



My Home, My Community: Safety Starts Here

A Summary of an Educational Process on Raising Awareness for Seniors of Elder Abuse Prevention in Retirement Communities

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December 2015



Ontario Society of Senior Citizens' Organizations
La Société des Organisations des Citoyens Aînés de l'Ontario

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This project was funded by New Horizons for Seniors.

The views expressed in this report are those of individuals who participated in the project and do not necessarily reflect the views of New Horizons for Seniors or individuals of the Ontario Society of Senior Citizens' Organizations /

Citation: LeBlanc, M. (2015). *My Home My Community: Safety Starts Here*. Toronto, Canada: Ontario Society of Senior Citizens' Organizations / *La Société des Organisations des Citoyens Aînés de l'Ontario*



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My Home My Community Safety Starts Here

Forward

One component of the Ontario Society of Senior Citizens Organizations' (OSSCO) mission is to improve the quality of life for Ontario's seniors. We do so by:

- encouraging seniors' involvement in all aspects of society;
- keeping them informed on current issues, and,
- focusing on programs to benefit an aging population.

In 2015 OSSCO identified an unmet need in terms of educational programming for senior citizens. No organization, to the best of our knowledge, has hosted a symposium on awareness to prevent elder abuse in long term care or a retirement home setting in the English and French languages. We decided to host a symposium on elder abuse prevention in retirement homes and develop a resource tool about preventing elder abuse in retirement homes in order to meet this need. As seniors make plans for their future accommodation, they need relevant and accurate information that they can use in this process. We felt that this type of project would fulfill this requirement as the information would be provided in the English and French languages.

Our project was funded by a New Horizons for Seniors Grant. It had one (1) primary goal and two (2) secondary goals. Our primary goal was to provide educational programming to seniors and raise awareness about how to prevent and stop elder abuse in a retirement home setting. Our secondary goals were to assess seniors' knowledge of:

- 1) the seven (7) types of elder abuse,



- 2) elder abuse prevention, and,
- 3) rules and regulations governing the prevention of elder abuse in retirement homes

If there was knowledge gap in this area, then developing this project would help identify any additional information on this topic that seniors would need.

This project began on June 9th, 2015 and was completed on October 20th, 2015. It had three (3) components:

- 1) educational presentations on preventing elder abuse in retirement homes to be given in seniors' centres and retirement community;
- 2) the development of a resource tool about preventing elder abuse in a retirement home setting; and,
- 3) a symposium on preventing elder abuse in retirement homes.

We clearly saw that there was a need for this type of information when we started to give presentations in the community. Of all seniors who participated only one (1) senior could identify all seven (7) types of elder abuse. None of the seniors we presented to were aware on how to prevent elder abuse in a retirement home setting or about the rules and regulations governing retirement homes which could protect them from potential abuse. No senior identified in the workshops that safety was or would be one of their determinants when selecting a retirement home. One hundred percent (100%) of seniors stated that cost, and the “feel” of a retirement home was what they considered. Issues such as safety i.e. elder abuse prevention or fire prevention were not a consideration in their decision making.



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The following report describes the processes we took to address this identified gap in knowledge and to bridge that knowledge gap for seniors with a process and product that is relevant for them as they plan for the next stage in their retirement.



Elder Abuse Awareness Project

From the beginning of June to October 20th, OSSCO undertook a project funded by a New Horizons for Seniors' grant to increase seniors' awareness of ways to live safely in retirement homes and prevent elder abuse in that setting.

This project had three (3) components or project focuses:

1. Delivery of workshops in the community for seniors about the prevention of elder abuse and to learn what they would like to know specifically to prevent elder abuse in a retirement home setting
2. Development and publishing of a resource tool for older adults to educate them on preventing elder abuse and staying safe in a retirement home setting
3. An elder abuse awareness symposium for older adults, their families and care givers about preventing elder abuse in a retirement home setting.

Overview and Background

OSSCO staff received feedback from previous New Horizons for Seniors' grant activities i.e. Roadmap for Informed Decision Making as You Age and through contact from our Information and Referral line that older adults wanted more information to help them plan for the next stage of their lives especially when moving into institutional settings.

It was apparent that older adults lacked specific information about elder abuse in retirement home and institutional settings. They indicated they lacked an awareness of the proactive steps that they could take to protect themselves from elder abuse in those environments. This lack of awareness is identified in the New Horizons for Seniors' funded report *An Exploration of Elder Abuse in a Rural Canadian Community*.



Authors Megan MacKay-Barr, MSW, RSW and Rick Csiernik, MSW, PhD, RSW state that “the reason most often cited for not reporting the abuse was being too embarrassed about the abuse, being afraid that the abuser would find out and the abuse would increase, being dependent upon the abuser for help with activities of daily living and having no idea who to tell their problem.”

It became apparent to OSSCO staff that there was an educational gap in the seniors' community on this specific subject matter. Only one (1) person could identify all of the different types of elder abuse; however, no one person could identify the steps to prevent elder abuse in a specific setting such as retirement home setting.

We also learned that there are very few French language educational presentations given to seniors in Toronto and none on the subject matter of elder abuse in retirement home settings. At OSSCO we wanted to close that knowledge gap by offering this project's outcomes - a symposium and resource tool - in both the French and English languages.

Seniors' Involvement in the Process

Seniors were involved through this project from the development of this project to its conclusion. A Steering Advisory Committee made up of seniors met biweekly with OSSCO support staff to plan all components of the project. The Steering Advisory Committee members were also involved with editing the final version of the resource tool, an informational pamphlet, and coordinating the My Home My Community symposium held on October 20th. Six (6) of the twelve (12) presenters (Mario Sergio, Lezlie Lee Kam, Jeyasingh David, Manon Thompson, Sylvie Lavoie and Rob Mackenzie) at the symposium were also older adults aged fifty (50) plus.

To assess the seniors' knowledge of subject of elder abuse, especially within a retirement home setting, community presentations were developed and conducted.



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Each of the six (6) community presentations included information on the topic, indicators of awareness of the types of elder abuse as well as their prevention, and discussion to ascertain what seniors would like to know about this topic.

Community presentations were made in six (6) locations including a retirement home. The community presentations were made at Chartwell Oakpark Retirement Community in Lasalle, Lumacare Community Services Senior's Group on Wilson Avenue, Lumacare Community Services Adult Day Program at Northwood Community Centre, Bernard Betel Centre's Seniors Group, West Neighbourhood House and Club Beersheeba. In total one hundred and twenty-one (121) people were reached through these presentations with one hundred and six (106) of them aged 65 plus.

As the Steering Advisory Committee members and support staff gained more information on the needs of seniors in respect to this topic through these presentations, we integrated feedback to create a pamphlet about the prevention of elder abuse in a retirement setting which contained the type of information seniors and their family members wanted.



Project Focus #1: Workshops, Community Education and Feedback

To develop older adults' awareness of life in retirement homes and elder abuse prevention in that setting, the Steering Advisory Committee had input into the development of a framework for discussion and subject matter to be presented. Educational presenters from OSSCO gave six (6) workshops to a total of one hundred and twenty-one (121) people. Five (5) presentations were given in Toronto and one (1) presentation was given in Lasalle, Ontario.

Presentations

The content and discussion topics were consistent in all presentations. There were five (5) topics discussed at these presentations, with a Power Point presentation to guide the discussion and dissemination of information. Educational presenters introduced OSSCO and its mandate and then discussed if the participants could identify the types of elder abuse, and recognize signs of abuse. Information on the protection of the senior in a retirement home setting was shared as well as how to deal with allegations of elder abuse. Scenarios were developed for exploration and interaction with the seniors to reinforce the educational presentation information.

Providing Information on Retirement Lifestyle

Presenters informed and engaged seniors in discussion on what retirement homes are, their legal status versus long term care, the benefits of this type of lifestyle and why living in a retirement home can be a relatively safe option for seniors. Educational presenters taught participants that retirement homes provide rental units for older adults where residents can purchase care according to their needs.

Identifying Elder Abuse Awareness Knowledge



Presenters asked participants to identify the seven (7) types of elder abuse: physical abuse, emotional abuse, exploitation, abandonment, neglect and self-neglect in order to ascertain the level of awareness. Of the one hundred and twenty-one (121) participants, only one (1) individual identified all seven (7) types of elder abuse. This indicates a lack of awareness in general by seniors of this subject matter, leading to risk of elder abuse in the future.

Protection and Prevention

Suggestions were given on how to prevent elder abuse and the actions seniors could take if they experienced or there were allegations of elder abuse in a retirement home setting. Finally, the educational presenters outlined the legal protections offered to seniors living in a retirement home under the Retirement Homes Act and the Residential Tenancies Act.

Lack of Awareness of Retirement Lifestyle versus Long Term Care

To personalize each community presentation, the educational presenters related anecdotes from their own lives and experiences of seniors in order to engage the participants in discussion and to gauge awareness of the protection afforded in retirement home setting.

In discussions, many (80%) of the older adults indicated they were not aware of the difference between long term care facilities and retirement homes. They also were confused as to their rights from abuse in these settings. In the retirement home setting, none of the participants or their family members could identify where the Residents Rights were posted. The three (3) seniors from community who had family living in a retirement home, also, could not identify where the Residents Rights were posted.

Select Awareness of Elder Abuse in Community



Only one (1) individual could identify all seven (7) areas of abuse. The majority (70%) could identify financial abuse associated with a family member or fraud as well as physical, sexual or emotional abuse or a combination of these.

Reinforcing Awareness in Community and Retirement Communities

To help participants develop a concrete understanding of elder abuse, the presenters discussed anecdotes from their own personal and professional experience. They included some scenarios to help the participant understand peer to peer elder abuse, staff to senior elder abuse and family member or friend to senior abuse.

Considerations for Safe Retirement Living

Participants expressed that they had not considered a retirement home's policy on elder abuse as one (1) the factors they should consider before selecting a retirement home. No participants indicated they were aware of the Retirement Homes Act, the Residential Tenancies Act and other acts governing retirement homes.

Discussions on Protection from Elder Abuse

In order to inform participants about these Acts, in a simplified way presenters discussed the regulations at the centers where they were presenting. For example, they asked participants whom they would speak to if they had a complaint and compared that to the complaints process in a retirement home setting.

Participant Feedback

Handouts were developed and given out. At three (3) participant groups, they were asked to gage the content for ease of understanding and comprehension. After each feedback session, the handouts were revised and feedback gathered again. Twenty-six (26) seniors and two (2) family members at Chartwell Oakpark Retirement Community Lasalle, twenty-two (22) seniors from Lumacare as well as nine (9) seniors from West Neighbourhood House gave feedback on the information provided to them. This feedback helped with the development and design of OSSCO's resource tool concept



on elder abuse prevention in retirement homes. The resource tool became the pamphlet “My Home, My Community: Safety Starts Here” which was translated and printed in the French language.

At Chartwell’s Oakpark LaSalle Retirement Residence, participants helped us develop the initial content and made suggestions on the format - a pamphlet. Their main suggestion was that the amount of information given was to be moderated so that it was easy to read, understand and apply.

At Lumacare, participants asked to again to refine the information so that the content and information on how to prevent elder abuse and accessing help was prevalent and easy to read and that contact information was included.

At West Neighbourhood House, participants said that they found our six (6) panel pamphlet to be quite useful. They suggested that seniors’ elder abuse experiences as scenarios were highlighted in the pamphlet as examples to reinforce what elder abuse could look like.

Project Focus #2: Resource Tool Development

Based on the feedback received and tested, an educational pamphlet was developed to provide information on preventing elder abuse in retirement homes. The pamphlet would be translated into the French language.

In developing an educational resource tool, the Steering Advisory Committee was consulted 1st to ensure what information should be handed out and then seniors were consulted in three (3) presentations to refine that information. Starting with a presentation at Oakpark Lasalle, residents were asked what information they would like to have and their preferred format to deliver content on elder abuse prevention in retirement home settings. The seniors living in a retirement home setting



recommended a 3-panel pamphlet as their resource tool of choice due to ease of use, access and cost effectiveness.

We then asked for feedback from Lumacare's Seniors Group as these seniors were living in community and would at some point contemplate moving into a retirement home setting or institutional environment. They confirmed the feedback from the seniors at Oakpark Lasalle, having the same preference of information and format.

We collected information for our pamphlet by contacting knowledge experts at the Ontario Retirement Communities Association (ORCA), Registered Nurses Association of Ontario (RNAO) and the Retirement Homes Regulatory Authority (RHRA). We also read and summarized articles about elder abuse prevention.

After writing up and laying out the draft pamphlet, we showed the semi-final version to a seniors group at West Neighbourhood House during our presentation there. At West Neighbourhood House, the seniors suggested that we include and highlight stories of seniors' experiences of elder abuse as examples which may be experienced. North York Elder Abuse Network members that include Elder Abuse Ontario received copies of that semi-final pamphlet for review and feedback. Their comments were integrated into the final draft copy which was presented to the Steering Advisory Committee prior to publication.

Throughout the feedback and information gathering process, we shared information with the Steering Advisory Committee as part of our regular bi-weekly meetings. The final draft was edited to ensure we fulfilled the project scope, accuracy of information and ease of comprehension. Using their suggestions which included a review of the brochure design, colors, font and font size, we produced the pamphlet which was launched at the symposium.



We translated the pamphlet into French as we were unaware that any such information is available to Francophone seniors. There were two thousand and five hundred (2,500) pamphlets printed in English and five hundred (500) printed in French. The pamphlet was distributed first to all participants at our *My Home My Community: Safety Starts Here* symposium on October 20th, 2015.

Project Focus #3: My Home My Community: Safety Starts Here Symposium

One of the Advisory Steering Committee's goals was to attract a total of one hundred (100) participants to attend the Symposium with twenty-five (25) participants being Francophone. Participants were recruited using a variety of methods. There were media announcements, four (4) e-mail blasts, three (3) versions (English and French) of community posters distributed electronically to community organizations and a "tweet" was translated into French.

On the OSSCO website, information was updated every two (2) weeks as well as contacting senior's organizations and seniors and phone about the symposium. OSSCO member organizations (150 organizations and 140+ individual members) received notification via email and/or mail. We also contacted twenty-three (23) retirement communities and sent to them posters and information. When we did not receive a response from the retirement homes one (1) month prior to the symposium, we had a volunteer and staff member contact the retirement homes by phone and extended personal invitations to their residents.

Promotion of Symposium into Francophone communities

All information to promote the symposium was translated into French. This included the three (3) posters and social media. To attract Francophone participants as this community is under represented in Toronto, we contacted Francophone community



organizations directly and spoke to the program staff in French. French language announcements for this event were also posted on the Centre Francophone's website and on the website www.grandtoronto.ca

"I found the information very important and I think more people should show an interest."

Symposium Program

In total, one hundred and seven (107) people attended our symposium My Home My Community: Safety Starts Here. Ninety one (91) of those people were older than sixty-five (65) and twenty-three (23) were Francophones. The symposium featured twelve (12) presenters in total speaking on seven (7) different panels. Opening remarks were made by The Honourable Mario Sergio, Minister Responsible for Seniors Affairs who spoke about current programs and activities of the Ontario Senior Citizens' Secretariat. Greetings from the OSSCO board were delivered in both official languages by Claude Hould, Chair-elect who facilitated the French language section of the symposium.

Highlights from the symposium included presentations by Constable Patricia Fleischman, the Ontario Retirement Communities Association, a theatre performance given by Health Action Theatre by Seniors, a seniors volunteer driven theater troupe, and presentations in our final panel: Faces of Safety: Self-Empowerment in a Retirement Home Setting. Georges Gauthier of the Retirement Homes Regulatory Authority (RHRA) presented in both the French language and an English language sessions about how retirement homes are regulated under the Retirement Homes Regulatory Authority.

Manon Thompson of Elder Abuse Ontario and Isabelle Girard of Les Centres D'Accueil Heritage spoke on a panel called La Retraite en Toute Sécurité. Manon Thompson



spoke about different types of elder abuse while Isabelle Girard spoke about the steps her residential organization takes to prevent elder abuse before it starts.

Health Action Theatre by Seniors' a theatre troupe coordinated by seniors for seniors had symposium goes very much involved. They depicted their scenarios of real life elder abuse that can happen in any retirement home setting and led the participations in a group discussion. Finally, symposium audience members were asked to participate on the stage and act out the "elder abuse free" solution.

The final panel of the day included presenters Sylvie Lavoie, Jeyasingh David and Lezlie Lee Kam who talked about the experiences of Francophone seniors, Tamil seniors in institutional settings and LGBTQ seniors. This panel resonated strongly with symposium participants. These presenters spoke from the heart and provided information from their own personal experiences in how they were involved in reducing the risk of elder abuse situations.

Sixteen (16) volunteers of which some spoke French, helped in a variety of tasks includes the registration desk, presenter redirection, seniors assistance from meals to program delivery. Most of the volunteers were between the ages of 25 - 50, and were themselves studying to work with seniors in a variety of capacities.

Symposium Participant Feedback

Just as we did in the workshop sessions, we continued to gather feedback at the symposium whether it was by a show of hands or collection of evaluation forms.

In analyzing the evaluation forms, most of the participants indicated that the My Home My Community Symposium met their expectations. While one hundred and



seven (107) evaluations were distributed, in total fifty-five (55) evaluations were collected. A large group of seniors left before the end of the symposium because of the religious celebration of Diwali.

In filling out these evaluations, fifty one (51) participants (92%) felt that they had gained a better understanding of elder abuse after attending the symposium. Participants indicated that they had gained new knowledge of how to live elder abuse free in a retirement home setting after attending. Eight (8) participants wrote that the presenters were very good or excellent.

Participants also gave relevant criticism about the content of the presentations: two (2) participants suggested that our panelists could have been more diverse and also could have better addressed how homophobia and racism intersect with elder abuse. Two (2) participants suggested that we have more presentations accessible to seniors who did not speak English well. A few participants commented that the food served at the event was not satisfactory as they had expected a full meal, not a light lunch as stated.

Project Learnings

Lack of Retirement Community Representation

The staff and Steering Advisory Committee found it totally unexpected that no seniors who live in retirement home settings attended. Despite a dedicated effort to attract these seniors, which included contacting twenty-three (23) retirement homes in North Toronto well before the symposium started, no seniors who live in a retirement home came to the symposium. Staff and the volunteer personally contacted the retirement



homes two (2) times. On the 2nd call, an offer was extended that the retirement home could be provided with free transportation through a rental of a bus or paying for gas for the retirement home's own bus. This was in addition to emailing the retirement homes four (4) times. We did not receive confirmation that the management staff of the retirement home posted the information which we sent to them or if the offer to attend the symposium was given to the residents.

Instead, the seniors came from different community organizations, groups and clubs from the GTA. This points to the need perhaps to use a broader framework for future symposiums, for example, preventing elder abuse in a variety of institutional settings instead of just one type of residential setting.

Lack of Elder Abuse Prevention Awareness

Although the workshop participants were exposed to the following in their 1 ½ hour session - Basics of Healthy Retirement Communities: A discussion; Recognizing Elder Abuse and Corrective Action: Do you know what they are; Allegations and Prevention of Abuse: What can you do; and Protection of Seniors in Retirement Communities: What can you expect? Who do you contact - only one (1) out of more than one hundred (100) participants could answer identify all areas of abuse. All of the seniors, their families and friends could identify financial abuse (fraud) and sexual abuse (rape), but during discussion as the other types of abuse were identified, the number of participants who could identify those types of abuse decreased. No participant identified that they had had elder abuse awareness training before the workshop. When asked how they knew about elder abuse, they stated it came from the media or discussion with friends. This indicates the role of media as a potential education tool.

Attracting Francophone Seniors to Attend

We also found it a challenge to attract francophone seniors to our symposium. We contacted every French community organization registered in Toronto. However, due



to the diffuseness of French services and the smaller French population in this area, we struggled to meet our target for Francophone senior attendees. In the future, we need to start to build relationships with the Francophone community earlier in a project including doing outreach with the Fédération des aînés et des retraités francophones de l'Ontario. We also need to do more outreach into other cultural communities where French language is spoken either as a first or second language.

Next Steps

Based on the extensive efforts to promote the symposium and educational workshop, OSSCO received requests from different seniors' centres to give My Home My Community Presentations after the end of this project date.

We will include the workshops as part of our educational program in our 2016 Lecture Workshop programs in Toronto, London-Middlesex, Windsor-Essex, Niagara Region, Hamilton, and Sudbury, Sault St. Marie as well as the Ottawa area.

The pamphlet has been distributed to relevant organizations such as the Ontario Retirement Communities Association (ORCA), Advocacy Centre for the Elderly, retirement community chains such as Delmanor, Chartwell, *Retirement Community by Signature*, libraries and organizations who participated in this project i.e. the North York Elder Abuse Awareness Network.

OSSCO has started to develop new community relations and networks within the French speaking seniors community and groups that work on the prevention of elder abuse in institutional settings. We will continue to work with these groups moving forward through activities such as PEACE, with Elder Abuse Ontario and FARFO.

Conclusion



The My Home, My Community: Safety Starts Here project has undoubtedly achieved its goal: to provide educational programming to seniors and raise their awareness about how to prevent and stop elder abuse in retirement home settings.

We initially set a target of reaching one hundred and fifty (150) seniors throughout this project. Through our various activities including the community presentations and symposium we actually reached two hundred and thirteen (213) seniors more than reaching our target goal.

Given the results of our evaluation and feedback, we can definitely say that seniors who attended our symposium left with more knowledge and information on identifying elder abuse and how to prevent it from occurring in a retirement home setting. Participant comments also indicated that the information received could be transferred into a community setting to better reduce the risk of elder abuse outside a residential or other institutional setting such as long term care facilities, hospital.

The participants indicated that what they learned about preventing elder abuse in a residential setting could be shared with family members or friends who live in institutional settings or who receive care in their homes. Although there are some components of this process that we will change in the future, we will continue to educate more seniors utilizing the workshop which was developed.

We were surprised to learn from the anecdotal stories shared by seniors in the presentations that safety i.e. elder abuse prevention, fire prevention was not top of mind when selecting a retirement home for themselves or their families. They also indicated a lack of awareness that retirement homes were rental units and regulated by the Residential Tenancies Act. No senior or their family members could identify the Retirement Homes Act which afforded them with protection and rights.



For seniors living in a retirement home setting, only one (1) senior could identify that if they felt there was a case of elder abuse that they knew who to approach for help. No one could identify where the Residents' Rights were posted in their retirement home, whether the senior lived in that retirement community or if they had family living in a retirement home setting. The reason for this lack of awareness was not identified, although when presented with a list of 20+ acts which govern retirement homes, all participants expressed surprise. These responses were typical amongst older adults 50+ and this demonstrates a knowledge gap amongst individual seniors on the subject of elder abuse awareness, and in particular, its prevention in retirement communities.

We can be confident based on the participation rate and comments from symposium and workshop participants that this project has been effective and fulfilled an unmet need. Participants indicated they have more knowledge on this subject matter than they had before they participated in this project. OSSCO's outreach throughout this project resulted in new connections with seniors groups and communities than it had before the project. The relationship with North York Elder Abuse Network and the groups which works on elder abuse prevention as well as Elder Abuse Ontario, Ontario Retirement Communities Association (ORCA) and Registered Nurses Association of Ontario (RNAO) has been strengthened.

Copies of the pamphlet which provide information on elder abuse prevention and how to deal with it in a retirement home setting has been requested from the community including retirement homes. OSSCO has been asked to present elder abuse awareness workshops to seniors groups and is booked for two (2) such presentations in 2016.

« L'atelier très intéressant, le repas très bon ainsi que le service. Conférenciers : Manon Thompson superbe. Elle explique très bien elle connaît très bien son domaine. Isabelle Girard très bien aussi connaissance de son domaine. Merci encore!! »



Another project outcome is establishing preliminary relations with organizations from the French speaking community. After the October 20th symposium, Les Centres d'Accueil d'Heritage hosted another OSSCO workshop, in the French language, and promoted it to the francophone community. Due to our extensive outreach for this project into the French speaking community, we were able to engage a French speaking trainer and volunteers for that subsequent workshop. We have had follow-up from FARFO as well, and will be presenting the same workshop to FARFO members in Sudbury.

While it is important to focus on the successful outcomes of this project, we were challenged to break through to seniors who live in retirement home settings, and have been unable to determine the reason why this occurred. The staff was never sure that the invitation to participate was shared broadly within the retirement home setting.

We learned from anecdotal stories from participating seniors that there is a lack of interest in focussing on retirement home settings as the majority of seniors wish to remain in community as long as possible or expressed that they cannot afford to live in a retirement home due to the high cost of rental.

The lack of interest expressed by seniors in this subject matter of elder abuse and retirement home settings poses a potential risk factor. There is a lot of information on training provided to staff i.e. nurses on elder abuse awareness and prevention in nursing homes and most recently in retirement home settings as a result of the Retirement Homes Act. In retirement homes, staff are not always highly trained or required to adhere to professional standards and ethics. Standards of training change amongst retirement home operators. If seniors are not informed of how to identify elder abuse, its prevention and protection from elder abuse, then they may not be in a position to reduce the risk of abuse from occurring in their retirement home setting and protecting themselves.



While the majority of seniors identified certain types of elder abuse, such as sexual, financial or physical in the workshops, they gave examples of “extreme” behaviours such as unwanted sex, or someone hitting the senior or stealing money from their wallets. When the workshop presenters demonstrated more subtle examples of these behaviours such as touching the senior in a way that made them uncomfortable, knowingly grabbing and restraining the senior causing pain or the senior being asked for money because a favour was granted, then the participants wanted to pursue further discussions and they themselves would raise examples of potential abuse situations.

The Health Action Theater by Seniors troupe also had discussions with OSSCO staff in preparation to write their script and act out a variety of abusive behaviours for the symposium participants to identify and engage in discussion with. Their skit included the typical elder abuse scenarios that workshop participants had identified as well as the more subtle ones which the seniors were not aware of.

The troupe’s approach to engage the audience ensured that the information presented was fully reinforced. The audience initially responded to the skit as a comedic or satirical one. However, through audience discussion and examples of abuse were identified, the message that elder abuse was a crime of “entitlement” and one that was an intentional or negligent action that harmed - or created the risk of harm - to a vulnerable older adult was realized. Extra pamphlets were taken by symposium participants to be shared with friends and family who did not attend.

It is important to acknowledge that seniors continue to contribute and their feedback which is vital when offering programs or developing products i.e. educational pamphlets. All seniors who participated in this project regardless of where they lived, their cultural or linguistic backgrounds had something to contribute. Providing a lifelong learning opportunity on safe living and the engagement of the senior was vital to the outcome of this project. Based on the feedback from workshop and symposium



participants, it appears there may not be enough training provided to the individual senior on this subject matter, and provides an opportunity to government, seniors' organizations and groups as well as retirement home operators to provide more such training to seniors.

While the focus on elder abuse prevention education seems to focus on the professional or caregiver, seniors themselves need to be better educated and made aware of the protections and rights afforded to them, whether they live in community, in a retirement home settings or long term care facility. They also need information to help them differentiate between long term care and retirement home settings as there was confusion from seniors living in community in this area. This meant they were not aware of the protections given to them in retirement home setting, the operator's complaint processes or who to speak to outside the retirement home.

Retirement home settings provide safe living spaces for seniors. Seniors need additional information beyond the sales presentation in order to make informed decisions i.e. elder abuse prevention, fire safety, etc. when choosing a retirement home as 100% of the workshop participants indicated a lack of awareness of the 16+ acts and/or regulations in place which retirement homes comply with on a day to day basis.

As workshop participants identified to OSSCO that what knowledge they had on elder abuse prevention came from the media or discussions with friends, it reinforces the role of media as an educational resource. The importance of the media as educator was also identified in the *Shifting the Paradigm: Strategies for Positive Active Aging* report 2013.



Ontario Society of Senior Citizens' Organizations
La Société des Organisations des Citoyens Aînés de l'Ontario

The project outcomes and report may be beneficial to the provincial government, its crown corporations, agencies and/or departments responsible for protection of seniors from harm in retirement home settings as well as municipalities, professional associations such as RNAO, ORCA and retirement home operators in future planning to reduce the risk of elder abuse in a retirement home setting.



APPENDICES



Appendix A

Workshops Given for My Home My Community: Safety Starts Here

Oakpark Lasalle, June 22, 2015

Number of Attendees: In total 28 people attended this workshop. 24 people attending were 65 plus and 2 were between the ages of 45 and 65. 2 staff also attended. One staff member was between the ages of 45-65 and 1 staff member was between the ages of 25 and 44.

Bernard Betel, June 23, 2015

Number of attendees: In total 20 people attended this workshop. 18 people were 65 plus. There was also 1 staff person between the ages of 25 and 44 and 1 volunteer who was under 25.

Lumacare, July 20, 2015

Number of attendees: In total 28 people attended this workshop. 23 attendees were 65 plus. There were also 2 volunteers and 3 staff all between the ages of 25 to 44.

Lumacare Northwood, August

Attendees: In total, 23 people attended this workshop. There were 20 people who were over the age of 65 there. There were 3 staff with 2 being between the ages of 25 and 44 and one being between the ages of 45 and 65.

Club Beersheeba, September 21st, 2015

Number of attendees: There were 12 attendees at this workshop. All were over the age of 65.

September 15th, West Neighbourhood House

Number of attendees: There were 10 people at this event. 9 attendees were over the age of 65 and there was 1 staff person between the ages of 45 and 64.

Total number of people reached through presentations: 121

Total number of people aged 65 plus at the presentations: 106



Appendix B

Symposium Promotion Awareness

OSSCO's goal for this project was to attract seniors who were living in a retirement home, seniors who were planning on moving to a retirement home and Francophone seniors to participate in the project. We also aimed to attract seniors from diverse backgrounds in terms of ethnicity, sexual orientation and gender identity. Finally, we aimed to attract a smaller group of the people that assist seniors: care giving professionals and seniors' family members. Below is a list of organizations OSSCO staff contacted.

Community Organizations

The 519 Community Centre	Canadian Hearing Society
Trinidad and Tobago 50 Plus Seniors Association	Workplace Institute
Mosaic Homecare	Malton Neighbourhood Services
Association of Jewish Seniors (AJS)	Jamaican Canadian Association
York West Active Living Centre	West Neighbourhood House
Family Services Toronto	Downsview Services for Seniors
North York Seniors Centre	Lumacare
Loft Community Services	Circle of Care
Education for Results	Toronto Tamil Seniors Association
Social Services Network	Bernard Betel
Registered Nurses Association of Ontario	Care Watch
The Be Fair Project to Stop Elder Financial Abuse	Native Canadian Centre
Nordixx Pole Walking Canada	Dixie Bloor Neighbourhood Centre
Toronto Seniors Forum	Community Information Fairview
Senior Pride Network	Swansea Seniors Forum
Arya Samaj Seniors Markham	Alliance of Seniors
Davenport Perth Neighbourhood Community Health Centre	Delta Family Resource Centre
Peel Elder Abuse Prevention Network	Costi
Senior Homecare By Angels	

Retirement Residences

Canterbury Place Retirement Residence	Russell Hill Retirement Residence
Chartwell Lansing Retirement Residence	Kensington Place
Chartwell Scarlett Heights Retirement Residence	Belmont House
Donway Place	Hazelton Place Retirement Residence
Leaside Retirement Home	Greenwood Retirement Communities
The Dunfield Retirement Residence	The Teddington Retirement Home



Ontario Society of Senior Citizens' Organizations
La Société des Organisations des Citoyens Aînés de l'Ontario

Meighen Retirement Residence
The Claremont Retirement Community
Bradgate Arms Retirement Residence
Rayoak Place Retirement Residence
Terrace Gardens Retirement Residence

Delmanor Northtown
Delmanor Wynford
Living Life On the Avenue
Leaside Retirement Residence
Pine Villa

OSSCO staff contacted the following French language organizations in order to attract Francophone participants to our symposium.

French Organizations

Centre Francophone
La Passerelle-I.D.É
Bendale Acres
l'Association des francophones de la région de York
Reflet Salveo
l'Association Marocaine de Toronto
La Société d'histoire de Toronto
Collège Boréal
Cercle des Aînés Noirs Francophones de l'Ontario
Paroisse Sacre Cœur

Auberge Francophone
Paroisse St. Louis De France
Club Canadien de Toronto
Franco Queer
Paroisse De La Ste. Famille
Oasis Centre Des Femmes
Le Cercle de l'amitié
Nexus Santé
Entité 4
Centres D'Accueil Héritage



Appendix C

Symposium Agenda

My Home, My Community: Safety Starts Here
Ma maison ma communauté: la sécurité commence ici

An Elder Abuse Awareness Symposium Agenda

October 20th, 2015, 9:30 am-3:00 pm

8:30 - 9:30 am Registration Desk Open

9:00 - 9:30 am Meet and Greet with Minister Responsible for Seniors Affairs

Facilitators: Samantha Adebyi and Claude Hould

9:30 - 9:50 am Welcome and Opening Remarks

Speakers: Board of Directors, OSSCO
The Honourable Mario Sergio, Minister Responsible for Seniors Affairs

9:50 - 10:35 am Recognizing Elder Abuse in an Institutional Setting

Speakers: Patricia Fleischmann, Police Constable and Vulnerable Persons Coordinator, Toronto Police Service, Rob MacKenzie, Vice President, Ontario and Manitoba, LegalShield

10:35 - 10:50 am Coffee Break

10:50 - 11:35 am Safe Retirement Living (English Language Session)

Speakers: Charlotte Burchett, Manager, Strategic Communications, Ontario Retirement Communities Association, Robyn Knezic, General Manager, Delmanor Northtown

Or

10:50 - 11:35 am Retirement Homes and the Law (French Language Session)

Speaker: Georges Gauthier, Inspector and Investigator, Retirement Homes Regulatory Authority



11:40 - 12:10 pm Theatre Performance

Educational Theatre Troupe: Health Action Theatre By Seniors,
West Neighbourhood House

12:10 - 1:00 pm Lunch Break

1:00 - 1:45 pm Retirement Homes and the Law (English Language Session)

Speaker: Georges Gauthier, Inspector and Investigator,
Retirement Homes Regulatory Authority

Or

1:00 - 1:45 pm Safe Retirement Living (French Language Session)

Speaker: Isabelle Girard, Executive Director, Centres d'Accueil
Héritage, Manon Thompson, consultant, Elder Abuse Ontario

1:50 - 2:30 pm Faces of Safety: Self-Empowerment in a Retirement Home Setting

Panelists: Sylvie Lavoie, Hélène Tremblay Lavoie Foundation,
Lezlie Lee Kam, Senior Pride Network and The 519 Community
Centre, Jeyasingh David, Multicultural Council of Seniors Ontario

2:35 - 2:45 pm Wrap up and Conclusion

Speaker: Elizabeth Macnab, Executive Director, Ontario Society of
Senior Citizens' Organizations



Appendix D
Participant Evaluation

Below is the participant evaluation given out at the symposium.

My Home My Community, Safety Starts Here

Please circle the appropriate response

1. Did you gain a better understanding of what elder abuse is and the forms that it takes? Yes Somewhat No
2. Did you gain new knowledge of how to live elder abuse free in a retirement home setting after attending this symposium? Yes Somewhat No
3. After attending this symposium, do you feel more confident in your ability to choose the right retirement home for you? Yes Somewhat No
4. Overall, did you feel that you received information at “My Home My Community: Safety Starts Here” to help you plan for comfortable living in a retirement home? Yes Somewhat No

Please provide us with any further comments and feedback (location, lunch, presenters)etc. _____

Please provide the following information if you wish to be notified about upcoming events.

Name: _____ Email: _____

Phone Number: _____

Thank you for your support!

Participant Response to Evaluation of Symposium



In total, fifty-five (55) evaluations were completed.

Question 1: “Did you gain a better understanding of what elder abuse is and the forms that it takes?”

Yes: 55 participants (92%) Somewhat: 3 participants (5%) No: 1 participant (1%).

Question 2: “Did you gain new knowledge of how to live elder abuse free in a retirement home setting after attending this symposium?”

Yes: 45 participants (81%) Somewhat: 8 participants (14%) No: 2 participants (3%)

Question 3: “After attending this symposium, do you feel more confident in your ability to choose the right retirement home for you?”

Yes: 43 participants (78%) Somewhat: 12 participants (21%) No: 1 participant (1%)

Question 4: “Overall, did you feel that you received information at “My Home My Community: Safety Starts Here” to help you plan for comfortable living in a retirement home?”

Yes: 47 participants (85%) Somewhat: 8 participants (14%) No: 1 participant (1%)

Below is a selection of the written feedback from the surveys.

1. Questions were encouraged and read out so that a discussion was started. The interactive program was well received by the audience.
2. No good lunch, could have been better, tea and coffee cold.
3. Beautiful location, lunch was so so, better arrangements could be made for better lunch. Excellent presenters.



4. Good food and good location.
5. Good lunch and good company to talk. More skits help us to understand properly if speeches are bit slow to understand-Indian Elder.
6. Not comfortable.
7. Liked the skit, good presentations, lunch could be better.
8. Lunch was very good, presenters were knowledgeable and good. I could not hear that well.
9. *Repas excellent, accueil merveilleux conférenciers spécial.*
10. Great lunch and presenters. However re abuse no breakdown re racism and homophobia during general presentations. However, presenters were knowledgeable. The stress on safety and respect needs to include racism and LGBTQ inclusion. Thank you for including The Senior Pride Network, The 519 plus myself.
11. Lunch was satisfactory and the presenters did a good job.
12. People who came here should know the hours so they can stay for the whole meeting.
13. Location was great. Lunch-tea service to be better organized. Food was fine. Overall it was a very good day.
14. Learned the most from panelists today!
15. Excellent locations, perfect lunch, presenters were superb. Thank you all for investing their time and taking pains to present the fare. We need to work on reducing the cost/ fee for seniors to live free from financial tensions at retirement homes.
16. The symposium was very informative, educational and interactive. All presenters were very knowledgeable in their area.
17. I found the information very important and I think more people should show an interest.
18. *Endroit n'est pas vraiment accessible directement. L'atelier très intéressant, le repas très bon ainsi que le service. Conférenciers : Manon Thompson superbe. Elle explique très bien elle connait très bien son domaine. Isabelle Girard très bien aussi connaissance de son domaine. Merci encore!!*
19. *Se servir d'un microphone et hautparleurs surtout dans la grande salle.*
20. Play was good concept, police woman was great, Tamil presentation too. Trini was great.



21. Comfortable room, enjoyed lunch. The moderator could have been more prepared to introduce speakers. Enjoyed Sylvie Lavoie- great speaker, touched my heart. Plus Lezlie Lee Kam-very good info.
22. Lunch excellent, presenters mostly very good, moderator's voice did not carry very well.
23. Wasn't happy with the commercial pitch for LegalShield, questionable value; raises ethical issues for organization. Enjoyed other presenters.
24. Everything was excellent.
25. There should be a broader spectrum of speakers concentrating on the minority groups, e.g. black, gay and aboriginal people.
26. Information for seniors of ethnic background not addressed. I was impressed with the presentation by Jeyasingh David on how the Tamil Community have empowered that community.
27. Location, presenters are very good.
28. I like everything, thanks.
29. The location was well chosen. Lunch was tasty and healthy. Presenters were excellent.
30. Everything is good, I like thanks.
31. The location was good. The lunch was good and the presenters are good. I just hope that I could understand the presenters, I only speak Portuguese. I wish we had interpreters.
32. Location is good and lunch is good presenters is good everything is good.
33. We like everything. Thanks.
34. Location was ok. It is close to subway. The lunch was good you had a good variety of food. The presenters were quite clear in explaining the procedures in residences home.
34. Yes I liked everything. Thank you.

Appendix E

Presenters' Biographies



The Honourable Mario Sergio
Minister Responsible for Seniors Affairs

Mario Sergio was appointed as the Minister Responsible for Seniors Affairs in February 2013. He was re-elected in the riding of York West in 2011. He was first elected to the Ontario legislature in 1995. Minister Sergio has served as Parliamentary Assistant to the Ministers of Consumer and Business Services, Municipal Affairs and Housing, Minister Responsible for Seniors, and Parliamentary Assistant to the Minister of Community Safety and Correctional Services.

Minister Sergio's service in public office goes back to 1978, when he was first elected to the City of North York Council. He was chair and a member of North York's Planning Board Committee for 14 years. He also served on Metro Toronto Council – where he was chair of the Metro Transportation Committee – the Public Works Committee, the Metro Toronto Housing Authority, the Metro Toronto Region Conservation Authority and the Canadian National Exhibition Board.

Before he entered politics, Minister Sergio was a registered general insurance and real estate broker. At age 21, he started his own general insurance business while working as a life insurance agent. In 1969, he started his own real estate brokerage, which he operated until his municipal election win nine years later.

Minister Sergio's community service spans more than 35 years and includes being a founding member of COSTI; member of the York Finch Hospital Board; co-chair of the United Way of North York the Children's Aid Society and American Public Works Association; director of the Canadian Italian Business and Professional Association. Mario is also a member of the Knights of Columbus and the Knights of Malta Order of St. John's.

Minister Sergio has been awarded the title "Cavaliere (Knight) of the Italian Republic" by the President of the Republic of Italy for his work within the Italian community. He has also been recognized by the Region of Calabria with the Golden Lion Award which he received in Rome for the work he has accomplished both in Canada and Italy.

Minister Sergio was born in Italy in 1940. He and his wife, Rose, have two sons and four grandchildren.

Samantha Adebisi
Community Service Worker Instructor, Citi College

Samantha Adebisi has lived in Toronto Canada since 2000. As of 2007, Samantha has been the Social Service Worker with Leisureworld Cheltenham Long Term Care Home. In 2013 she became a Community Service Worker Instructor with Citi College where she continues to teach. Her expertise in the areas of Gerontology and youth as well as



her focus on community collaboration has led her to a number of volunteer opportunities and community leadership roles. Samantha received her Social Service Worker diploma from Seneca College and Bachelors of Honors Degree in Children Studies at York University. As a registered Social Service Worker with the Ontario College of Social Workers and Social Service Workers, Samantha maintains her passion and determination to provide support and assistance to Canadians and especially older adults who are in need.

Claude Hould
Senior Partner, Key Factor Consulting

Claude Hould is a Senior Partner at Key Factor Consulting, where he assists clients maximize their organizational effectiveness. Claude earned his Bachelor of Science and MBA degrees and holds the CHRL designation.

Claude spent the first 18 years of his career in the petroleum industry with Gulf Canada and Ultramar. He expanded his operational experience with positions in Sales Administration, Advertising, Merchandising, Distribution and Human Resources.

He switched to retail as VP Human Resources with Consumers Distributing until the company was sold 3 years later. Claude then branched out as a Consultant until he accepted the position of Director Human Resources with CARQUEST Canada. Until a restructuring in 2008, he was an integral member of the North American HR Team for 11 years after which time he returned to his consulting practice.

In addition to his business career, Claude served as a Personnel Selection Officer with the Canadian Forces Reserves for five years and qualified to the rank of Major.

He is a strong believer in volunteering to support his community, serving as Board Member and Chair of the Refugee Committee at Rosedale United Church. Claude and his wife Linda were long-time volunteers with the Sports Celebrity Festival in support of Special Olympics and for the last 20 years have volunteered with Air Canada Dreams Take Flight which sponsors annual one-day trips to Disneyworld for disadvantaged children.

Claude was invited to join the Board of the Ontario Society of Senior Citizens Organizations in the Fall of 2014 and served as Treasurer and Chair of the HR Committee in the first year. Recently he was elected to the position of *Chair - Elect*, and continues as Chair of the Human Resources Committee. This is in addition to serving on the Communication and Membership committee. He is also an active contributor to the Strategic Planning and By-Laws Committees. Claude and Linda are members of the OSSCO Speakers' Bureau.



Claude is an active network builder and has leveraged his volunteering and business experience to help his community and in the process find employment. He is here today to share his experience with us.

Constable Patricia Fleischmann
Vulnerable Persons Co-ordinator, Toronto Police Service

In her 29th year with Toronto Police Service, Constable Fleischmann is the Vulnerable Persons Co-ordinator responsible for seniors', disability and mental health issues. Patricia is a graduate of Durham College, McMaster University and Ryerson University. While at Ryerson, she also completed her Gerontology Certificate.

Patricia is a national and international elder abuse educator for police and non-law enforcement audiences. Patricia is a founding member of Law Enforcement Agencies Protecting Seniors, (LEAPS) an Ontario group committed to sharing information and ideas for the positive treatment of older adults, as well as developing a collaborative, coordinated and effective response to older adult abuse. Patricia is a long-time member of Bringing an Awareness of Safe Senior Issues to the Community (BASSIC), a multi-level, multi-jurisdictional, cross-sectional NGO organization responsible for producing a national senior safety calendar. She is an advisory member with the Ontario Memory Loss Foundation.

Patricia is also the author of two chapters in the 2010 e-book Aging, Ageism and Abuse. Patricia is a regular guest on the 'Goldhawk Fights Back' show on AM740, Zoomer Radio. Finally, she is an active social media user for the Toronto Police Service and uses both Facebook (Patricia Fleischmann) and Twitter (@CaringCop) to promote an awareness of abuse and neglect, disability, mental health and general safety issues, including a 'senior safety tip of the day' message.

Rob MacKenzie
International Vice President, LegalShield

Rob was born and raised in Toronto; he was a Toronto Police Officer for over 25 years. During much of that time he was a Crime Analyst. In 1998 he saw what is now the LegalShield Program and helped bring that company to Canada. He has helped take LegalShield across Canada to Manitoba, Alberta and British Columbia. He was named the first International Vice President with this company in 1999 and he continues to hold that position today.

He has spoken to thousands of people across Canada and the USA on the topic of Legal Help and Identity Theft, he has been written up in many magazine articles, books and featured on radio and TV. The company has just recently featured him with his 4th DVD. He has helped hundreds and hundreds of people and business owners just like you with our Legal Plans and our business opportunity.



Georges Gauthier
Inspector/Investigator, Retirement Homes Regulatory Authority

Georges Gauthier is an Inspector/Investigator with the Retirement Homes Regulatory Authority (RHRA). He has been with the RHRA for over a year and he came to the RHRA from 27 years of policing that included time in the military.

Towards the end of his years in policing, he was a seniors' crime investigator and has a keen interest in working with retirement homes and the residents to make their homes a better place to live.

Charlotte Burchett
Manager, Strategic Communications, Ontario Retirement Communities Association (ORCA)

Charlotte Burchett is the Manager, Strategic Communications at the Ontario Retirement Communities Association (ORCA), where she is responsible for all aspects of the association's communications and marketing activities.

Before coming to ORCA in 2013, Charlotte held communications roles at the Canadian Breast Cancer Foundation, the Canadian Institute for Health Research and the federal Ministry of Health. She holds a B.A. in Communications and Political Science from the University of Ottawa.

Robyn Knezic
General Manager, Delmanor Northtown

Robyn Knezic, General Manager of Delmanor Northtown, and Corporate Manager of Human Resources & Training is a graduate of Ryerson University in Long Term Care Administration.

Robyn has worked in the retirement living sector for more than 20 years. In addition to the day to day operation of Delmanor Northtown, Robyn is responsible for the training and development of all employees across each Delmanor community.

Health Action Theatre by Seniors (HATS)

HATS is an innovative, community-based health promotion program for seniors. HATS uses a form of educational theatre to raise awareness about difficult issues facing seniors. At the same time, this educational theatre (performed by volunteer seniors) also promotes a positive problem-solving forum for both audience and participants. The program is unique in a number of ways. It is community-based, culturally sensitive, educational, participatory, targeted to seniors, and has far-ranging impact ("ripple effects"). It is based on the Action Theatre community education model. This



award-winning program is administered by West Neighbourhood House, formerly St. Christopher House, a United Way Agency in Toronto.

Manon Thompson
Regional Consultants for Eastern Ontario, Elder Abuse Ontario

Manon Thompson is a bilingual Regional Consultant for Eastern Ontario and works for Elder Abuse Ontario. Her duties are focused on supporting the implementation of The Ontario Strategy to Combat Elder Abuse and has been doing so since 2007. The framework of the Strategy focuses on service coordination, building local capacity of front-line workers, caregivers, and community networks, by providing public education and training of professionals/service providers and families of seniors, to raise awareness around elder abuse issues.

She was previously the Executive Director of a Community Hospital Foundation and implemented, promoted, managed and led a successful \$12.3 million dollar campaign in addition to a \$2.9 million dollar Hospice Campaign. She has recently just finished serving a six year term as an appointed Public Member of the College of Physician and Surgeons of Ontario's Board of Directors.

She presently sits on the Cornwall Police Services Board of Directors, appointed by the City of Cornwall. In addition to a few other committees such as Co-chair of the Champlain Elder Abuse Response Coalition and a Board Advisor for the Care Centre, a new healthcare hub, specific to seniors.

Isabelle Girard
Executive Director, Centres d'Accueil Héritage

For the last 7 years, Isabelle Girard has worked for Centres d'Accueil Héritage, an organization providing affordable housing and community support services to Francophone Seniors; she has been the Executive Director since 2013. Previously, she held several positions in the private sector, in project management, sales and logistics. Isabelle was also on CAH's Board of Directors for 6 years, 2 as Chair of the Board. Isabelle is also the proud mother of 8 year old twin girls.

Sylvie Lavoie
President, Hélène Tremblay Lavoie Foundation

Sylvie Lavoie has been a member of the Certified General Accountants of Ontario since 1992. She completed her Bachelor in Business Administration from York University in 1976 after completing her studies in the Bahamas and Boca Raton, Florida. Her experience in accounting, internal audit, and with accounting systems and operations includes Canadian General Electric, Ultramar Canada, and Tupperware Canada. Since 1989 she is a consultant and as such, she helps small and medium



enterprises to choose software, implement it, and train personnel to manage their own financial affairs.

Sylvie has taught at Seneca College part time and was treasurer of the Toronto Hydroplane and Sailing Club for two years. Sylvie was treasurer of Les Centres D'Accueil Heritage from 2008 until March 2011.

Lezlie Lee Kam

The 519 Community Centre, Co-chair, Senior Pride Network

Lezlie identifies as a world majority brown, carib, trini, callaloo dyke. She advocates for lesbians of colour. She is a co-founder of Lesbian Organization of Toronto, the proud and visible coalition and world majority lesbians. She is currently volunteering at Bridgepoint Active Healthcare and as a health ambassador with the Canadian Cancer Society "Get Screened" program. She also volunteers with The 519 and is co-chair of the Senior Pride Network. She lives her life from an anti-oppression perspective and it 'colours' her view of the world.

Jeyasingh David, Multicultural Seniors Council

Specialized in the Education of the Deaf and the Blind from Smith College and Boston College, U.S.A. Served as principal of the Deaf and Blind school in Sri Lanka and later as the National Director of a German funded Child Care Organization and also served as the National Director of Relief and Rehabilitation during the war years in Sri Lanka

Arrived in Canada in 1996. First worked with the Ethno-Racial People with Disabilities Coalition of Ontario as an Outreach Coordinator, and is one of the founder members of the Organization of Canadian Tamils with Disabilities and South Asian Sports and Recreation Organization of the Deaf.

Worked as the Project Manager of the Tamil Caregiver Project at Providence Healthcare since May 2002. Major responsibility was to facilitate Tamil caregivers and care receivers access services, organize healthcare education sessions, identify gaps in health service and find ways and means of closing the gaps.

Presently, retired and is involved in many community organizations as volunteer worker.



Appendix F

Volunteer Profile

There were two (2) groups of volunteers that participated in My Home My Community. A Steering Advisory Committee consisting of six (6) seniors: Judith Wheeler, Margaret Muir, Hazel St. Pierre, Mary Allen, Fenrick Peters and Doreen Benou worked with OCSCO staff to plan the My Home My Community: Safety Starts Here and to assist in the development of our pamphlet. They were involved from June 17th, 2015 until the day of our symposium on October 20th.

Volunteers also participated in assisting with the actual symposium. On October 20th, volunteers that participated were: Ted Wheeler, Shirlon Primus, Persibal DeVera, Monique Eyenga Boteko-Nkoi, Maja Vukosavic, Kaye Maxine Gacho, Linda Hutson, Judy Debourg, Gift Olumati, Galina Pislari, Aminata Cisse, Supradha Rajalingam and Rodelita Maturingam. Linda Hutson, Monique Eyenga Boteko-Nkoi and Aminata Cisse were Francophone volunteers and so provided assistance to all French speaking participants.

Almost all of our presenters volunteered their time and contributed to either the development of our symposium program or participated in the program itself. These presenters were: The Honourable Mario Sergio, Minister Responsible for Seniors Affairs, Claude Hould, Patrician Fleishman, Rob MacKenzie, Charlotte Burchett, Robyn Knezic, George Gauthier, Isabelle Girard, Health Action Troupe, Manon Thompson, Sylvie Lavoie, Lezlie Lee Kam, and Jeyasingh David. Other volunteers who contributed to the development of this program included Zul Kassamali, Multicultural Seniors Council and Jane Teasdale, Mosaic.