Welcome to the APS Research to Practice Webinar Series!

Webinar partners:

Sponsored by the NAPSA-NCPEA Research Committee with support from the National Adult Protective Services Resource Center, and hosted by NCCD.
“Addressing Elder Abuse: The Waterloo Restorative Justice Approach to Elder Abuse Project”

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Addressing Elder Abuse: The Waterloo Restorative Justice Approach to Elder Abuse Project

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Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Stories...

Is Healing Possible?
Considerations

• Project genesis
• Evaluation findings
• Ripple effect of restorative justice
• Current status of Waterloo’s Project
• Replication of the model
Region of Waterloo, Ontario, Canada

- Population: 534,900
- 1,382 sq/km
- 3 urban municipalities Cambridge, Kitchener and Waterloo
- Large rural areas, small towns/villages
- Diverse/multicultural community
- 2 universities/1 college
Waterloo Regional Police Services

- Preserves law and order
- Works to prevent crime
- Provides safety and security to people/property
- Responds to elder abuse, even if charges are unlikely
- Works in partnership

“People Helping People”

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
**Community Care Access Centre**

- Government-funded community-based health services
- Co-ordinates nursing, physical therapy, occupational therapy and personal support for people recovering from illness or injury or living with chronic illness or disability
- Facilitates the placement process into long-term care homes
- **Mandate to respond to abuse**
History

- 1998 community similar to others
- Restorative Justice Approaches to Elder Abuse Project (2000-2004)
- Elder Abuse Response Team (2004-present)
- Truth, Justice, Mercy, Peace and Hope have life and interact

Restorative Justice World View
Elder Abuse - Definition

“Elder abuse is the mistreatment of an elderly person by someone that they should be able to rely on: a spouse, a child, another family member, a friend, or a paid caregiver.”

Senate Committee Report on Aging, 2009 - Canada's Aging Population: Seizing the Opportunity
Reporting of Abuse

- Mandatory reporting varies across Canada
- Ontario has no mandatory reporting of elder abuse with the exception of abuse in Long-Term Care Homes and in Retirement Homes.
Traditional Justice

- Abuse is a violation of a law
- The alleged abuser is charged and tried before a Judge
- Prescribed standards for appropriate punishment
Restorative Justice

- Paradigm Shift from Traditional Justice
- Philosophy or World View

Abuse is a violation of people and relationships.

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Restorative Justice

“Restorative justice is an orientation, not a type of program. It is a set of values and beliefs about what justice means, which in turn point to principles for responding to criminal harm.”

Sharpe, S. Restorative Justice: A Vision for Healing and Change
Restorative Justice

“A process to involve, to the extent possible, those who have a stake in a specific offense and to collectively identify and address harms, needs and obligations, in order to heal and put things as right as possible.”

Zehr, H., *The Little Book of Restorative Justice*
Essence of Restorative Justice

Boils down to a set of questions:

- Who has been hurt?
- What are their needs?
- Whose obligations are these?
- Who has a stake in this situation?
- What is the appropriate process to involve stakeholders in an effort to put things?

Zehr, H., *The Little Book of Restorative Justice*
Project Genesis

- Incidents of abuse and neglect
- Reluctance to report abuse
- Failure to intervene
- Retributive justice system failed to resolve abuse issues.
Restorative Justice Project

www.healingapproaches.com

Goals:

• To increase the reporting of abuse
• To develop and implement a restorative approach to elder abuse that encourages personal responsibility, permits healing, and promotes healthier relationships
• To develop people’s own capacity to deal with abuse

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Restorative Justice Project

Two Major Components

• **Community Education**
  • Seniors
  • Those who worked with older adults
  • Community members

• **Restorative Justice Model to Address Elder Abuse**
Model Development

- Literature review
- Community consultation
- Consultation with experts.

Consensus:
Choice of tool incident driven Principles to Guide Practice.
Restorative Justice Tools

- Mediation
- Shuttle Diplomacy
- Sentencing Circles
- Healing Circles
- Community Conferencing
Guiding Principles

People have the right to—

• **Safety**: to live in safety and security.

• **Dignity and Respect**: to have personal values and preferences respected.

• **Autonomy**: to determine and control their own affairs.
Guiding Principles

People have the right to—

- **Access Information**: to receive all the available information they need in order to make meaningful and informed decisions.

- **Confidentiality**: to determine for themselves what information is shared.

- **The least restrictive means.**

(Adapted from Gallager et al, *Victoria Elder Abuse Project, 1993*)

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
The Circle Process

- Participants sit facing each other
- A container strong enough to hold anger, frustration, joy, truth, conflict, opposite opinions and strong feelings
- Talking piece

*Everyone is equal
Everyone is respected*

Pranis, K., *The Little Book of Circle Processes, A New/Old Approach to Peacemaking,*

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Community Justice Initiatives (CJI)  www.cjiwr.com

• Member of the collaborative
• Non-profit since 1974
• International recognition for starting the first Restorative Justice program
• Intake/screening/circle facilitation/post circle follow up
When to Refer to CJI

- Early Stages of conflict
- Civil Dispute
- After charge laid
- During/after incarceration
- After risk of imminent harm is addressed
Intake Screening

- Safe to proceed
- Responsibility for harm done
- All parties willing to participate
- Older adult is able to understand and stand the process
- Consensus of screening committee
Pre-Circle

• Meet Separately
• Information About Process
• Understand the Issues
• Participation Voluntary
• Ensure Safe to Proceed
Circle

People directly or indirectly affected by the harm address:

- Why it happened
- What can be done to repair the harm
- What can be done to prevent it from happening again

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Evaluation

Self Evaluation

Quantitative

Final


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Quantitative Findings

(Dr. Michael Stones (2004))

• **Community education**: effectively imparted information about restorative justice.

• **Interventions**: for the most part effective in providing satisfaction, safety, and protection for victims of elder abuse.

• **Stakeholders**: uniformly committed to restorative justice; contemplated growth of the project.
Final Evaluation

( Dr. Rick Linden )

• Conducted after the project completed
• Review of all project documents: data base, minutes of all meetings
• Key Person Interviews
Final: Project Strengths

- **Voice for seniors**
  - Planning and implementation
  - Victim’s voice
  - Drama Troupe

- **Educational component**
  - Raised awareness for police, social and health services, seniors

- **Collaborative Component**
  - Community partnerships developed (Matrix of 40 agencies)
Final: Project Weaknesses

• Lack of referrals
• Small number of completed circles
• Using volunteers for complex cases
Evaluation Summary

• Successful in raising profile of elder abuse in community (all three evaluations)
• Strong network of community partners including the multicultural community (Self and Final evaluation)
• Lack of referrals and difficulty completing circle meant that restorative justice could not be primary means of dealing with elder abuse. (Final evaluation)
**Conflict Management**

- Best way to deal with conflict is to establish systems for conflict management
- Diverse agencies and organizations working together to address elder abuse
- Multiple points of entry
- Multiple options for conflict resolution

R. Linden. A.Groh *Addressing Elder Abuse: The Waterloo Restorative Justice Approach to Elder Abuse*

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Elder Abuse Response Team

Connecting you with care
Votre lien aux soins

CCAC CASC
Community Care Access Centre Centre d’accès aux soins communautaires

Waterloo Regional Police Service
The Elder Abuse Response Team

- **MOU**: Police and *CCAC (in-home health services)*
- Guided by Restorative Justice Values
- Mandate to refer to restorative justice process when appropriate
- Broad range of other community options

**Comprehensive Conflict Management Approach to Elder Abuse**

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Benefits of Partnership

- Information sharing
  - Police – history of calls for service; knowledge of provincial and federal statues
  - CCAC – obtaining and understanding health care information
  - Information shared based on PHIPA and Police Service Act and other privacy legislation
- Enhanced network for referrals and dispositions
- Joint presentations to raise awareness
Family Violence Project
Waterloo Region

- SA/DV Treatment Centre
- Mosaic Counselling Services
- Community Action Program for Children
- EART
- Victim Services
- WRPS Domestic Violence
- Family and Children Services
- Women's Crisis Services of Waterloo Region
- Credit Counselling Mosaic
- Crown Attorney
- Victim Witness Assistance Program

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Nature of Investigation

![Bar chart showing the nature of investigation for different types of abuse: Financial, Neglect, Physical, and Psychological. The chart compares the percentages for 2008, 2009, and 2010.](chart.png)

**Type of abuse**

Source: Waterloo EART stats 2010

Arlene Groh RN, BA: Elder Abuse Restorative Justice Consultant
Call Source

- Family: 38%
- Police: 12%
- CCAC: 11%
- LTC/RH: 11%
- Hosp: 8%
- Other agencies: 7%
- Other community: 11%
- Physician: 1%
- Finance: 1%

Source: Waterloo EART stats 2010

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Joint Investigation

- Safety (emergency housing option)
- Determine offence: facts in issue
- Background: investigative & intelligence; CCAC & medical
- Mobile audio/video for statements
- Interview witnesses (family, caregivers, physicians, community services)
- Obtain relevant documents (POA, Dr., health care professional assessments)
- Interview subject (education; warnings; charges)
Possible Dispositions

• Formal caution
• Charges laid - traditional court process
• Diversion to restorative justice (Community Justice Initiatives)
• Advocating for assessments
• Referrals to community and professional supports
• Advocating for support from informal caregivers
Investigations

Number of Investigations

Source: Waterloo SART stats 2010

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EART Evaluation
(Dr. Rick Linden)

• Program exemplifies the development of sound public policy
• Extensive redesign of original project
• Successful in increasing referrals and ensuring community partners work well together
• Impact of program on older adults should be assessed by further research
Back to the Stories

Was There Healing and Change?
Looking Back…

Restorative Justice
Values and Philosophy Guided:
• Development of project
• Practice
• How partners interacted
• How conflict was resolved
• Open dialogue
Looking Forward…

Key elements for mobilizing your community

• Community Dialogue
• Support of Senior Management
• Build on existing foundation
• Funding
Application of Model

“While the experiments, practices ... from many communities... are instructive, none can or should be copied... rather be an inspiration and a place to begin”

Zehr, H., Little Book of Restorative Justice
Thank you for your attention.

Questions?

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SAVE THE DATE

May 7, 2012 from 1:00 – 2:30 pm Central

Presenters: Dr. Ken Conrad and Dr. Madelyn Iris

Topic: Self-report Measure of Psychological Abuse

Registration information forthcoming.