

The Elder Abuse Response Team

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Kerby Centre

Elder Abuse Resource Line: (403)705-3250



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Agenda

- Elder Abuse Response Team
- The Roles of Partner Agencies
- Elder Abuse Support Team
- Community Resource Worker
- Case Studies
- Considerations and Successes
- Collaborations
- Questions



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EART - The Collaborative Team

1. History

2. The structure of EART:

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



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EART Agencies

Kerby Centre

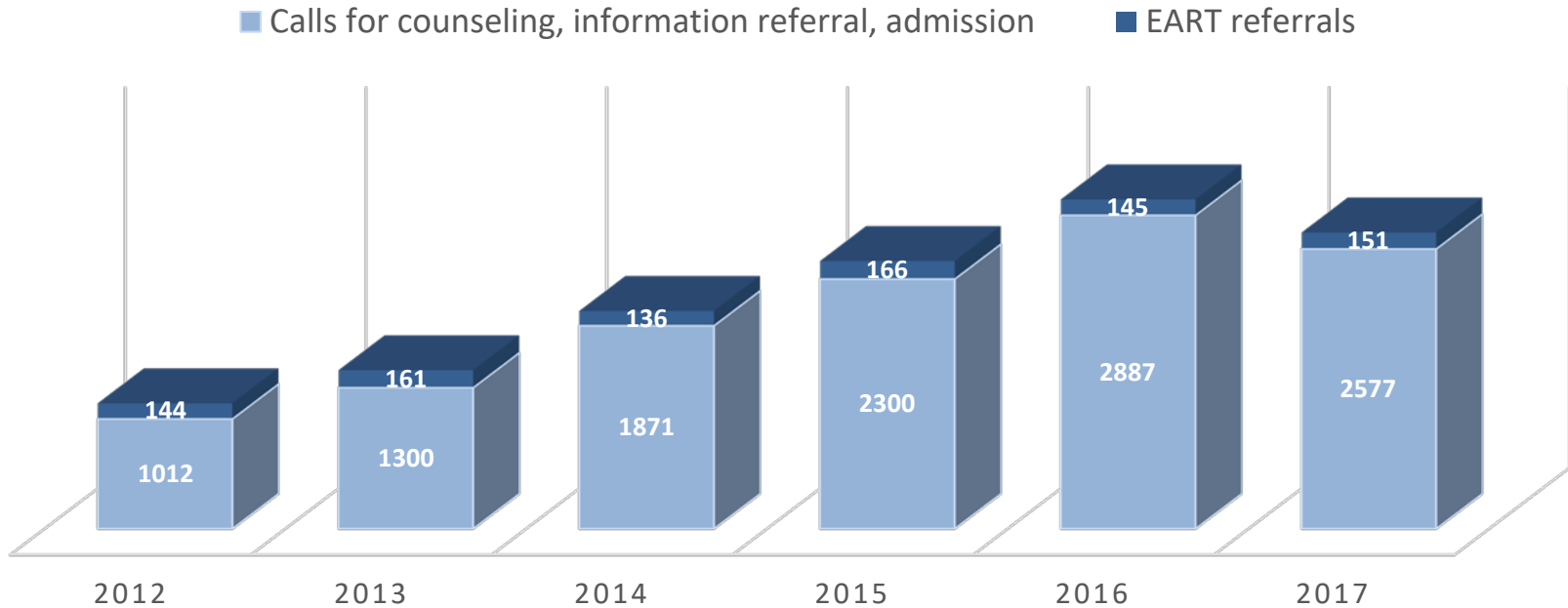
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CALLS TO ELDER ABUSE RESOURCE LINE (EARL)



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Team

- From Kerby:
 - Team at the Shelter
 - Elder Abuse Response Line (24 hours)
- From carya:
 - Social Workers (2 intervention)
 - Elder Abuse Prevention and Education Social Workers (1.5)
- From Calgary Police Services:
 - 4 Full time Police Officers
 - Sergeant



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Social Work Roles

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



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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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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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Kerby Rotary Shelter

- One bed reserved for EART referrals that are typically needed on urgent basis
- Intake by a case worker
- Case management
- Referrals to community resources

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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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Case Study #1

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Intervention

- Initial call to victim
- Supportive counseling
- Court support at EPO Review
- Family support (education)
- Support with hospital visits
- OA Safety Plan
- Applied for Crisis Funding to pay for her windshield replacement
- Assisted her with applying for VOFC Financial Benefits
- Referral for counseling



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Case Study #2

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Intervention

- Supportive counseling
- Court Support for EPO Review
- Safety Planning
- Victim's request- contact with son to provide support and referrals
- Liaised with Home Front
- Continued follow-ups and support



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Case Study #3

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Intervention

- Supportive counseling and risk planning
- Appointment arranged with a Kerby Lawyer
- Information given on Money Matters for debts
- Advised to go to Scotiabank and tell them of situation
- Connected Pete with a Social Worker for housing
- Pete was encouraged to see his doctor (and has just started on Anxiety medication)
- Continued follow-ups and support



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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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EART Learnings

- Information Sharing between partners
- Sorting through collaboration
- Role and responsibilities- standards and protocols
- Files

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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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Resources

- Alberta Health Services
- Calgary Police Service
- **carya** Prevention Consultation Line
- Community Partners (e.g. HomeCare, Social Work, Shelters)
- Kerby Centre
- Office of the Public Guardian/Trustee
- Police - Criminal Code of Canada
- Protection Against Family Violence Act
- Protection of Persons in Care Act
- Public Health Act



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Conclusion

- Melding multi-sectorial teams together can work.
- Elder abuse can be addressed and prevented.
- Prevention strategies DO WORK.
- It takes a village to stay connected and ensure safety for our older adults.
- Whether an individual or a collaborative team

Questions?

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Thank You

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