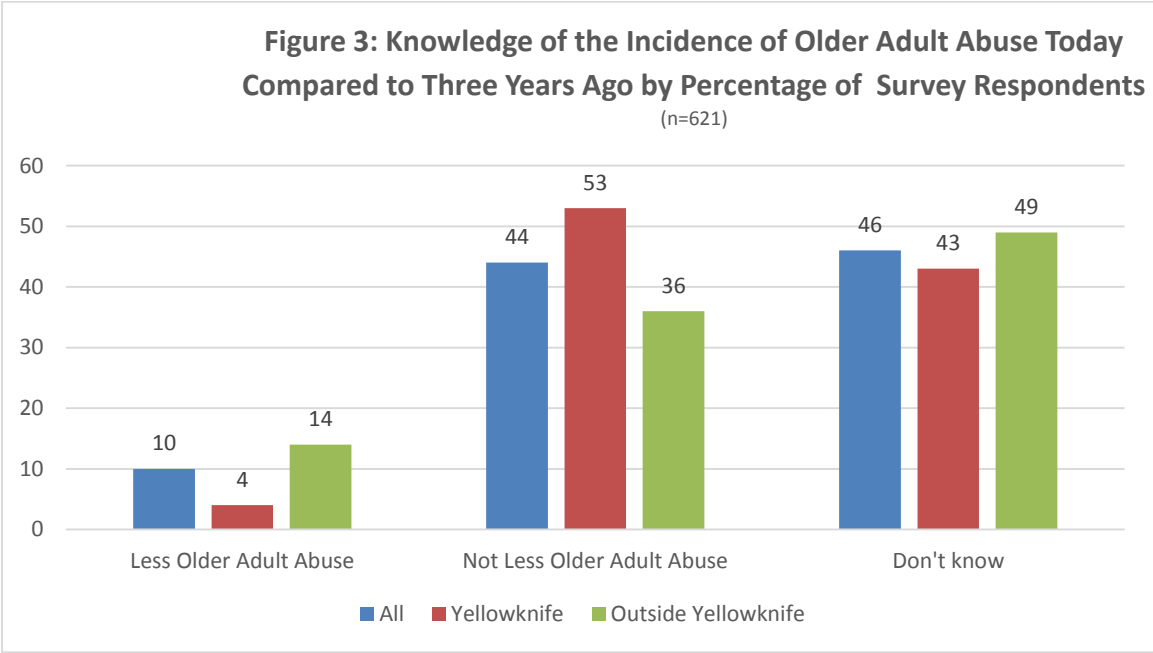
This research shows that little has changed in 2014. Seventy percent (70%) of older adults surveyed in 2014 say abuse is a problem in their community and 27% don't know if it's a problem (Figure 1). These numbers are almost identical to 2010. Unlike 2010 when more women than men felt that older adult abuse was a problem in their community, in 2014 both genders agree that it is a problem - men (71%) and women (70%). It is interesting to note that older adults (67%) who live independently are less likely to identify older adult abuse as a problem than their peers (78%) living with others, in care, or as homeless.



In 2010, older adults living in Yellowknife were less likely to know if abuse was a problem than their peers in communities outside of Yellowknife. This is no longer the case. In 2014, more Yellowknife older adults surveyed (73%) identify older adult abuse as a problem than those (67%) living in other research communities (Figure 2).

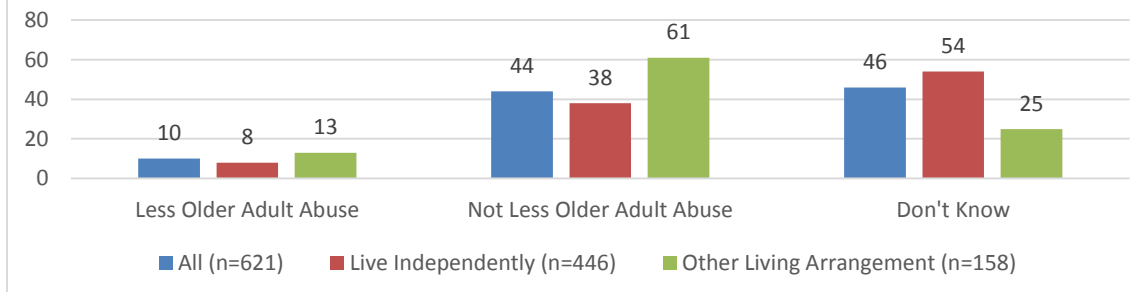


The problem of older adult abuse was probed more deeply in 2014 than in 2010 to determine perceptions about any change in the incidence in the last three years. Older adults (53%) in Yellowknife agree that there is not any less older adult abuse today and 49% in other research communities don't know about any change in the incidence (Figure 3). Albeit a small number, it is interesting that more older adults (14%) living in communities outside Yellowknife than their peers living in the City (4%) say that there is less older adult abuse today than three years ago.



When perceptions about changes in the incidence of older adult abuse are considered by gender, older women (49%) are more likely than men (43%) to say they don't know if there is less older adult abuse in their community today than three years ago. Perceptions about changes in the incidence of older adult abuse also vary with living arrangements. Older adults (61%) who do not live independently (e.g., live with others, in care, or describe themselves as homeless) are clear in their views that there is not less older adult abuse today compared to three years ago (Figure 4). In contrast, many (54%) older adults living independently say they don't know if there has been a change in the incidence of abuse over the past three years.

Figure 4: Knowledge of the Incidence of Older Adult Abuse Today Compared to Three Years Ago by Percentage of Survey Respondents and Living Arrangement



The reasons for opinions about the incidence of older adult abuse today compared to three years ago relate mainly to awareness of peers who are abused (Table 5). In all research communities except Yellowknife, older adults (46%) say they know more people are aware of older adult abuse. Older adults with other living arrangements are more likely than their peers who live independently to be aware of elders/seniors who are abused and to have been personally abused.

Table 5: Reasons for Opinions About the Incidence of Older Adult Abuse Today Compared to Three Year Ago by Percentage of Survey Respondents, Community, and Living Arrangement

	All n= 629	Yellowknife n=275	Outside Yellowknife n=350	Live Independently n=453	Other Living Arrangement n=158
I am aware of older adults who are abused	54%	57%	53%	51%	65%
I know more people are aware of older adult abuse	36%	23%	46%	37%	34%
I am not aware of actions/activities to prevent older adult abuse	33%	40%	27%	32%	37%
I hear more people speaking out against abuse	32%	21%	41%	34%	28%
I don't know much about older adult abuse in my community	25%	23%	27%	28%	18%
I have personally been abused	24%	28%	21%	20%	37%
I see more people working together to stop abuse	19%	14%	23%	20%	16%
I don't hear about any older adults being abused	18%	13%	20%	19%	16%

Note: 'Other living arrangement' includes living with others, in care, and homeless.

Older women (40%) are more likely than their male peers (32%) to say that they know more people who are aware of older adult abuse. Older women (36%) are also more likely than older men (28%) to say they hear more people speaking out against abuse.

Older adults surveyed in 2010 said that all forms of abuse exist. They identified the most prevalent forms as:

- Financial abuse (77%),
- Neglect (68%),
- Emotional abuse (63%),
- Verbal abuse (54%),
- Physical abuse (38%), and
- Sexual abuse (17%).

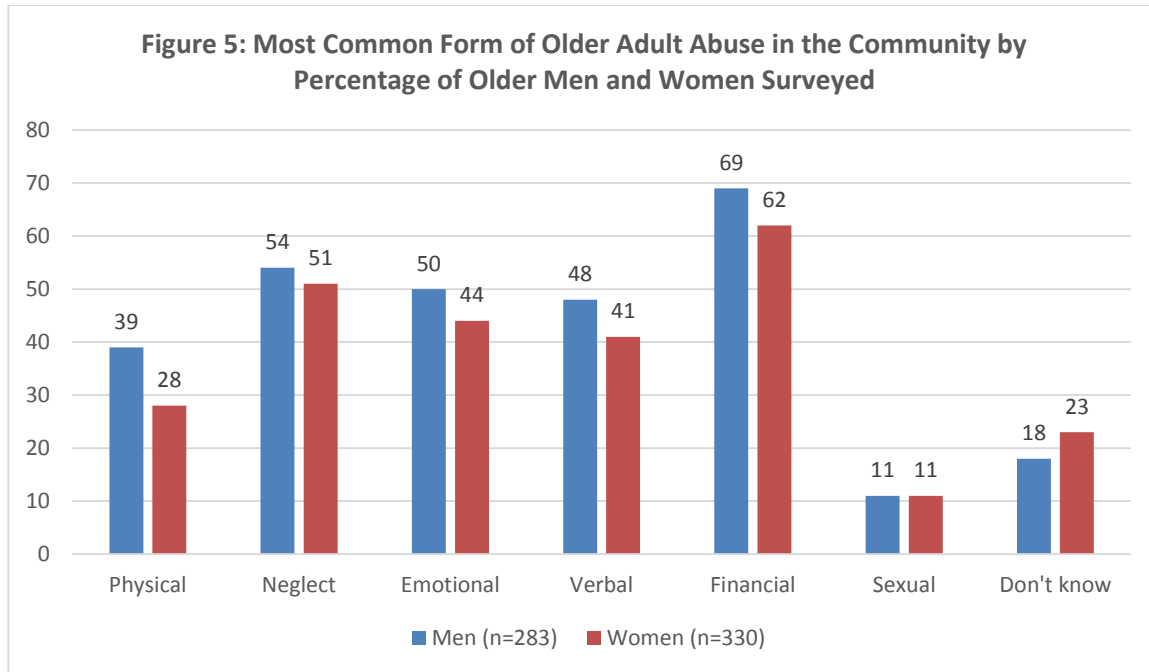
Almost one-fifth (19%) of older adults surveyed in 2010 did not know the most common form(s) of abuse. Older men were more likely than older women to identify physical abuse as the most common form of abuse. But older women were more likely to identify all forms of abuse as common. Financial abuse was more often identified as the most common form of abuse in communities outside of Yellowknife (83%) than in the City itself (70%).

In 2014, financial abuse (67%) and neglect (53%) continue to be the most common forms of older adult abuse in all research communities (Table 6). In Yellowknife, high levels of emotional abuse (54%) and verbal abuse (50%) are also identified. A small number of older adults also identify other forms of abuse including racism, theft of property, and theft of prescriptions.

Table 6: Most Common Forms of Older Adult Abuse by Percentage of Older Adults Surveyed in Yellowknife and Other Research Communities

	All n= 634	Yellowknife n=278	Outside Yellowknife n=351
Stealing money, taking pension cheques or other financial abuse	67%	68%	65%
Loneliness, lack of care, over/under use of medication or other neglect	53%	59%	48%
Disrespect, threats, blaming, ‘put downs’ or other emotional abuse	47%	54%	42%
Yelling, name calling, swearing or other verbal abuse	45%	50%	41%
Hitting, kicking, beating, slapping or other physical abuse	33%	45%	25%
Forced sex, rape, or other sexual abuse	11%	14%	9%
Don’t know	21%	22%	21%

Older men and women have slightly different views about the most common forms of older adult abuse (Figure 5) but the divergence of these views is noticeably less than in 2010.



As shown in Table 7, high numbers (78%) of older adults not living independently and those with less education (81%) identify financial abuse as the most common form of abuse although these older adults are more likely to name all forms of abuse as most common in their community. These data might suggest a greater vulnerability to abuse among these older adults.

Table 7: Most Common Forms of Older Adult Abuse by Percentage of Survey Respondents, Living Arrangement, and Education

	All n= 634	Live Independently n=458	Other Living Arrangement n=157	Grade 9 or < n=138	Grade 10 + n=414
Hitting, kicking, beating, slapping or other physical abuse	33%	26%	54%	47%	28%
Loneliness, lack of care, over/under use of medication or other neglect	53%	48%	67%	58%	53%
Disrespect, threats, blaming, 'put downs' or other emotional abuse	47%	42%	64%	61%	45%
Yelling, name calling, swearing or other verbal abuse	45%	38%	64%	61%	39%
Stealing money, taking pensions cheques or other financial abuse	67%	63%	78%	81%	63%
Forced sex, rape, or other sexual abuse	11%	10%	14%	16%	10%
Don't know	21%	25%	12%	10%	23%

Note: 'Other living arrangement' includes living with others, in care, and homeless.

In 2010, less than half (40%) of older adults surveyed said that elders/seniors in their community were aware of their right to live without abuse and 37% were unsure if their peers knew about this basic human right. Further,

- 47% said that elders/seniors in their community don't know how to protect themselves from abuse;
- 36% said that elders/seniors don't know where to go for help;
- 52% believe that elders/seniors don't speak out about abuse;
- 41% were not sure if elders/seniors know that abuse is a crime; and
- 48% were not sure if elders/seniors want to work with others to stop abuse.

Older adults surveyed in Yellowknife were less certain about the awareness of other elders/seniors on these issues compared to their peers in other NWT communities.

Older adults surveyed in 2014 indicate a greater awareness of abuse related issues than in 2010 (Table 8). For example:

- More older adults (45%) in 2014 than in 2010 (40%) say that elders/seniors in their community are aware of their right to live without abuse and slightly fewer (34% rather than 37%) are unsure if their peers know about this basic human right.
- 41% of older adults surveyed in 2010 were not sure if their peers in their community knew that abuse is a crime. In 2014, this number had fallen to 38%.

Although more older adults may be aware of abuse in 2014, it is troublesome that more don't know how to protect themselves or where to get help. For example:

- More older adults (51% compared to 47% in 2010) believe their peers don't know how to protect themselves from abuse.
- More older adults (47% compared to 36% in 2010) believe elders/seniors in their community don't know where to go for help.

Compared to 2010, older adults seem to be more willing to take action on abuse. For example,

- 52% of older adults surveyed in 2010 said their peers don't speak out about abuse but in 2014, almost an equal number of older adults say their peers speak out (35%) or don't (30%) or aren't sure (30%) if they speak out. There is a greater silence about older adult abuse in research communities outside of Yellowknife.
- More older adults want to work on stopping older adult abuse, 62% in 2014 compared to 38% in 2010.

Older men and women tend to have similar views on their peers' knowledge/action on abuse except in the case of speaking out. Older men (41%) are more likely than older women (29%) to say that elders/seniors in their community speak out about abuse.

Table 8: Perceptions About Peers’ Knowledge of Older Adult Abuse by Percentage of Survey Respondents Living In and Outside of Yellowknife

	All	Yellowknife	Outside Yellowknife
Know they have the right to live without abuse?	n= 607	n=261	n=341
Yes	45%	47%	45%
No	21%	23%	18%
Not Sure	34%	30%	37%
Know how to protect themselves from abuse?	n=607	n=265	n=337
Yes	14%	12%	16%
No	51%	55%	47%
Not Sure	35%	33%	36%
Know where to go for help if they need it?	n=605	n=260	n=340
Yes	17%	8%	24%
No	47%	57%	40%
Not Sure	35%	34%	36%
Speak out about older adult abuse?	n=592	n=259	n=328
Yes	35%	48%	24%
No	35%	27%	41%
Not Sure	30%	25%	34%
Want to work on stopping older adult abuse?	n=591	n=258	n=328
Yes	62%	65%	60%
No	8%	8%	9%
Not Sure	30%	27%	31%
Know that older adult abuse is a crime?	n=602	n=261	n=336
Yes	38%	31%	44%
No	24%	23%	25%
Not Sure	38%	46%	31%

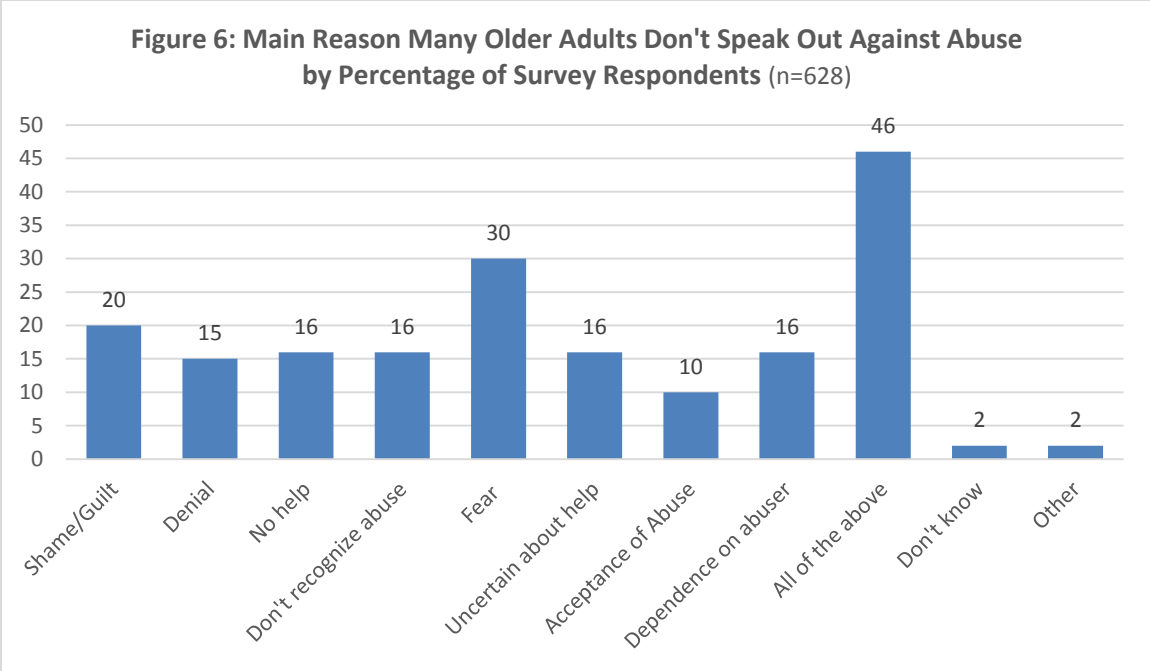
When awareness about peers’ knowledge is examined by education level and living arrangement, older adults with lower education and those living with others, in care, or homeless tend to see their peers as more knowledgeable and proactive on abuse than do older adults with higher education and living independently (Table 9).

Table 9: Perceptions About Peers’ Knowledge About Older Adult Abuse by Percentage of Survey Respondents, Education, and Living Arrangement

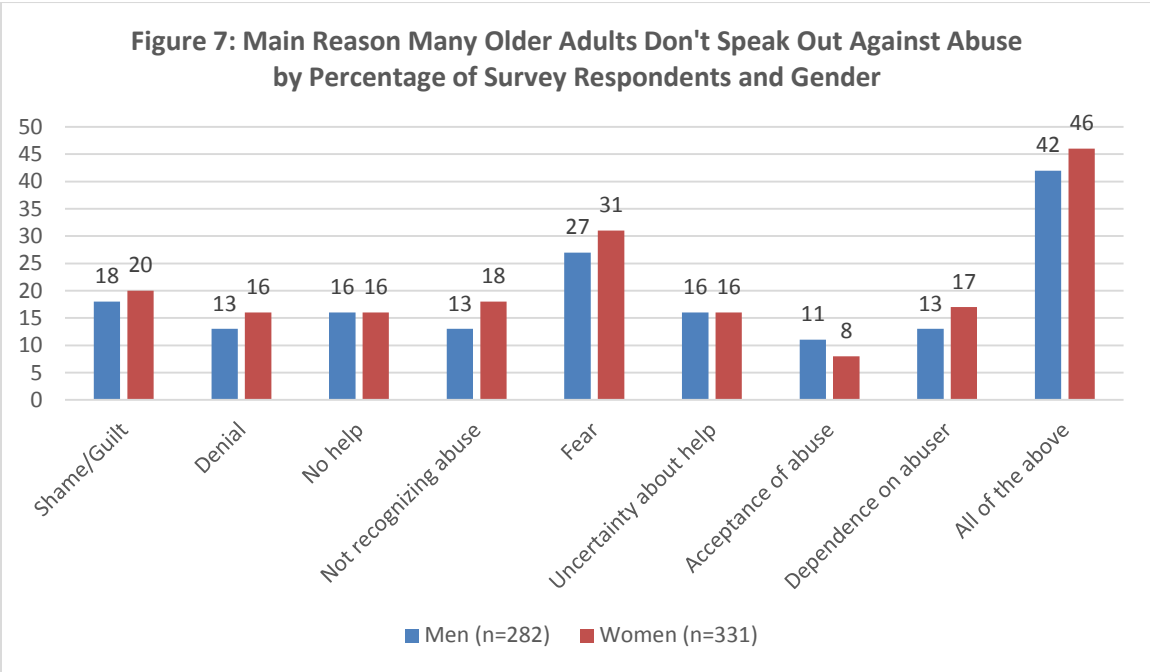
	Grade 9 or Less	Grade 10 or More	Live Independently	Other Living Arrangement
Know they have the right to live without abuse?	n=131	n=395	n=436	n=153
Yes	55%	42%	43%	51%
No	21%	22%	20%	23%
Not Sure	24%	36%	37%	26%
Know how to protect themselves from abuse?	n=130	n=395	n=437	n=152
Yes	18%	11%	12%	20%
No	61%	53%	51%	53%
Not Sure	22%	36%	37%	27%
Know where to go for help if they need it?	n=130	n=393	n=436	n=151
Yes	24%	12%	15%	23%
No	55%	49%	46%	55%
Not Sure	21%	39%	40%	23%
Speak out about older adult abuse?	n=128	n=385	n=424	n=150
Yes	52%	28%	29%	49%
No	24%	42%	37%	29%
Not Sure	23%	30%	33%	21%
Want to work on stopping older adult abuse?	n=128	n=385	n=426	n=148
Yes	80%	54%	58%	72%
No	3%	10%	9%	7%
Not Sure	16%	36%	33%	20%
Know that older adult abuse is a crime?	n=131	n=391	n=433	n=151
Yes	46%	34%	35%	48%
No	17%	27%	25%	21%
Not Sure	37%	39%	40%	31%

Note: ‘Other living arrangement’ includes living with others, in care, and homeless.

In 2010, more than half (52%) of older adults surveyed didn’t believe that their peers speak out about abuse. In 2014, older adults were equally divided or unsure about whether their peers speak out about abuse. The 2014 research examined reasons why older adults don’t speak out about abuse. The reasons are complex. They include shame, guilt, denial, lack of help, lack of recognition of abuse, fear, acceptance of abuse, and dependence on the abuser (Figure 6). These reasons are similar for older adults living in all research communities regardless of their living situation or education level. It is noteworthy that 37% of older adults surveyed in research communities outside of Yellowknife identify fear as a main reason for not speaking out against abuse compared to only 20% of their peers in Yellowknife.



As Figure 7 shows, there is little difference in the reasons that older women and older men do not speak out against abuse.



Service Providers and NWT Network Members Said

The 2010 research explored the difficulties identifying the incidence of older adult abuse in the NWT. At that time, service providers and policy makers said that fear of reporting, lack of or inconsistent documentation, and inadequate systems to capture data were main factors contributing to the lack of information on the incidence of older adult abuse. While there were no complete data on older adult abuse in the NWT, many service providers knew of or had witnessed incidences of older adult abuse, particularly financial abuse and neglect, in their communities or work places. Homecare workers, housing maintainers, long-term care workers, RCMP, and workers with non-government/community organizations including shelters were most likely to know about older adult abuse.

Little has changed in 2014. There are still no complete or reliable data on the incidence of older adult abuse in the NWT. As such, NWT Network members and service providers agree that there is no way of knowing the incidence of older adult abuse or if it has changed since the NWT Network was formed three years ago.

While there are no complete data, service providers and NWT Network members may collect some information on older adult abuse among particular populations. Examples of data collected follow.

- The RCMP's G Division has a divisional code for elder/older adult abuse. However when data were run for this research, it was clear that the code had not been consistently applied. As such, these data are unreliable.
- The NWTSS administers the Seniors' Information (1-800) Line. Older adult abuse related calls to the Line were 33 in 2008-10 and 49 in 2010-2012.¹¹ Anecdotally, it is suggested that compared to eight or nine years ago, more calls related to older adult abuse have been received in the last two-three years (estimated at two calls per month). Further, calls related to older adult abuse tend to be more complex and severe than in the past.
- Victim Services in Fort Smith documents abuse and has data for persons 65 or more years of age but no data for persons 50-65 years. Other Victim Services offices may also record incidents of older adult abuse.
- The intake form used by the Fort Smith Health and Social Services Authority records elder/older adult abuse as a reason for intake. Other health and social services authorities may also record incidents of older adult abuse.

¹¹Reported in 2013 NWT Violence Report Card
<http://www.statusofwomen.nt.ca/pdf/FVAW%20Kit/NWT%20Family%20Violence%20Report%20Card%202013%20-%20Final.pdf>

- 25 older adults 60+ years of age were issued Emergency Protection Orders (EPOs) between 2010 - 2014.¹² There was a spike in the use of EPOs among older adults in 2013, but these numbers fell again in 2014. Anecdotal information suggests that older adults are reluctant to use EPOs as they are unenforceable or may result in severed relationships with or penalties to the perpetrators.

Some service providers and NWT Network members interviewed in 2014 offered estimates of suspected abuse or vulnerability to abuse. These estimates include:

- 3-10 older adults in each of Ulukhaktok and K'atl'odeeche.
- 40% of older adults in Fort Resolution.
- 1% of older adults in Fort Smith.
- 40%-70% of some 300 older adults in Inuvik.
- 21 of 49 older adult clients of certain Inuvik service providers.
- 10 of 32 older adult clients of certain Fort Simpson service providers.
- 3 of 70 older adults of other service providers in Fort Simpson.

Several service providers and NWT Network members ventured opinions about the incidence of older adult abuse in their communities. Opinions range from unawareness of any older adult abuse to suspicions that there is some or a lot of abuse. For example in one community, a service provider estimates that one in three older adults may be victimized by adult children. Some believe that older adult abuse is getting worse because it is becoming normalized through lack of authority to intervene and too many older adults unwilling to stop it, even if they do recognize certain behaviours as abusive. Others suggest that the incidence is likely unchanged but awareness and willingness to disclose or speak out about abuse are increasing. Some service providers in Ulukhaktok and Hay River say that greater awareness is a reason that abuse seems to be declining in their communities. In Fort Smith and some Beaufort Region communities, some key informants say that visible (physical) forms of older adult abuse have declined but other types have not changed or have increased.

While there is no consensus on changes in the incidence or rate of older adult abuse over the past three years, there is agreement about the main forms of older adult abuse. As in 2010, service providers and NWT Network members interviewed in 2014 agree that financial abuse and neglect are the main forms of older adult abuse. "Pension day and the days immediately after are the times we see the most and the worst cases of abuse."

¹² Information from YWCA Yellowknife: April '13-March '14: **4 cases** April '12-March '13:**10 cases** April '11-March '12: **6 cases** April '10-March '11: **5 cases** April '09-March '10: data were not kept on older adults.

As in 2010, the 2014 research shows that service providers who work directly with older adults are most likely to be aware of abuse. Homecare/support and residential care workers and elders' programmers/coordinators are three types of workers most familiar with older abuse in their communities. Other front-line workers such as police, counsellors, social or health workers, and victim service workers are mainly made aware of abuse only when it is reported or presented to them by family members, homecare, or by the older adult him/herself. Virtually all key informants agree that older adults often don't name abuse either because they don't recognize or acknowledge certain behaviours as abusive or they fear estrangement from an abusive family member.

In the 2010 research, service providers listed a host of reasons that older adults didn't report abuse. These reasons include fear, loneliness, dependency, shame, addictions, uncertainty about help or services, and a strong ethic of sharing and supporting others even if it is not reciprocated. Service providers agreed that the factors contributing to abuse are well known and documented in social research in the NWT. Factors included addictive behaviours, poverty, lack of affordable housing, inadequate intervention services, weak and dysfunctional interpersonal relationships, isolation, and ageism. Service providers also identified systemic factors that contributed to older adult abuse including lack of or unsupportive policies or guidelines for front-line workers, and inadequate or inappropriately trained staff to support elders/seniors.

In 2014, service providers and NWT Network members cited the same factors as those identified in 2010 as contributing to older adult abuse, particularly the well-known determinants of health and safety (e.g., poverty, unemployment, marginalization, addictions). But the discussion about the factors contributing to older adult abuse has shifted somewhat from 2010. More key informants identify root causes of older adult abuse, specifically residential school and colonial legacies. More key informants link legacies of institutional abuses to shattered self-esteem and trust, broken family relationships, and fragmented cultural values, circumstances that many identify as significant factors in older adult abuse, particularly among indigenous elders/seniors. Clearly these root causes give a racialized face to older adult abuse. Indeed, service providers and NWT Network members tend to suggest that older indigenous adults are more vulnerable to, and at risk of being abused than older non-indigenous adults. Significantly fewer key informants recognize that ageism, socio-economic circumstances, and support relationships are key factors in older adult abuse in all cultures and communities.

Several key informants link shattered self-esteem and trust, broken family relationships, and fragmented cultural values to poor parenting practices and dependent relationships that lack shared respect, care, empathy, and attachment. In these circumstances, vulnerable older adults are at great risk of victimization and abuse. Individuals, most often adult children or

grandchildren, are frequently identified as the perpetrators. They are described as “living off the older adults in their families,” draining their resources, and giving little/no or abusive care in return. One service provider describes this dynamic as similar to the ‘hungry ghost’ phenomenon.¹³ That is, children and then adults put pressure on older adults to always give to, and serve others without any expectation of reciprocity. “It is a family dynamic built and sustained over generations.” Further, it is a dynamic that thrives on broken intergenerational relationships, lack of respect, and the normalization of abuse. Older adults who are substance users, lonely, isolated, or vulnerable in other ways are particularly susceptible to the ‘hungry ghosts’ and to abusive, often co-dependent relationships.

Key informants say that vulnerable indigenous older adults may see abuse as normal, having survived residential school or lived in other environments where they had no/little control. They suggest that these individuals are most afraid of speaking out about abuse or confronting the perpetrators as they lack trust or confidence in the capacity or willingness of the system to respond (or “for any service provider’s ability to make the system work for them”). In the view of some service providers especially in Fort Simpson, Hay River, and Fort Smith, lack of legislation to protect vulnerable older adults, few local advocates for older adults, and/or dated client protection and safety procedures add to the distrust in the system or any hope that disclosure will bring change.

Responses and Interventions

From the Literature and File Review

The 2010 research included an extensive review of initiatives and good practices to prevent and respond to older adult abuse. The review showed that older adult abuse is best tackled through comprehensive and well-supported strategies and networks together with a variety of individual, family, community, and societal interventions. In 2014, there is no new evidence to suggest that these approaches and directions have changed.

Some new resources and tools, research, and training have been developed since 2010. These initiatives are summarized in Appendix D. Some are in use in the NWT. For example, “*It’s Not Right! Neighbours, Friends and Families for Older Adults*” developed by the Centre for Research and Violence Against Women and Children is a resource used by the NWT Network. One key informant has taken Canadian Association of Occupational Therapists *Strategies for Inter-professional Health Care Providers to Address Elder Abuse/Mistreatment* training. The NWTSS co-

¹³ The idea of the ‘hungry ghost’ has been popularized by Dr. Gabor Mate`. While often applied to addiction, it has a broader application in human relationships, particularly with respect to the care and empathy for others. “The aching emptiness is perpetual because the substances, objects or pursuits we hope will soothe it are not what we really need. We don’t know what we need, and so long as we stay in the hungry ghost mode, we’ll never know. We haunt our lives without being fully present.” <http://drgabormate.com/preview/in-the-realm-of-hungry-ghosts-introduction/>

sponsored and engaged some NWT Network members in the 2014 *In Dignity* training in response-based practice and provided guidance toward *Addressing and Preventing Abuse and Neglect of Older Adults: Person-Centred, Collaborative, System-Wide Approaches* produced by the Registered Nurses Association of Ontario. The NWTSS also hosted a forum to provide input into the federal/provincial/territorial guide to *Age-Friendly Rural and Remote Communities* and co-sponsored research into *Service Provider and Front Line Worker Training for Responding to and Preventing Older Adult Abuse in the Northwest Territories*.

Older Adults Said.....

In the 2010 research, older adults surveyed expressed their willingness to help deal with abuse in their community mainly by volunteering as needed (63%), attending meetings/events (57%), or speaking out about abuse (52%). Overall, older adults in communities outside Yellowknife expressed a greater willingness to help deal with abuse than those in the City. The number of older adults surveyed in 2010 who had actually taken action to prevent abuse was not counted because it was too small. Those few individuals who had taken action against abuse had acted as an advocate or intermediary with a service provider or provided personal support to ensure the safety of an elder/senior.

The 2014 research asked older adults about the actions taken in the last three years to prevent older adult abuse. The majority (61%) of survey respondents have not taken any action (Table 10) but a closer look at the data show that:

- Older men (66%) are more likely than older women (55%) not to have taken any action.
- More older adults in communities outside of Yellowknife have taken action on abuse than their peers in the City. For example, 29% have helped others to be safe; 24% got involved in senior/elder social activities; and 21% educated others about older adult abuse.

When data on actions to prevent older adult abuse over the last three years are analyzed by education background and ethnicity, they show that:

- 72% of those with Grade 9 or less say they have done nothing compared to 55% of those with Grade 10 or more.
- 65% of older indigenous adults say they have done nothing compared to 55% of non-indigenous older adults.

Table 10: Actions Taken in the Last Three Years to Prevent Older Adult Abuse by Percentage of Survey Respondents and Community

	All	Yellowknife	Outside Yellowknife
n=	611	269	335
Have not done anything	61%	71%	53%
Helped other seniors/elders so they are safe	22%	14%	29%
Got involved in social activities that bring elders/seniors together	19%	13%	24%
Educated others about older adult abuse	14%	6%	21%
Involved in intergenerational activities	10%	6%	13%
Been involved with a community/regional network or elders/seniors group	9%	6%	13%
Participated in a 'Creating Safe Communities for Older Adults' workshop	5%	3%	8%
Participated in annual June 15 th World Elder Abuse Awareness Day activities	5%	3%	6%
Participated in the NWT Network to Prevent the Abuse of Older Adults	4%	4%	5%
Took training such as 'It's Not Right! Neighbours, Friends and Families for Older Adults'	4%	2%	6%
Called the Info Line to get advice	4%	5%	4%
Used the NWT Seniors' Society's website Tools and Resources to Address the Abuse of Older Adults	3%	3%	3%
Participated in YOU Power training	3%	1%	4%

NWT older adults surveyed in 2010 said that the actions that work best to deal with older adult abuse were:

- Being aware (78%),
- Speaking out (76%),
- Support groups/buddy system (71%),
- Help from social/homecare workers (71%),
- Support from family members (69%), and
- Elders/seniors being active (68%).

They also said that the actions that would help their communities to deal with older adult abuse were: education and awareness about abuse (82%), more people speaking out (81%), and leadership support (80%). Compared to their peers in Yellowknife, a greater number of older adults living in other research communities said that more support groups, regular social events, more laws/rules on abuse, and more people working together would help their communities to deal with older adult abuse.

Older adults surveyed in 2014 say that calling the RCMP (66%), speaking out (66%), awareness (65%), and family support (65%) are among the best ways to prevent older adult abuse in all research communities (Table 11). Older men (68%) tend to say that calling the RCMP is the best way to prevent abuse. Older women say that people speaking out (68%) and support from family members (67%) work best. In Yellowknife, awareness of abuse, people speaking out, training to recognize and stop it, and leaders speaking out are the best ways to prevent abuse. In other research communities, the best way to prevent older adult abuse is support from family members and calling the RCMP.

Table 11: Actions that Work Best to Prevent Older Adult Abuse by Percentage of Survey Respondents

	All	Yellowknife	Outside of Yellowknife	Male	Female
n=	635	276	355	282	330
Calling the RCMP	66%	68%	65%	68%	63%
People speaking out	66%	78%	57%	63%	68%
Awareness of abuse	65%	82%	52%	61%	67%
Support from family members	65%	61%	68%	62%	67%
Leaders speaking out	63%	71%	56%	61%	62%
Training to recognize and stop abuse	62%	72%	54%	59%	63%
Help from social/homecare workers	55%	56%	54%	51%	57%
Elders/seniors being active	54%	63%	47%	51%	56%
Having a spokesperson or advocate	53%	59%	47%	48%	55%
A buddy system or peer support	53%	58%	48%	52%	52%
Seniors/elders groups and/or community networks	51%	58%	45%	48%	53%
Intergenerational activities	49%	51%	47%	49%	48%
Personal safety plans	43%	45%	42%	37%	48%
Calling the Seniors' Info Line	34%	37%	32%	30%	38%
Don't know	7%	9%	6%	6%	8%

When the above data are analysed by living circumstances, there tends to be little difference in the views of those living independently and those with other living arrangements (e.g., in care, living with others, or homeless). There are however two main exceptions:

- compared to 62% of those living independently, 80% of older adults in other living arrangements say that the best way to prevent abuse is to call the RCMP.

- compared to 60% of those living independently, 67% of older adults in other living arrangements say that having training to recognize and stop abuse is the best way to prevent it.

Similarly, when data are examined by ethnicity and education, there is little difference in opinions about the best ways to prevent older adult abuse, except in the case of calling the RCMP.

- 81% of older adults with Grade 9 or less and 80% of older indigenous adults say that calling the RCMP is the best way to prevent older adult abuse compared to 59% of older adults with Grade 10 or more education and 50% of non-indigenous older adults.

Older adults (78%) surveyed in 2014 say that efforts to prevent abuse in their community would be improved by more people speaking out (Table 12). In communities outside of Yellowknife, family members helping each other would also improve efforts to prevent older adult abuse. Compared to views in Yellowknife, older adults in other research communities are less supportive of protocols, safe shelters, networks, and seniors groups as ways to improve efforts to prevent older adult abuse.

Table 12: Actions to Improve Efforts to Prevent Older Adult Abuse by Percentage of Survey Respondents in Yellowknife and Other Research Communities

	All	Yellowknife	Outside Yellowknife
n=	637	276	354
More people speaking out	78%	81%	76%
Support from leaders	74%	77%	71%
Family members helping each other	72%	68%	76%
Information on where and how to get help	68%	75%	64%
More education about older adult abuse	66%	72%	62%
Training for social/homecare workers	64%	71%	59%
More laws or rules on older adult abuse	59%	64%	56%
Involving more seniors/elders	58%	63%	54%
A senior/elders or a support group	58%	65%	53%
More safe shelters	57%	67%	49%
A protocol to improve response to abuse	56%	70%	45%
Using other ways to talk about abuse	54%	62%	48%
Regular social events	49%	50%	48%
A community/regional network	42%	49%	38%

Older men and women tend to have similar views about actions that would improve efforts to prevent older adult abuse in their community. However, gender seems to be a factor on three actions. Specifically, older women:

- (67%) are more likely to suggest training for social/homecare workers than older men (60%).
- (70%) prefer more education about older adult abuse than older men (61%).
- (74%) prefer information on where and how to get help compared to older men (62%)

Service Providers and NWT Network Members Said

The 2010 research found that the onus to report abuse was primarily on the victim. In most cases, key informants from a variety of social, health, justice, and community agencies had no specific mandate or authority to prevent or respond to older adult abuse. The exception was cases where a public guardian had been appointed (e.g., for some older adults in long-term care facilities) or a criminal offence had been committed. In general, service providers tended to view older adult abuse as either a medical or a legal problem, so individuals experiencing abuse were most often referred to the RCMP or the health care system. The 2010 research documents that neither of these responses were desirable for many older adults.

The 2010 research found that homecare workers, who are key players in the lives of vulnerable older adults, were most often the individuals hearing about and/or witnessing abuse. But they had little policy guidance to respond. In spite of this, many homecare workers did try to prevent or respond to abuse in ways that did not put themselves or their clients at risk.

Key informant interviews in 2014 involved individuals with elders/seniors groups, NGOs, First Nation/Inuvialuit organizations, and GNWT departments such as justice and housing, or government agencies such as health and social services authorities, and the RCMP. They work in public health, home care/support, social, medical, wellness, mental health, addictions, residential care, probation, court, victim, and tenant relations services. It appears that these agencies don't have any greater policy guidance or mandate today than in 2010 for preventing or responding to older adult abuse even though the GNWT Department of Health and Social Services includes 'elder abuse' as a strategic priority in its *Our Elders, Our Communities* document (2014).¹⁴

As in 2010, key informants in 2014 say that the onus to report abuse rests with the victim unless he/she is in the care of a public guardian. In the case of criminal code offences such as financial, physical, or sexual abuse, the RCMP is likely the main responder to complaints by older adults, family members, or other front-line service providers. For example, in Fort Simpson service providers who observe financial abuse call the RCMP who issue a warning to perpetrators. In that community, the RCMP has also provided training for service providers on financial abuse.

¹⁴ <http://www.hss.gov.nt.ca/sites/default/files/our-elders-our-communities.pdf>

Health and social service professionals are also main responders to older adult abuse but like all interveners, consent from the victim is required in order to proceed with any intervention to prevent or respond to abuse. But older adults are often reluctant to give consent. Service providers say that many older adults, particularly very vulnerable older people, prefer not to act due to fear of punitive consequences either for themselves or the perpetrators.

Service providers working directly with vulnerable older adults recognize that the system is seriously failing these individuals, including at times, those in institutional care. As a result, service providers look for creative solutions “to go as far as we can without adult protection legislation.” For example in several communities, homecare/support workers observing abuse, report it to their supervisors and are often the centre of efforts to keep vulnerable older adults safe. That is, they are central players in a health and social services team response that might involve an investigation or visits with the older adult with his/her consent, family meetings, and/or safety/intervention planning including increased monitoring and home visits. Homecare/support workers may also take personal responsibility for bringing food or taking other steps to protect the safety of vulnerable clients.

The safety of vulnerable clients is a concern of some residential facilities. This concern is leading to protocols and/or an increase in internal monitoring and mindfulness of safety procedures. Other service providers are increasing programming that targets vulnerable older adults as a way to raise awareness and counter factors that put individuals at risk of abuse (e.g., isolation, loneliness, dependence). For instance, in many Beaufort-Delta Region communities, elder day programs are offered and vulnerable older adults are assisted to participate in them. A similar elder day program is offered in Behchoko. In other communities such as Tuktoyaktuk, the Government Services Officer does weekly outreach/home visits as do staff from the Family Resource Centre (family violence shelter) in Hay River.

Service providers also search out trusted family members to intervene in an abusive situation. However in some cases, trusted family members may not have the capacity to protect/care for the older adult. Further, lack of authority, priority, and resources often prevent front-line service providers from providing needed supports to the trusted family member or to the older adult victim.

In larger communities with more resources, informal networks among front-line workers are ways to improve prevention and responses to older adult abuse. For example, service providers working with older adults in Fort Smith have developed an informal network that enables them to take a team approach to preventing and responding to older adult abuse. Similar collaborative efforts in other communities are informal or through a loose multi-agency network of people working mainly on socialization and inclusion of older adults. Informal

networks and their member agencies tend to have no authority or mandate to intervene in cases of older adult abuse beyond referral to the RCMP or health and social services providers.

No interagency committee in the research communities is known to be working on older adult abuse including in Fort Simpson where there is an interagency family violence protocol in place. In several research communities, an interagency committee doesn't exist, is in a hiatus, or is not functioning consistently. Staff turn-over/vacancies and workloads are significant factors affecting the functioning and focus of interagency committees. Still, interagency committees are seen as the main mechanism for agencies to work together. The most active of interagency committees are in Hay River and Fort Smith but their main focus is youth.

Some service providers and NWT Network members surveyed in 2014 are also engaged in other collaborative arrangements related to older adult abuse. The most common collaborations are membership on the NWT Network and/or the Coalition Against Family Violence (CAFV), and partnering on elder/senior programming with seniors/elders groups, and/or with Victim Services. For example, the NWTSS, GNWT Health and Social Services, Status of Women Council, and/or the RCMP are frequent partners in information campaigns and training activities (e.g., the *InDignity* conference) or *It's Not Right* presentations. GNWT Health and Social Services and NWTSS are partners in the *Together We Can Stop Elder Abuse* awareness campaign.¹⁵

In 2010, service providers offered a variety of suggestions for actions that work best to prevent and respond to older adult abuse. Their suggestions ranged widely from regular or daily elders/seniors social activities, buddy systems, intense and sustained information and awareness campaigns, outreach/home visits, continuity and commitment of front-line workers, family meetings/conferences/interventions, active and inclusive elders/seniors groups, and activities that bring elders and youth together. Many of these suggestions have been implemented and were mentioned in the 2014 research. Those specific actions that are seen as having some effect on preventing and responding to older adult abuse in 2014 are:

- Residential school support services such as those offered by the Inuvialuit Regional Corporation and the Gwich'in Tribal Council are helping some indigenous elders to speak out and seek help.
- Outreach services which are akin to 'gatekeepers' or informal advocates, are helping to "keep an eye on vulnerable older adults." Examples are: scheduled bi-weekly family counsellor visits to the elders facility in Fort Resolution; and weekly home visits by the

¹⁵<http://www.hss.gov.nt.ca/social-services/family-violence-resources/types-abuse/abuse-older-adults/together-we-can-stop-elder-abuse-campaign>

Government Services Officer in Tuktoyaktuk and the Family Resource Centre's weekly elder support, door-to-door mobile/outreach program in Hay River and K'atl' odeechee.

- Regular daily or weekly healthy lifestyle and socio-cultural events in many communities such as the Elders in Motion and Elders Day programs, and intergenerational activities that reduce isolation and vulnerability, and strengthen social relationships.
- Family violence shelters such as the Family Resource Centre that offer safety, advocacy, outreach, programming, and referrals (e.g., for crisis counselling) for female victims of older adult abuse.
- Victim service workers, who support, advocate, refer for crisis intervention, and help victims of older adult abuse through the criminal justice system.
- Interpretation and transportation services to help vulnerable older adults access service/programs and participate in the community.
- Supervisors who support and facilitate efforts of homecare workers to keep vulnerable older adults safe (e.g., through help with food and physical safety, financial arrangements with banks and local retailers, and increased monitoring where abuse is suspected or evident).
- Trained service providers such as in Fort Smith, who are proactive and comfortable confronting perpetrators "to let them know that people are watching them."
- Housing authorities, albeit too few, that provide caretaker support to older adult tenants, respond to their complaints, and take action to restrict perpetrator access to seniors' housing.
- Extended or other forms of residential care options as well as affordable seniors housing to support independence, safety, and reduce older adult vulnerability.
- Consistent RCMP response to reports of older adult abuse and follow-up with perpetrators in order to build relationships of trust with victims and reinforce intolerance to abuse in the community.
- Community leaders who use traditional forms of intervention, for example such as the Chief and Council in Fort McPherson who meet with affected individuals and encourage follow-up by front-line workers.

Overall, service providers and NWT Network members agree that sustained multi-media education and awareness activities primarily targeting service providers and older adults and secondly, families and leadership, are the best approach to preventing and responding to older adult abuse. Those knowledgeable about the NWT Network's *Its Not Right* presentations and *Creating Safe Communities* workshops say that these activities are "doing a good job" of creating awareness and are having an impact. As evidence of this assertion, service providers say they hear more people naming certain behaviours as abusive and raising the issue of older adult abuse more frequently – "it is even coming up in family meetings without any prompting." Service providers and NWT Network members agree that education/awareness activities must

be ramped up and sustained over a longer period to effect any real change in attitudes and behaviours, and to generate a community consensus that older adult abuse is not right.

Service providers and NWT Network members agree that stable, consistent, empathetic, trusting, and supportive one-on-one grassroots relationships are also an effective way to prevent and respond to older adult abuse. Some key informants point to the Healthy Families Home Visitor positions as an example of grassroots positions that are intended to reflect these values.¹⁶ They say similar positions should be in place to work with vulnerable older adults. Full-time advocate positions are preferred over short-term, pilot projects that are not sustained even when they are proven to be effective. A case in point is the NWT Network supported older adults advocate worker position funded for a five month period to serve Inuvik and surrounding communities. While an appropriate response, a couple of key informants note that funding for the position ended just as relationships were forming. This sent the message to older adults that “no one is really serious about helping.” Short-term response “just drive elders back into silence.”

Some service providers speculate that adult protection legislation likely could be effective as it would give front-line workers the authority to intervene to keep vulnerable older adults safe. Others fear that legislation could be abused or trample on the rights and freedoms of older adults. Similar views were expressed in 2010. Other service providers suggest that efforts directed at perpetrators “who live off elders/seniors,” would be the most effective approach to preventing older adult abuse. In this regard, supportive employment and life/interpersonal skills programs (e.g., that engage perpetrators in productive endeavours in the community) are suggested as ways to diminish dependency and demands that create unsafe conditions for older adults.

Networking to Prevent Older Adult Abuse

From the Literature and File Review

The NWT Network is a forum for members to work collaboratively toward a vision where all older adults live in safe, caring communities and there is zero tolerance of abuse and neglect.¹⁷ The NWT Network currently has 72 members from throughout the NWT. The objectives of the NWT Network are to:

- Promote education and awareness about abuse of older adults throughout the NWT.

¹⁶ <http://www.yhssa.hss.gov.nt.ca/health/public-health/healthy-family-program-0>

¹⁷ http://www.nwtnetwork.com/?page_id=2

- Support the development of community and regional support networks to respond to and prevent abuse of older adults.
- Encourage training in identification, intervention, and prevention strategies for front-line services providers and caregivers.
- Develop a communications strategy to address the issue of abuse of older adults throughout the NWT.
- Serve as a resource for information about referral and intervention services in the Northwest Territories.
- Seek funding to continue the work to prevent abuse of older adults
- Establish linkages with other jurisdictions.
- Promote the development of an NWT strategy to prevent abuse of older adults.
- Explore and recommend appropriate legislative, policy, and other approaches to address abuse of older adults.
- Promote research into the root causes of abuse of older adults.
- Advocate on behalf of older adults on the issue of abuse and neglect.

The NWT Network has four priorities – communications, education and awareness, training, and community/regional support network development. Work on the NWT Network’s priorities over the past three years can be summarized as follows.

Communications:

- A comprehensive communications plan (May 2012) was prepared as a living document, with the main message: ‘older adult abuse is not right.’ The plan was rolled out in June 2012 with fact sheets and speaking points for World Elder Abuse Awareness Day.
- In 2013, a part-time person was hired for a short term to implement the plan. In late 2013 and into 2014, NWTSS staff continued to roll out the communications plan including launching the NWT Network website (<http://nwtnetwork.com>) and Facebook page. The NWT Network site had 4372 visitors between December 2013 and January 2015. Two particularly relevant menus on the website - forms of abuse and neglect, and preventing abuse and neglect - had 234 and 217 visitors respectively, over this period.

Education and Awareness:

- In early 2012, community-based education and awareness sessions began in Fort Simpson, Hay River, and Fort Good Hope and *Tools and Resources to Address Abuse of Older Adults*, a repository of information and resources with hyperlinks to relevant sites, were uploaded to the NWTSS website. In late 2012, these sessions evolved into *Creating Safe Communities for Older Adults* workshops which also included action planning

around priorities for addressing older adult abuse, and some education elements (e.g., *It's Not Right* and *Financial Abuse-be Aware*¹⁸).

- By late 2014, the NWTSS had delivered five one-day elder abuse and 13 two-day *Creating Safe Communities* workshops in 18 NWT communities. Also by 2014, the NWTSS had continued to update educational resources as well as develop community-specific program/service information specifically for older adults and the agencies that serve them.
- The *It's Not Right! Neighbours, Friends and Families of Older Adults* presentation has been a focal point of education and awareness efforts since 2012. Delivery of this material has been facilitated through a partnership with GNWT Health and Social Services and in some cases, the use of GNWT tele-health infrastructure. Between November 2011 and June 2013, 20 *It's Not Right* presentations were made to front-line service providers and seniors/elders in every region in the NWT including to the NWT Legislative Assembly's Elder Parliament. *It's Not Right* presentations continued in 2014.

Training:

- A training report, *Service Provider and Front Line Worker Training for Responding to and Preventing Older Adult Abuse in the Northwest Territories* (2013) was prepared to document front-line training needs, synthesize tools/resources readily available to meet needs, and provide an appropriate template for front-line worker training to 2015.
- In June 2013, four NWT Network members received YOU Power facilitator training.¹⁹ Since receiving this training, facilitators delivered five YOU Power workshops – on three occasions to Government Service Workers throughout the NWT; as part of the January 2014 *Creating Safe Community* workshop in Yellowknife; and in Hay River, to the seniors' group and local NWT Network representatives in May 2014.
- In February 2014, NWTSS partnered with the Status of Women Council NWT, YWCA Yellowknife, RCMP 'G' Division, and the GNWT Department of Health and Social Services to co-host the *InDignity* Conference in Yellowknife. Members from the Centre for Response-Based Practice provided training during the two-day conference that was attended by 150 service providers.

¹⁸ *Financial Abuse – Be Aware* is an education session delivered by the RCMP.

¹⁹ Neighbours, Friends, and Family (NFF) is a public awareness campaign in partnership with the Ontario Women's Directorate, University of Western Ontario, Government of Ontario, the Expert Training Panel of Neighbours, Friends and Families and the Centre for Research & Education on Violence against Women & Children. YOU Power training provides material for audiences to recognize ageism as discrimination, recognize warning signs of abuse, and respond safely and supportively. YOU Power is the second phase of "*It's Not Right! Neighbours, Friends and Families for Older Adults.*"

Community Support Network Development:

- In 2012, initial work to build community support networks began in four communities and interest was expressed in four others - Hay River, Fort Resolution, Fort Simpson, Fort Providence, Fort Good Hope, Tuktoyaktuk, Fort Smith, and Tsiigehtchic. To support community networks, information describing elements of successful networks was assembled – *Community Response to Abuse of Older Adults* (February 2012) and education/awareness and *Creating Safe Communities* workshops were offered. After a year of continued network development in these communities, Fort Smith, Hay River, and Fort Good Hope were the most active. The community support network in Fort Smith was led by the Fort Smith Senior Citizen’s Society. In Hay River, a service provider driven network with a diverse array of members – Mayor, Youth Coordinator, RCMP, Supportive Living, and Hay River Senior Citizens’ Society – was the approach to building a community support network. In Fort Good Hope, efforts to build a community support network were led by a team of committed elders who outreach to other older adults, youth, and service providers. By the end of the second year, each of the fledging networks were having difficulty consistently engaging youth and service providers as well as a diversity of elders/seniors. By 2014, Fort Smith, Hay River, and Fort Good Hope continued to be the only community support networks in place but each was less active than when they were formed in 2012.
- In late 2012, a part-time regional coordinator was hired to support the development of a community network in Tuktoyaktuk and a regional network in the Beaufort-Delta region. No community or regional support network resulted from this effort.

Although not an immediate priority of the NWT Network, the NWTSS completed initial research in 2012 on its behalf to consider what adult protection legislation in the NWT might look like. The NWT Network also launched other initiatives, including:

- Working with the Gwich’in Tribal Council (GTC) and the Inuvialuit Regional Corporation (IRC), the Inuvik Mayor, Beaufort-Delta Health and Social Services Authority, and others serving older adults to improve coordination on seniors/elders’ issues. To this end, the NWT Network offered short-term funding for an advocate position to provide regional support through information and resource sharing. This short term effort “shone a light on older adult abuse in Inuvik” and the barriers to accessing intervention supports.²⁰
- Introducing an intake and data collection form in February 2013 to provide a consistent way for everyone working with seniors/elders adults to track incidents and responses to

²⁰ Report by the Older Adults Advocate Worker, Ingamo Hall. October 2014. At the time of writing, funding to support coordination of seniors/elders’ services is in place until March 2015.

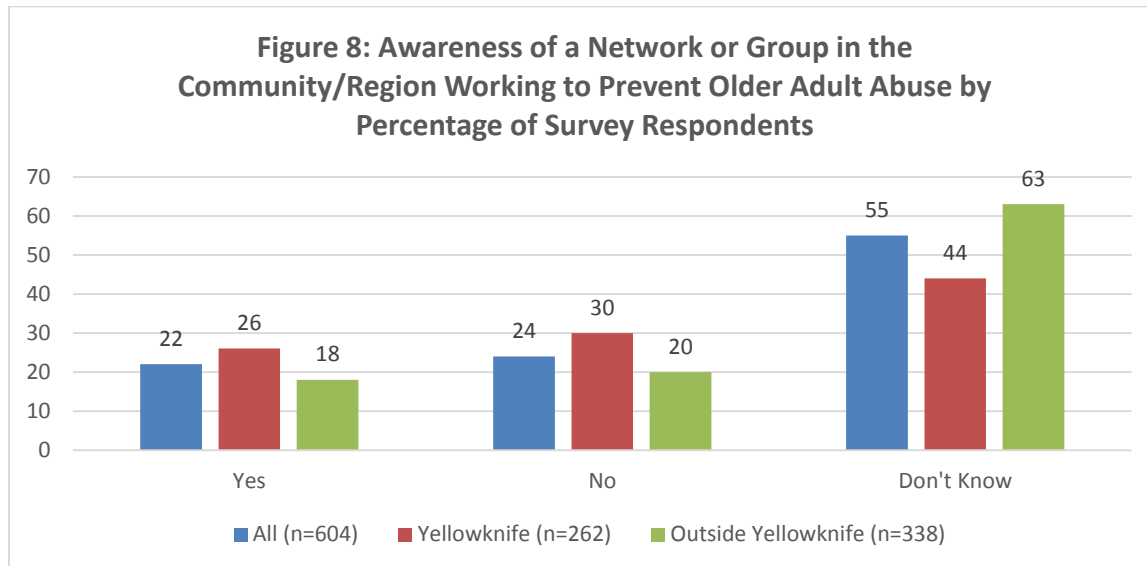
older adult abuse at the community level. Unfortunately, use of the form was limited and inconsistent.

- Establishing an Intergenerational Connections Committee to develop the framework for, and oversee the NWTSS/NWT Network’s intergenerational program that promotes youth and elders/seniors working together as a means to combat older adult abuse. Intergenerational Connections is a two-year pilot program. Since September 2013, 11 community-based intergenerational projects have been funded to pursue for example, active living, genealogy, visiting, daily errands, music, and on-the land elder-youth activities.

Older Adults Said.....

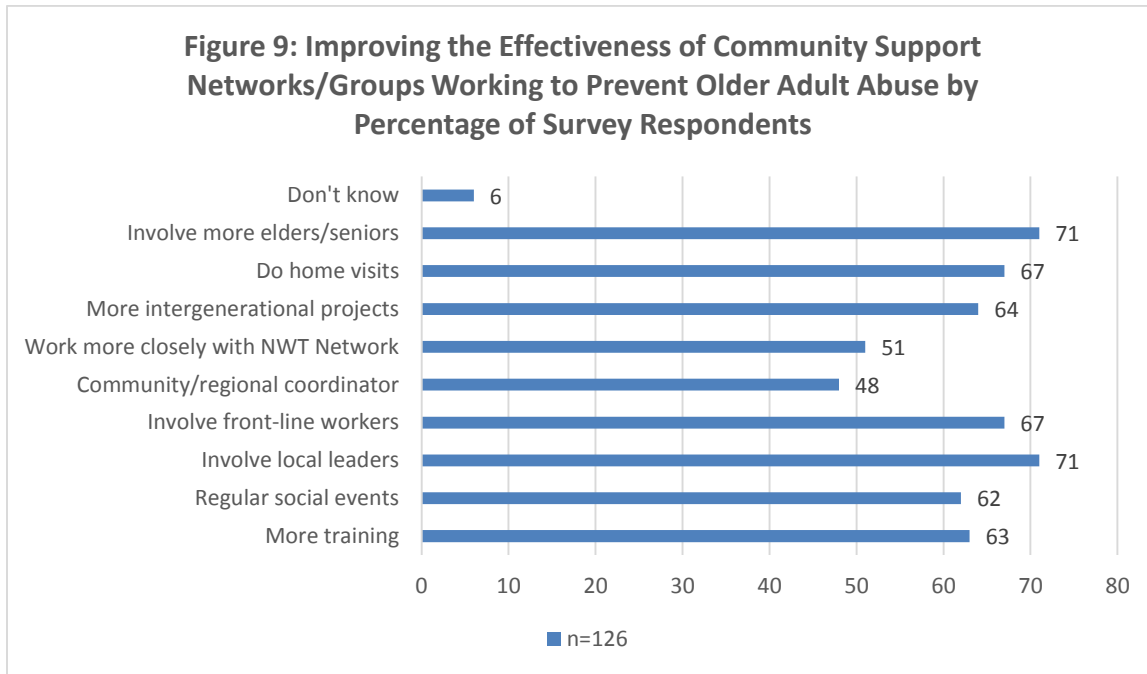
The 2010 research sought guidance from older adults on the best way to get people/groups in their community working together to prevent and respond to abuse of older. Their advice was to: do home visits (78%), have training workshops (74%), form elders/seniors groups (73%), and schedule regular social events (65%). They also agreed that everyone should work together on older adult abuse (66%) rather than having local leaders (24%), community service providers (22%) or elders/seniors (22%) take charge of this work. This advice was considered in efforts to evolve community support networks.

In 2014, older adults were asked about the presence of a community/regional support network or group working to prevent older adult abuse. Most (55%) older adults did not know of such a network or group in their community (Figure 8).

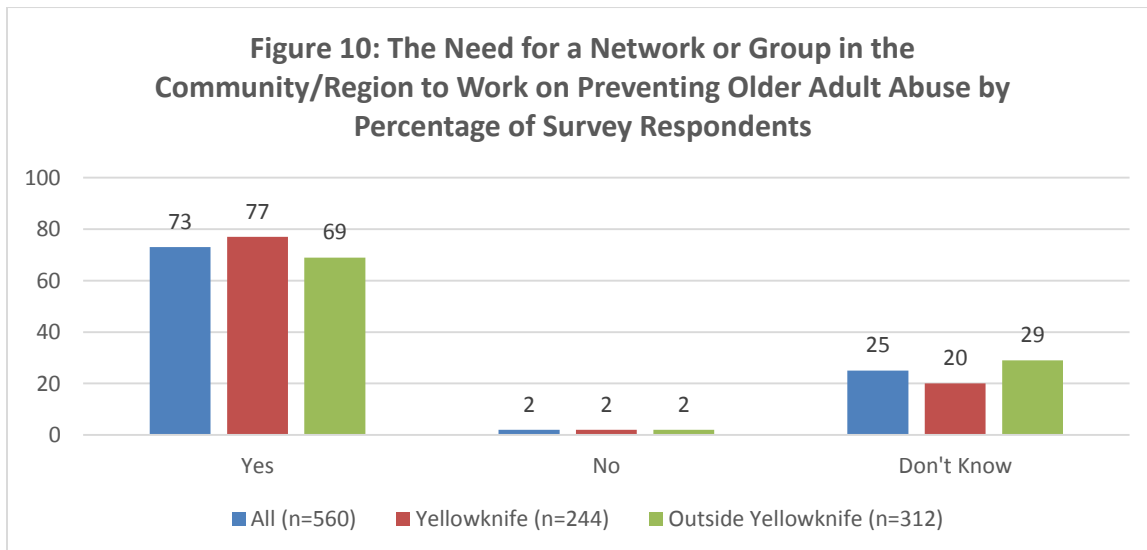


Among those respondents (22%) identifying a network or group in their community working to prevent older adult abuse, the main suggestions for improving their effectiveness are to:

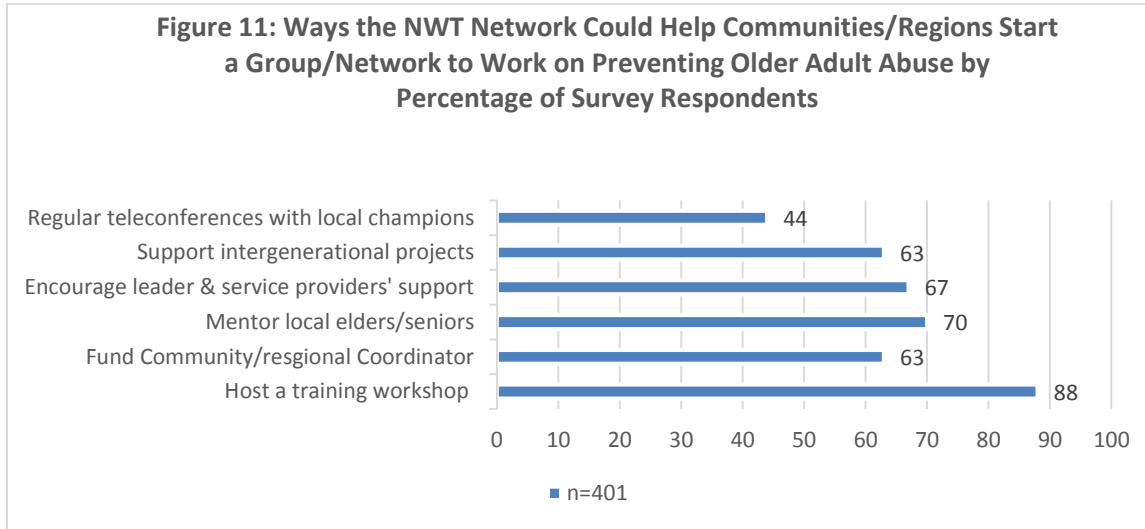
- Involve more elders/seniors (71%),
- Involve local leaders (71%),
- Involve front-line workers (67%), and
- Do home visits (67%) (Figure 9).



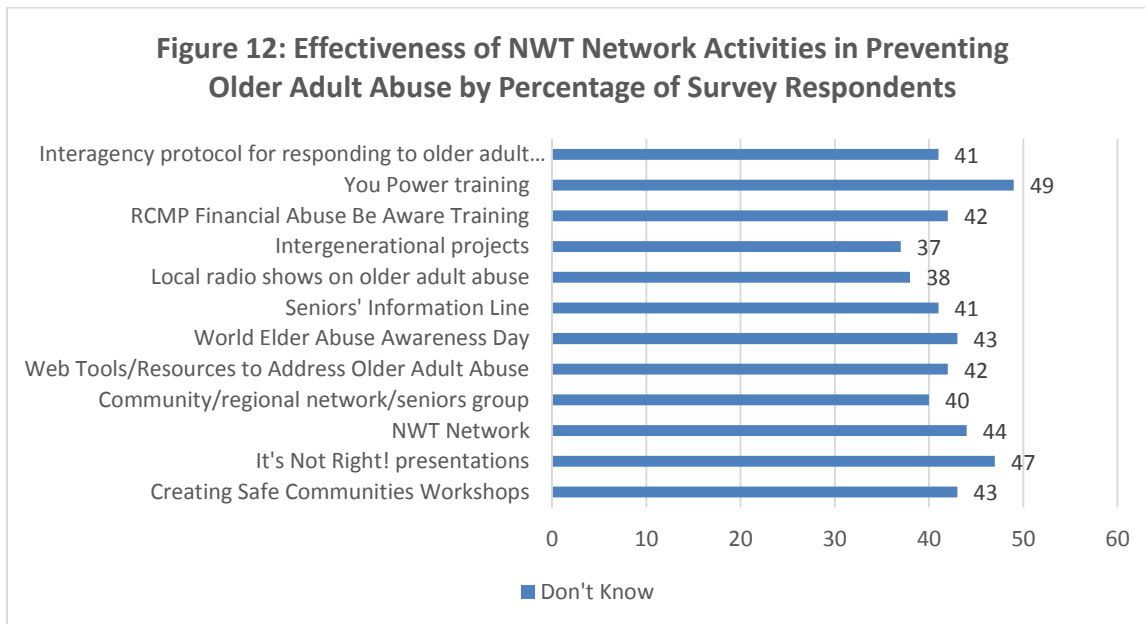
Most (73%) older adults say there is a need for a network/group in their community/region to work on preventing older adult abuse (Figure 10).



The best way for the NWT Network to help communities/regions start a network/group to work on preventing older adult abuse is to host a training workshop (88%) and mentor local elders/seniors (70%) (Figure 11).



The 2014 research queried older adults about the effectiveness of several activities that the NWT Network has supported and/or delivered including workshops, training, awareness campaigns, community support networks, and specific projects. Lack of familiarity with specific activities or the name or title given to them made this question difficult for most respondents to answer. Overall, 37% to 49% of all respondents say they do not know about the effectiveness of the various activities (Figure 12).



Perhaps because many NWT Network activities targeted research communities outside of Yellowknife, older adults in these communities provided more complete responses to the question asking for a rating of the effectiveness of these initiatives. Despite more complete responses, Table 13 shows the difficulty older adults in these communities had evaluating NWT Network activities.

Table 13: Rated Effectiveness of NWT Network Activities in Preventing Older Adult Abuse by Percentage of Survey Respondents in Research Communities Except Yellowknife

(based on a scale of one to five where five is very effective and one is not at all effective)

	1	2	3	4	5	Don't Know
NWT Seniors' Society 'Creating Safe Communities' workshops n=337	13%	4%	7%	5%	17%	54%
'It's Not Right! Neighbours, Friends and Families for Older Adults' training n=332	11%	5%	6%	4%	17%	58%
The NWT Network to Prevent the Abuse of Older Adults n=335	13%	4%	6%	5%	17%	54%
My community/regional network or elders/seniors group n=334	15%	4%	10%	5%	16%	50%
Web site <i>Tools and Resources to Address the Abuse of Older Adults</i> n=333	14%	5%	6%	3%	17%	54%
June 15 th World Elder Abuse Awareness Day information and activities n=333	13%	5%	6%	4%	19%	53%
The Seniors' Information Line n=328	11%	5%	7%	5%	20%	51%
Local radio shows on older adult abuse n=328	16%	3%	10%	6%	14%	51%
Intergenerational elders/seniors and children/youth projects n=327	15%	2%	8%	7%	20%	48%
RCMP <i>Financial Abuse-Be Aware</i> training n=329	17%	3%	6%	4%	18%	52%
<i>YOU Power</i> training n=326	13%	3%	3%	6%	17%	58%
An interagency protocol for responding to older adult abuse n=328	14%	2%	7%	6%	19%	52%

Service Providers and NWT Network Members Said

In 2010, service providers and policy makers agreed that people need to work together to prevent older adult abuse but they had mixed opinions about how/what this might look like. They suggested collaborations in the form of family networks, elders/seniors groups, peer support groups, advocacy teams, elder-based interagency groups, multi-party working groups, and/or front-line service groups. They anticipated that community/region support networks could have any number of functions from facilitating relationships and community engagement to information sharing to support and advocacy to delivery of specific projects and programs.

In 2010, service providers and policy makers raised several issues that could potentially impact the effectiveness of collaborations. These factors included:

- Member ownership and responsibility for older adult abuse.
- Awareness of, and attitudes about older adult abuse.
- Volunteer and agency capacity.
- Political and bureaucratic interference.
- Language and literacy.
- Confidentiality issues.

Many agencies participating in the 2010 research were ready to support and participate in collaborative efforts to address older adult abuse although to do so, some needed authorization from their parent agency. There was also some concern, mainly among health and social service agencies, that it would be challenging to dedicate staff time to any network given existing responsibilities/mandates.

The NWT Network to Prevent Abuse of Older Adults

Less than half of the service providers interviewed in 2014 are aware of the NWT Network, a member, or know whether their parent organization (e.g., a health and social service authority) is a member. Members are not informing others either in their own organization or community about the NWT Network. For example, one service provider in a small community is a member but others interviewed in that same community have never heard of the NWT Network. Service providers say that there is little promotion or understanding of who the NWT Network is and what it does. Both members of the NWT Network and non-members familiar with networks suggest that it has or likely has an information sharing function. Those who are members have a professional and/or personal interest and/or commitment to addressing older adult abuse. Some of those unaware of or not a member of the NWT Network say that they should be invited to join.

Service providers and NWT Network members were queried about their awareness of its activities, namely *'It's Not Right! Neighbours, Friends and Families for Older Adults'* training; *'Creating Safe Communities for Older Adults'* workshops; web-based *Tools and Resources to Address the Abuse of Older Adults*; annual June 15th *World Elder Abuse Awareness Day* activities; and *YOU Power* training. Awareness of NWT Network activities is limited mainly to members although not all are aware of all of the activities. Due to lack of familiarity, few key informants offered thoughts on the effectiveness of NWT Network activities. Those who did, tend to agree that although difficult to measure, the NWT Network is likely contributing to greater awareness of older adult abuse. Training is likely providing some individuals with better skills to recognize and act on abuse. Service providers and NWT Network members say that any training and awareness are "a good thing." They note however, that 'one off' sessions are inadequate to evoke any real change. Regular and sustained activities are more likely to have positive impacts on behaviours and attitudes. Both NWT Network members and non-members aware of its activities mainly see its workshops and training as 'one off' sessions.

Some non-NWT Network members may be aware of some activities although unsure whether they are activities of the NWTSS or the NWT Network. They are confused as to whether the NWT Network is doing workshops, training, and intergenerational projects or whether this work is done by the NWTSS. For instance, World Elder Abuse Awareness Day tends to be broadly known but it is not associated with the NWT Network. Similarly, there may be awareness among some of *It's Not Right* presentations or *Creating Safe Communities* workshops but no association of these activities with the NWT Network.

Key informants familiar with NWT Network activities identify each as having a specific but inter-related purpose in preventing and responding to older adult abuse. For example:

- World Elder Abuse is an annual reminder of the issue.
- *Creating Safe Communities* workshops are a way to educate, share ideas, raise awareness, and mobilize people to action.
- You Power and *Its' Not Right* are ways to inform, empower, and “get the conversation going” in communities.
- Intergenerational projects are a path to healthy family relationships and to fostering support and respect for elders/seniors.

One key informant describes the NWT Network’s activities as “tools that are only as good as the user and the trusting relationships they have.”

Key informants familiar with networks whether it be the NWT Network or other examples such as the FASD Network²¹ or Little Warriors²² agree that they are a place to go for information, support, and partnerships and a way to build relationships. Those knowledgeable about the NWT Network say that this territorial forum itself is the most effective of all activities undertaken in the last three years. The NWT Network is effective for the information shared and the relationships built. They describe the NWT Network as functioning well at the territorial level while feeling like a grassroots organization, unlike the Coalition Against Family Violence that is described by some as “Yellowknife-centric.” They say that the NWT Network is non-hierarchical with power broadly distributed and a safe place to talk. The NWTSS is lauded for “doing a good job” maintaining the NWT Network. While the NWT Network is often described as elder/senior led, there is no consensus as to whether it should have a grassroots/elder/senior or a front-line orientation. Further, some say that while effective, the full impact of the NWT Network has been diminished by the inactivity of about three-quarters of its membership; lack of new and engaged members; and limited success involving seniors/elders from Yellowknife and the Tlicho and Dehcho Regions.

²¹<http://www.canfasd.ca/about/the-canada-fasd-research-network/>

²²<http://littlewarriors.ca/>

The connections and relationships among individuals/agencies are among the reasons that networks do or don't work.²³ These two factors were considered by key informants in 2014 in terms of how they play out in the NWT Network. Notwithstanding the challenges inherent in distance communications (teleconferences), those familiar with the NWT Network feel that it functions well for the 15-20 core members who are well connected and have good relationships with each other. Although functioning well for a core group, there is a sense that the momentum of the NWT Network is waning mainly due to lack of action and focus, poor follow-up between meetings, little member accountability, and weak facilitation/leadership. At the same time, the NWTSS is lauded for its positive, respectful support and guidance.

Network Participation

Service providers are unclear what protocols, agreements, policies or authorization are needed for their agency to participate in a community support network or the NWT Network. Some non-members note that they would welcome the opportunity to be part of the NWT Network now that they know it exists. They would however, need a brief outline of who and what the NWT Network is and does, how it is run, and the expectations of members in order to secure management approval for membership. Most non-members say that participation would be contingent on compatibility with their mandate or priorities, and authorization from a senior manager or leader committed to the health and functioning of the network (although this was less of a requirement at the community level). In light of limited time and resources that seem to undermine efforts to evolve community support networks and even cripple interagency committees, it is unlikely that many front-line workers could sustain involvement in any community or regional support network. Further, some key informants say that until older adult protection is a legislated priority and front-line people have older adult protection as part of their position description, few will have time, resources, or management support to participate in a community support network or the NWT Network. Lack of priority or mandate does not however, negate the value that many service providers see to being part of a network, particularly the NWT Network, for the benefits of information exchange, relationships, and partnerships.

Key informants familiar with the NWT Network identify several factors that influence participation. Among the 45-50 non-active members, which include at times, the three co-chairs, capacity and health factors seem to be common reasons for non-participation. Three other factors affecting participation in the NWT Network are:

1. Lack of structure, focus, and follow-up, which can send the message that participation is not meaningful or a good use of limited time.
2. Uncertainty among members about the goal and purpose of the NWT Network or where they fit in.

²³http://www.evaluationinnovation.org/sites/default/files/NetworkEvalGuidePt2_Casebook.pdf

3. Confusion among members about whether they are participating in the NWT Network or the NWTSS.

Several NWT Network members point to the need to revitalize membership and to have the “right people involved” while ensuring common understanding and commitment to the NWT Network’s purpose and role, and member responsibilities. For example, a member should be required to share information with others/peers after each meeting and work on agreed to action items.

Community Support Networks

The establishment of a community/regional support network is an intended outcome of *Creating Safe Community* workshops. *Creating Safe Community* workshops have been delivered in each research community. In communities where there are seniors/elders councils/committees such as in Ulukhaktok, Tuktoyaktuk, Inuvik, Fort McPherson, Yellowknife, and Hay River, these older adult groups don’t seem to be part of any discernible community support network working on abuse even though some have individuals or partners participating in the NWT Network. Other communities such as Fort Resolution, Dettah, N’dilo, K’atl’odeeche, Behchoko, and Fort Simpson don’t seem to have an active elders/seniors group or network; aren’t working on older adult issues; and aren’t actively involved in the NWT Network.

Service providers and NWT Network members agree that there are currently no community/regional support networks actively working on older adult abuse. Although Fort Smith, Hay River, and Fort Good Hope have made every effort to establish community support networks, they have had difficulty sustaining them. Some key informants in these communities say that these efforts should be renewed. The capacity to consistently engage service providers is a main reason that community support networks have not evolved as fully functioning groups. Engaging service providers is also the main reason that many interagency groups are inactive in many NWT communities. Several NWT Network members agree that interagency groups that work with elders/seniors groups would likely be the most effective type of community support network.

Rather than identifiable community support networks to prevent the abuse of older adults, key informants say that some informal community-based networks have evolved. Examples are:

- Peer networks among older adults participating in social activities such as those offered by the Fort Smith Seniors’ Society or Ingamo Hall Friendship Centre in Inuvik.
- Informal service provider networks such as in Fort Smith.
- A buddy system among a team of committed elders in Fort Good Hope who visit and outreach to their peers.

In general, key informants see networks as useful mechanisms, naming community-based interagency, justice, and elders/seniors committees as examples. There is a strong view that at

the community level, existing groups should be supported rather than starting new ones. Further, the capacity of existing community-based networks needs to be bolstered and efforts made to include the voices of older adults especially those of the most vulnerable elders/seniors. Several key informants question whether NWT Network or the NWTSS has the capacity to mentor or provide the developmental support needed to bolster community-based networks.

The Future of the NWT Network to Prevent Abuse of Older Adults

From the Literature and File Review

Since the NWT Network was formed in November 2011, it has had 23 meetings. In its first year, the NWT Network met six times, one of which was face to face. It developed a clear Terms of Reference, selected three co-chairs, and had 19 community and agency members. Information assembled from national/provincial/territorial networks to prevent abuse of older adults informed the formation and functioning of the NWT Network. The NWT Network established four priorities – communications, education and awareness, training, and community support networks.

During 2012-13, the NWT Network met nine times via teleconference and had one face-to-face meeting in Yellowknife on February 26, 2013. At that time, the total membership of the NWT Network was about 55 but not all members were active. By the second year, the three co-chairs and members were considering ways to improve the effectiveness of the NWT Network and sharpen efforts to implement priorities and address issues and barriers. These discussions included considering the future of the NWT Network and its activities after funding terminates in March 2015. In 2014, the NWT Network had seven meetings and membership had expanded to 72 but only 15-20 were active members.

Older Adults Said.....

Older adults surveyed in 2014 were asked for their advice for the NWT Network's work after 2015. Advice varied widely. In Yellowknife, older adults advise lobbying for laws that keep elders/seniors safe from abuse (71%). Older adults in other research communities advise making sure that the NWT Network is more connected to the communities (67%) and all NWT Network members are more actively involved in planning for the future (65%) (Table 14).

Table 14: Advice for the NWT Network for its Work after March 2015 by Percentage of Survey Respondents

	All	Yellowknife	Outside Yellowknife
n=	618	269	350
Lobby for laws that keep elders/seniors safe from abuse	65%	71%	59%
Get all NWT Network members more actively involved in planning for the future	61%	54%	65%
Make sure the NWT Network is more strongly connected to my community	61%	54%	67%
Ask NWTSS to find funds to continue current NWT Network activities	61%	62%	59%
Put more effort into family networks	58%	61%	55%
Do more community-based intergenerational elder-youth projects	53%	42%	61%
Advocate for community interagency groups to focus on preventing older adult abuse	53%	57%	49%
Promote interagency protocols to better respond to older adult abuse	52%	55%	49%
Focus on finding funding for local seniors/elders advocates and coordinators	49%	43%	54%
Ask another territorial organization(s) to sponsor the NWT Network	48%	51%	45%
Get more NWT Network members	47%	47%	47%
Form a separate organization and seek funds for workshops and other activities	26%	13%	36%
Give up on the NWT Network and focus on community/regional support networks/groups	17%	9%	22%
Don't know	10%	8%	11%
Other: <i>promote the NWT Network; more education/ awareness</i>	6%	-	-

Older adults also had final words of advice to offer to the NWT Network. A main theme was the need for more exposure to the issue of older adult abuse and to the work of the NWT Network. “By the way, what is the NWT Network – a TV program, radio, media?” “NWT Network, I never heard of it.” Some final remarks also drew attention to violence on the streets of larger communities such as Yellowknife and Inuvik.

Service Providers and NWT Network Members Said

Service providers and NWT Network members interviewed in 2014 tend to agree that the NWT Network needs to continue on its “current path,” “keep on going but pick up the momentum,” place greater emphasis on education and awareness, and be more proactive and “culturally sensitive” at the community level (e.g., “less talk and more sustained action on the ground”). The NWT Network needs to “get program dollars into the communities and sustain them and build local capacity rather than bringing people in from Yellowknife to work in our communities.” They “need to recognize that old approaches don’t work – calling the RCMP, Social Services or for EPOs – all are too punitive.”

Most key informants agree with the statement of one key informant that the NWTSS is the “right leadership and sponsor of the NWT Network” and should continue in this role. “The NWT Network would die without the NWTSS.” There are several reasons for this view including:

- The NWTSS is the lead if not the only agency working on older adult abuse.
- The NWTSS is the only organization serving all older adults in the NWT.
- Continuity is needed at least for another three to five years in order to give the necessary focus and profile to this very stubborn and pervasive issue.

“If there was adult protection legislation, the GNWT would have to get involved in prevention and response, and monitoring and data collection might improve.” Even though ‘elder abuse’ is a strategic priority of the GNWT Health and Social Services and it has a partnership with NWTSS in the *Together We Can Stop Elder Abuse* awareness campaign, evidence of priority to preventing and responding to older adult abuse is not evident on the front-line. As such, moving the NWT Network under the GNWT or into another organization that is not exclusively dedicated to older adults, aren’t options for the future of the NWT Network. “We need to keep the NWT Network out of government so that older adults don’t lose their voice.” Some key informants suggest that the NWT Network might in the longer term, become a stand-alone organization with its own funding. However at the present time and in the foreseeable future, the NWT Network is not sufficiently strong or stable to be its own entity. Further, there are inadequate statistical data to make a solid case for a stand-alone agency.

Service providers and NWT Network members are clear that without resources, the NWT Network will be unable to do any community work, or work “where it is needed the most.” Several suggest that the Public Health Agency of Canada and Human Resources and Skills Development Canada are likely sources of funding for the NWT Network. Others identify the GNWT Wellness Fund/Initiative as a possible funding source to support needed older adult advocates (similar to the Healthy Family Home Visitors) “who could become core members of the NWT Network”; interagency development; and or linking multi/interagency and elders/seniors groups. GNWT homecare enhancement and health promotion and prevention activities are also possible avenues to heighten the priority, profile, and support needed to prevent and respond to abuse.

In the future, key informants suggest that the GNWT, specifically the Departments of Health and Social Services and Justice more actively work with the NWTSS and the NWT Network at the community and regional levels by leading initiatives that in some part, have been led by the NWT Network. For example, the GNWT could lead front-line training and adult protection policy and legislation development. It could also be more active on culturally appropriate education and awareness. At the same time, the NWT Network could focus its efforts on advocacy (including for older adult protection) and culturally appropriate education/

awareness activities, intergenerational projects, and engagement of community leadership and front-line workers in older adult abuse prevention and response. “Everyone should be ramping up education and awareness of older adult abuse.” “Education and awareness are basic to developing a community consensus that older adult abuse is not right.”

Some key informants suggest that the role of community-based Government Services Officer positions should be expanded to include greater responsibility both as advocates for older adults as well as support personnel for multi/interagency groups so they can function well and connect with elder/seniors groups. Still others suggest that municipalities need to be funded (e.g., through GNWT Municipal and Community Affairs) to provide elders/seniors transportation and be ‘gatekeepers’ for the safety of vulnerable older adults.

Suggested Actions for the NWT Network

The NWT Network is seen as an appropriate mechanism to bring northerners together to prevent and respond to older adult abuse but its functionality and effectiveness could be improved. Underlying the many suggestions for improvement is the challenge recognizing and managing the collective NWT Network mandate when members are focused on their own agency mandate. Suggestions for improving the functioning and effectiveness of the NWT Network include:

Process

- More proactive engagement of members and ensuring all are committed to a shared goal/purpose. Meetings need to be well-facilitated, focused, and regularly scheduled, and minutes distributed promptly highlighting action items (“so people feel that their time is valued, not wasted”). Members need to receive regular newsfeeds so they are abreast of issues and concerns.
- Better articulated and distinct NWTSS and NWT Network roles and processes are needed to eliminate confusion.
- Connect the NWT Network with other networks such as the Nursing Leadership Forum so as to broaden its base and influence.
- Develop and implement a performance measurement strategy.

Membership

- Update and review the current membership and contact inactive members to determine their commitment and willingness to work toward the NWT Network’s goal/purpose; share information with others in their professional and geographical community; and encourage and support initiatives to prevent and respond to older adult abuse. Service providers and NWT Network members are aware that there are perceptions that some people are members just to “get a trip to Yellowknife.”

- Consider revitalizing the NWT Network by bringing in new members rather than relying on existing members to “pick up the pace.”
- Give priority to engaging underserved and under-represented regions such as the Dehcho, Tlicho, and Akaitcho (Dettah, N’ dilo and Lutsel k’e).
- More active member engagement in their own communities to promote the NWT Network, share information, and make connections with and engage local interagency members and leaders.
- Focus on engaging and supporting at least one local champion in each NWT community who can be the NWT Network’s conduit into that community and become known locally as the champion and motivator (e.g., “like Terry Rideout in Hay River”).
- Advocate for members to have NWT Network participation included in their job descriptions and/or work plans to promote accountability and follow-up.
- Lobby the GNWT Department of Health and Social Services and the various health and social services authorities to more actively engage with the NWT Network either as members or active supporters.
- Schedule ongoing membership campaigns to promote member benefits and invite new members.

Promotion

- Promote the NWT Network – who it is; what it does; how it is run; and benefits and expectations of membership – so that members clearly understand the purpose, their role, and the process so “people are not at a loss as to how to participate.”
- More actively promote the NWT Network in all communities with special focus on under-represented areas such as parts of the Akaitcho, Dehcho, and Tlicho Regions.

Service providers and NWT Network members offered suggestions for activities that should be considered for the future. At the heart of the suggestions is a need to continue to take a “bottom-up, not top-down” approach. They had three main priorities and many other suggestions. The three priorities are:

1. Ramping up education and training of older adults and service providers, especially for homecare and wellness workers.
2. Greater focus on culturally appropriate materials and approaches (e.g., healing and talking circles) that engage local champions and knowledge holders, appeal to indigenous communities, and engender local control of older adult abuse prevention and responses.
3. Nurturing/supporting local champions to inspire community-based activities.

Other suggested activities generally support these three priorities. They are summarized here as specific actions for community work, advocacy, and communications.

Community Work

- Bring motivational speakers to NWT communities to support and encourage local champions and older adults working to prevent and improve responses to abuse.
- Promote more proactive dialogue, mentoring, and support for community-based prevention and response activities and individuals working on them.
- Find ways to work with the community to recognize and support informal networks such as in Fort Good Hope, and revitalize the fledging Hay River and Fort Smith community support networks.
- Build and promote a ‘tool chest’ of activities such as those available for World Elder Abuse Day to inspire and encourage intergenerational and on-the-land projects that engage youth and other community members including leadership and front-line workers.
- Encourage and support restorative justice practices by strengthening connections with community-based justice committees and victim services workers and encouraging community conversations about why abuse is happening and why community members are not challenging the symptoms and excuses around older adult abuse.
- Look for opportunities to shift the responsibility for stopping older adult abuse away from the victim to the perpetrator (e.g., community collaborations to intervene in the actions and behaviours of abusers).

Advocacy

- Lobby GNWT Departments of Health and Social Services and Justice, and various health and social services authorities to visibly and tangibly demonstrate that older adult abuse is a priority at the community level (e.g., by clearly locating responsibility for the safety of at-risk and vulnerable older adults in job descriptions and work plans) and consistently collecting data to show the real incidence of older adult abuse.
- Advocate for remedies to protect vulnerable older adults including non-punitive policies and/or legislation so homecare workers and others have real options to intervene. “Look to Yukon for an example of adult protection legislation and the way it was rolled out.”
- Advocate for resources so interagency committees can function and engage with local elders/seniors groups, be proactive on older adult abuse, and play a role as ‘gatekeepers’ for vulnerable older adults.
- Advocate for older adult worker positions at the community and/or regional level.

Communications

- Sustain an active communications campaign (e.g., with plain language information on the NWT Network, how it functions, works with others, and membership responsibilities; regular list serve/email loops to share information; a training calendar; plain language materials on current laws/policies to protect vulnerable older adults; and

examples of creative and culturally relevant ways to prevent and respond to older adult abuse).

- Produce more culturally and language appropriate materials targeting indigenous northerners.
- Produce a DVD featuring older adult role models offering testimonials of their triumphs in standing up to abuse (e.g., similar to the DVD made for the Men's Program²⁴).

In Conclusion

The research findings provide thoughtful analysis of the state of older adult abuse in the NWT and the NWT Network's work over the past three years. The data collected provides strong evidence of:

- The persistent problem of older adult abuse.
- Greater awareness of older adult abuse.
- Innovations and the range of efforts to intervene to prevent and respond to abuse.
- Little systemic change in responding to older adult abuse.
- Particular concerns about the safety of vulnerable older adults.
- Positive impacts beginning to show from the NWT Network's measures.
- The necessity of the NWTSS to continue to lead and support the NWT Network.
- Realistic steps that can be taken to continue the work to prevent older adult abuse throughout the NWT.

²⁴<http://www.justice.gov.nt.ca/Non-Violence.shtml>

APPENDIX A: NWT Network to Prevent Abuse of Older Adults Members, January, 2015

Agnes Kuptana	Albert Elias	Albertine Gambler
Alphonsine McNeely	Angus Mackay	Anita Koe
Ann Firth	Bea Campbell	Bill Enge
Bob Gamble	Brenda Bernhardt	Brenda Jerome
Brendi Tarider	Cindy McNicol	Clarinda Spijkerman
Darlene Gruben	Denise McKee	Doris Howard
Edith Fisher	Florence Barnaby	Greg Towler
Ialeen Jones	Ib Kristensen	Jackie Wallis
James Andre	Jamie Norris	John Dempster
Judy Francey	Knute Hansen	Leon Peterson
Lillian Elias	Lorraine Phaneuf	Louisa Behrens
Louisa Lafferty	Louise Beaulieu	Lyda Fuller
Margaret Field	Margaret Leishman	Margaret McLeod-Norris
Marion Smith	Mary Buckley	Melissa Sangris
Michelle Read	Mindy Willett	Naomi Nully
Nicolas Carrière	Nola Nallugiak	Pertice Moffitt
Patricia Gillis	Peggy Day	Roxanne Cook
Ruth Goose	Ruth Stewart	Sandra Taylor
Shawn King	Sheila Humphrey	Shelley Pierrot
Shirley Elias	Sonja Manuel	Stacy Ridgely
Steve Versteeg	Susan Ashton	Susan Fryer
Susan Ross	Susan Webster	Tara White
Teresa Watson	Terry Fisher	Terry Rideout
Victoria Deegan	Victorine Lafferty	Wanda Roberts

APPENDIX B: Networking to Prevent Older Adult Abuse

Individual Questionnaire

For the last three years, the NWT Network to Prevent Abuse of Older Adults has been working on community, regional, and territorial activities to prevent older adult abuse (*also known as elder abuse*). The 64-member NWT Network has been involved in training, education campaigns, workshops, advocacy, and many other things to address older adult abuse. Northerners 50+ years of age are invited to complete this questionnaire to give input on whether the NWT Network's activities have made a difference and to help plan for the future. **Please be aware that all the information you give is confidential and nothing you say will be attributed to you. Your signature on the Consent Form shows that you understand this.**

1a. Older adult abuse in my community is: *Check one only.*

A problem Not a problem Don't know if it is a problem

1b. There is less older adult abuse in my community today than three years ago.

True Not True Don't know

1c. The reason for my answer to Q1b is because: *Check all that apply.*

- I know of older adults who are abused
- I have personally been abused
- I don't hear about any older adults being abused
- I know more people are aware of older adult abuse
- I hear more people speaking out against abuse
- I see more people working together to stop abuse
- I don't know much about older adult abuse in my community
- I am not aware of any actions/activities to prevent older adult abuse
- Other(*please explain*).....

2. What form of older adult abuse is most common in your community? *Check one only.*

- Hitting, kicking, beating, slapping or other physical abuse
- Loneliness, lack of care, over/under use of medication or other neglect
- Disrespect, threats, blaming, 'put downs' or other emotional abuse
- Yelling, name calling, swearing or other verbal abuse
- Stealing money, taking pensions cheques or other financial abuse
- Forced sex, rape, or other sexual abuse
- Don't know
- Other (*please name*).....

3. What is the main reason many older adults don't speak out against abuse? *Check all that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Shame and guilt | <input type="checkbox"/> Fear |
| <input type="checkbox"/> Denial | <input type="checkbox"/> Uncertainty about help being available |
| <input type="checkbox"/> No one to go to for help | <input type="checkbox"/> Acceptance of abuse |
| <input type="checkbox"/> Not recognizing abuse | <input type="checkbox"/> Dependence on the abuser |
| <input type="checkbox"/> All of the above | <input type="checkbox"/> Other (<i>please name</i>)..... |

4. In your opinion, do most elders/seniors in your community:

- | | | | |
|--|------------------------------|-----------------------------|-----------------------------------|
| a) Know they have the right to live without abuse? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| b) Know how to protect themselves from abuse? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| c) Know where to go for help if they need it? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| d) Speak out about older adult abuse? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| e) Want to work on stopping older adult abuse? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| f) Know that older adult abuse is a crime? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |

5. What works best to prevent older adult abuse? Check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Calling the RCMP | <input type="checkbox"/> A buddy or peer support |
| <input type="checkbox"/> Help from social/homecare workers | <input type="checkbox"/> People speaking out |
| <input type="checkbox"/> Support from family members | <input type="checkbox"/> Elders/seniors being active |
| <input type="checkbox"/> Having a spokesperson or advocate | <input type="checkbox"/> Personal safety plans |
| <input type="checkbox"/> Awareness of abuse | <input type="checkbox"/> Leaders speaking out |
| <input type="checkbox"/> Training to recognize and stop abuse | <input type="checkbox"/> Youth-elders/seniors activities |
| <input type="checkbox"/> Calling the Seniors' Information Line | <input type="checkbox"/> Seniors/elders groups or community networks |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Other(<i>please name</i>) |

6. In the last three years, what have you done to prevent older adult abuse? Check all that apply.

- Took training such as 'It's Not Right! Neighbours, Friends and Families for Older Adults'
- Participated in a 'Creating Safe Communities for Older Adults' workshop
- Participated in the NWT Network to Prevent Abuse of Older Adults
- Been involved with a community/regional network or elders/seniors group
- Used NWT Seniors' Society's web site *Tools and Resources to Address the Abuse of Older Adults*
- Participated in annual June 15th *World Elder Abuse Awareness Day* activities
- Helped other seniors/elders so they are safe
- Got involved in social activities that bring elders/seniors together
- Educated others about older adult abuse
- Participated in YOU Power training
- Got involved in intergenerational (children/youth-elders/seniors) activities
- Called the Seniors' Information Line to get advice
- Have not done anything
- Other(*describe*)

7. What would improve efforts to prevent older adult abuse in your community? Check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Support from leaders | <input type="checkbox"/> More people speaking out |
| <input type="checkbox"/> Family members helping each other | <input type="checkbox"/> A senior/elders or a support group |
| <input type="checkbox"/> Using other ways to talk about abuse | <input type="checkbox"/> More education about older adult abuse |
| <input type="checkbox"/> Involving more seniors/elders | <input type="checkbox"/> Regular social events |
| <input type="checkbox"/> More safe shelters | <input type="checkbox"/> A community/regional network |
| <input type="checkbox"/> Training for social/homecare workers | <input type="checkbox"/> More laws or rules on older adult abuse |
| <input type="checkbox"/> A protocol to improve responses to abuse | <input type="checkbox"/> Information on where and how to get help |

8. On a scale of one to five where five is very effective and one is not at all effective, please rate the effectiveness of these activities in preventing older adult abuse. *Circle one.*

- NWT Seniors' Society 'Creating Safe Communities' workshops	1	2	3	4	5	Don't Know
- 'It's Not Right! Neighbours, Friends and Families for Older Adults' training	1	2	3	4	5	Don't Know
- The NWT Network to Prevent Abuse of Older Adults	1	2	3	4	5	Don't Know
- My community/regional network or elders/seniors group	1	2	3	4	5	Don't Know
- NWT Seniors' Society web site and resources	1	2	3	4	5	Don't Know
- June 15 th World Elder Abuse Awareness Day information and activities	1	2	3	4	5	Don't Know
- The Seniors' Information Line	1	2	3	4	5	Don't Know
- Local radio shows on older adult abuse	1	2	3	4	5	Don't Know
- Intergenerational elders/seniors and children/youth projects	1	2	3	4	5	Don't Know
- RCMP Financial Abuse-Be Aware training	1	2	3	4	5	Don't Know
- YOU Power training	1	2	3	4	5	Don't Know
- An inter-agency protocol for responding to older adult abuse	1	2	3	4	5	Don't Know

9a. Is there a network or a group in your community or region that is working to prevent older adult abuse? Yes go to 9b No go to 9c Don't know go to 9c

9b. What could be done to improve the network or group in your community or region so it is more effective in preventing older adult abuse? *Check all that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Have more training | <input type="checkbox"/> Work more closely with the NWT Network |
| <input type="checkbox"/> Have regular, local social events | <input type="checkbox"/> Do more intergenerational elder-youth projects |
| <input type="checkbox"/> Involve local leaders | <input type="checkbox"/> Do home visits |
| <input type="checkbox"/> Involve front-line workers | <input type="checkbox"/> Involve more elders/seniors |
| <input type="checkbox"/> A community/regional coordinator | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Other (please describe) | |

9c. Is a network or group needed in your community or region to work on preventing older adult abuse? Yes go to 9d No go to 9e Don't know go to 10

9d. What could the NWT Network do to help your community or region start a network or group to work on preventing older adult abuse? *Check all that apply.*

- Host a training workshop
- Provide some funding for a community/regional coordinator
- Mentor local elders/seniors
- Encourage leader and service providers' support
- Support intergenerational elder-youth projects
- Have regular teleconferences with local/regional champions
- Other (please describe).....

9e. Why do you say that a local/regional network or group is not needed in your community or region to work on preventing older adult abuse?

.....

10. Funding to support the work of the NWT Network to Prevent Abuse of Older Adults ends in March 2015. What advice can you give to the NWT Network for its work after March 2015? Check all that apply.

- Get all NWT Network members more actively involved in planning for the future
- Make sure the NWT Network is more strongly connected to my community
- Get more NWT Network members
- Ask the NWT Seniors' Society to find funds to continue current Network activities
- Ask another territorial organization(s) to sponsor the NWT Network
- Form a separate organization and seek funds for workshops and other activities
- Give up on the NWT Network and focus on community/regional networks/groups
- Do more community-based intergenerational elder-youth projects
- Put more effort into family networks
- Focus on finding funding for local seniors/elders advocates and coordinators
- Advocate for community interagency groups to focus on preventing older adult abuse
- Promote interagency protocols to better respond to older adult abuse
- Lobby for laws that keep elders/seniors safe from abuse
- Don't know
- Other (please describe)

11. Is there anything else you would like to say about older adult abuse or the work of the NWT Network to Prevent the Abuse of Older Adults?

.....

12. To help us compile information, please give:

a) Your community:

b) Your age: years **c) Your gender:** Male Female

d) Your cultural/ethnic background:.....

e) Your highest grade/level at school:

f) Years you have lived in the NWT: years all my life

g) Your living arrangement: live in own home live in the home of others
live in a care facility

For more information, please contact the NWT Seniors' Society at 867-920-7444 or nwtseiors@yk.com

Thank you for your time and thoughts.

APPENDIX B cont'd:

Networking to Prevent Older Adult Abuse

Agency Interview Guide

For the last three years, the NWT Network to Prevent Abuse of Older Adults has brought northerners of all ages together to support community, regional, and territorial efforts to prevent older adult abuse (*also known as elder abuse*). The NWT Network has led or participated in training sessions, education campaigns, and many other activities to address older adult abuse. Currently, the NWT Network has 64 members from throughout the NWT.

Agencies providing services to elders/seniors and those dealing with violence and abuse are invited to participate in an interview so that the NWT Network can understand the difference its activities have made and plan for the future. Please be aware that this interview is confidential and nothing you say will be attributed to you or your agency. Your signature on the attached consent form indicates that you understand this.

1. What is the legal name of your agency?
2. What is your agency's service area (e.g. geographic community/region) and target population?
3. How is your agency involved in addressing older adult abuse?
4. How does your agency work with others in your community/region to address older adult abuse?
5. What is the frequency or rate of older adult abuse in your service area? How are these statistics documented?
6. In the last three years, how has the frequency or rate of older adult abuse changed? How do you account for this change, if any?
7. What things contribute to older adult abuse in this community/region? In the last three years, how have these factors changed?
8. In your experience, what actions have been most effective in preventing and/or responding to older adult abuse? Why were these actions effective?
9. With federal funding secured by the NWT Seniors' Society and a commitment from seniors/elders and service providers throughout the NWT, the NWT Network to Prevent Older Adult Abuse was formed in 2011. Is your agency a member of the NWT Network to Prevent the Abuse of Older Adults? If no, why not?
- 10a. Are you aware of any of the following activities that the NWT Network has been involved in: *'It's Not Right! Neighbours, Friends and Families for Older Adults'* training; *'Creating Safe*

Communities for Older Adults' workshops; the NWT Seniors' Society's web-based *Tools and Resources to Address the Abuse of Older Adults*; annual June 15th *World Elder Abuse Awareness Day* activities; or *YOU Power* training? Please describe how you are aware of these activities.

10b. If you are aware of any of these activities, how effective are they in preventing or responding to older adult abuse? Please explain why/why not.

11a. What if anything, does your agency do to support community/regional networks or groups and/or the NWT Network in their efforts to prevent or respond to older adult abuse?

11b. What protocols, written agreements, or policies does your agency or staff need in order to support or participate in community/regional networks/groups and/or the NWT Network in their efforts to prevent or respond to older adult abuse?

12. Are the NWT Network and community/regional networks appropriate mechanisms for helping northerners to take action to prevent and respond to older adult abuse? Why/why not?

13a. What advice can you offer for improving the effectiveness of the NWT Network and community/regional networks/groups?

13b. Are there specific activities that you would recommend that the NWT Network pursue? Community/regional networks/groups pursue?

14. The connections and relationships among individuals/agencies are often the reasons that networks work or don't work. Do you have any thoughts on these two factors or how they play out in the NWT Network to Prevent the Abuse of Older Adults?

15. Funding to support the work of the NWT Network to Prevent Abuse of Older Adults ends in March 2015. Do you have any suggestion for how the NWT Network should organize itself or where it might secure financial support to continue its work after March 2015?

16. Is there anything else that you would like to say about older adult abuse or the work of the NWT Network to Prevent Older Adult Abuse?

Thank you for your time and perspectives.

Appendix C: Key Informants

Adam Swanson, Tenant Relations Officer, Hay River Housing Authority
Agnes Francis, BDHSS, Healthy Family Home Visitor, Fort McPherson
Amy Chin, Dehcho H&SS, Homecare Coordinator, Fort Simpson
Angela Grandjambe, Manager, Radilih Koe Housing Association, Fort Good Hope
Ann Firth-Jones, Hay River Seniors' Society
Barb Hood, Executive Director, NWT Seniors' Society, Yellowknife
Barb Lennie, BDHSS, Public Health/Homecare Manager, Inuvik
Bea Campbell, Fort Smith Seniors' Society; NWT Network to Prevent Abuse of Older Adults
Co-Chair
Brenda Jerome, ED, Ingamo Hall Friendship Centre, Inuvik
Carly Aasen, Director of Educational Programs for Older Adults, NWT Seniors' Society,
Yellowknife
Cathy Jo Doyle, Home Support Supervisor, Yellowknife Health and Social Services Authority
Carolyn Wilkes, Dehcho H&SS, Manager, Mental Health and Addictions Services, Fort Simpson
Clara Sabourin, Community Health Representative, Katlodeeche First Nation Health and Social
Services
Donna Okhicktak, Elders Committee, Ulukhaktok Community Corporation
Donna Lakusta, Supervisor, Home Care, Hay River Health and Social Service Authority
Evelyn Cockney, Elder and Youth Coordinator, Tuktoyaktuk Community Corp
Greg Towler, RCMP 'G' Division, Family Violence Coordinator, Yellowknife
Jill Rymer, Home Support Worker, Fort Resolution, Yellowknife Health and Social Services
Authority
Jasmin Mirza, Manager, NWT Housing Corporation, Yellowknife
Joanne Gauthier, Community Social Worker, Fort Smith Health and Social Service Authority
John Norbert, Tsiigehtchic Elders Council
Jane Okheena, BDHSS, Home Support, Ulukhaktok
Judy Steele, Supervisor, Public Health, Hay River Health and Social Service Authority
Julia Naedzo, Long-Term Care Facility Coordinator, Jimmy Erasmus Seniors' Home, Behchoko
Krissy Heibert, Coordinator, Judith Fabian Group Home, Katlodeechee First Nation Health and
Social Service
Leon Peterson, President, Fort Smith Senior' Society and NWT Seniors' Society
Lisa Beaulieu, Community Social Services Worker, Fort Resolution, Yellowknife Health and
Social Services Authority
Lizzie Beaulieu, Deninu Kue Seniors' Society
Louise Beaulieu, YWCA Sutherland House; NWT Network to Prevent Abuse of Older Adults
Co-Chair, Fort Smith
Leslie Knight, BDHSS, Community Youth and Family Counsellor, Ulukhaktok
Lorraine Phaneuf, Coalition Against Family Violence, Status of Women Council, Yellowknife
Lynn Napier Buckley, Victim Service Worker, Fort Smith
Margaret McLeod-Norris, Inuvik Seniors Society
Mary Ross, Counsellor, T'loondih Healing Society, Fort McPherson
Meghan Etter, Counselling Services Manager, Inuvialuit Regional Corporation, Inuvik

Malorie Hardisty, Dehcho H&SS, Nurse-in-Charge, Long-term Care, Fort Simpson
Nelma DeOliveira, Dehcho H&SS, Community Social Services Worker, Fort Simpson
Patricia Voudrach, GNWT Executive, Government Services Officer, Tuktoyaktuk
Pat Waugh, Courtworker, GNWT Justice, Fort Simpson
Richard Brown, Commanding Officer, Fort Smith RCMP Detachment
Rita Plunkett, Home Support Worker, Katlodeeche First Nation Health and Social Services
Sadie Joss, TRO, Ulukhaktok Housing Association
Sarah Krengnektak, BDHSS, Home Care, Tuktoyaktuk
Shirley Elias, BDHSS, Community Wellness Worker, Inuvik
Susan Fryer, Registered Nurse, Homecare, Fort Smith Health and Social Service Authority
Susan Ross, Resolution Support Worker, Gwich'in Tribal Council, Inuvik
Sharon Pekok, Executive Director, Soaring Eagle Friendship Centre, Hay River
Shirley Lamalice, Community Wellness Worker, Dehcho Health and Social Services Authority
Stephan Folkers, Manager, Local Housing Organization, Yellowknives Dene First Nation
Suzanne Sihikal, Director, Northern Lights Special Care Home (NLSPCH), Fort Smith Health & Social Service Authority
Terry Rideout, Residential Care Coordinator, Hay River Supportive Living Program, Hay River Health and Social Service Authority
Victoria Deegan, Executive Director, Hay River Family Support Centre
Victorine Lafferty, Manager, Continuing Care and Health Systems Planning, NWT Health and Social Services, Yellowknife
Wanda Roberts, Personal Support Worker Program, Aurora College, Yellowknife Campus
Wilfred Simon, Community Wellness Worker, Deninu K'ue Wellness Program
Willa-Jean Conroy, Assistant Manager, Hay River Housing Authority
Winnie Gruben, GNWT Justice, Probation Officer, Tuktoyaktuk

Source	Target	Initiative	Link/Source
		Awareness and Education Resources	
Centre for Research and Violence Against Women and Children (CREVAWC)	All Canadian volunteers and service providers.	<i>"Its Not Right!" Neighbours, Friends and Families for Older Adults</i> Basic awareness education for all Canadians e.g. volunteers and service providers. Topics include: recognizing warning signs, and risk factors and learning small practical steps to create a society where older adults are respected, safe, valued and supported.	http://itsnotright.ca/
Canadian Association of Occupational Therapists (CAOT), 2013	Health care professionals, occupational therapists.	<i>Strategies For Interprofessional Health Care Providers To Address Elder Abuse/Mistreatment</i> The inter-professional educational tool was developed for health care professionals and in particular occupational therapists. It is intended to build awareness and support for health care professional practice including: types of abuse/mistreatment; why health-care professionals are important in addressing abuse of older adults; defining the different types of abuse; recognizing abuse; barriers to disclosure; mental capacity and consent; strategies for approaching a discussion with a vulnerable adult; clinical scenarios; documentation; suspected abuser interaction; reporting; intervention and support and online resources.	http://www.caot.ca/elderabuse/Elder%20Abuse%20Guidelines_ENG_2013.pdf
Canadian Nurses Association, 2010-2012	Nurses and other health-care front-line service providers.	<i>Prevention of Elder Abuse Centres of Excellence (PEACE) initiative</i> The PEACE Initiative was intended to increase front-line service providers' awareness and understanding of elder abuse while enhancing their capacity to respond to situations of abuse. Between 2010 and 2012, ten Canadian long-term care settings were selected as sites for interactive workshops to raise awareness about elder abuse. Training materials e.g. five modules, slides, outline and facilitators guide are available on line. Module topics include: understanding elder abuse; recognizing elder abuse; learning the law; intervention strategies; and healthy working environments.	http://nurseone.ca/en/knowledge-features/elder-abuse/peace-resources

Source	Target	Initiative	Link/Source
<p>Status of Women Council of the NWT, 2014</p>	<p>Frontline workers serving vulnerable adults.</p>	<p>Training</p> <p><i>InDignity – Addressing Violence and Injustice through Response-Based Practice</i></p> <p>Yellowknife based training to address violence and injustice by the Centre for Response-Based Practice. Examples of workshop topics:</p> <ul style="list-style-type: none"> -In Dignity: Forming Effective Response to Violence and Injustice ...explored the values of dignity and social justice and the influence that colonization has and continues to have on achieving or maintaining them. -“Shame on You”: Using Language to Conceal Violence and Blame Victims ... explored the role of language in rationalizing violence and erase the victim. -Resistance in Popular Culture: Examples from Mainstream Media...A response-based approach draws attention to resistance rather than the effects of violence. There are myths and stereotypes in mainstream media that obscure violence. <p>In Response-Based practice it is important to use positive language, to speak about safety rather than abuse. Older adults may not come forward because of guilt and shame including a history as a perpetrator or of not having protected their family. Further, older adults don’t want to expose family members or be exposed to racism and negative responses.</p> <ul style="list-style-type: none"> -Together for Justice: Addressing RCMP Responses to Indigenous Women...a community safety protocol with the RCMP is an outcome of the relationship and trust building in Yukon communities. 	<p>http://www.statusofwomen.nt.ca/pdf/in%20dignity/final%20report%20webversion.pdf</p>
<p>College of Nurses of Ontario, 2012</p>	<p>Nurses and nursing organizations in Ontario.</p>	<p>Abuse Prevention: One Is One Too Many</p> <p>Training was developed in response to a government of Ontario directive. The training addresses: dealing with challenging</p>	<p>http://www.cno.org/en/learn-about-standards-guidelines/educational-tools/abuse-prevention/</p>

Source	Target	Initiative	Link/Source
		situations; recognizing and responding to abuse (e.g. physical, financial, neglect, and sexual abuse); and abuse prevention practices. One is One Too Many materials include: a video/DVD with scenarios and commentary from nurses; a self-directed Nurses' Workbook with lessons and case scenarios; a comprehensive Facilitator's Guide for group learning.	
		Tools for Detecting, Intervening and/or Preventing Abuse of Older Adults	
Registered Nurses Association of Ontario. (2014).	Nurses and other health-care providers, educators, health-care organizations, advocacy groups, nursing regulatory bodies and governments.	<p><i>Addressing and Preventing Abuse and Neglect of Older Adults: Person-Centred, Collaborative, System-Wide Approaches.</i></p> <p>The nursing best practice guideline is a tool to guide best practices in preventing and addressing abuse and neglect of older adults. It outlines an approach to evidence-based nursing and practice, education, and policy/organization/system recommendations. Materials appended and outlined include: definition of abuse and neglect of older adults; theories of abuse and neglect; communication strategies; assessment and screening tools; a template for regional resources; and a sample decision tree. Implementation resources in development include an e-learning course, a health education fact sheet, and a personal digital assistant (PDA) version of the guideline.</p>	http://rnao.ca/sites/rnao-ca/files/Preventing Abuse and Neglect of Older Adults final July31.pdf
Canadian Centre for Elder Law (2011)	Volunteers with no university or college education and professionals with varied education levels	<p><i>A Practical Guide to Elder Abuse and Neglect Law in Canada</i></p> <p>The tool: supported the development of training initiatives (e.g. Canadian Nurses Association; Canadian Dental Hygienists Association; Canadian Association of Occupation Therapists); may be applied anywhere in Canada and identifies NWT law relevant to abuse of older adults in the NWT.</p> <p>The guide introduces the concept of elder abuse; provides a summary of key laws relevant to elder abuse and neglect; identifies</p>	http://www.bcli.org/sites/default/files/Practical Guide English Rev JULY 2011.pdf

Appendix D: Tools and Resources

Source	Target	Initiative	Link/Source
		<p>obligations to respond to abuse, neglect and risk and key agencies to contact if you are concerned that an older adult is being abused or neglected; outlines the relationship between mental capacity and the law in relation to elder abuse; discusses the impact of professional confidentiality obligations and privacy law on the ability of professionals to disclose an older adult's confidential information in order to follow up on concerns regarding abuse and neglect; and lists available resources.</p>	
<p>Durham Elder Abuse Network, 2011</p>	<p>Service providers working with older adults who have difficulty verbally communicating.</p>	<p><i>Elder Abuse Assessment Tool Kit Breaking the Silence: Giving a Voice Back to Seniors</i> The kit is intended for use as an assessment tool for elder abuse for mentally competent and capable persons. An overview of older adult abuse is provided including the different types of abuse. Tool kit topics include: sample assessment questions e.g. how to start the conversation and questions relating to the different types of abuse e.g. financial, verbal/ emotional, neglect, physical and sexual abuse; inquiring about the abuser; reporting and referral; and safety planning.</p>	<p>http://www.durhamelderabusenetwork.ca/communicationtoolkitinstructions.pdf</p>
<p>Winnipeg Regional Health Authority</p>	<p>Agencies and organizations, staff and board members, volunteers serving older adults and older adults.</p>	<p><i>Building Respectful Communities A Toolkit to Recognize and Prevent Bullying Behaviour within Older Adult Organizations</i> The toolkit is comprised of sections including: 1. creating a respectful community outlining individual and organization roles, ten steps for creating safe environments and samples of codes of conduct and behaviour and critical incidence reports; 2. Understanding bullying behaviour e.g. comparing bullying, harassment and older adult abuse; signs and impacts of bullying; and defining power in relationships. 3. Educational resources e.g. group activities, case studies, quizzes; strategies for responding to bullying behaviour; tip sheet from</p>	<p>http://www.wrha.mb.ca/community/seniors/files/RespectfulCommunity-Full.pdf</p>

Source	Target	Initiative	Link/Source
		<p>Canadian Red Cross in Alberta such as how to address abuse, abuse signs and risk factors and where to get help; understanding and promoting mental health; community and organization risk management and individual screening checklists, and posters. A Power Point presentation entitled Building Respectful Communities summarizing the toolkit is appended.</p>	
		<p>Community Response and Protocol</p>	
<p>Government of Alberta, Alberta Health, 2010</p>	<p>Older adults, government and not for profit agencies, and volunteers.</p>	<p><i>Addressing Elder Abuse in Alberta A Strategy for Collective Action</i> The Strategy provides a plan for the Government of Alberta, in collaboration with community partners and all Albertans, to work together to prevent and address elder abuse. Preventing and addressing older adult abuse in Alberta relies on a vision and principles; is a shared responsibility and requires engagement and action on the part of all sectors; responses to elder abuse are best created at the community level; and the role of the Government of Alberta is to support and facilitate community-led efforts. Addressing elder abuse outlines four goals: 1. improved awareness; 2. skilled service providers; 3. coordinated community resources; and 4. protective laws and policies. For each of the goals there is a commitment to actions e.g.: identifying and addressing knowledge gaps; facilitating sharing of best practices and evidence-based research; working with partners to support cross-sector training; exploring distance learning to enhance availability of training; supporting and encouraging coordinated community response models; ensuring that elder abuse issues are considered when new legislation is proposed or amended that relates to seniors’ safety and security.</p>	<p>http://www.health.alberta.ca/documents/ElderAbuse-Strategy.pdf</p>

Appendix D: Tools and Resources

Source	Target	Initiative	Link/Source
Federal/Provincial/Territorial (F/P/T) Ministers Responsible for Seniors Public Health Agency of Canada, 2012	Individuals and groups interested in making their community more age-friendly e.g. local and provincial governments, voluntary organizations, the private sector, seniors, senior - serving organizations and citizens' groups.	<i>Age-Friendly Rural and Remote Communities: A Guide</i> The guide addresses features, barriers and suggestions for themes e.g. outdoor spaces and buildings; transportation; housing; respect and social inclusion; social participation; community and information; civic participation and employment opportunities; and community support and health services. It provides an outline and checklist for developing age-friendly communities.	http://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age_friendly_rural/AFRRC_en.pdf
Alberta Council of Women's Shelters, 2011	Community agencies and volunteers.	<i>Abuse of Older Adults: Guidelines for Developing Coordinated Community Response Models</i> (Alberta Council of Women's Shelters, 2011) It describes a community development model to help communities design or enhance their community response to abuse of older adults from prevention to intervention. It recognizes a coordinated multi-disciplinary team approach. Model elements include assessment, building education and awareness, planning, action and evaluation.	https://www.acws.ca/sites/default/files/AbuseofOlderAdultsReport.pdf
Australian Central Territory (ACT) Government, 2012	Government agencies and funded community partners	ACT Elder Abuse Prevention Program Policy Policy provides a framework for preventing and responding to abuse of older people in the ACT. The ACT Elder Abuse Prevention Program aims to reduce and prevent incidents of elder abuse through community awareness raising, accessible information and referral systems, service response guidelines and staff training. The Abuse Prevention Referral and Information Line (APRIL) provides a central point of contact for callers (e.g. providing response to enquiries; service referrals; and assistance to elders to articulate their	http://www.communityservices.act.gov.au/_data/assets/pdf_file/0004/317605/Elder_Abuse_Prevention_Program_Policy_2012_FINAL_2.pdf

Appendix D: Tools and Resources

Source	Target	Initiative	Link/Source
		<p>issues and access services). Service Response to Abuse of Older People provides agencies with a framework (flow-chart) for dealing with actual or suspected abuse. Agencies that provide advocacy, legal advice, guardianship and financial management, complaints handling and assessment are listed. Their roles and responsibilities are clearly outlined. NGO responsible for APRIL provides training to staff involved in programming for older people and agencies delivering services to communities including older adults. The policy specifies reporting requirements, success indicators, and terms of evaluation.</p>	
		<p>Research</p>	
<p>Lutra Associates Ltd. for NWT Seniors Society, 2013</p>	<p>Service providers and front line workers supporting older adults.</p>	<p><i>Service Provider and Front Line Worker Training for Responding to and Preventing Older Adult Abuse in the Northwest Territories</i> The NWT Seniors’ Society and NWT Health and Social Services partnered in this training research to: identify the roles and responsibilities of service providers and front line workers supporting and serving the needs of older adults in NWT communities; identify and document their training needs and priorities; synthesize training and tools readily available to meet service provider and front line worker needs; consider a suggested training template for service providers/frontline workers. The report includes: samples of training delivered in the NWT; training needs e.g. understanding and recognizing older adult abuse and neglect; responding to abuse-taking action and intervention; prevention; training delivery including what a training model should consider; training priority; and training available to meet</p>	<p>Available through the NWT Seniors’ Society</p>

Appendix D: Tools and Resources

Source	Target	Initiative	Link/Source
		frontline worker needs. A final chapter outlines next steps to build capacity and facilitate changes in service provider and front line worker practice to respond to and prevent older adult abuse and neglect.	
Pauktuutit Inuit Women Of Canada, 2011	Policy-makers and those developing tools for frontline workers.	<p><i>National Strategy To Prevent Abuse In Inuit Communities: Environmental Scan Of Inuit Elder Abuse Awareness</i></p> <p>The report was prepared to inform about the cultural, historical, and socio-economic conditions relevant to elder abuse in modern Inuit society. The authors state that tools developed for First Nation and Metis populations are not always transferable to Inuit populations. It is also intended to raise awareness about the problem of elder abuse among agencies and policy makers working in Inuit regions. The report highlights: historical and demographic considerations; regional legislative differences; Inuit-specific strategy and principles; and the applicability of existing tools (screening and assessment), guides and strategies. The report further recommends e.g.: elder engagement; an Inuit version of the RE:ACT manual (a tool for health care professionals confronted with abuse, neglect in Indigenous communities; culturally appropriate tools for Inuit communities and consideration for the six Inuit principles of healing; more in depth study of family level interventions and the role of Community Health Representatives in conducting interventions; build capacity by training paraprofessionals about elder abuse; culturally appropriate awareness in Inuktitut dialects; and the establishment of a crisis line.</p>	<p>http://pauktuutit.ca/wp-content/blogs.dir/1/assets/04-Inuit-Elder-Abuse-Scan_EN.pdf</p>
World Health Organization 2011	Policy makers	<p><i>European report on preventing elder maltreatment</i></p> <p>The purpose of this report is to describe the demographic changes occurring and discuss the scale of the problem of elder maltreatment in the WHO European Region. Specific objectives are to:</p>	<p>http://www.combatingelderabuse.eu/wp-content/themes/Visionpress/docs/WHO-preventing-elder-maltreatment.pdf</p>

Source	Target	Initiative	Link/Source
		<p>*identify risk factors and to examine the role of the social determinants of health.</p> <p>*describe the latest evidence on the effectiveness of interventions to prevent elder maltreatment and to identify experience in implementing evidence-informed programmes for preventing elder maltreatment in the European Region and elsewhere.</p> <p>*identify strategies and key policy actions to reduce the burden of elder maltreatment, including for health systems in a multi-sectoral response.</p> <p>-All countries in the WHO European Region experience older adult abuse...estimated at 4 million people annually or close to 4% of the population. Populations are aging and by 2050, about one third will be 60 years and over increasing those at risk. Elder maltreatment affects mental and physical well-being and in some cases may result in premature death. Estimated that elder maltreatment leads to 2500 homicides annually.</p> <p>-Victim risk factors are: women; older than 74 years; high levels of physical or intellectual disability; Alzheimer’s disease and other types of dementia; mental disorders including depression; and victim aggression and challenging behaviour. Perpetrator risk factors: men in cases of physical abuse and women in neglect cases; depression; alcohol and drug misuse; hostility and aggression; financial problems; and caregiver burnout. Protective factors helping to cope with elder maltreatment include e.g., strong religious beliefs; good social and community connections; positive relationships, values and past life experiences; not living alone; and good health.</p> <p>-Evidence is presented that some interventions are impacting elder maltreatment and risk factors such as psychological programmes for perpetrators; programs designed to change attitudes towards older</p>	

Source	Target	Initiative	Link/Source
		<p>people; programs to improve the mental health of caregivers; and, learning.</p> <p>-The evidence needs to be strengthened, but much can be done by implementing interventions using an evaluative framework.</p> <p>Interventions include:</p> <ul style="list-style-type: none"> • Develop and implement national policies and plans for preventing elder maltreatment. • Take action to improve data on and surveillance of elder maltreatment. • Evaluative research needs to be undertaken as a priority. • Responses for victims need to be strengthened. • Build capacity and exchange good practices across the sectors. • Address inequity in the maltreatment of older people. • Raise awareness and target investment for preventing elder maltreatment. • Protective factors, a life-course approach and intergenerational cohesion. • Ethics and the quality of services in the community and in institutions. • Prevention and social justice for older people can only be achieved by mainstreaming this response into health and social policy. 	