

# The Elder Abuse Response Team

**FACE IT – Elder Abuse Happens Conference 2018**

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**Elder Abuse Resource Line: (403)705-3250**



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# EART - The Collaborative Team

EART began in 2011 through funding from the Safe Communities Innovation Fund for 3 year pilot. The collaboration continues to this day with **carya** completing the social work, CPS completing the policing and Kerby completing the organization and sheltering.

The structure of EART was:

- Calgary Leadership on Elder Abuse Response: where the 3 Leads in the respective agencies met to deal with policy and direction.
- Operations: Where the coordinator, social workers and police officers met to respond to calls and coordinate responses.

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# EART - The Collaborative Team

- 1 Kerby Centre Manager;
- EARL – Elder Abuse Resource Line;
- 24 Hour staffing by Case Workers at Kerby Centre;
- 1 **carya** Social Work Supervisor;
- 3 Domestic Violence Risk Assessors;
- 1 Part Time Elder Abuse Educator;
- 1 Team Sergeant;
- 4 full time Police Officers;
- 4 full time Social Workers (2 intervention, 2 prevention).

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# EART - The Collaborative Team

Kerby Centre – has the role of Coordinator of the initiative. We dedicated one bed of the Shelter for EART referrals that are typically needed on an urgent basis. This is an unfunded service within the Shelter.

**carya** –Kerby Centre, **carya** and Calgary Police Service work collaboratively to address the most serious cases of criminal and non-criminal cases of elder abuse. Additionally we also provide consultation and education through our Elder Abuse Support Team - EAST.

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# EART - The Collaborative Team

Calgary Police Service - has the role of investigations, victim and offender management as well as charging and working with the Crown Prosecutor's Office to prosecute offenders in the interest of public safety. Police officers also apply on behalf of victims for Protective Orders and breach offenders to enforce these orders or others (Recog).

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# EART Learnings

- Information sharing between partners;
- Collaboration;
- Navigating roles and responsibilities- standards and protocols;
- Case complexities.

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# EART/EAST Social Work Role

- Resource, supportive and adjustment counselling;
- Referrals to community partners and agencies;
- Court orientation, accompaniment to court, updates;
- Follow up;
- Risk assessment;
- Safety Planning;
- Family Education and support.

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# The Elder Abuse Support Team (Prevention)

3 Pillars of Service:

Direct Service

Consultation

Education



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# The Elder Abuse Support Team

## *Relationships With Your Adult Children*

- Facilitated by **carya** based on the model created by Pat Powers SW Dip, RSW;
- 9 week closed education/support group;
- 65 plus older adults with capacity;
- 12 participants.

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# Trends

- Adult Children in the home;
- Multi-generational homes;
- Family Caregivers;
- Dementia prevalence;
- Evolving definition of “family”;
- Views of “Ageism” diverse.

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# The Elder Abuse Response Team

<https://www.youtube.com/watch?v=lydNjrUs4NM>

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# Case Study

- 67 year old female residing with her daughter and daughter's boyfriend;
- Client recently diagnosed with ALS, and at the time of intake she was starting to experience a decrease in her functionality and cognitive abilities;
- Allegations of verbal and financial abuse, substance abuse in home, both daughter and her boyfriend were unemployed.

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# Intervention

- The offender was placed in custody and he was returned to the Province he was wanted out of warrants for. This eliminated him as a threat to the victim and family;
- To address the ongoing and chronic financial elder abuse EART assisted the client and her daughter in getting the POA/PD enacted, and had a bank POA set up the day of intake to secure the client's accounts. Access codes were also changed.

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# Intervention

- Provided referrals to Home Care (in -home support and transition services), shelter options at the Kerby Centre, transportation services for the client in the community, legal and counseling resources
- The client and her daughter's coping decreased due to the client's increased health care needs. EART sought a social admission to hospital. The client has been successfully placed in a long term care facility. EART and the client's daughter worked together on navigating the hospital system.

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# Case Study

- Client resides in the basement suite of the home she shares with her former daughter-in-law;
- Isolated, and in need of resources to support her safety, and wellbeing;
- Family dynamics- change in relationship between the client's son and daughter in-law;
- Ongoing verbal altercations between the client and the family member that lives upstairs. EART involved to assess other forms of elder abuse (physical, financial, neglect, etc.).

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# Intervention

- Client work- Relationship building and supports;
- Referrals we completed: Medical/Home Care, housing supports, meal supports, long term social work support, resources to address social isolation, etc.;
- Follow up- Family engagement and education, safety planning, and supporting client through financial abuse situation that occurred after we became involved.

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# EART Police Sergeant Role

- Supervision of the EART members providing direct service provision (investigations and risk assessment);
- Support for patrol, other areas of the CPS, community based service providers and citizens;
- File review, assignment and monitoring;
- Guidance and direction with investigations;
- Intake and initial investigation of referrals from EARL, PPC , OPGT and other.
- Representation on community based committees;
- Educational presentations on EART internally to police and externally to service providers.

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# EART Files

- Patrol generated and risk assessed through DVRAT – Domestic Violence Risk Assessment Team;
- EARL generated through Case Worker intake at the Kerby Centre;
- External Professionals generated:
  - AHS – Hospital staff, Social Workers, Home Care, GPs etc;
  - Senior serving agencies;
  - Financial institutions;
  - PPC;
  - OPGT;
  - Greater Community.

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# Police Role

- Emergency and call response;
- FVIR - Family Violence Investigative Report;
- Domestic Violence Questionnaire;
- PAFVA;
- Execution of Search Warrants, Warrants Permitting Entry, Feeney Warrants – both support for EART or as call response;

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# EART Police Role

- Victim Support/Management;
- Offender Management ;
- EPO, Breaches, Liaise with Crown and Probation;
- Fresh and Historical Criminal Charges:
  - Investigate and Gather evidence (physical injury, bank statements, witness statements, video, medical records);
  - Follow-ups;
- Apprehension (Arrest, Form 10).

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# Legal Considerations and Challenges

- Victim and Offender's Mental Capacity – current and/or at the time of the offence;
- Signing of Documents, Statements and Testimony;
- Consent;
- Recanting/Reconsidering;
- Family Dynamics – Lack of independent witnesses;
- Civil or criminal;
- Case law.

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# Successes

- 2014 opened 109 files
- 2015 opened 148 files
- 2016 opened 81 files
- 2017 opened 156 files
- Types of abuse investigated include neglect, physical violence, financial abuse, verbal/emotional abuse, sexual abuse, abuse of power of attorney.
- Criminal charges include assault, threats, extortion, criminal harassment, fraud, theft, breaches of court ordered conditions.

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# Options

- Police - Criminal Code of Canada
- Protection Against Family Violence Act
- Public Health Act
- Office of the Public Guardian/Trustee
- Protection of Persons in Care Act
- Alberta Health Services
- **carya** Prevention Consultation Line  
403-705-7560
- Community Partners
  - E.g. HomeCare, Social Work, Shelters

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# Questions?

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# Thank You

Elder Abuse Response Team

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