A Way Forward: Promising Approaches to Abuse Prevention in Institutional Settings

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</tbody>
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To learn more about ‘A Way Forward’, visit the project website: www.elderabuse.utoronto.ca
Table of Contents

1. Overview of Institutional Abuse and Neglect – A Canadian Perspective
2. Professional Practice Resources
   2.1. Regulatory/Professional Associations
   2.2. Assessment
3. Residents’ Rights and Advocacy
   3.1. Family and Resident Councils
4. Training Resources (e.g. Videos, DVDs)
5. An International Perspective on Institutional Abuse and Neglect
   5.1. Australia
   5.2. Germany
   5.3. New Zealand
   5.4. Norway
   5.5. Sweden
   5.6. Taiwan
   5.7. United Kingdom
   5.8. United States
   5.9. Global
6. Generic Resources on Abuse and Neglect of Older Adults
   6.1. Web sites
7. Institutional Long-Term Care Issues in Canada

The focus of this resource inventory is on abuse and neglect of older adults within long-term care institutional settings. We wish to acknowledge the work of our health care and human services colleagues, and agencies across Canada in responding to the pressing concern of abuse and neglect of older adults in the community. We believe that this resource inventory extends recognition of this concern into the long-term care setting. Whenever possible, we have emphasized Canadian resources.
1. Overview of Institutional Abuse and Neglect – A Canadian Perspective


College of Nurses of Ontario. (1993). *Abuse of clients by RNs and RNAs: Report to Council on result of Canada health monitor survey of registrants*. Toronto, ON: Author. Description: A report of the work conducted by the Ontario College of Nurses in the early 1990s; they surveyed 804 nurses and 804 nursing assistants across a number of care settings to identify their experiences with abuse.

Ens, I. (1999). *Abuse of older adults in institutions*. Ottawa, ON: Health Canada. Description: This overview paper introduces the reader to abuse of older adults in institutions. It discusses the recognition and prevention of abuse and describes the responsibilities of institutions and health care workers for reporting abuse. Additional readings and audio-visual materials are identified. Available online: [www.hc-sc.gc.ca/hppb/familyviolence/age_e.html](http://www.hc-sc.gc.ca/hppb/familyviolence/age_e.html)

Hall, B. L., & Bocksnick, J. G. (1995). *Therapeutic recreation for the institutionalized elderly: Choice or abuse*. *Journal of Elder Abuse and Neglect*, 7(4), 49-61. Description: A study of the perceptions of recreation therapists, administrators, and residents from six nursing homes regarding participation in recreation programs. The loss of residents’ right to decide to participate enhances the potential for abuse.
Hirst, S. P. (2002). **Defining resident abuse within the culture of long-term care institutions.** *Clinical Nursing Research, 11*, 267-84.
Description: An ethnoscience study designed to articulate a definition of resident abuse from the perspective of staff, older residents, and those important to them.

Description: This study assessed how resident abuse is perceived by members of a long-term care institution. Resident abuse was perceived as an experience that causes a perception of hurt in older residents. This perception is verified by either older residents themselves or other members of the institution on their behalf.

Lanoix, M. (2005). **No room for abuse.** *Cultural Studies, 19*, 719-736,
Description: This essay examines the care practices in long-term care institutions in order to understand the processes at work in an environment where care is commodified, which contributes to the potential for abuse.

Description: Alberta’s protection for persons in care law is reviewed after five years. This review provides a number of recommendations for change.

Description: A summary of the findings derived from an evaluation of the Abuse Prevention in Long-term Care (APLTC) project carried out in 2001/02. It provides information that
will serve to increase awareness of abuse in long-term care and suggests efforts that can be taken to ensure residents’ rights. Available online: www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/pdfs/Long-Term%20Care_e.pdf (English) www.phac-aspc.gc.ca/ncfv-cnivf/violencefamiliale/pdfs/Long-Term%20Care_f.pdf (French)

Description: This monograph, the first of a three-part series, explores how residents perceive abuse and neglect. The series is a synthesis of the findings of a national educational project known as “Abuse Prevention in Long-Term Care”, carried out between 1995 and 1998.
Available online: www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Description: This monograph, the second of a three-part series, highlights what residents, staff, families, and others feel should be done to ensure that abuse and neglect are prevented in long-term care facilities.
Available online: www.hc-sc.gc.ca/hppb/familyviolence/age_e.html

Available online: www.hc-sc.gc.ca/hppb/familyviolence/age_e.html
Description: Part three of the monographs, which examines what residents and others believe constitutes a supportive and respectful environment.


2. Professional Practice Resources

2.1. Regulatory/Professional Associations

Ontario College of Nurses. (2005). **Legislation and regulation professional misconduct.**
Description: An explanation of how the Ontario College of Nurses deals with professional misconduct. Content is structured around the standards of professional practice.
Available online: www.cno.org/docs/ih/42007_misconduct.pdf

Description: A two page fact sheet that defines abuse, not specific to age or setting. A description of the “One is Too Many” prevention program is provided.
Available online: www.cno.org/docs/ih/47008_fsPreventAbuse.pdf

Ontario College of Nurses. (2003). **A report on the evaluation of one is one too many: A program for learning about prevention of abuse of clients.**
Description: The program, initiated in 1994, focuses on helping nurses recognize actual and potential abuse, and develop strategies for prevention. This is not age specific.
Available online: www.cno.org/policy/initiatives/oneisonerep.pdf

Description: A guide for employers and administrators; not age or setting specific.

Description: The purpose of this guideline is the development and utilization of “client-centred” best practices for all health sectors, which empower the client, improve client satisfaction, and enhance quality of care and quality of work life.
Available online: http://www.rnao.org/Page.asp?PageID=924&ContentID=798
Registered Nurses Association of Ontario. (2006). Caregiving Strategies for Older Adults with Delirium, Dementia and Depression
Description: This guideline incorporates best practices related to caregiving strategies of older adult aged 65 years and older with delirium, dementia and depression.
Available Online: http://www.rnão.org/Page.asp?PageID=924&ContentID=797

Description: This guideline addresses the qualities and capacities of an effective therapeutic relationship, the state of knowledge, and the knowledge needed to be effective. An organization readiness assessment based on the best practice recommendations is provided.
Available online: http://www.rnão.org/Page.asp?PageID=924&ContentID=801
2.2. Assessment


Description: This article provides a critique of elder abuse and neglect screening and assessment instruments currently available. Tools are categorized as checklists and guidelines, qualitative assessments, quantitative assessments, and combinations of the above.


Description: This article presents information regarding the Elder Assessment Instrument (EAI), which has been used since the 1980’s to identify potential elder abuse and neglect. A copy of the EAI, a screening tool containing 44 Likert-scale items, is included.


Description: After providing an overview of the topic of elder abuse and existing screening and assessment tools used in health care settings to detect possible mistreatment, the authors present The Occupational Therapy Elder Abuse Checklist.
Description: Three measures for assessing elder abuse were identified through a literature review. The characteristics and uses of each measure were evaluated.

Description: This article utilizes case scenarios to provide guidelines for physicians in the identification of elder abuse and neglect among patients in nursing homes and institutional care facilities.

Description: Using evidence-based approaches and recommendations, the guideline offers nurses a repertoire of strategies that can be adapted to various practice environments to facilitate screening for abuse.
Available online: http://www.rnao.org/Page.asp?PageID=924&ContentID=821

Description: The authors discuss the development of the vignette-based Knowledge and Management of Abuse (KAMA) instrument, designed to assess the knowledge of staff regarding abusive and potentially abusive situations involving older long-term care residents. Results indicate that both versions of the tool are valid and can identify gaps in knowledge among these professionals. A copy of the KAMA is included.
Description: The author describes the development and testing of a screening instrument for psychological abuse in older adults - The Elders’ Psychological Abuse Scale (EPAS). The tool is included.

Description: The EASI was developed to raise a doctor’s suspicion about elder abuse to a level at which it might be reasonable to propose a referral for further evaluation by social services, adult protective services, or equivalents. While all six questions should be asked, a response of “yes” on one or more of questions 2-6 may establish concern. The EASI was validated by family practitioners of cognitively intact seniors seen in ambulatory settings.

3 Residents’ Rights and Advocacy


Concerned Friends of Ontario Citizens in Care Facilities. (2003 -). Report card for Ontario’s provincially regulated long-term care facilities. (-), ON: Author. Description: Concerned Friends monitors Ontario long-term care homes by using a “Report Card” to analyze and compare the data in the Compliance Review reports issued by the Ministry of Health and Long-Term Care. The Report Card review is conducted annually and published results are available on the Concerned Friends website. Available online: http://www.concernedfriends.ca/reportcard.PDF


Description: Residents’ Rights Packet 2004 contains two distinct sections, one focusing on resident decision making and the other on exercising the right to vote. Designed to complement or add to the 2003 Residents’ Rights Tool Kit, “24/7: Residents’ Rights Around the Clock.”

Description: Explains the rights of residents and responsibilities of staff. Focus on dignity and respect, receiving good care, as well as respecting privacy, health care decisions, and personal choices. Also has sections on safety and security, personal freedoms, and advocacy (speaking up for self, or others speaking on the person’s behalf). Some parts are specific to BC law, but most are applicable to residents in any care facility.
Available online: [www.sfu.ca/grc/grcMISCpdfs/respecting_your_rights_booklet2.pdf](http://www.sfu.ca/grc/grcMISCpdfs/respecting_your_rights_booklet2.pdf)

Description: This booklet provides information and answers some questions about abuse. It will help family members identify abuse, learn how to report it, and get help. It also outlines other safeguards, options, and community resources.
3.1. Family and Resident Councils

Description: The Handbook includes tools and resources that provide practical advice and step-by-step guidance to help start and sustain an effective family council.
Available online: [http://www.acrbc.ca/familycouncil-hand.html](http://www.acrbc.ca/familycouncil-hand.html)

**Ontario Family Councils Program.**
Description: The goal of the online site is to educate people about Family Councils and important issues for residents of long-term care facilities and their families. Resources include a manual for a new family council, samples and training materials, research on family councils.
Available online: [http://www.familycouncilmembers.net/](http://www.familycouncilmembers.net/)
4 Training Resources

Abuse: The resident’s perspective
Description: In this video, residents of a long-term care facility give their perspective on abuse and the ways in which they feel neglected. The patients also discuss how negative attitudes or a lack of respect and other unprofessional behaviours contribute to their feelings of abuse and neglect.
Online information: http://www.terranova.org/

Almost home
Description: The film provides a look at a year in the life of an American retirement community that is undergoing a “culture change” from a medical model to a social one. Facilitator’ guide is available.
Online information: www.almosthomedoc.org/

Creating Awareness of Elder Abuse Through Drama
Oshawa Senior Citizen Centres (2001).
Authors/developers: Joan Hill and Roxy Barnes
Description: Through drama, this program teaches how to identify and prevent elder abuse and emphasizes the importance of reporting. The kit includes nine vignettes (one focusing on institutional abuse) dramatizing (on DVD) different types of elder abuse, a series of questions and answers for discussion, and action and prevention tips.
For more information: contact the Oshawa Senior Citizen Centres at 905-576-6712 ext. 2875 or email Colleen Zavrel at czavrel@oshawa.ca

Elder abuse and neglect
Caregiving Series, Medifecta. (-).
Description: This program defines the complexities of elder abuse and presents signs and symptoms for each form of elder abuse and neglect. Contributing factors of elder abuse are also covered.
Interviews with experts provide additional information on identification of abuse and neglect. Not institutional specific.

**Elder abuse: The real definition**
Description: This three-part video series covers three types of abuse: neglect, abusive verbal interactions, and abusive physical interactions. Care providers discuss situations in which each type of abuse can occur and examples of each kind of abuse. Specific to institutions.
Online information: http://www.videopress.org/Geriatrics_abuse.html

**Institutional abuse: Everyone’s responsibility**
Toronto: Baycrest Centre for Geriatric Care. (1996).
Description: This video is aimed at assisting organizations in identifying and preventing incidences of abuse among staff, clients, and community volunteers.
Online information: http://www.baycrest.org/Publications/11386.asp

**Institutional Abuse Prevention Project: A Learning Resource Manual**

**Neglect: The most frequent abuse in long-term care**
University of Maryland Video Press. ( - ).
Description: A four- tape series: personal care ADL neglect; behavioural neglect: triggering aggression; family neglect: precipitating outrage; and hidden neglect abuse.
Available online: http://www.videopress.umaryland.edu/videopress_elder_abuse.html
One is one too many
Description: First released in 1994 to respond to a government requirement that health colleges provide member education about abuse. A revised video / DVD docudrama contains nurse-client scenarios and provides commentary from expert nurses. There is a Nurses’ Workbook on Preventing Abuse and a revised Workshop Facilitator’s Guide.
Online information: http://www.cno.org/pubs/oiotm/index.htm

ONPEA Core Curriculum and Resource Guide
Description: Structured to enhance the capacity of a wide range of learners to develop an understanding of the multifaceted nature of elder abuse and be able to recognize indicators of abuse as well as interact with the senior at risk. Provides nine chapters of current, referenced information as well as templates, fact sheets, assessment tool, case studies and decision trees.
Available online: www.onpea.org

Speaking out on abuse: The resident’s perspective
Description: This is a non-scripted video, shot on location. Residents discuss long-term care experiences which they find abusive; for example, a call bell ignored when someone needs help, a person left in pain, thirst or hunger ignored, and staff attitudes which are demeaning.
Online information: http://www.videopress.org/Geriatrics_abuse.html

Understanding why elder abuse happens
University of Maryland Video Press. (-).
Description: Three-tape series that looks at three common areas that trigger elder abuse in long-term care and provides tools for staff to handle stress and prevent abuse.
Online information: http://www.videopress.org/Geriatrics_abuse.html
5 An International Perspective on Institutional Abuse and Neglect

5.1. Australia

Description: The researchers used in-depth interviews with nurses who had been bullied to identify that bullies mask their behaviour behind a cloak of legitimate organizational processes.

Description: What resident abuse is, why it happens, and strategies for its prevention are discussed.

5.2. Germany

Description: A questionnaire on elder abuse and neglect in residential settings was conducted in German nursing homes. Subjects attribute abuse and neglect to staff shortage and work overload as well as to factors in the offender’s personality and at the political and social level.

5.3. New Zealand

Description: The aim of this study was to establish the occurrence of elder abuse in facilities, which provide residential care. It provides examples of the types of elder abuse, and identifies actions taken.

5.4. Norway

Description: Examines the abuse of older adults in institutions in Norway, based on newspaper reports and investigations carried out in nursing homes in 1994, 1999, and 2000.

5.5. Sweden

Description: This study examined the response to violent incidents perpetrated by the elderly in residential care settings in Sweden. Most caregivers reported that informal discussion with colleagues was the manner in which they handled their emotional responses; preventative training, and education.

Description: Using narrative inquiry, an attempt to explore the perspectives of all involved in abuse experiences within long-term care.

Description: A qualitative descriptive study conducted in institutional care facilities.
5.6. Taiwan

Description: This cross-sectional study analyzed characteristics associated with psychologically abusive behaviours perpetrated by long-term caregivers.

5.7. United Kingdom

Description: Registered Homes in the United Kingdom Tribunal have the authority to hear the appeals regarding the running of these facilities. The author examines the decisions of this body to describe a “fit person” to run a home.

Description: The author describes the circumstances contributing to abuse of older residents’ medications by dishonest staff and physicians, and how this may be prevented.

Description: The relationship between reports of nursing home abuse and the characteristics of facilities was evaluated.

Description: The author carried out a study to identify the views of those living and working in private care homes about issues related to inspection, regulation, and other ways to better protect older people.

Description: Discusses the effects of gender on abuse and neglect in institutional settings, focusing on research conducted in the United Kingdom. Argues that elder abuse and neglect in institutional settings remain invisible.

Description: The author observed nurses auxiliaries at work in a nursing home. Auxiliaries’ relationships with residents were characterized by depersonalization, ignoring the individual's spatial rights, ignoring the resident’s words, or even their presence, in order to save time.

Description: The author looked at the different forms of abuse and the legislation that refer to the protection of vulnerable adults in the care setting.


5.8. United States

Description: The authors describe failure to provide adequate nutrition and its contribution to neglect. Protocols to prevent this are illustrated.

Description: Analyzed two hundred eighty-four identified cases of elder sexual abuse that were referred to law enforcement for investigation, to adult protective services for consultation, to a forensic nurse examiner for a rape examination, or to a prosecutor’s office for charges to a suspect. Of these, 60% of victims were diagnosed with some form of dementia.

Description: This article presents case studies of elder sexual abuse occurring in nursing homes in order to illustrate key elements of identification, assessment and treatment.

Description: The author presents an overview of the problem of sexual abuse of nursing home residents by staff, and presents measures for prevention and intervention. A model program, the result of collaboration between the Nursing Home Ombudsman Agency of the Bluegrass and Bluegrass Rape Crisis Center in Kentucky, is featured.
Available online: http://findarticles.com/p/articles/mi_m3830/is_6_54/ai_n14735161

Description: The objective of this study was to identify staff,
family, facility, and resident-level predictors of staff attitudes toward family members. Findings emphasize the need to consider family, resident, and staff relationships in concert when designing and implementing nursing interventions to improve quality of care in residential settings.


Description: In this overview of resident abuse in long-term care facilities, the authors summarize the available research on the scope of the problem, discuss the vulnerability of residents to abuse, outline perpetrator characteristics associated with elder mistreatment, and identify types of abuse that can occur in this setting.

Available online: [http://www.annalsoflongtermcare.com/altc/attachments/1083074443-Elder%20mistreatment.pdf](http://www.annalsoflongtermcare.com/altc/attachments/1083074443-Elder%20mistreatment.pdf#search=%22Confronting%20Elder%20Mistreatment%20in%20Long-Term%20Care%22)


Description: This book presents an overview of issues of abuse, neglect, and exploitation involving nursing home residents and presents a framework for developing methods of addressing these problems. Recommendations for enhancing the nursing home environment and reducing abuse are generated.


Description: The testimony of Catherine Hawes, Professor and Director of the Southwest Rural Health Research Centre, School of Public Health, Texas A&M University.

Description: The authors reviewed studies that attempted to determine the magnitude of the problem; identify characteristics of residents and facilities that may potentially increase the risk of abuse, neglect and exploitation; and highlight potential indicators of abuse and barriers to reporting. A list of interventions for specific types of offences is included.

Description: Examined the use of mandatory criminal background checks of those caring for older adults in nursing homes. Findings suggest that the implementation of criminal background checks and drug testing of nursing home employees will significantly curb elder abuse and neglect in these facilities.

Journal of Elder Abuse and Neglect, 9(3), 1-22.
Description: Proposes the use of civil remedies (private damage actions or sanctions against licensure) for the non-reporting of elder abuse or neglect. Failure to report abuse is typically a criminal offence. Despite numerous studies indicating professionals’ failure to report, criminal enforcement of these laws has been ineffectual or nonexistent.

Description: The authors describe the role of physicians to address abuse and neglect within institutions.

Nursing Home Abuse Risk Prevention Profile and Checklist.
Washington, DC: Author.
Description: This prevention resource tool can be individualized to suit local circumstances. Nursing Home Abuse Risk Prevention Profile – Part One describes three groups of risk factors: 1) Resident risks, 2) Social risks of relationships, and 3) Facility administration. Part Two presents a self-evaluation checklist with instructions, which can serve as a springboard for creating a safer environment. The last section, Abuse Prevention Strategies discusses ideas for team action. Available online: http://www.elderabusecenter.org/pdf/publication/NursingHomeRisk.pdf

Nelson, H. W., & Cox, D. M. (2004). The causes and consequences of conflict and violence in nursing homes: Working toward a collaborative work culture. Health Care Manager, 23(1), 85-96. Description: The authors detail the dynamics that accelerate dysfunctional conflict in nursing homes and presents strategies, tactics, and recommendations that will help administrators build collaborative work cultures to minimize the effects of dysfunctional conflict.

Payne, B. K. (2001). Understanding differences in opinion and “facts” between ombudsmen, police chiefs, and nursing home directors. Journal of Elder Abuse & Neglect, 3, 61-77. Description: Surveys of police chiefs, nursing home directors, and ombudsmen were analyzed. Differences between groups were primarily based upon misinformation rather than opposing beliefs.

Pillemer, K., Menio, D. A., & Hudson Keller, B. (2001). Abuse proofing your facility. Sommerville, MA: Frontline Publishing. Description: This tool covers: understanding the problem, management practices to abuse proof a facility, training - the key to abuse prevention, and two staff in-services.

Clinical findings regarding the sexual abuse of adults who are elderly or have disabilities are presented, and practice implications are discussed.

Description: Aggregated data from case files of sexually abused older women living in nursing homes were collected. The most common types of sexual abuse involved instances of kissing, fondling, and unwelcome sexual interest in the women’s body. All alleged perpetrators were male; typically were 70 years of age and older, and were residents in the nursing home.

5.9. Global

Cultural Issues in Elder Abuse (July 2002)
Available online http://www.elderabusecenter.org/default.cfm?p=cane_cultural.cfm

Elder Abuse: A Global Issue (July 2002)
Available online http://www.elderabusecenter.org/default.cfm?p=cane_global.cfm

6. Generic Resources on Abuse and Neglect of Older Adults

Abuse of older adults: A fact sheet from the Department of Justice Canada.
Description: A fact sheet initiated by the National Clearing House on Family Violence.

Description: Examined the level of scientific knowledge regarding elder abuse in Quebec. Information is organized in the following scheme: a review of the main studies concerning criminal victimization and elder’s fear of crime; a discussion of the level of knowledge about elder abuse in the family, community, and institutions; and an overview of contributions made by Quebec to the body of knowledge on elder abuse.

Calgary: Kerby Centre.

Description: Using data from the 1999 General Social Survey, the authors examined several factors associated with the risk of emotional elder abuse.

Description: Discusses how nursing home administrators can protect their facilities from frivolous lawsuits claiming patient abuse or negligence.


Description: The document provides information describing training resources available in Canada that address abuse of older adults. This inventory will be helpful to professionals and volunteers who wish to support training efforts in this field.


Description: Explores issues of elder abuse and neglect that emerge in the care of individuals with Alzheimer’s disease (AD). Persons with AD may be particularly vulnerable to abuse by caregivers in the home and in institutions because they are viewed as unreliable informants.


Description: A discussion of competing constructs of elder abuse and neglect, with recognition of society’s ambivalence towards older adults.


Description: Nurses should be aware of the causes, screening questions, symptoms of abuse, and resources in the community. With a better understanding of the issue, nurses can minimize the devastating effects of abuse on older adults and their families.
Description: Describes abuse, its manifestations and causes, from an Inuit perspective; and provides a list of resources.

Description: This document is an initial response to address family violence throughout the north.


Description: Reviews the phenomenon of litigating cases of under-treated pain, analyzes the most recent cases, and considers the implications of invoking elder abuse statutes in such cases. Discusses two California cases.

Description: This book is a compendium of current elder abuse perspectives written by Canadian experts. Papers are grouped under practice, policy, education, and research.

Description: Provides professional service providers with the necessary tools to recognize the signs of elder abuse and to decide whether further action is required. Contains indicators of abuse, questions to ask, suggestions for next steps, resources.

Available online: [http://www.seniorsresource.ca/beyond.htm](http://www.seniorsresource.ca/beyond.htm)


Description: The authors introduce a theoretical model to explain how attitudes towards abuse differ with age, ethnicity, profession, and education. It includes an elder abuse survey tool.


Description: This study explores the interconnections among various forms of violence across the lifespan, and the experiences voiced by marginalized elders and their care providers.

Williams, L. (2005). **Do you have the ‘right’ to use a chemical restraint?** *Nursing Homes Long Term Care Management, 54*(2), 42-46.

Description: Focuses on the importance for medical practitioners to obtain informed consent before utilizing physical or chemical restraint on residents. Conditions in which restraint of patients may be utilized are outlined.

6.1 Web sites

B.C. Coalition to Eliminate Abuse of Seniors
Description: Provides information relevant to individuals, seniors, community agencies and organizations, government and policy makers about various issues related to elder abuse.
http://www.bcceas.ca/

Alberta Elder Abuse Awareness Network
Description: The Network is the outcome of work done by a group of Albertans dedicated to increasing awareness and supporting a community response to elder abuse.
http://www.albertaelderabuse.ca/

Ontario Network for the Prevention of Elder Abuse
Description: Offers education, information sharing, development of educational/training materials, advocacy, provision of services & support to victims.
www.onpea.org

Canadian Network for the Prevention of Elder Abuse
Description: The website provides information to raise awareness of key issues around abuse and neglect in later life.
http://www.cnpea.ca/

Department of Justice, Family Violence Initiative
Description: The site provides a range of resources to address family violence within Canada.

National Clearing House on Family Violence
Description: On behalf of the Government of Canada, the Public Health Agency of Canada operates the National Clearinghouse on Family Violence (NCFV).
http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/
International Network for the Prevention of Elder Abuse

Description: This network aims to increase society’s ability, through international collaboration, to recognize and respond to the mistreatment of older people. The website provides information about World Elder Abuse Awareness Day (WEAAD) activities, international prevention efforts and international contacts.

http://www.inpea.net/
7. Institutional Long-Term Care Issues in Canada


Description: The objective of the research was to determine the role of simple nutritional parameters in influencing the risk of mortality in older residents of Canadian long-term care facilities. The results will help identify residents who might benefit from aggressive nutritional interventions.


Description: The researchers used long-term care facility-level data collected by Statistics Canada to make observations relating to environmental and organizational characteristics, and the types of care provided in facilities by ownership.


Description: Described is the diversity in the delivery of long-term care at the provincial level, within a national legislative framework that provides universal health care insurance.

**Coroner’s Jury Recommendations** (April 18, 2005)

Description: Jury recommendations from an inquest concerning the death of two nursing home residents who died from assaults by a newly admitted resident with dementia in Ontario. Posted by the Advocacy Centre for the Elderly, Toronto, ON. Available online: [www.advocacycentreelderly.org/pubs/nursing/Jury_Recommendations_Restyled.pdf](http://www.advocacycentreelderly.org/pubs/nursing/Jury_Recommendations_Restyled.pdf)
Description: This paper examines decision-making involvement preferences among residents. Residents who believed that the facility was receptive to their concerns preferred joint decision making.

Description: The author examines different approaches to funding long-term care.

Meadus, J. (June, 2003). **Complaints in long-term care facilities.** Posted by the Advocacy Centre for the Elderly, Toronto, ON.
Description: Written by an institutional advocate, the article provides suggestions as to how to make a complaint regarding long-term care concerns, and how to ensure that they receive a response. Available online: [www.advocacycentreelderly.org/pubs/nursing/complaints.pdf](http://www.advocacycentreelderly.org/pubs/nursing/complaints.pdf)

Description: Examined the use of program budgeting and marginal analysis (PBMA), an economic framework used widely by health authorities, within the context of long-term care (LTC) services. Determined that PBMA is an effective framework in aiding decision makers with redesigning LTC services and has the potential to be of value in the priority-setting process in health care systems.

Monticone, G. (Spring, 2000). **Using restraints in long-term care facilities: Does the Charter of Rights mean that long-term care facilities must change their practices?** Posted by the Advocacy Centre for the Elderly, Toronto, ON.
Description: Describes five key areas of laws that relate to the
use of restraints, with emphasis on situations when they are not legally justifiable.
Available online: www.advocacycentreelderly.org/pubs/nursing/restraints.pdf