

CONTACT INFORMATION

Sources for Community Support

South West CCAC **1 800 561 5490**

Long-Term Care Home Action Line
(If the abuse is suspected in a LTC Home)
1 866 434 0144

Oxford Community **519 421 2800**
Police Services **1 877 537 6277**

Ontario Provincial Police
1 888 310 1122

Oxford County Public Health and
Emergency Services **519 539 9800**

Victim Assistance Services of
Oxford County **519 537 2824**

Women's Emergency Centre
519 539 4811

Family Physician

Legal Aid Ontario - Oxford Area
519 539 2381

Crime Stoppers **1 800 222 8477**

Pocket Response Guide

For more information about
Elder Abuse and Neglect,
contact the South West CCAC at

1147 Dundas Street
Woodstock, Ontario N4S 8W3
Telephone: 519 539 1284
Toll-Free: 1 800 561 5490
Fax: 519 539 0065
www.sw.ccac-ont.ca

For information at your fingertips

thehealthline.ca

www.thehealthline.ca



OCEAN

Oxford County Elder Abuse and Neglect Committee

NB: Any partner associated with OCEAN
can assist you.

Pocket Response Guide

For helping **victims**
of elder abuse

This handy pocket guide provides
helpful hints for responding
effectively to suspected incidents
of elder abuse.

Find quick reference to:

- Indicators of abuse
- Tips for interviewing elderly people
- Responsibilities to the victim
- Important contact information about community support services



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INDICATORS

Indicators of Abuse

- Unexplained injuries or untreated medical problems: cuts, bruises or burns
- Fear, uneasiness, depression, disorientation or withdrawal
- Avoidance of contact with caregiver
- Poor hygiene, bed sores, dehydration, weight loss or over-medication
- Lack of personal aids such as dentures, eye glasses or hearing aids
- Missing personal belongings, unkempt appearance or dirty clothes
- Malnutrition, dehydration or confusion
- Standard of living not in keeping with income or assets
- Pension cheques signed over to a 3rd party without authorization
- Unnecessary purchases or repairs to house or property. Unusual or inappropriate activity in bank accounts
- Sudden isolation

A single observation may be a normal sign of aging or illness. A combination of several indicators warrants further investigation.

RESPONSIBILITIES

Responsibilities to the Victim of Abuse

- Let the victim know what is going to happen next, particularly if the investigation involves a family member
- Keep the victim updated regarding case status, charges, arrests and court dates
- If the victim will be required to testify, explain the criminal court process to her/him and offer court preparation either by police or Victim Witness Assistance
- Ensure the victim knows who you are, how to contact you and has the means to do so. If police are involved, provide the person with a report number
- If the elderly person is determined to be 'at risk', community support services must be put in place

TIPS

Tips for Interviewing Elderly Victims

- Make an initial assessment of physical and emotional needs
- Determine barriers to reporting and work towards resolving them
- Allow the victim to describe the incident in his/her own words
- Be patient, reassuring and avoid pressure. Some older adults may need time to collect their thoughts
- Once the narrative is complete, proceed to clear and precise questions
- Get missing details with questions answered by a simple 'yes' or 'no'
- If the older person is having difficulty, consider other resources such as an interpreter, family member, friend, hearing devices or records/documents that may suggest abuse
- During questioning, never discuss the case with anyone as if the victim is not present. Consider video-taping or audio-taping the interview