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Investigation One: Bullying Between Older Adults: What is happening in Ontario.
Investigation Two: Seniors Anti-bullying Implementation and Evaluation Project

Centre for Elder Research Collections

3-13-2020

Senior to Senior Bullying Project: Toolkit Launch

Kirsten Madsen

Sheridan College, kirsten.madsen@sheridancollege.ca

Liza Franses

Sheridan College, liza.franses@sheridancollege.ca

Katrina Behnke

Sheridan College, katrina.behnke@sheridancollege.ca

Emily Ayenew

Sheridan College, emily.ayenew@sheridancollege.ca

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Seniors Bullying Showcase Toolkit

The information and opinions expressed here today are not necessarily those of the Government of Ontario

Sheridan | Centre for
Elder Research



Social Sciences and Humanities
Research Council of Canada

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Canada

Speakers:

- **Dr. Kirsten Madsen, PhD Lead Investigator**
- **Katrina Behnke, Interaction Designer**
- **Liza Franses, Research Manager**
- **Emily Ayenew, Hon Bachelor of Community Safety Degree Program-Sheridan College**

Facilitated by:

Rochella Vassell, Elder Abuse Prevention Consultant
Elder Abuse Prevention Ontario
March 13th, 2020

Welcome to EAPO's Webinar!

- All attendees will be muted during the webinar. This session is being **recorded**.
- If you are experiencing issues, please type into the **CHAT** and send message to **Rochella Vassell**.
- There will be 15-20 minutes allocated at the end presentation for **QUESTIONS AND ANSWERS**.
- Speaker **CONTACT INFORMATION** will be provided at the end of the presentation to connect directly if you have further questions.

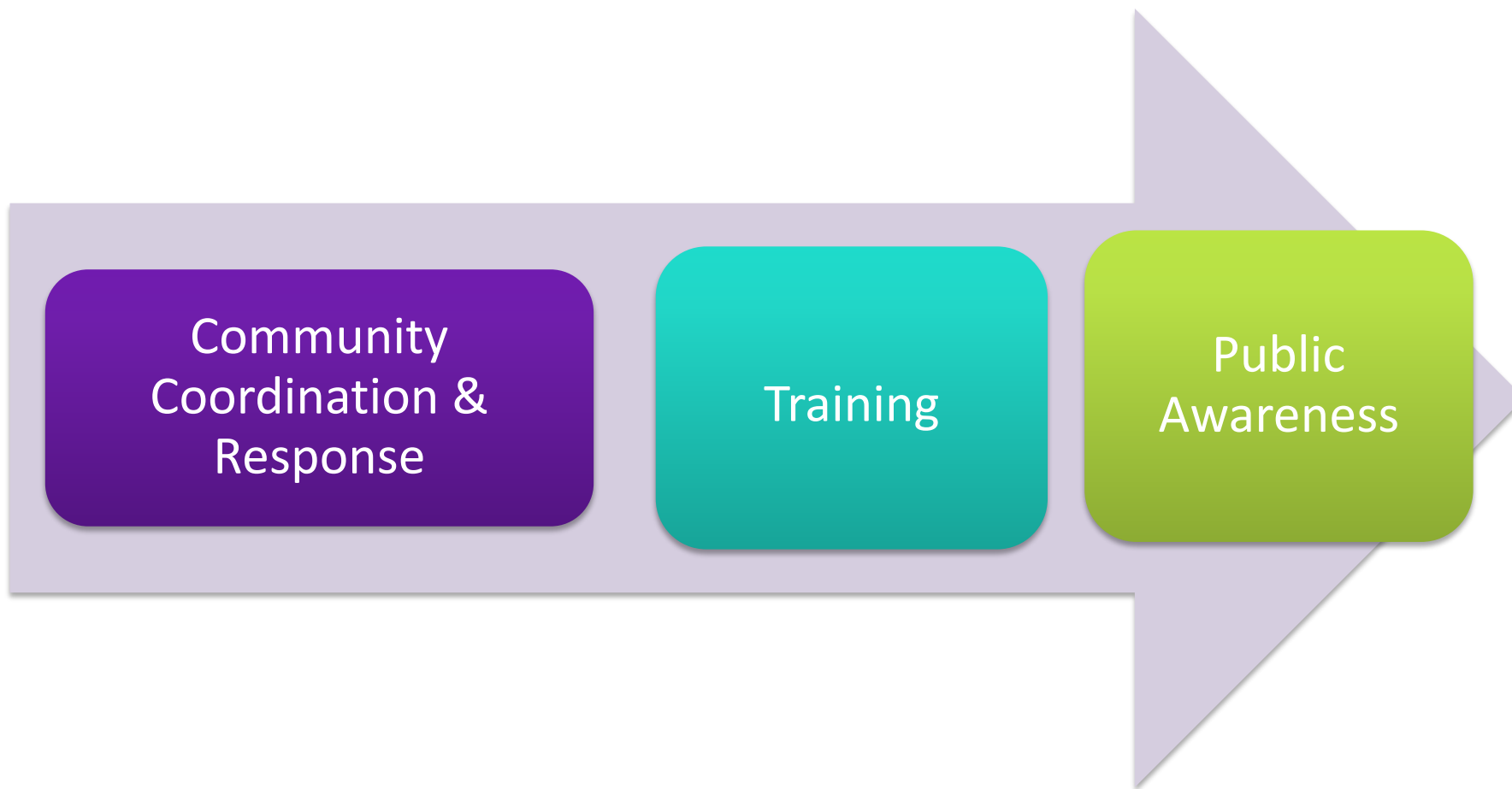
Elder Abuse Prevention Ontario (EAPO)

EAPO Envisions an Ontario where....

ALL seniors are free from abuse, have a strong voice, feel safe and respected. Building that requires raising awareness, delivering education and training, working collaboratively with like minded organizations and assisting with service co-ordination and advocacy.

- Not-for-profit, provincial charitable organization established in 2002 as ONPEA
- Funded by the ON Government, under the Ministry of Seniors and Accessibility (MSAA), EAPO is mandated to support the implementation of Ontario's Strategy to Combat Elder Abuse

Priorities of the Strategy



Priorities of Strategy Defined

Co-ordination of Community Services

Strengthening and empowering communities through partnerships between agencies, which promote knowledge exchange and sharing best practices across Ontario to collaboratively combat elder abuse.

Training Front-Line Staff

Specialized training targeting front-line workers across all sectors, who interact regularly with seniors, to prepare and guide them in recognizing and responding to elder abuse.

Public Education and Awareness

Province-wide, multi-media public education campaigns to promote awareness of the complexities of elder abuse and provide relevant information on how to access supports and services.

Regional Outreach

- EAPO Staff in Ontario cover large catchment areas spanning from Peterborough, Thunder Bay, Sudbury, Ottawa and Woodstock to Toronto
- Francophone & Indigenous Communities
- Key resources for providing consultations on elder abuse cases, reviewing options and resources for intervention strategies.
- Do not act as case managers for individual cases of abuse
- Partner with Seniors Safety Line for Information & Referrals



Senior Bullying: What is Happening in Ontario (Prevalence Study)

A Partnership between Elder Abuse Prevention (Ontario) & Sheridan College to better understand what is happening in Ontario, AND to use this data to create a resource package outlining best practices for seniors and those working with seniors to stop bullying.



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Objectives of this Webinar:

- Introduce the Seniors Anti-Bullying Toolkit
- How it was developed
- How to use it
- Where to find it & When to find it

What is senior bullying?

“Bullying is sometimes called harassment and happens when someone hurts, intimidates or scares a peer consciously or unconsciously. When someone is being bullied they often have a hard time defending themselves. Bullying is usually not a one-time event. It can happen over and over again.”

This survey relates to bullying which is based on peer to peer interactions, and not perpetrated by a person who is in a position of trust.

PROJECT AIMS:

- Collect data on the prevalence and nature of Senior to Senior bullying in Ontario;
- Use this data to create a toolkit outlining best practices for seniors and those working with seniors to stop bullying.

HISTORY

- Seniors Bullying in Ontario Project
 - Senior to Senior Bullying Survey
 - 4 Full day Interactive Workshops (i.e. ThinkTanks)
 - Toolkit

Survey Results

- N=683
- In the last 4 months
 - 56% been bullied
 - 36% engaged in bullying behaviours
 - 59% witnessed bullying behaviours
- Being bullied was upsetting or extremely upsetting = 69%
- Engaging in bullying behaviours was upsetting or extremely upsetting = 77%
- Witnessing Bullying
 - 44% Angry
 - 18% worried it would happen to them

THANK YOU!

- Surveys
- ThinkTanks
- Pat Spadafora
- Kathryn Warren-Norton
- EAP(O) – all of the reps who helped us facilitate the ThinkTanks
- Past Research Assistants: Rebecca Rodrigues & Jordyn Sousa

Toolkit Aims



- Prevent and Target Bullying Behaviours between Older Adults
- Includes Strategies & Activities
- Based on Survey results, Stakeholder feedback (i.e. ThinkTanks) & existing Best Practices

Intended Audience


- Senior Leadership Team
- Staff & Volunteers from Senior's Residences & Organizations
- Clients
- Co-ordinator/Facilitator


Toolkit Design

Format — Typography — Colour — Illustration

Toolkit Design — Format

Module 3:
Discussion & Education

 Key Audience: Leadership, Staff, Facilitators, & Older Adult Clients



Activity

Journal Prompts

Purpose:
Please use this journal prompt to reflect on your own experience. This journal is meant to be a personal reflective tool and not as a replacement for reporting.

- 1 If you witnessed a bullying incident this month, how did you respond?

- 2 Choose one or more of your responses and describe the outcome of this behaviour?

- 3 Were you able to de-escalate the situation? If so, what did you do?

- 4 What would you do differently if you had the chance to?

- 5 Is there someone or something that could have prevented this from happening? If so who or what?

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Toolkit Design — Typography

To ensure that anti-bullying initiatives developed using this toolkit are sustainable it is recommended that activities and modules are regularly revisited. Multiple opportunities for discussion groups with stakeholders from each part of the organization are needed for education and engagement.

These discussions should be incorporated into various organizational events

Such as..

- Member's council meetings
- Focus groups
- All staff meetings

In addition to including this as an item in existing meetings it is imperative to have a stand alone meeting specific to the topic of anti-bullying with all stakeholders. Frequent reiteration of anti-bullying efforts to all stakeholders involved helps them understand their role in the prevention of bullying behaviours.

Research shows that once established anti-bullying initiatives work best when all people within an organization are involved.

Therefore it is suggested that these efforts be introduced as early as orientation for any new staff, residents/clients, and volunteers.

Increased margins

Chunking content

Increased line-height

Increased hierarchy

Toolkit Design — Colour

Contrast Checker

[Home](#) > [Resources](#) > Contrast Checker

Foreground Color
#193965
Lightness

Background Color
#F4FBFE
Lightness

Contrast Ratio
11.06:1
[permalink](#)

Normal Text

WCAG AA: **Pass**
WCAG AAA: **Pass**

The five boxing wizards jump quickly.

Large Text

WCAG AA: **Pass**
WCAG AAA: **Pass**

The five boxing wizards jump quickly.

Graphical Objects and User Interface Components

WCAG AA: **Pass**

Text Input

Explanation



<https://webaim.org/resources/contrastchecker/>

Toolkit Design — Illustration



- Inclusive
- High contrast
- Not overwhelming
- Key outlines
- Logical & memorable

Toolkit Design — Illustration

Stages When Setting a Policy & Procedure

1 Development

- Look at what is happening within your organization or residence. This is done by conducting a pre-survey on the nature and extent of bullying.
- Engage in awareness raising which includes discussion & education (refer to ? Discussion and Education module, page 22), consultation and recruitment.

2 Implementation

- Rolling out the different strategies to address and prevent bullying behaviours.
- How do you ensure that people are aware of the policy and procedure, are reading it, and are able to follow the procedure?

3 Evaluation

- Re-do the survey to see how successful the initiative is, and what still needs to be done to address bullying behaviours.
- Consult with relevant stakeholders on how they believe the initiative is going, how it could be improved upon and what could still be done.

- Engage in awareness raising which includes discussion & education (refer to ? Discussion and Education module, page 22), consultation and recruitment.

Module 1: POLICY AND PROCEDURE



- Anchor
- Link to existing P & P
- What is a P&P ?
 - **Policy:** Policy Statement, Scope, Definition
 - **Procedure:** Required Actions
- Confidential Avenues for Reporting
- Alive & Updated

Module 2: DISCUSSION & EDUCATION



- Aim for the module: awareness raising
- These activities are useful for all the other modules
- If you are engaging a new group it is recommended to start here to help define bullying for your older adult clients
- Activities here include case studies that include diverse viewpoints of bullying behaviour

Module 3: RESPONSE TRAINING



- Contains strategies & activities for addressing Bullying Behaviours
- 3 Separate Sections:
 - Targets of Bullying Behaviours
 - Alternatives to Bullying Behaviours
 - Witnesses becoming Allies
- Facilitators: Clear Instructions, Activities & Prompts
- Participants: receive activities
- E.g.: Journaling, Role Playing, & Eco Mapping

Module 4: CREATING A POSITIVE ENVIRONMENT



- Aim
- Build on existing programs
- Activity ideas

TEMPLATES



- Comfort Agreement
- Incident Report Form
- Policy
- Procedure
- Posters

RESOURCES



- Why we chose these resources
- 5 categories
- They have been vetted

FURTHER FREE TRAINING RESOURCES



- For Facilitators and staff
- Training
- Videos

Senior Bullying Project Contact Information:

Dr. Kirsten Madsen (Lead Investigator)

kirsten.madsen@sheridancollege.ca

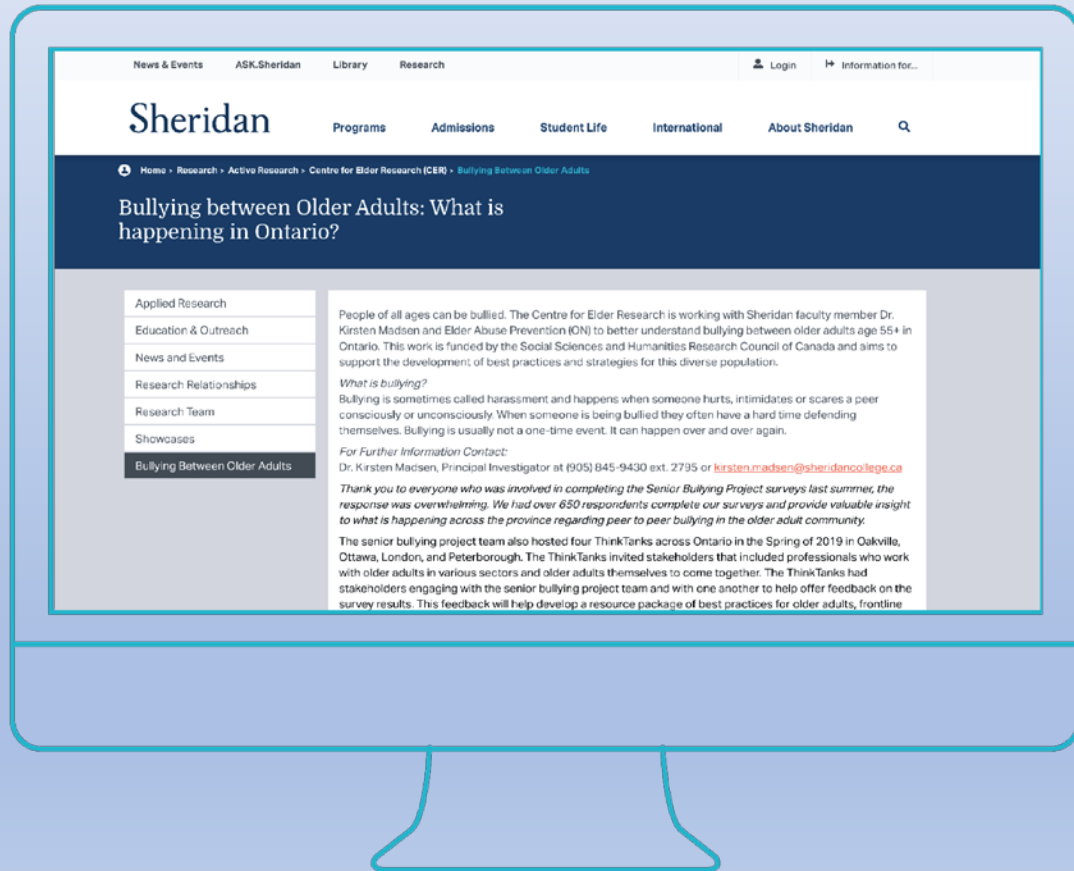
Liza Franses (Research Manager)

liza.franses@sheridancollege.ca

Website:

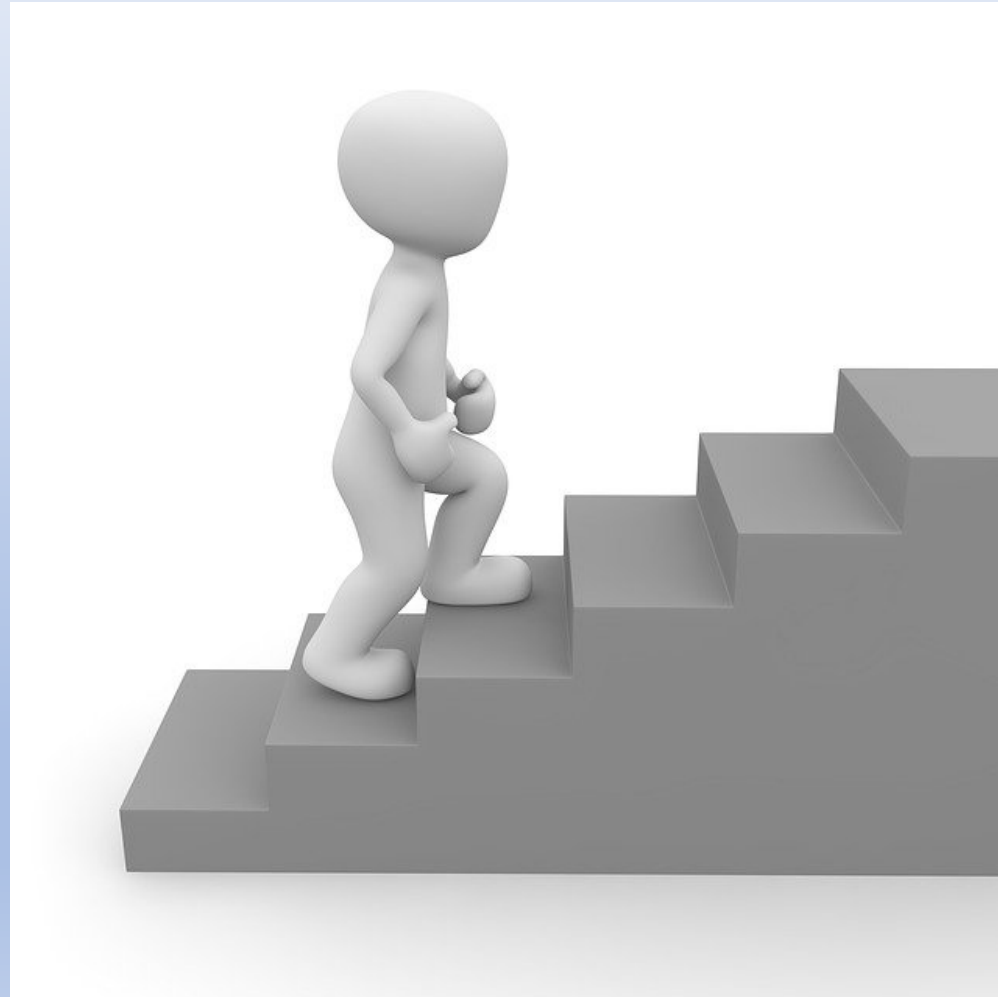
<https://www.sheridancollege.ca/research/active-research/serc/bullying-between-older-adults>

OFFICIAL LAUNCH DATE ON WEBSITES: March 30, 2020



- EAP(O)'s website
 - <http://www.eapon.ca/>
- Sheridan Elder Research Centre's Website
 - <https://www.sheridancollege.ca/research/active-research/serc/bullying-between-older-adults>
- SOURCE
 - <https://source.sheridancollege.ca/>

Next Steps



**Get Help
Now**

Call the Seniors Safety Line

1-866-299-1011

Free to call
Confidential
24 hours a day
7 days a week



Stay in touch with us!



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Elder Abuse Prevention Ontario

Email: admin@eapon.ca

Tel: 416-916-6728

www.eapon.ca

Questions

