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Today ... and every day**

# **Intersystem practice to counter elder abuse in Montréal**

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Adelaide (Australia)  
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# Content overview

1. Québec's context
2. Intersystem approach
3. 2 Research Projects
  - *Bridging project*
  - *IPRAS Model – Integrated Police Response to Abused Seniors*
4. Conclusion



# 1. QUÉBEC'S CONTEXT



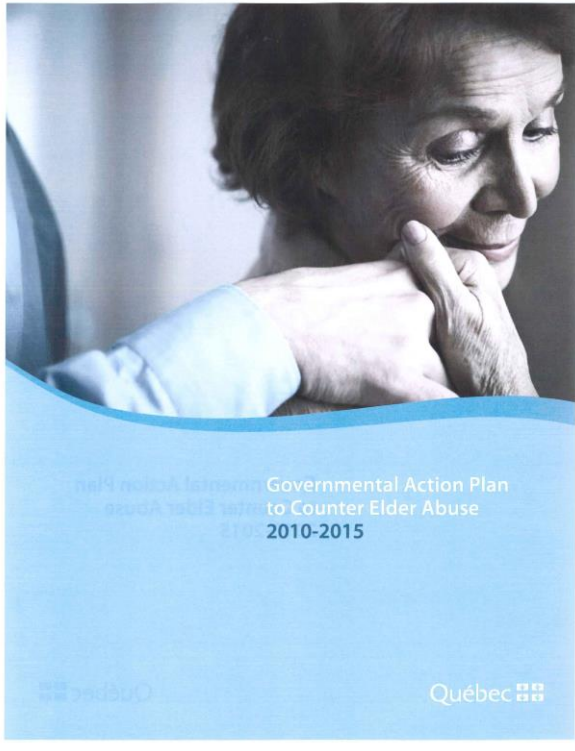
# Province of Québec



- 8,3 M inhabitants
- Mainly French speaking
- Second largest province of Canada
- Montréal island : 2 millions inhabitants

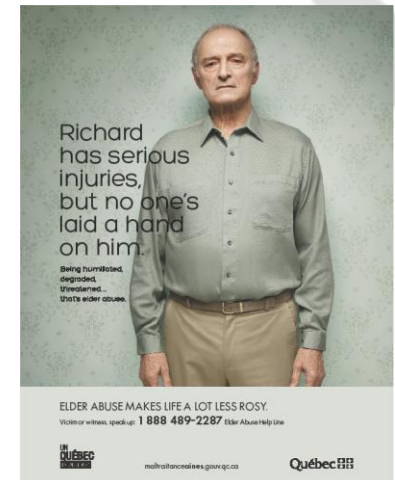


# Governmental Action Plan to Counter Elder Abuse 2010-2015



## Four structured initiatives

1. Extensive public awareness program
2. **Research Chair on mistreatment of older adults**
3. Elder Mistreatment Help Line
4. Regional coordinators



30 + changes to actual practice

## 2. INTERSYSTEM APPROACH



# Interagency and interprofessional approaches

Elder mistreatment is a complex and multifactorial problem requiring the adoption of an approach based on the collaborative work between different sectors and disciplines in order to prevent it and to counter it

## *Why adopting such approaches?*

Mainly because....

It is impossible for a single discipline, organization or sector to possess all the resources, services and expertise necessary in order to respond to a complex and multifactorial problem



# Interagency and interprofessional approaches

While a collaborative approach is not sufficient in itself to respond to the complexity of elder mistreatment:

**More creative, well-informed and relevant decisions**

*(Abrahmson dans Otto, 2005)*

**No discipline or organization has to take alone the full responsibility for complex situations of mistreatment**

*(Anetzberger, 2005; Anetzberger et al., 2005; Dyer et al., 2005 dans Beaulieu et Brunet, 2011; Henwood, 2008)*

**Protects practitioners against professional burnout**

*(Lachs et Pillemer, 2004; Spangler et Brandl, 2007)*

**Why adopting such approaches?**

**Holistic perspective in terms of investigation, assessment and intervention**

*(Anetzberger et al., 2005; Spangler et Brandl, 2007; Nerenberg, Davies et Navarro, 2012; Perkins et al., 2007 cités dans Williams, 2011)*

**Analysis of cases or services becomes an important moment of action - training moment for professionals**

*(Marchalot, 2007)*

**Creates opportunities for interprofessional / interagency education**

*(Stiegel, 2006)*



# Benefits



## Society

- Service offer improvement
- Legislative or policy improvement



## Agencies

- Better use of time and economic resources



## Older Adults

- Relationship of trust with the practitioners
- Appropriate response to their needs

## Practitioners

- Holistic perspective at strategic and operational level
- Better understanding of the problem
- More strategies, solutions and perspectives
- Support among professionals
- Training opportunities
- Better possibility of obtaining financial support for prevention, detection and intervention activities



# Main Challenges

• Confidentiality

• Participation

• Possible conflicts in terms of priorities, perspectives and philosophies

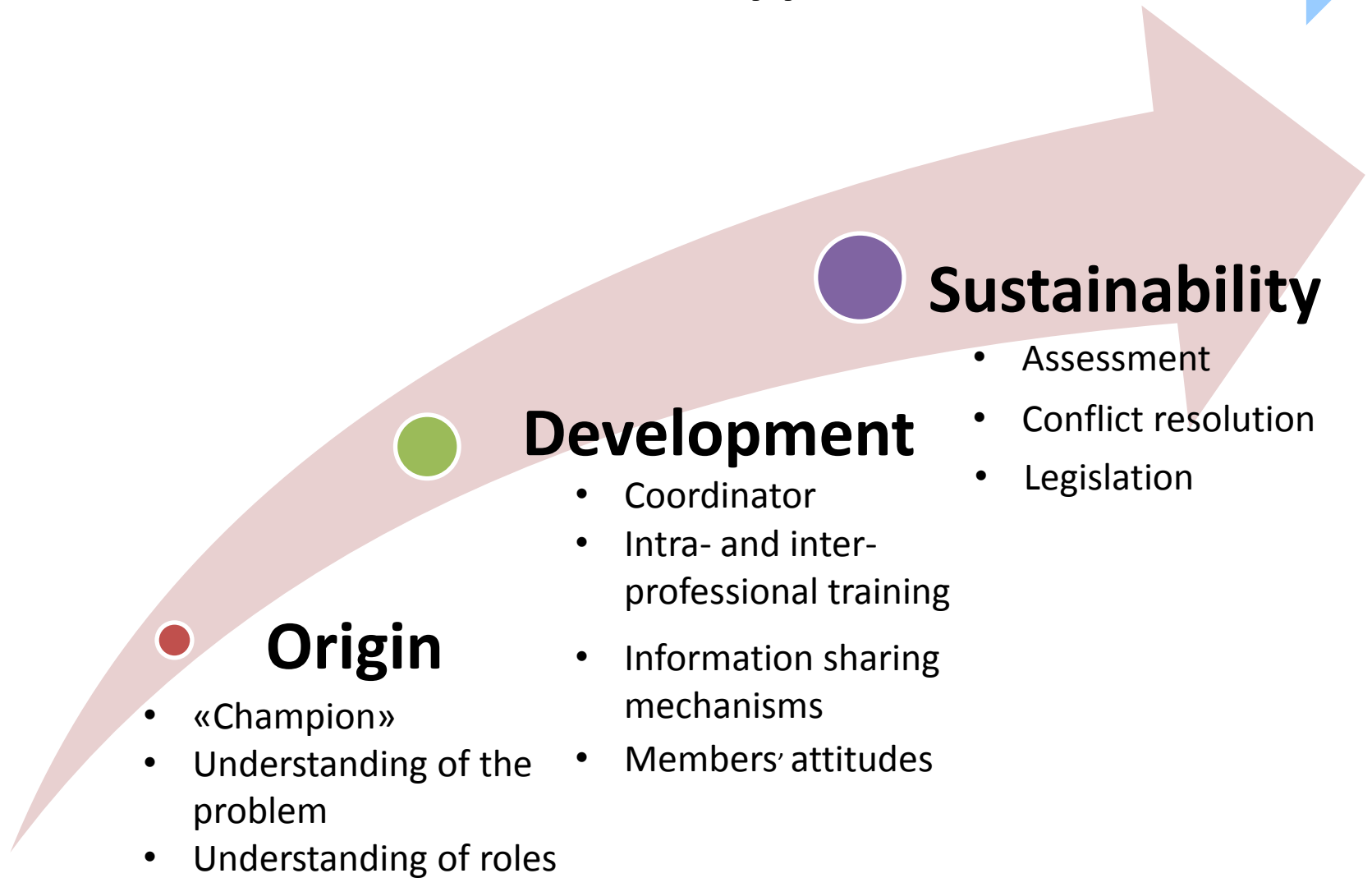
• Roles

• Definition and understanding of the problem

- Communication
- Decision Making
- Personality conflicts
- Organizational Framework
- Training
- Long-term sustainability

# Conditions required for success

*Financial support*



# 3. RESEARCH PROJECTS



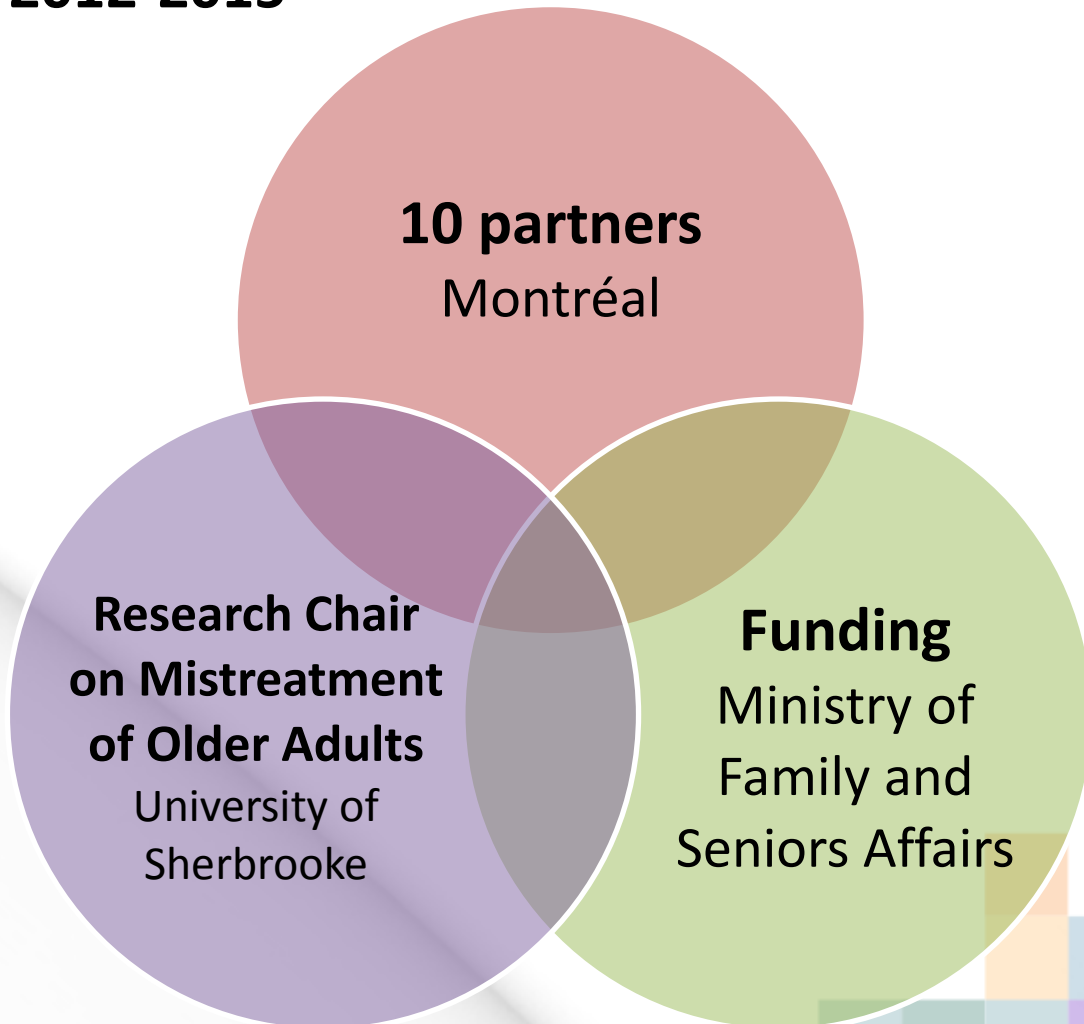
## **3.A- *BRIDGING* PROJECT**



# Genesis

**Project : 2011**

**Funding: 2012-2015**



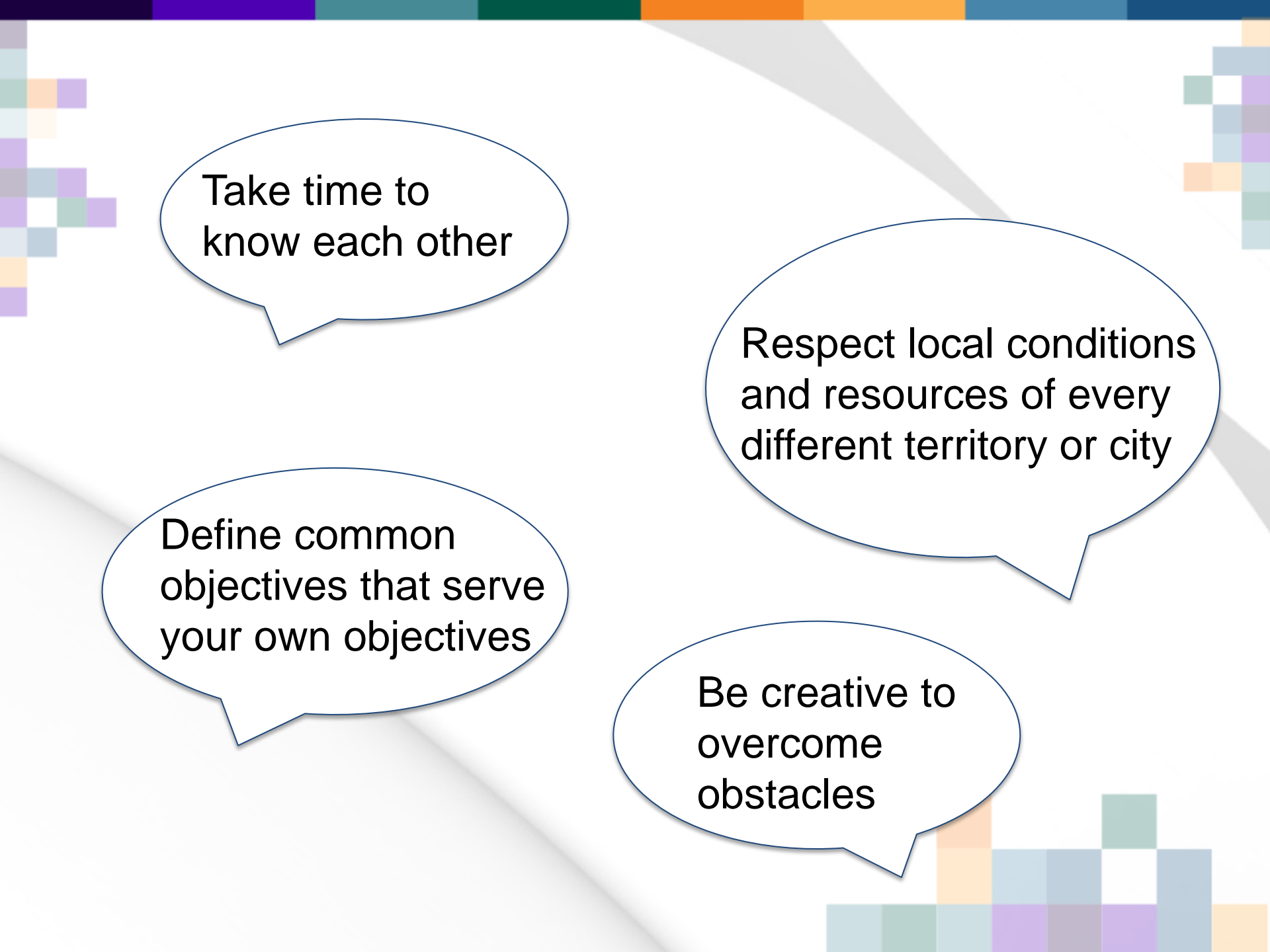
# Objectives

- **To document** intersectoral practices to counter mistreatment of older adults by conducting three case studies in the northeast of Montreal
- **To model and disseminate** the practice of intersectoral teamwork between a police officer and a practitioner



# MESSAGES FROM OUR PARTNERS





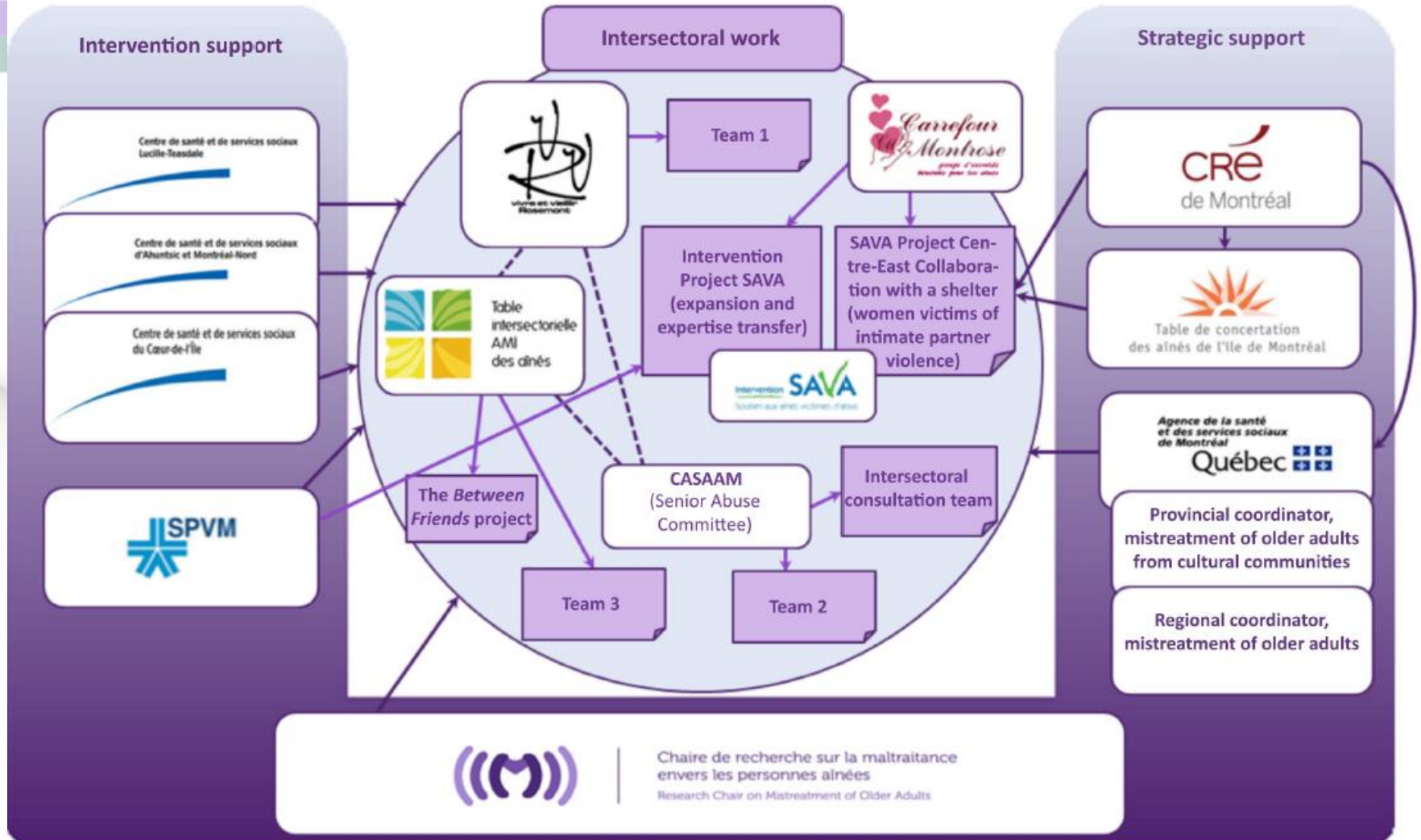
Take time to  
know each other

Respect local conditions  
and resources of every  
different territory or city

Define common  
objectives that serve  
your own objectives

Be creative to  
overcome  
obstacles

# First year of the project



Legend :

→ Support

→ Implementation

... Occasional exchanges

□ Innovation

# Second year: Identification of an innovative intersectoral practice

Intersectoral teamwork in countering mistreatment of older adults:

## Case 1

- *Regular* team in Rosemont (NGO)
- Active mainly between 2008 and 2012

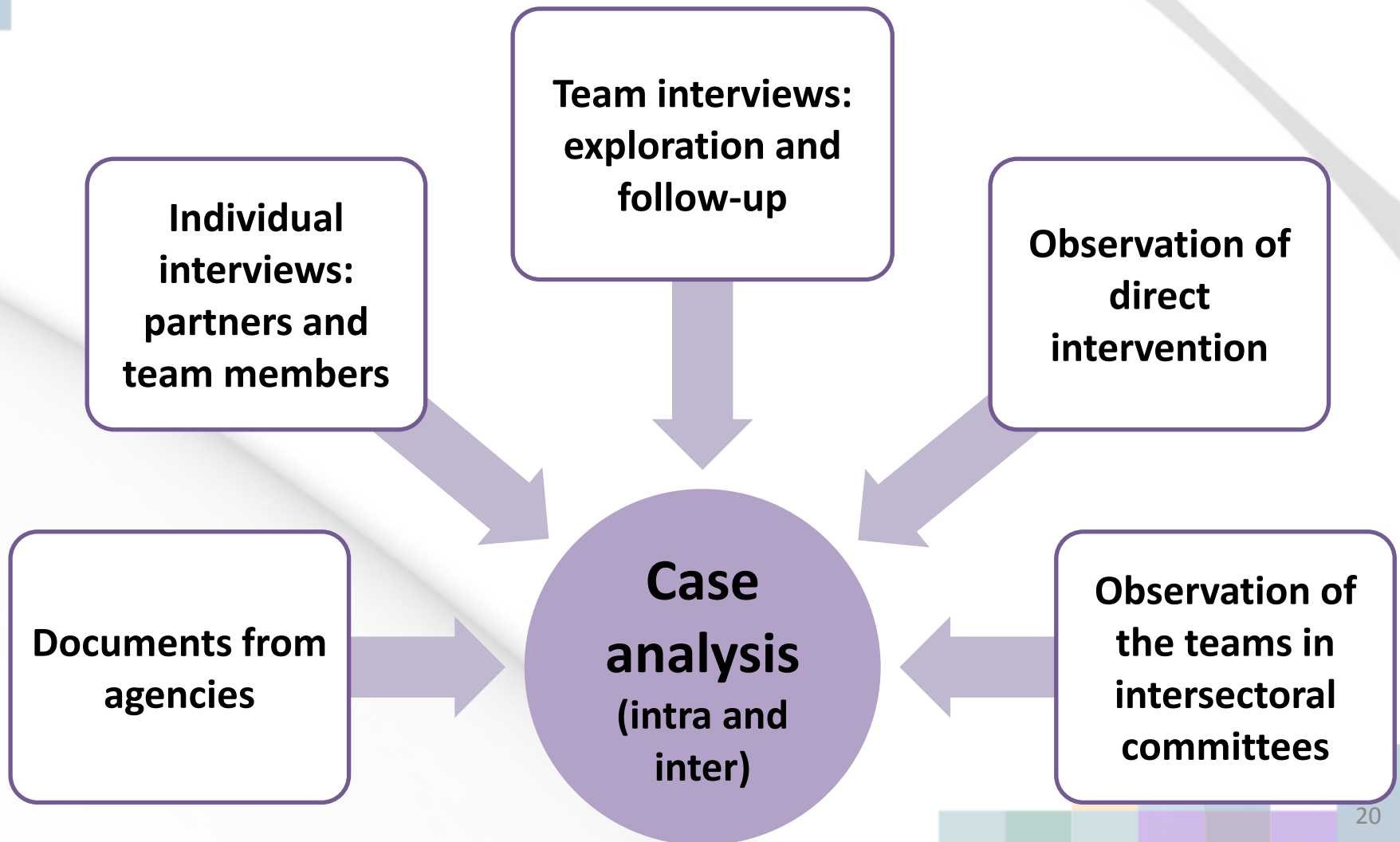
## Case 2

- *Regular* team in Ahuntsic-Montréal-Nord (public services)
- Active since 2010

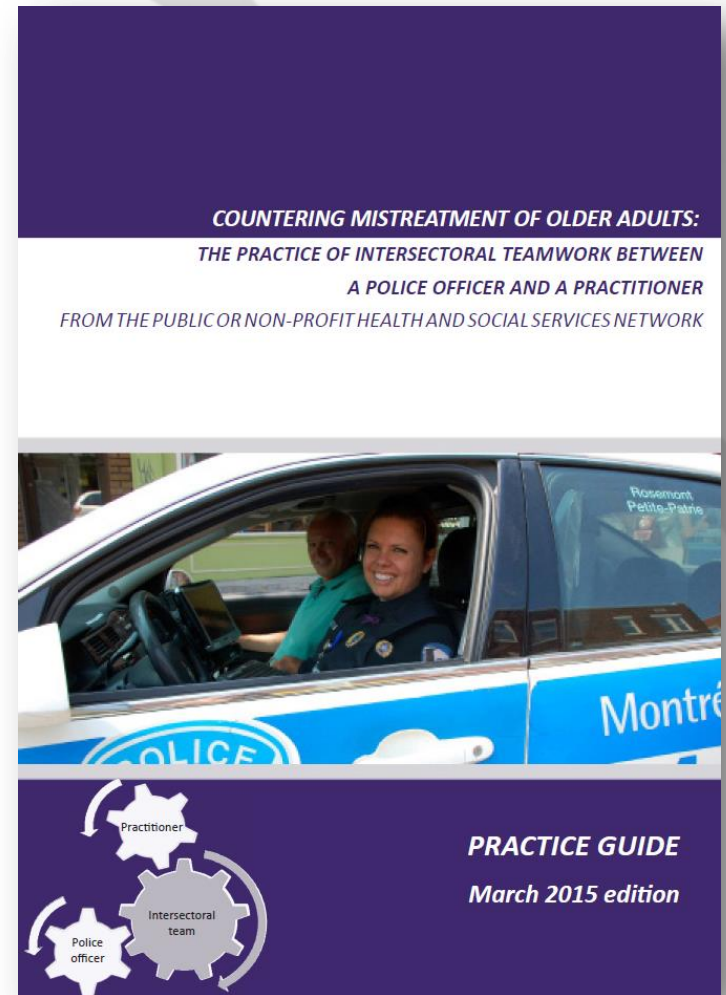
## Case 3

- *Occasional* team in Villeray-Petite-Patrie (public services)
- Known since 2013

# Second and third years: Data collection and analysis



# PRACTICE GUIDE



# Icons throughout the guide



For further reflection



Keep in mind



Pointers



Fact sheets from the Reference Guide to counter mistreatment



Quote from a team member of the Bridging project



# Purpose

- Includes **clear and practical indications** on each stage of the intersectoral teamwork practice.
- Intended for any police officer, practitioner, or organization wishing to **initiate or support** efforts to counter mistreatment of older adults by opting for a team.

# Why set up a team?

- Respond to:
  - Situations of mistreatment encountered by both police officers and practitioners
  - Needs expressed by various organizations in the same territory
  - Needs expressed by a police officer or a practitioner
- Reach out to isolated older adults

# Development and implementation of the team practice

- Forge ties between:
  - A **police officer** and a **practitioner** sitting on the same Coordinating Committee or Intersectoral Committee;
  - A **police officer** and a **practitioner** who, in their respective organizations, are responsible for cases of mistreatment or older adult matters.
- Begin integrating the practice as part of a common project, possibly leading to an informal agreement, a protocol, or even a joint plan of action between organizations.

# Roles and responsibilities

## Police officer

- Ensures the safety of the older adult and other individuals
- Discusses the criminal or legal aspects of mistreatment
- Adopts a helping and supportive approach as opposed to a repressive one

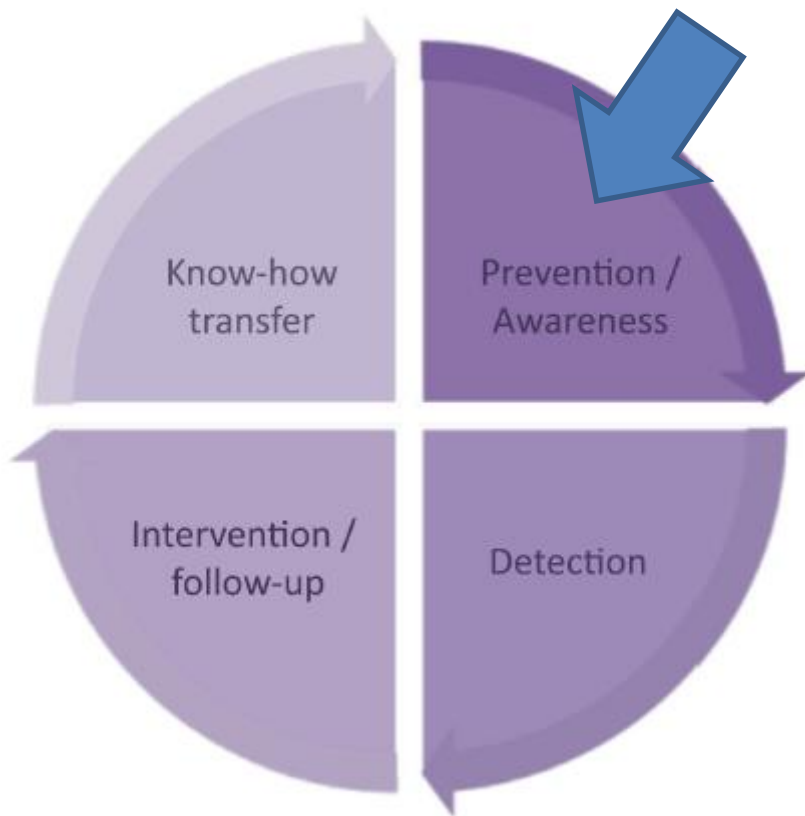
## Practitioner from the public network

- Assessment of needs and perhaps even an overall assessment of the older adult
- Intervenes in and follows up on situations involving older adults

## Practitioner from the non-profit sector

- Identifies older adults who are not receiving services from the public network, and who are isolated and potentially being mistreated
- Intervenes in and follows up on situations
- Refers the case

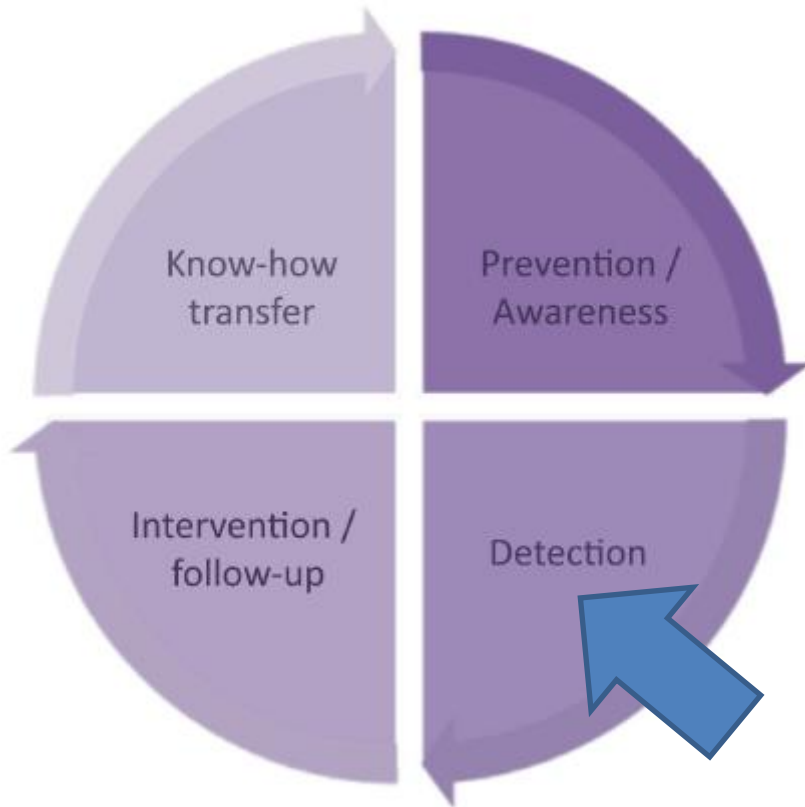
# Stages of team practice in a continuum of services



The most frequently used strategy of prevention is awareness, which aims to reach out to:

- Older adults
- The general population
- Various practitioners and workers.

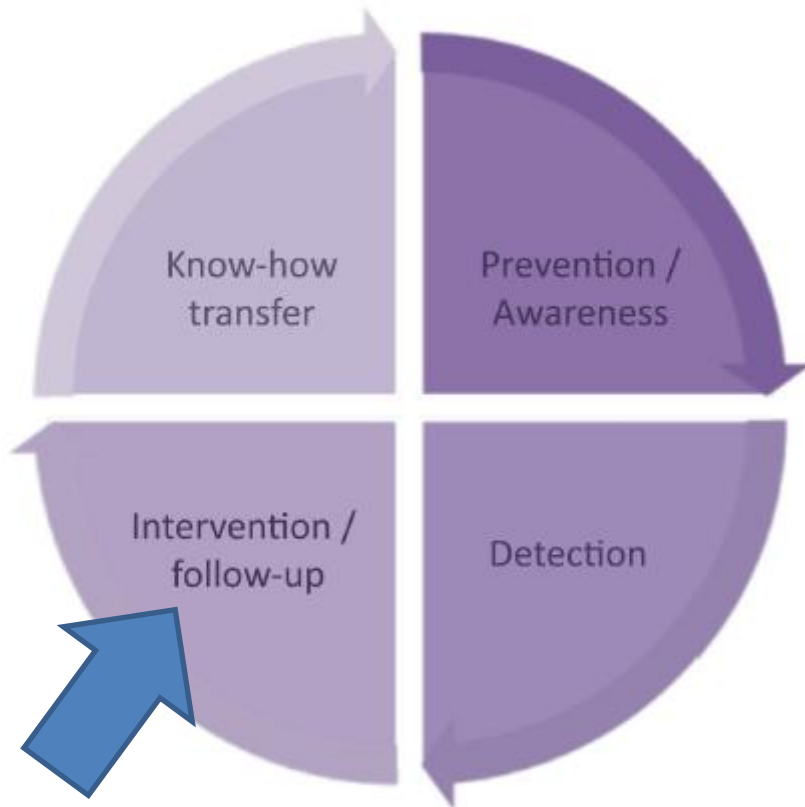
# Stages of team practice in a continuum of services (2)



The detection practice may occur following:

- Mistreatment prevention activities
- Communication with an older adult
- A situation of mistreatment referred to the team by other resources.

# Stages of team practice in a continuum of services (3)



The practice of intervention and follow-up leads the team to follow different phases...

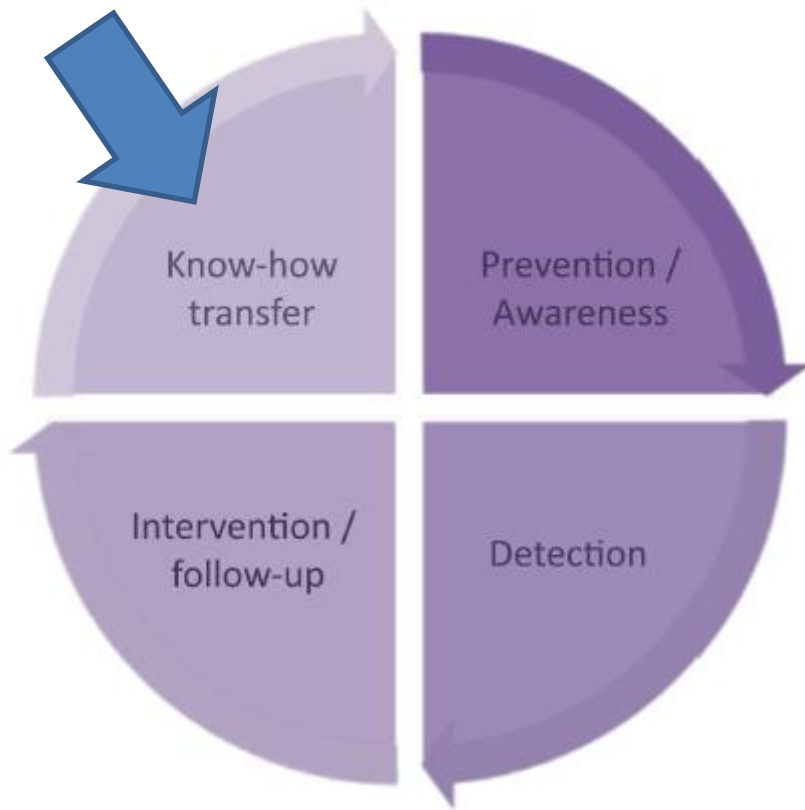


# Stages of team practice in a continuum of services (4)

Phases of intervention practice and follow-up:



# Stages of team practice in a continuum of services (5)



In terms of know-how, the team is expected to transfer its **knowledge and expertise** to:

- The colleagues of the police officer and the practitioner
- The other resources with which the team meets during its practice

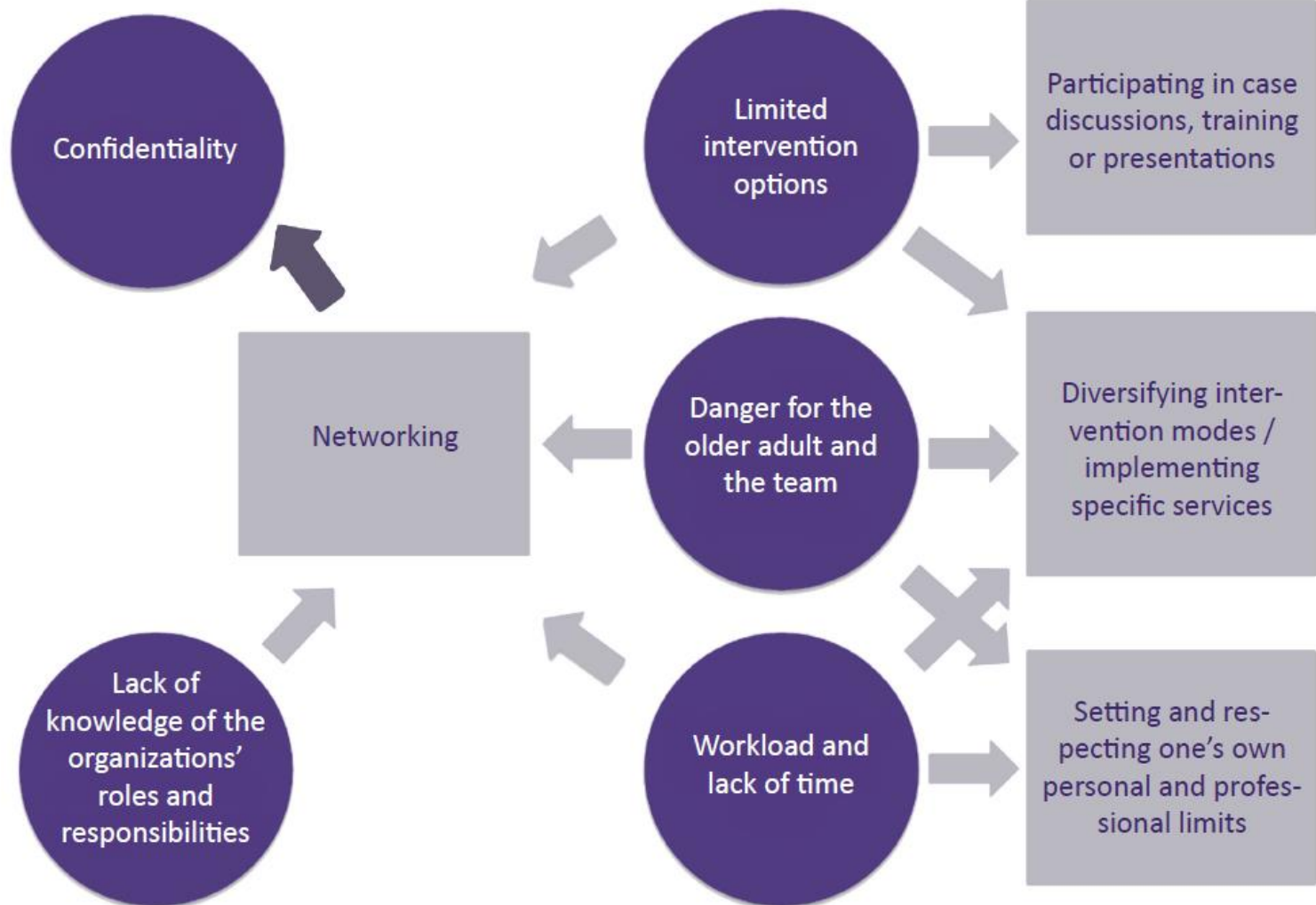
# Some of the benefits of the intersectoral teamwork

- For countering mistreatment:
  - The combination and the complementarity of the duties, approaches and the know-how of the police officer and the practitioner
- For organizations:
  - The organizations involved in countering mistreatment of older adults enjoy greater visibility
  - Contact with a police officer or a practitioner helps the colleagues of both team members to demystify the roles of the other team members and to improve their perception of his/her work

# Some of the benefits of the intersectoral teamwork (2)

- For mistreated older adults:
  - Opportunity to create a relationship of trust with a police officer or a practitioner, which helps with reporting mistreatment
  - The police presence facilitates access to and contact with isolated older adults
  - The team's presence increases the older adult's sense of safety

# Challenges and solutions



# Some conditions to ensure sustainability or to support a team

- From the police officer and practitioner:
  - Personality traits: interest, openness, etc.
  - Know-how and personal and professional experience
- From the organizations:
  - Recognition and support
  - Encourage the team to acquire the know-how and to transfer it to other resources.

# Conditions for success

- **Being interested** in actions to counter older adult mistreatment and in working in a duo
- **Networking** (interagency committee)
- **Training** (experience or formal education)
- **Establishing limits**

*« Je mets ma limite à 5 [situations de maltraitance] à la fois maintenant et la balance, je demande à mes collègues de prendre la relève. S'ils ont des questions qu'ils viennent me voir. » (entrevue D2I-P17-L5)*

- **Efficient coordination** between agencies
- **Management support to the duo** (including training opportunities)

## **3.B- *IPRAS MODEL***





# Research Problem and Main Goal

## Research Problem

Police officers are called to intervene in different situations of mistreatment, at home or in nursing homes. The detection and the assessment of risk factors and elder mistreatment are not done in a systematic manner. Although they already identify situations of mistreatment, the majority of first responders have no standardized approach to detect situations involving vulnerable seniors.



## Main Goal

This 3-year project aims at developing a police practice model to counter Mistreatment of Older Adults and to better empower police officers to recognize these situations and to intervene.

# A unique Action Research Project

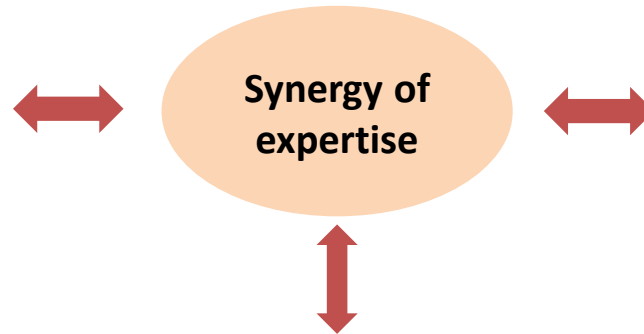
## Partnership

between the SPVM and the Research Chair

Police + Research+ Partners



Research teams:  
SPVM and University of  
Sherbrooke - Research Chair  
on mistreatment of older  
adults



Operational  
Committee

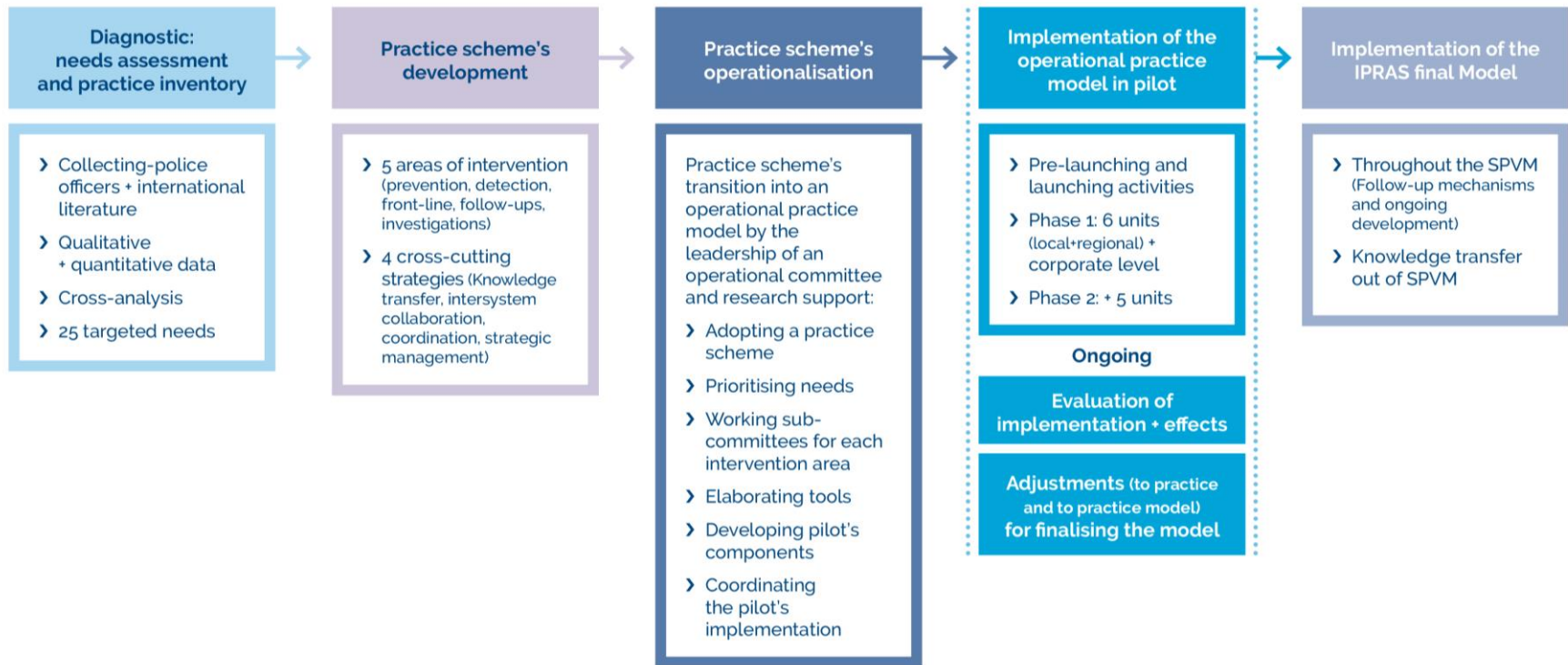


Advisory Committee



# Overall IPRAS Process

## A THREE-YEAR TIMELINE



**STRATEGIC MANAGEMENT:** Bridging with federal, provincial and municipal public policies, SPVM's strategic orientations, partners (collaboration agreements) and other police services (model dissemination)

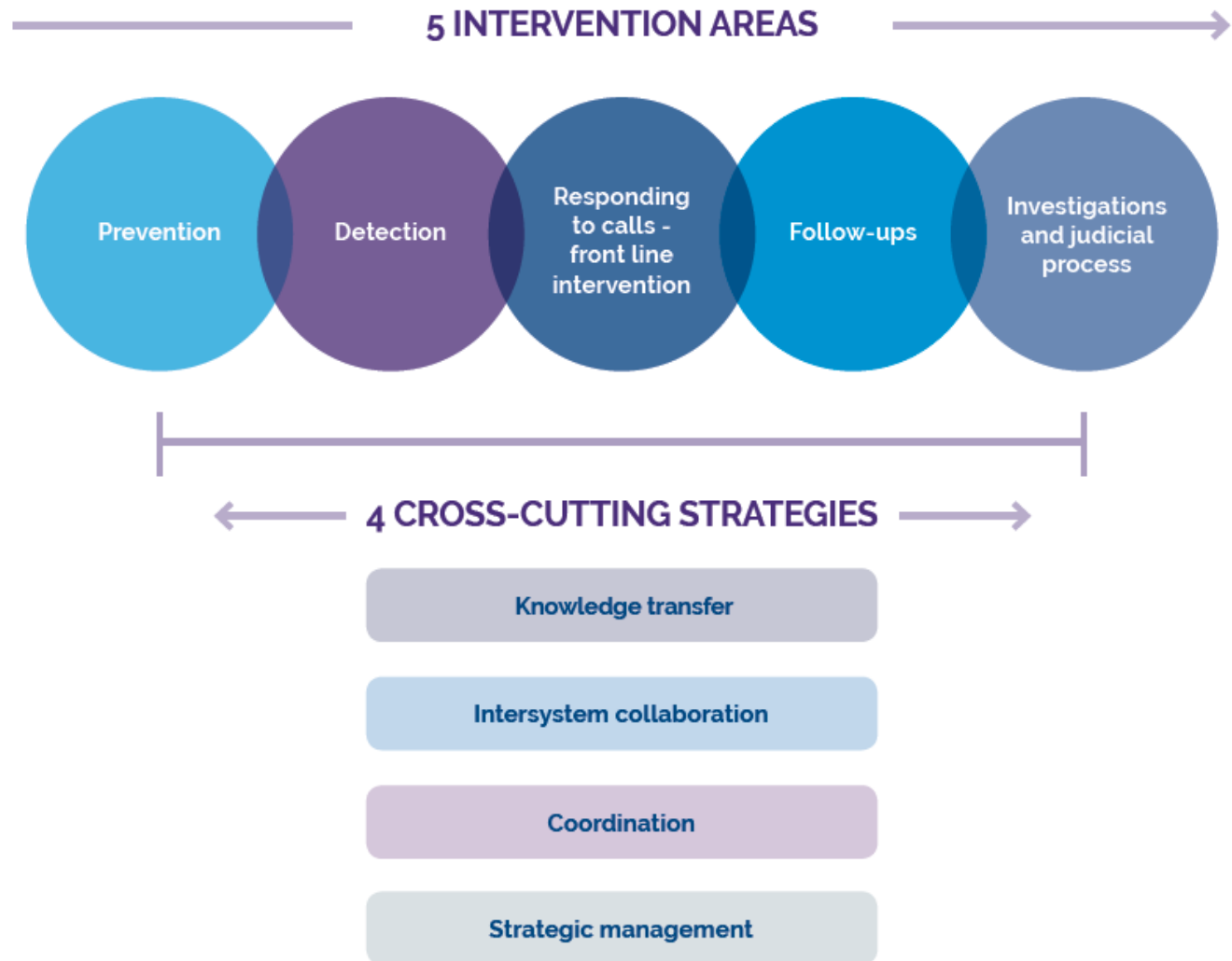
# Year 1. Goals 1 and 2: Document existing practices and needs

<b>10 DATA COLLECTION ACTIVITIES</b>	Scientific literature	125 reviewed articles
	Practice and governmental literature	+ 35 publications
	Inventory of Canadian practices	46 police services
	Online Survey	661 police officers
	Police Focus Groups (NPS)	117 police officers
	Police Focus Groups (IC)	23 investigators
	Observation of police intervention (cobra)	2/5 senior targeted
	Individual interviews – police officers	6 police officers
	Individual interviews – partners	32 organisations
	Identification of SPVM's best practices	4 CO + 8 CRO + 2 proj.
<b>Analyses</b>	Documentary, qualitative, quantitative and triangulation of data	

NPS: Neighborhood Police Stations · IC: Investigation centres · CO: cooperation officers  
CRO: community relations officers - "Senior" mandate · Proj: specific projects

# Year 2. Goal 3: Develop a practice model

Practice  
schema



# Year 2. Goal 3: Develop a practice model

## Practice schema

### Cross-cutting strategies

#### Knowledge transfer

- Foster general awareness of all SPVM officers
- Provide patrol officers with training sessions related to their involvement in mistreatment of older adults
- Provide further training for resource officers
- Consider training for investigators
- Promote opportunities for joint training of police/partners

#### Intersystem collaboration

- Foster dialogue and better understanding of the contributions from different partners
- Promote better communication Police/Health and social services network (mitigate barriers in the sharing of information)
- Develop/strengthen the operational links with partners

#### Coordination

- Operational support for local expertise
- Operational support for regional expertise
- Support for corporate expertise

#### Strategic management

- Promote practice improvement that reflects a strategic vision and a corporate support



# Detection Pocket Tool

**• Quelques questions à poser**

- Est-ce que vous désirez me dire quelque chose?
- Y a-t-il quelque chose qui vous inquiète?
- Est-ce que tout va bien à la maison?
- Est-ce que vous voudriez que l'on vous aide?
- Avez-vous peur de quelqu'un?

**• Quelques atouts incontournables**


- Développer la confiance et la compréhension de l'ainé en le traitant avec considération, respect, patience et assurance
- Croire la personne
- Tentier de comprendre sans juger
- Être à l'écoute et offrir du support
- Porter attention aux comportements des proches
- Vérifier l'historique (appels récurrents)

**EN CAS DE DOUTE, IL FAUT SIGNALER OU VÉRIFIER : DES RESSOURCES POUR VOUS AIDER!**

**1 888 489-ABUS (2287)** **811**  
Ligne Aide Abus Aînés Info-Social  
(8 h - 20 h, 7/7 jours) (24/24 h, 7/7 jours)

**DÉTECTION MALTRAITANCE AÎNÉS**

Aide-mémoire à l'intention des policiers



Cet aide-mémoire a été conçu dans le cadre du projet IPAM (Intervention policière auprès des aînés maltraités). Il est financé en partie par le gouvernement du Canada par le biais du programme Nouveaux Horizons pour les aînés; réalisé par la Chaire de recherche sur la maltraitance envers les personnes aînées de l'Université de Sherbrooke et le Service de police de la Ville de Montréal; en s'inspirant de plusieurs outils, dont ODIVA-Police, l'aide-mémoire de l'Agence de la santé et des services sociaux de la Mauricie et du Centre-du-Québec, et de la fiche d'indicateurs de l'École nationale de police du Québec.

## COMMENT DÉTECTER LA MALTRAITANCE CHEZ LES AÎNÉS?

### Indices de maltraitance

#### • Matériels (environnement et milieu de vie / avoirs et biens de la personne)

- Isolement, absence de réseau social
- Milieu de vie désordonné, insalubre
- Besoins essentiels non comblés (frigo vide, etc.)
- Disparition de biens
- Retraits d'argent irréguliers, non autorisés ou anormaux
- Modification de son testament, de ses papiers
- Difficultés soudaines ou inexplicables à régler ses factures

#### • Psychologiques (état de santé mentale / sentiments et émotions de la personne)

- Symptômes de dépression (insomnie, perte d'appétit, perte d'intérêt, pleurs fréquents)
- Sentiment de détresse, menaces de suicide, désir de mourir
- Changement brusque d'humeur

#### • Physiques

- Blessures physiques inexplicables : bleus, coupures, brûlures, fractures, éruptions, plaies de pression
- Vêtements malpropres ou inappropriés, ou apparence négligée

#### • Comportements, attitudes et propos de l'ainé

- Cherche l'approbation d'un tiers pour répondre
- Manifeste une confiance excessive envers la personne maltraitante
- Justifie ou minimise le comportement de la personne maltraitante
- Évite les contacts visuels, physiques ou verbaux
- Formule peu de demandes, a peur de déranger, ne veut pas dénoncer
- Apparaît effrayé, méliant
- A l'air calme à l'excès
- Présente des troubles de comportements (agressivité, cris, etc.)
- Dit qu'on lui doit de l'argent ou qu'il lui manque de l'argent
- Se plaint d'agressions physiques, de mauvais traitements, de douleurs abdominales, de ses conditions d'hébergement, des services ou soins qu'il reçoit d'une personne ou d'une institution
- Exprime son désir de s'en aller, de déménager
- Se contredit ou est ambivalent

### ⚠ Facteurs de vulnérabilité

- A un vécu antérieur de violence, a déjà été victime
- A des liens familiaux tendus ou difficiles
- A des pertes de mémoire, de la confusion
- A un problème de consommation (alcool, drogues, médicaments)
- Dépend de quelqu'un pour certains de ses besoins et obligations
- Vit seul et a plus de 75 ans
- Cohabite avec la personne maltraitante
- Vit une situation de crise ou de stress intense
- A des problèmes de communication

## 4. CONCLUSION





# From Bridging Project

- Understanding the role and mandate of each other
- Partnerships often begin in regular inter-agency meetings about elder mistreatment prevention that lead to direct joint intervention.
- Importance to guide common action (from the creation of the team to the details of practice including sustainability)
- Joint intervention does not always mean that they are together at each step.



# From IPRAS

- Importance of report (criminal and non-criminal elder abuse)
- Sharing tools : detection tool, prevention tools
- Importance of inviting partners (other agencies) in the launching of the IPRAS project in each of the 32 police stations
- Identifying police officers who are both models for other police officers and also linked to other agencies
- Major partners: victim assistance services, NGO - Street/community workers, Public Health and Social Services
- Formal agreement with public services



# Contact information

[www.maltraitancedesaines.com](http://www.maltraitancedesaines.com)

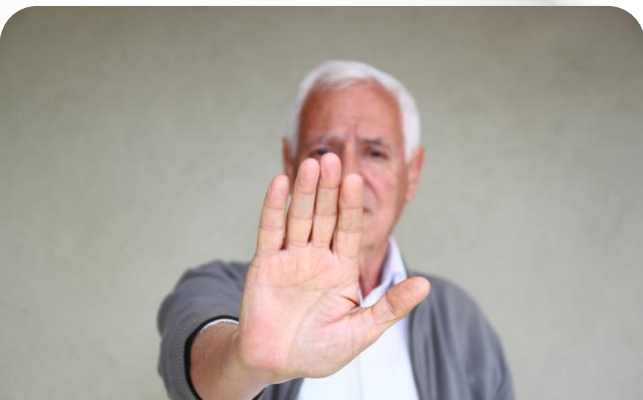
[Marie.beaulieu@usherbrooke.ca](mailto:Marie.beaulieu@usherbrooke.ca)



Centre de recherche  
sur le vieillissement  
Research Centre  
on Aging



UNIVERSITÉ DE  
SHERBROOKE



Chaire de recherche sur la maltraitance  
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Research Chair on Mistreatment of Older Adults