



ADDRESSING ELDER ABUSE THROUGH PARTNERSHIP BETWEEN FAMILY SERVICES AND POLICE SERVICES



Family Services
of Greater Vancouver



Reena Singh

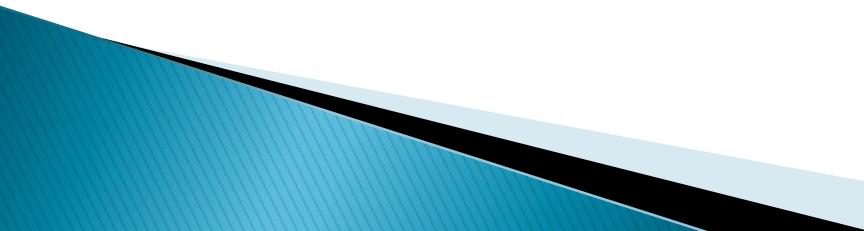
Elder Abuse Victim Support Worker
Family Services of Greater Vancouver

Detective Jacqueline Frost

Domestic Violence Response Team
New Westminster Police Department



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 - ▶ There will be a 10–15 minute Q&A at the end of the presentation. Send your questions via chat box or email at any time during the presentation.
 - ▶ The presenters' contact information will be provided at the end of the presentation if you have further questions.
 - ▶ At the end of the webinar, you will be invited to take a short survey. Please take a moment to participate. Your feedback will help us plan our future webinars.
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HOW TO JOIN

- ▶ **Webinar online**

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Your presenters

Reena Singh

Victim Support Worker, New Westminster Police Department, Elder Abuse Unit, New Westminster

Reena Singh is a Victim Support Worker employed by Family Services of Greater Vancouver working in partnership with the New Westminster Police Department. She has been working in police partnership roles since 2009. As the Elder Abuse support worker, she works on files where seniors are at risk for a high degree of violence or threat of violence within a relationship context. Reena uses a client-centered, strength-based, collaborative approach to establish relationships with clients, in order to help them explore options, connect them to resources, and discuss ways to enhance their safety and decrease their level of distress.

Your presenters

Detective Jacqueline Frost
Domestic Violence Unit, New Westminster Police Department

Jacqueline has been with the New Westminster Police Department since February 2004. Prior to joining the Domestic Violence Response Team in March 2015, Jacqueline worked as a uniformed Patrol Officer, Undercover Operator, Field Trainer, School Liaison Officer and as the Department's Police Officer's Physical Abilities Test Administrator. Jacqueline strives to continue the DVRT's commitment to improving the overall quality and consistency of community and criminal justice system response to domestic violence and elder abuse.

Elder Abuse: Definition



According to NWPS policy:

Any deliberate action or lack of action in a relationship of trust which results in harm to an older individual (not just >65).

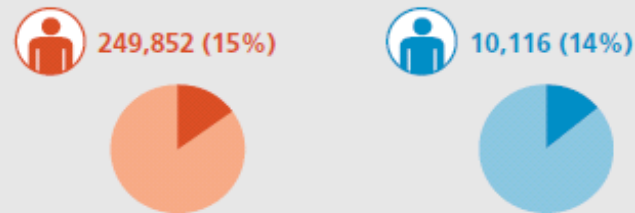
Abuse can take many forms such as physical, emotional, financial, neglect, and self neglect.

NEW WESTMINSTER SENIOR COMMUNITY PROFILE

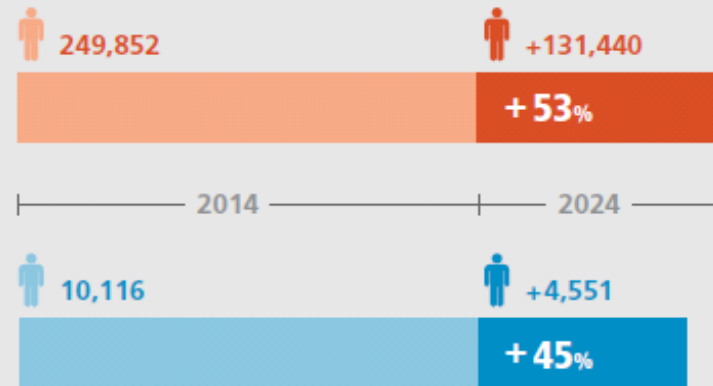
 **FRASER HEALTH**  **NEW WESTMINSTER**

POPULATION STATISTICS¹

SENIOR POPULATION, 2014



INCREASE IN SENIOR POPULATION, 2014 TO 2024



Data Sources

1. BC Stats, BC Ministry of Labour and Citizens' Services, PE.O.P.L.E. 2013 projections
2. Statistics Canada Census, 2011
3. Statistics Canada National Household Survey, 2011, Low Income Measure-After Tax (LIM-AT)
4. Statistics Canada National Household Survey, Aboriginal Population Profile, 2011
5. Statistics Canada, Census 2011

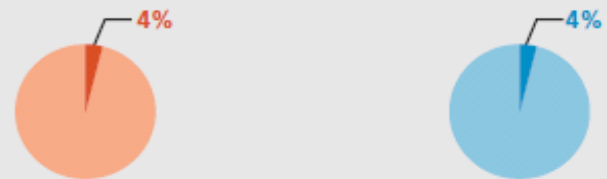
NOTE: Seniors defined as those 65 and older

HOUSING & AFFORDABILITY

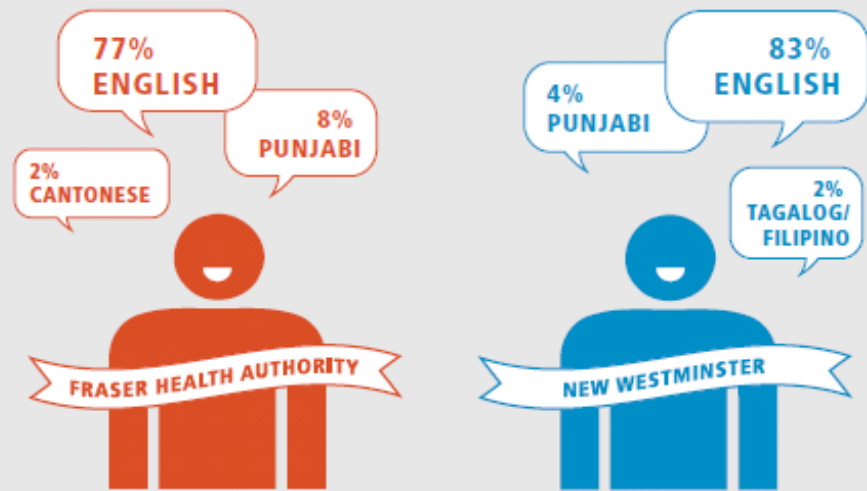


MULTICULTURALISM STATISTICS

PROPORTION OF ABORIGINAL POPULATION 65 YEARS AND OLDER, 2011⁴



MOST COMMON LANGUAGES SPOKEN BY SENIORS, 2011⁵



History

- Need for case tailored, specialized DV Services
- Based on Edmonton model
- DVRT established in 1996 (New Westminster)
- 2007 - 1st Elder Abuse Unit in Canada (Vancouver)
- 2008 - New Westminster Elder Unit starts



DVRT/Elder Abuse Unit: The Model

1 **Detective** from the
New Westminster Police
Service Detective

+

1 **Community Counselor**
From Family Services
Of Greater Vancouver

1 **Elder Abuse Counselor**
From Family Services
Of Greater Vancouver



DVRT Elder Abuse Service Description

- The DVRT pairs a NWPD Detective with a FSGV Counselor to conduct specialized follow-up on cases of elder abuse in New Westminster.
- Case-tailored plans are developed to increase safety for elder victims and hold abusers accountable to enhance a police response by balancing a support function with the traditional control function.



Referral

Continuum of Services: Elder Abuse

Patrol

Police Victim Services

Community Agency

Health Authority

Elder Abuse Counselor

Elder Abuse Detective

Hospital

Housing

Mental Health

Public
Guardian

Any other
resource the
victim requires

Elder Abuse Unit
offers services to
victim and
monitors offender
until no longer
required

Partner Roles

Counsellor

- ▶ Responds to needs of the victim (confidentiality)

Detective

- ▶ Conducts investigation, monitors offender

As a Team

- ▶ Conduct risk assessments
- ▶ Brainstorm safety plans
- ▶ Provide outreach



Counselor Responsibilities

- Ongoing safety planning
- Support, counselling, and information
- Coordination of services
- Liaising and providing advocacy within the community (e.g., RCH, Fraser Health, New West Mental Health, BC Housing, Public Guardian)
- Practical assistance
- Facilitating effective communication between families and community agencies



Detective Responsibilities

- Conduct follow up investigation (e.g., historical)
- Monitor post-offence behavior
- Liaise with crown counsel (e.g., no-contact from jail)
- Highlight offender with probation
- Coordinate efforts between patrol and DVRT
- Review all police files with people >65
- Enforce legal conditions



Challenges

- ▶ Lack awareness of the problem
- ▶ Shame
- ▶ Freedom of choice to have contact with abuser
- ▶ Barriers DVRT has connecting with victims due to isolation, disabilities, poor hearing, dementia/mental health, offender presence
- ▶ Victim's reluctance to involve police for fear of family member being taken away/put in jail
- ▶ Cultural and language barriers (lack of understanding/police seen as authoritarian)

- ▶ Legal system challenges (awareness/mis-trust/corruption)
- ▶ Lack of resources for adult children with mental health/addiction issues who live with elderly parents
- ▶ Lack of "end of life" education & planning
- ▶ Improper police report 'coding' to capture elder abuse cases in PRIME
- ▶ Only 1 Elder Counselor who works part-time and only 1 full-time Detective



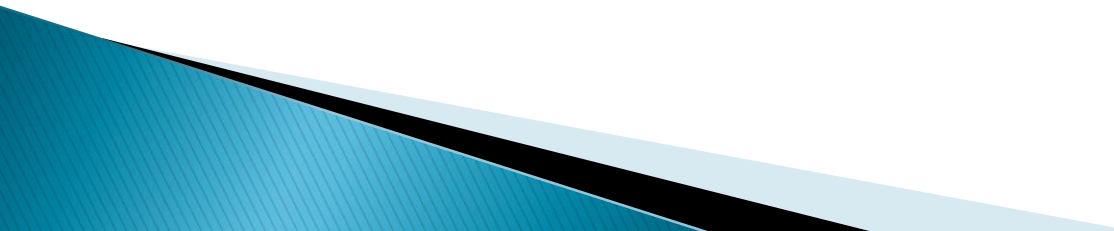
Police Reporting (PRIME)

	2010	2011	2012	2013	2014	2015 (to Sept 30)
GOs flagged "Elder Abuse"	3	11	9	15	7	3
Persons offence GOs with person >65 carded as "VIC"	25	19	25	25	21	19
Fraud offence GOs with person >65 carded as "COM" or "VIC"	24	24	23	19	33	25

*founded only, no ZZZ (assist, etc.) files included

Strategies for supporting older adults experiencing abuse in a police practice context

- ▶ The DVRT partnership (Counselor confidentiality/sense of autonomy)
 - ▶ Collaboration with other Police Resources such as Mental Health Liaison Officers
 - ▶ Collaboration with other Agencies (Crown/Probation, Fraser Health, etc)
 - ▶ Ongoing support/follow ups by Counselor

 - ▶ Training & Education for Police Officers
 - ▶ Coordinate efforts between DVRT and Patrol
 - ▶ Recommend Patrol refer all police files with people >65 to DVRT
 - ▶ Goal: change police policy to require mandatory follow ups when Members engage with elders
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Questions? Contact Information

Detective Jacqueline Frost, DV and Elder Abuse Unit
jfrost@nwpolice.org

Reena Singh, Elder Abuse Counselor
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All located in the New Westminster Police Station
Phone (604) 525 – 5411



THANK YOU!
Let's stay in touch!

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