



STAKEHOLDER CONSULTATION SURVEY FINDINGS

Canadian Network for the Prevention of Elder Abuse ~ Réseau canadien pour la
prévention du mauvais traitement des aînés

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Executive Summary

Stakeholders Consulted

Stakeholders responding to the consultation survey represent a diverse range of communities and interests across Canada. The group of people completing this survey may be expected to be the most CNPEA involved individuals in their support of the project. Thus, this level of interest may be relatively higher than that in the wider population of those practicing in this area. These stakeholders may also be early adopters and advocates within wider communities of practice.

In total, 251 stakeholders responded to the online consultation survey in 2014:

- Sixteen percent of these consulted stakeholders responded in French.
- Consulted stakeholders work with elder abuse issues across the country – in all provinces and most territories.
- Stakeholders work or volunteer in diverse sectors – some work in each of the public, not for profit and private sectors. Sixteen percent are seniors themselves.
- One-in-two consulted stakeholders work with rural/remote communities. Almost one-third work with low-income communities and 19% with francophone communities.

Relationships Between Stakeholders

Consulted stakeholders say they are somewhat connected to other stakeholders within their provinces or territories. A national initiative like CNPEA could have a huge impact on connecting people across provinces and regions. There is significant room for increasing both in-province/territory and out-of-province/territory connections between stakeholders.

Findings on stakeholders' relationships with other stakeholders include the following:

- About one-third of consulted stakeholders talk with others outside their agencies at least *a few times a week*. Other consulted stakeholders talk less often than this with those outside their agencies who deal with elder abuse in their work or community service.
- Most consulted stakeholders feel only slightly or moderately connected to others *in their province*. Very few consulted stakeholders feel connected to others *outside their province*.

- Financial abuse is the topic or issue most often talked about between stakeholders, followed by prevention, neglect and mental capacity.
- Consulted stakeholders find workshops and other events most helpful for *developing and maintaining relationships*

Information Needs

Consulted stakeholders appear to be interested in promising practices, the latest research and/or legislation related to abuse prevention (generally), connecting to resources, intervention models and a wide range of specific topics. When selecting high priority topics, the project could consider subject areas where existing levels of knowledge and sharing are high as well as subject areas where new knowledge is of relatively higher importance. The breadth and depth of the knowledge requirements may also be important e.g., some knowledge will be of use to more practices, but have less impact on each practice – and vice versa. Again, there is much room for increasing these levels of awareness and knowledge.

Findings on stakeholders' information needs include the following:

- Consulted stakeholders are somewhat aware of national elder abuse resources. They are also somewhat aware of promising practices in elder abuse prevention and intervention.
- One-in-two or more consulted stakeholders indicate that access to specific types of information would support their practices e.g., promising practices, latest research and legal information.
- One-in-four or more consulted stakeholders report they require further knowledge to support their practices in all of the subject areas asked about – in particular on intervention models and abuse prevention.
- Consulted stakeholders also identified a wide range of gaps in available information they consider to be significant. In particular, these gaps include communications and education around awareness of elder abuse generally, around how to access resources and around how to intervene.

Preferred Approaches

It would seem that the current practice of using traditional learning forms – in-person discussions, workshops, etc – seems to be the preference. The project is designed to offer online tools and networking. It is important to note these preferences. What it suggests is that there will be work to be done to assist and engage the sector in using

them. Given they don't currently look to these, and they don't have a preference for them, CNPEA might consider focusing resources on helping people use the tools and not simply in the creation of the tools.

Findings on stakeholders' preferred approaches include the following:

- Most consulted stakeholders learn about new, emerging and promising practices from discussions with colleagues.
- As when connecting with colleagues, consulted stakeholders seem to strongly prefer in-person methods to online tools. However webinars and other non-interactive online tool fare better than social media or list-servs and bulletin boards.
- Currently, consulted stakeholders find *non-interactive* formats most useful for accessing information electronically or online.
- Consulted stakeholders like websites such as CNPEA/RCPMTA, seniors.ca, the C Centre for Elder Advocacy and Support and NICE. They prefer websites which are accessible, easy to navigate, are organized, have tools and links and are available in both English and French.
- Most consulted stakeholders aren't able to give a lot of time to learning (only a few times a month or less).

Comparison of Stakeholders Responding in French and English

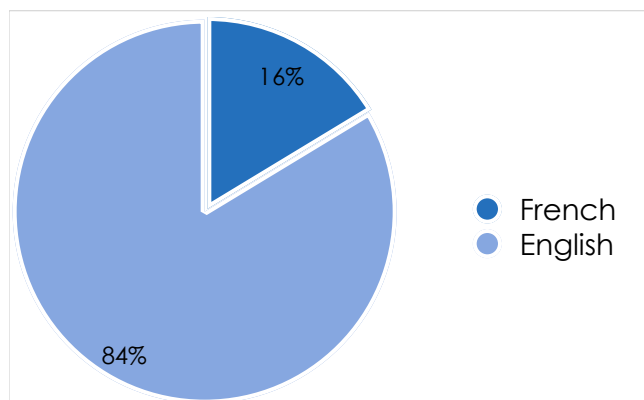
Stakeholders responding in French are more often seniors themselves and working or volunteering with rural/remote or specific language communities than those responding in English. They are as likely to be connected to those within their province or territory – and more likely to feel connected to those outside it. Francophone respondents express more interest in most types of subject areas and activities than Anglophone respondents. They are just as likely to be aware of resources or promising approaches, but more often report learning using online tools (interactive and non-interactive approaches).

1. Stakeholders Consulted

This section describes the stakeholders who responded to the consultation survey.

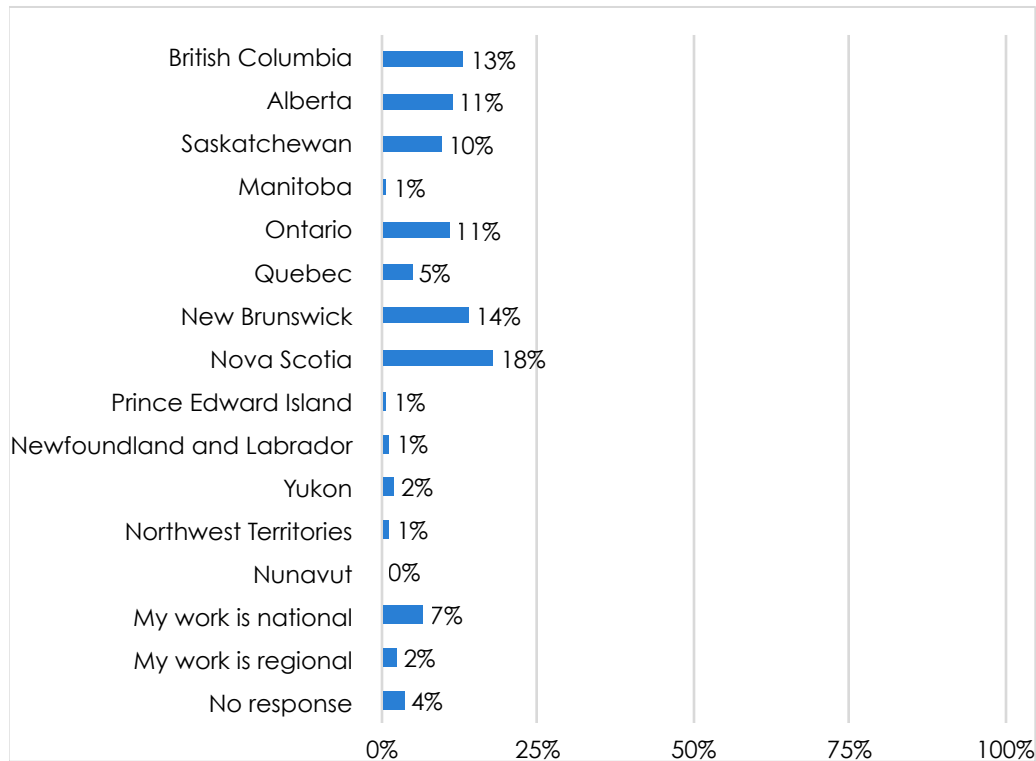
- **In total, 251 stakeholders responded to the consultation survey.** Stakeholders responded between July 25, 2014 and December 17, 2014.
- **Sixteen percent of consulted stakeholders responded in French.** Forty-one stakeholders responded in French, 210 responded in English.

Exhibit 1 – Consultation Survey Language



- **Consulted stakeholders work with elder abuse issues across the country – in all provinces and most territories.** Relatively higher proportions work in Nova Scotia, New Brunswick and British Columbia.
- Stakeholders who responded in French more often¹ work with elder abuse issues in New Brunswick, Quebec, Ontario or regionally than those who responded in English.

Exhibit 2 – Province or Territory Working with Elder Abuse Issues In



¹ While not statistically significant, differences between English and French responses of more than 5% are referred to throughout this report.

- **Stakeholders work or volunteer in diverse sectors – across the public, not for profit and private sectors.** Sixteen percent are seniors themselves. Relatively higher proportions work or volunteer with seniors serving agencies, other community organizations, education/training/tool development, health and/or social work. (One stakeholder may work or volunteer in more than one sector.)
- Stakeholders responding in French work or volunteer more often in a seniors serving agency, as academics or researchers or are seniors themselves than those responding in English.

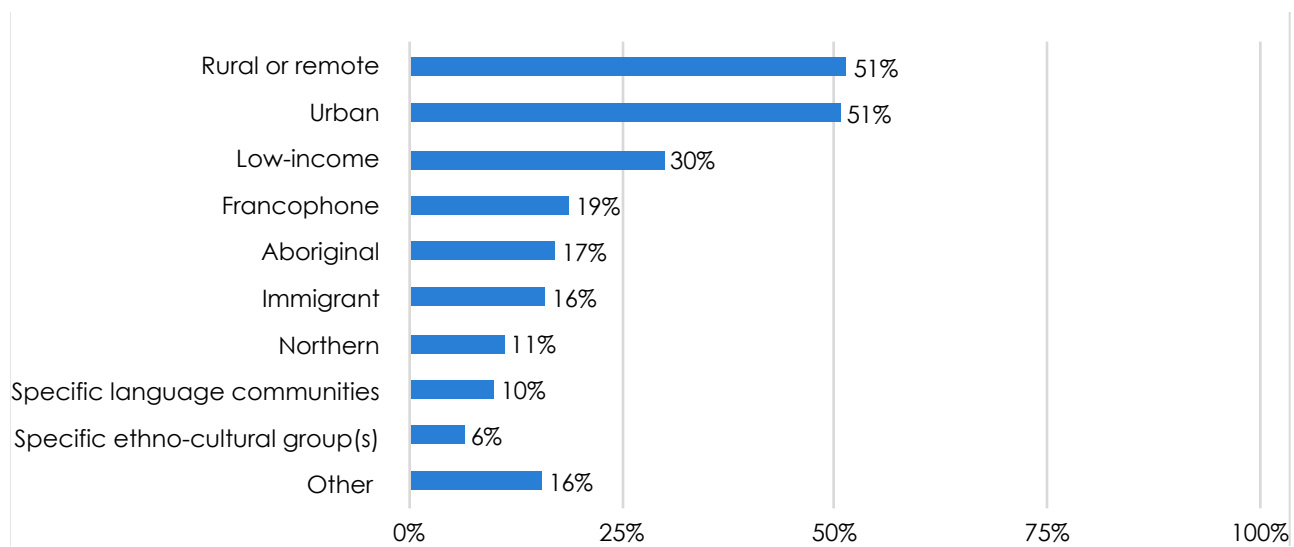
Exhibit 3 – Sector of Elder Abuse Prevention and Response Services Working or Volunteering In



- Among the consulted stakeholders working in the health sector, relatively more were working in home/community care (26) or long term care/retirement home (17) than in other sectors or areas of practice. In terms of health sector disciplines, the largest number were working as social workers (29).

- **One-in-two consulted stakeholders work with either rural/remote communities, with urban communities or with both.** Almost one-third (30%) work with low-income, 19% with francophone, 17% with Aboriginal and 16% with immigrant communities. (One stakeholder may work with more than one community.)
- Stakeholders responding in French more often work with rural or remote, specific language communities, including Francophone communities – and less often with Aboriginal communities – than those responding in English.

Exhibit 4 – Communities Working With

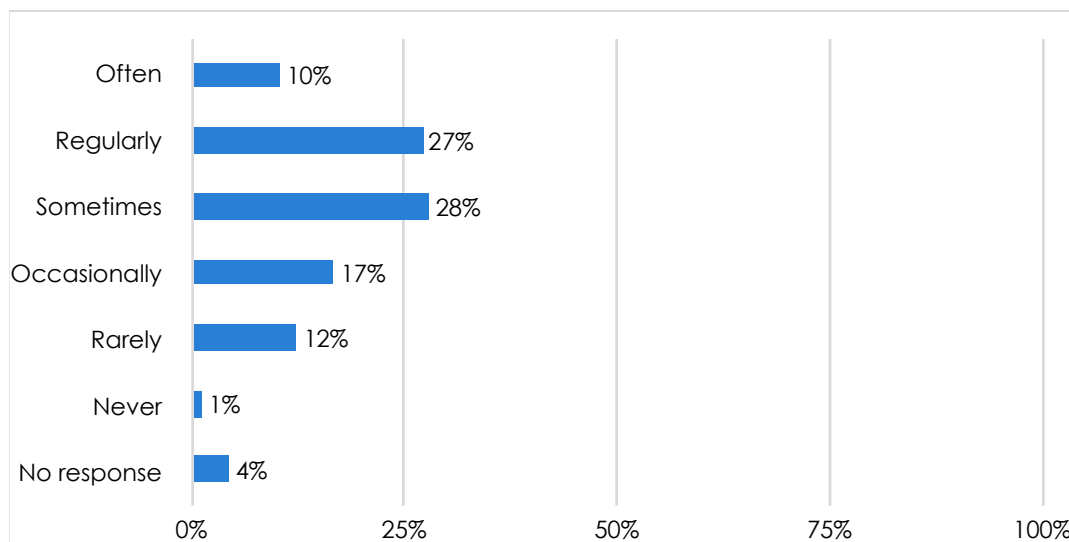


2. Relationships Between Stakeholders

This section presents survey findings on existing relationships between the stakeholders consulted.

- **About one-third of consulted stakeholders talk with others outside their agencies who deal with elder abuse in their work or community service at least a few times a week.** Other consulted stakeholders speak with other stakeholders less frequently.
- Stakeholders responding in French were just as likely as those in English to talk this often with others outside their agencies.

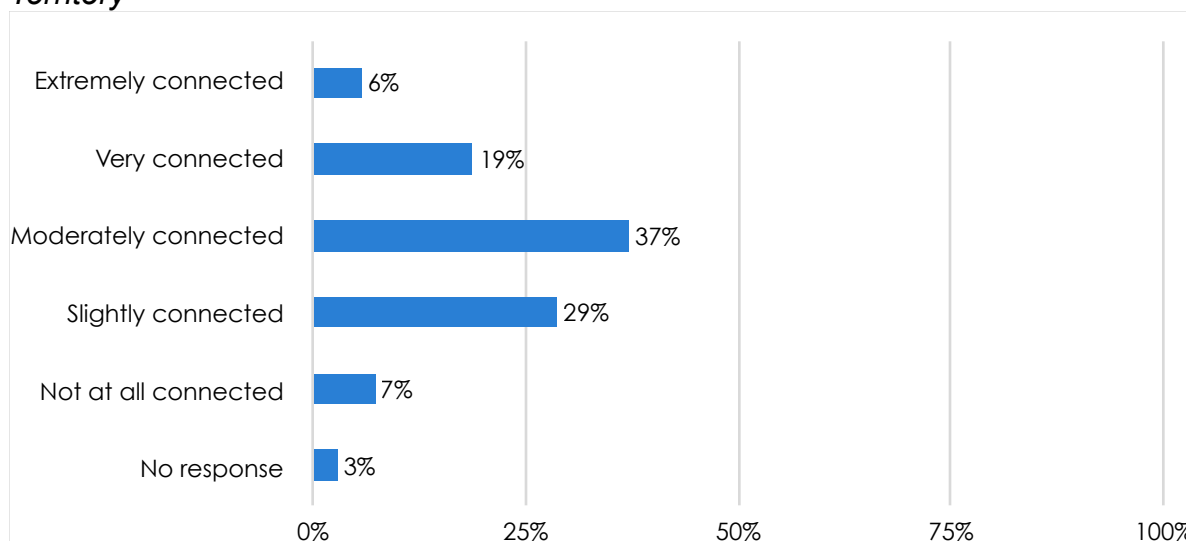
Exhibit 5 – Frequency of Talking with Others Outside Their Agencies



Definitions: Often (at least once a day), Regularly (a few times a week), Sometimes (a few times a month), Occasionally (once every few months), Rarely (less than every few months), Never

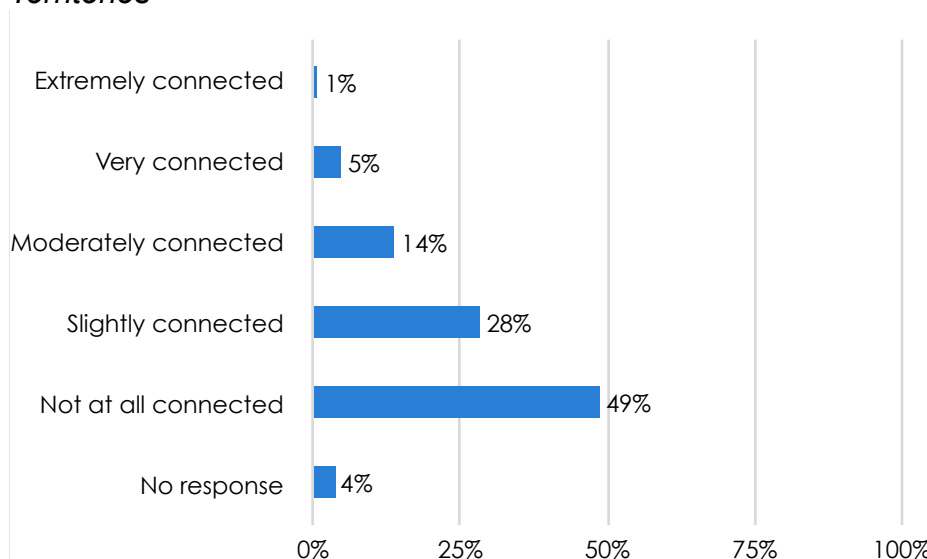
- **Most consulted stakeholders feel only slightly or moderately connected to others in their province or territory.** About two-thirds of consulted stakeholders feel only slightly (29%) or moderately (37%) connected with other elder abuse stakeholders within their province or territory. A further 25% feel more connected than this – while 7% feel not at all connected.
- Stakeholders responding in French were just as likely as those in English to feel this connected to others in their province or territory.
- The initial group of people completing this survey may be expected to be the most CNPEA involved individuals in their support of the project. Thus, this level of connectedness may be relatively higher than that in the wider population of those practicing in this area.
- While the goal of this project is national, the evaluation will also look for movement from feeling moderately or lower into a higher level of connectedness within provinces and territories. The evaluation will try and track whether people feel the Knowledge Hub makes them feel more connected.

Exhibit 6 – Connectedness with Other Elder Abuse Stakeholders Within Your Province or Territory



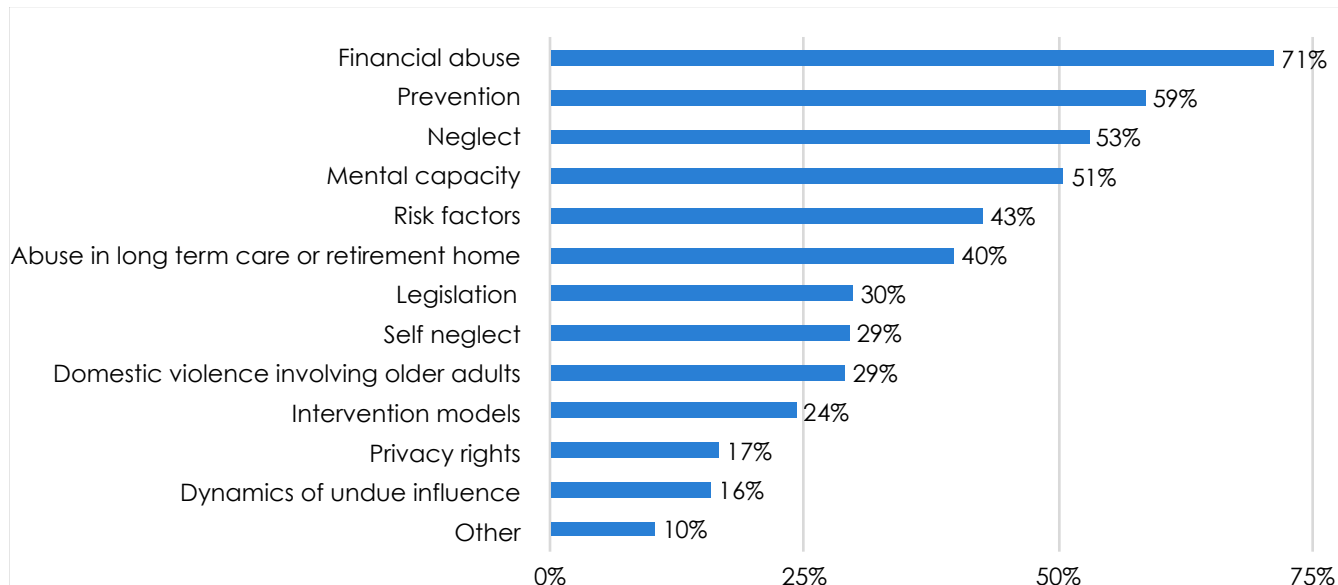
- **Very few consulted stakeholders feel connected to others outside their province or territory.** About one-half of consulted stakeholders feel not at all connected (49%) with elder abuse stakeholders working in other provinces or territories. A further 28% feel slightly connected.
- Stakeholders responding in French were more likely than those in English to feel connected to others outside their province or territory. This would reflect fact that Francophones who live in largely Anglophone provinces are probably more likely to reach out to experts and colleagues in other provinces to get support and information in French.
- Given this level of connectedness, a national initiative like CNPEA could have a huge impact on connecting people across provinces and regions.
- The evaluation will try and track whether or not the project is able to do this.

Exhibit 7 – Connectedness with Elder Abuse Stakeholders Working In Other Provinces or Territories



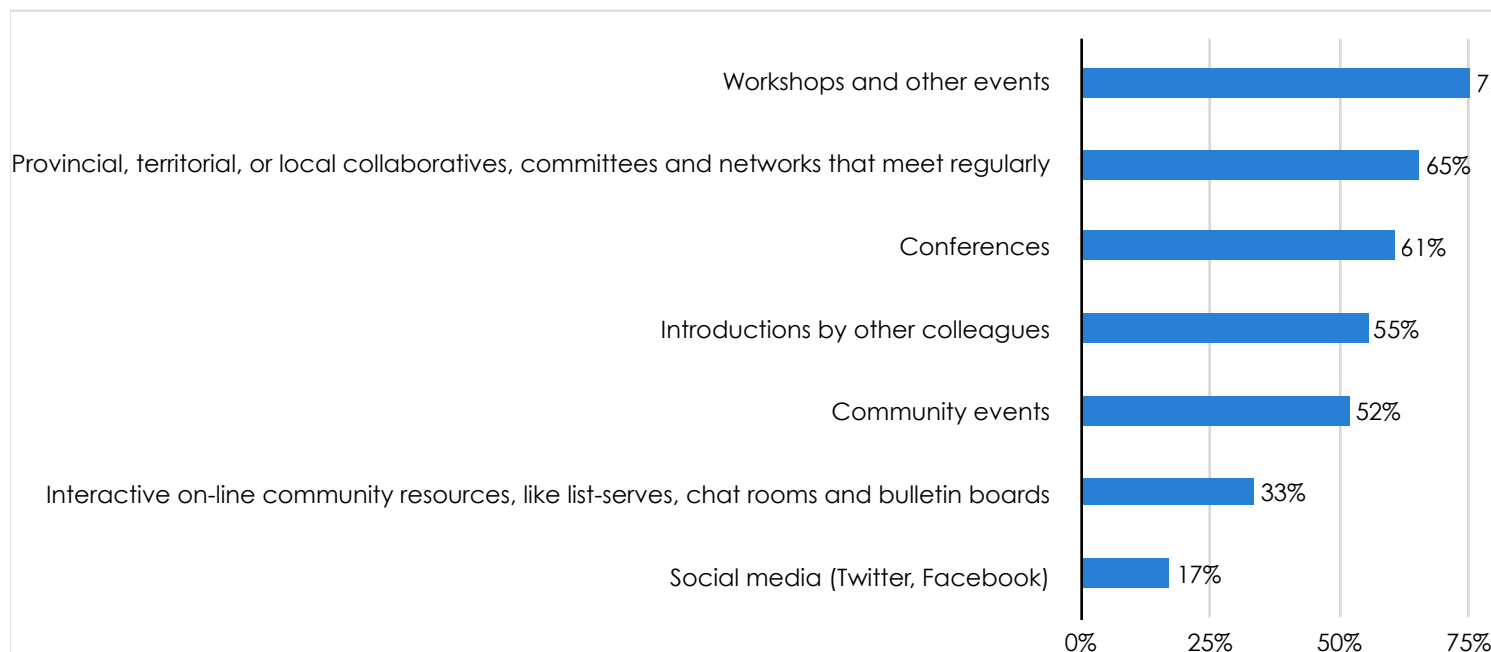
- **Financial abuse is the topic or issue most often talked about between stakeholders.** More than two-thirds of consulted stakeholders talk most often with other elder abuse stakeholders about financial abuse (71%). They also frequently discuss prevention (59%), neglect (53%) and mental capacity (51%).
- Those responding in French ranked topics or issues in similar order to those in English – though they provided higher rankings for a) abuse in long-term care or retirement homes, b) domestic violence involving older adults and c) dynamics of undue influence.
- These topics may be discussed most often either because they are most prevalent (frequency), because they have the most impact on individuals (intensity), or both.
- The evaluation can track changes in the topics discussed over time, especially for areas targeted by the project.

Exhibit 8 – Topics or Issues Talked About Most Often with Other Elder Abuse Stakeholders



- **Consulted stakeholders find workshops and other events most helpful for developing and maintaining relationships.** They find collaboratives/committees/networks which meet regularly and conferences next most helpful. They find social media least helpful. For example, 75% ranked workshops and training as very or extremely helpful, but only 33% chose interactive online resources and only 17% chose social media.
- Stakeholders responding in French report almost all of the activities are more helpful than those responding in English.
- These preferences reflect the high percentage of respondents who feel locally connected. The project will want to consider this in making decisions about where to allocate its resources, but also to be sure it is realistic about the current information exchange practices of the sector.
- The evaluation will test the online tools created by the project to see if they change these perspectives.

Exhibit 9 – Helpfulness of Activities for Developing and Maintaining Relationships



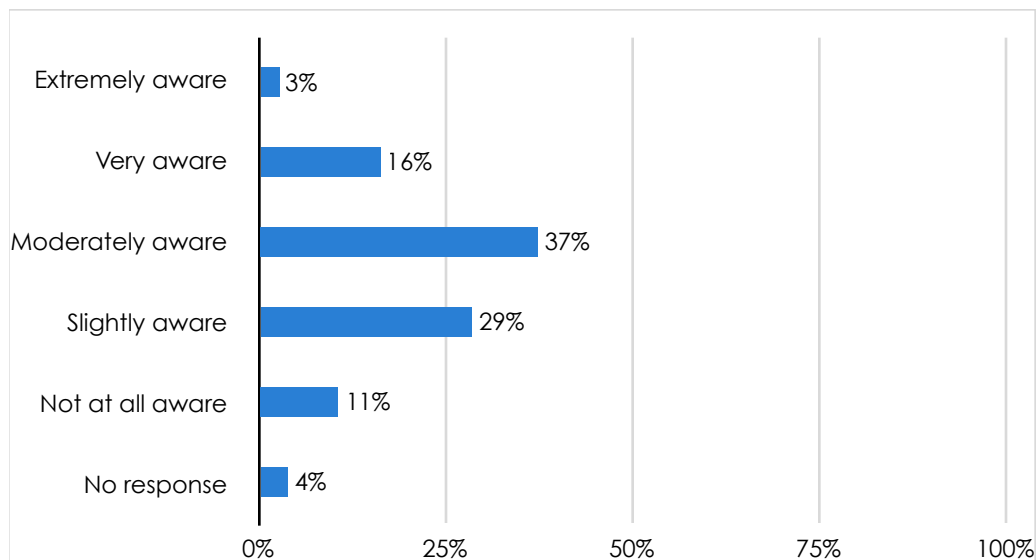
Percentages = extremely helpful plus very helpful responses.

3. Information Needs

This section covers the content and subject matter of the project.

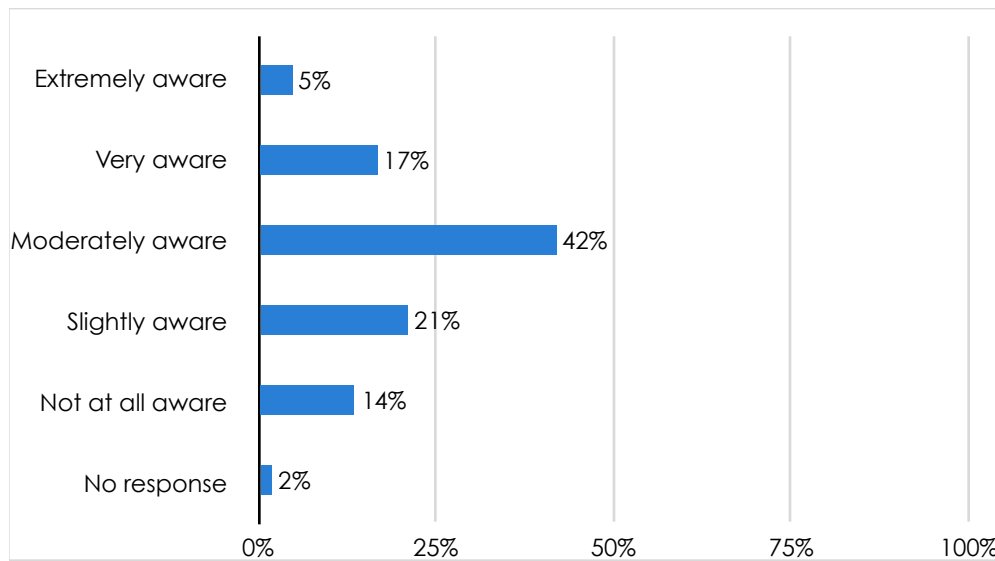
- **Consulted stakeholders are somewhat aware of national elder abuse resources.** Two-thirds (66%) are slightly or moderately aware of them, 19% are more aware of national resources and 11% are not at all aware of them.
- Stakeholders responding in French are just as likely as those in English to be aware of these resources.
- The long term goal of CNPEA, and the shorter term goal of this project, is to move those numbers into the 'very' and 'extremely' aware categories.
- The evaluation, given its role as evaluation of the Knowledge-sharing project (as opposed to the evaluator of CNPEA as a whole) will focus on asking if at the end of the project, the website is contributing to building this awareness effectively.

Exhibit 10 – Awareness of National Elder Abuse Resources



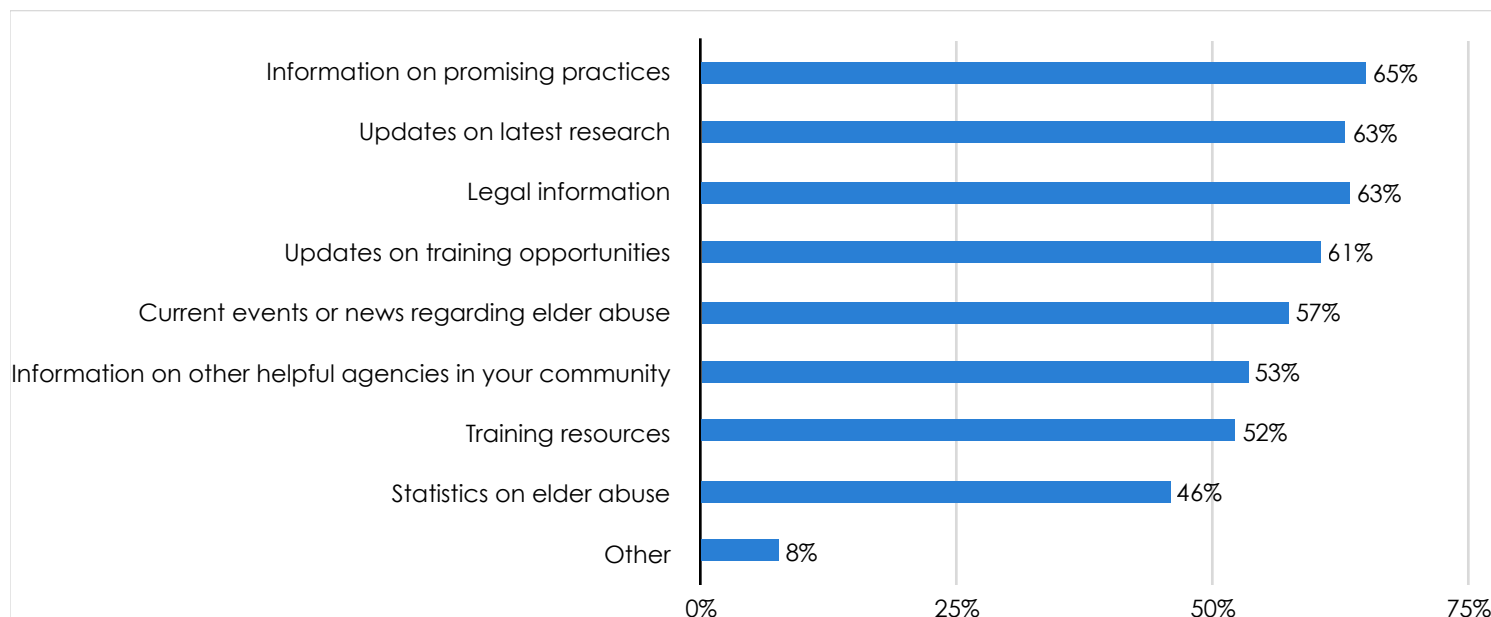
- **Similarly, consulted stakeholders are somewhat aware of promising practices.** Almost two-thirds (63%) are slightly or moderately aware of promising approaches in elder abuse prevention and intervention, 22% are more aware of such approaches and 14% are not at all aware of them.
- Stakeholders responding in French are just as likely as those in English to be aware of these promising approaches.

Exhibit 11 – Awareness of Promising Approaches in Elder Abuse Prevention and Intervention



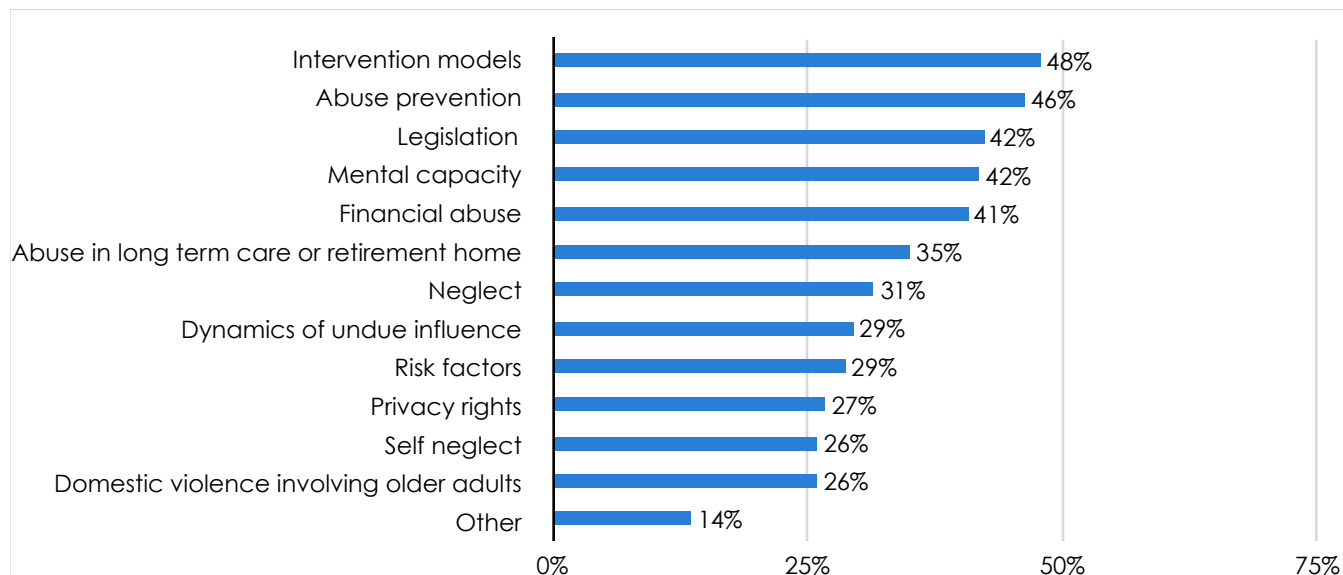
- **One-in-two or more consulted stakeholders indicate that access to most of the specific types of information asked about would support their practices.** Two-thirds (65%) indicate information on promising practices would support their practices, followed by updates on the latest research (63%) and legal information (63%).
- Stakeholders responding in French express more interest in all these types of information, except updates on the latest research and training resources. Those responding in English express higher levels of interest in these two types of information.
- While consulted stakeholders reported being somewhat aware of promising practices above, this is still an area of high interest for them.

Exhibit 12 – Access to Information Would Support Practices



- **One-in-four or more consulted stakeholders report they require further knowledge to support their practices in all of the subject areas asked about.** They most often require further knowledge on intervention models (48%) and/or abuse prevention (46%) to support their practices. They report least often requiring further knowledge on domestic violence involving older adults, self neglect and privacy rights.
- Stakeholders responding in French express more interest in most of these subject areas.
- When compared to the rankings of topics or issues most often discussed with other elder abuse stakeholders (presented in Section 2) – intervention models and legislation rank considerably higher, prevention and mental capacity rank equally high (in the top four), while financial abuse and neglect rank slightly lower.
- When selecting high priority topics, the project could consider subject areas where existing levels of knowledge and sharing are high as well as subject areas where new knowledge is of relatively higher importance. The breadth and depth of the knowledge requirements may also be important e.g., some knowledge will be of use to more practices, but have less impact on each practice – and vice versa.

Exhibit 13 – Subject Areas Requiring Further Knowledge to Support Practices

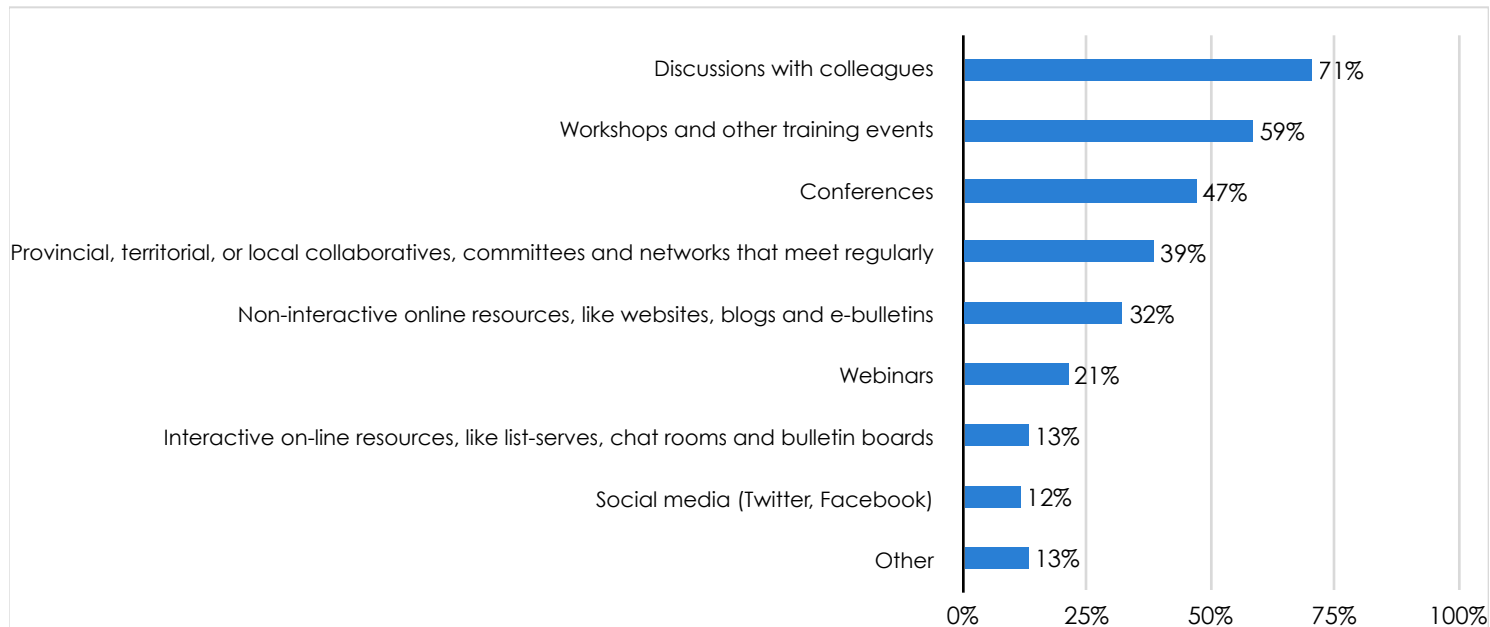


4. Preferred Approaches

This section covers how consulted stakeholders like to get information, and what kinds of tools they like to use and find useful.

- **Most consulted stakeholders learn about new, emerging and promising practices from discussions with colleagues.** They also learn about these practices fairly often through workshops and other training events (59%) as well as conferences (47%). They are least likely to learn about them through social media or interactive online resources.
- Stakeholders responding in French report being more likely to learn using online (interactive and non-interactive approaches), social media and conferences than those responding in English.

Exhibit 15 – How Learn about New, Emerging and Promising Practices



- **Most consulted stakeholders find traditional, in-person activities to be helpful for accessing information, especially relative to interactive online and social media activities.** More than two-thirds of consulted stakeholders find workshops and other training events (74%) or talking to other colleagues (70%) as the most helpful activities for accessing information of those asked about. Conferences, networks/committees and non-interactive online resources are next most useful. Social media and interactive online resources rated lowest.
- Stakeholders responding in French express more interest in almost all of these activities than those responding in English.
- This suggests that leadership for online materials may need to come from the project and not expect to be driven by the users in this sector. For example, one might find that you and children prefer interactive learning to reading blog posts, whereas this community of respondents prefer the opposite. It may also be that the survey did not specifically ask about their use of online tools generally e.g., whether they use it in other areas of life or work. It may also be a function of the existing elder abuse information available online.

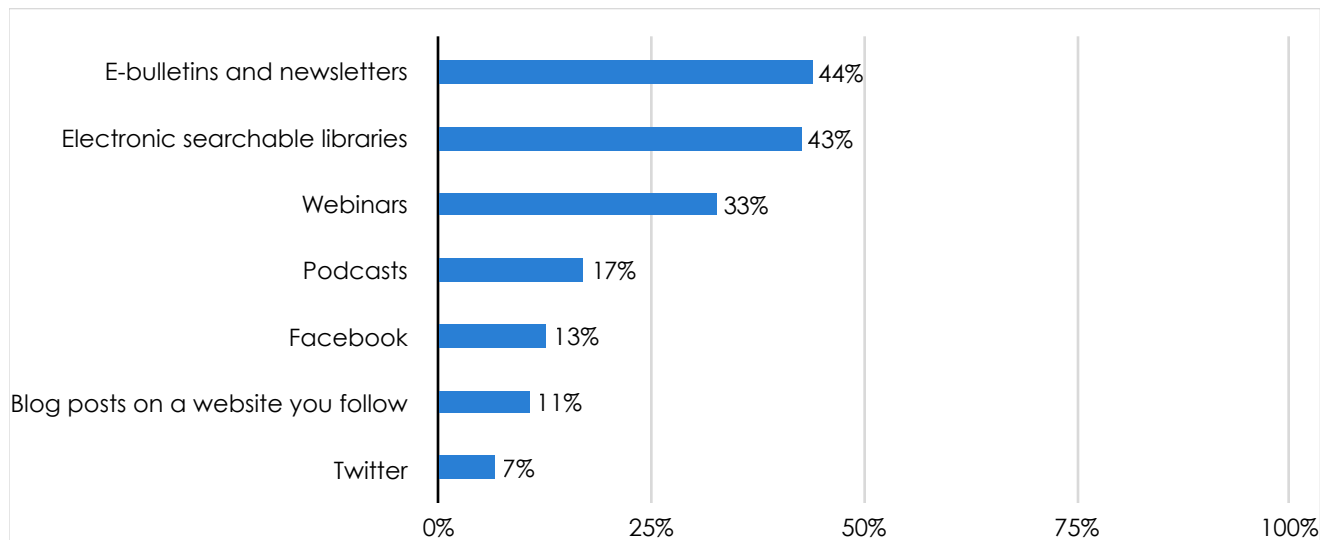
Exhibit 16 – Helpfulness of Activities for Accessing Information



Percentages = extremely helpful plus very helpful responses.

- **Currently, consulted stakeholders find non-interactive electronic or online formats most useful for accessing information.** They report E-bulletins and newsletters or electronic searchable libraries are the most useful of the specific electronic or online formats for accessing information asked about. Almost one-half of consulted stakeholders reported they find these formats either extremely or very useful. One-in-three consulted stakeholders find webinars this useful, followed by podcasts.
- Stakeholders responding in French express more interest in Facebook and e-bulletins/newsletters than those responding in English. Stakeholders responding in English express more interest in podcasts and electronic searchable libraries.
- If the project is going to use formats that are currently less used, it may need to promote more. However, the project may also be able to build on the use of the existing formats.

Exhibit 17 – Usefulness of Specific Electronic or Online Formats for Accessing Information



Percentages = extremely useful plus very useful responses.

- **Consulted stakeholders like websites which are accessible, easy to navigate, are organized, have tools and links and are available in both English and French.** They specifically mention the following websites as ones they find to be most helpful to their elder abuse work:
 - o CNPEA/RCPMTA
 - o Seniors.ca/ainés/federal government seniors website
 - o BC Centre for Elder Advocacy and Support
 - o NICE/nice.net
 - o Intergenerational.ca
 - o BC Association of Community Response Networks
 - o Fédération des aînés et des aînées francophones du Canada
 - o Alberta Elder Abuse Awareness Network
 - o Ontario Network to Prevent Elder Abuse
 - o Various provincial government ministry websites
- These website recommendations give the project team some concrete examples to help in their planning. Below is the word cloud for the kinds of things respondents liked about websites they are currently using.
- The evaluation would use this information in surveys about the Knowledge Hub when it is up and running e.g., Do you find the site accessible? Is the information useful? Is it easy to navigate, etc.

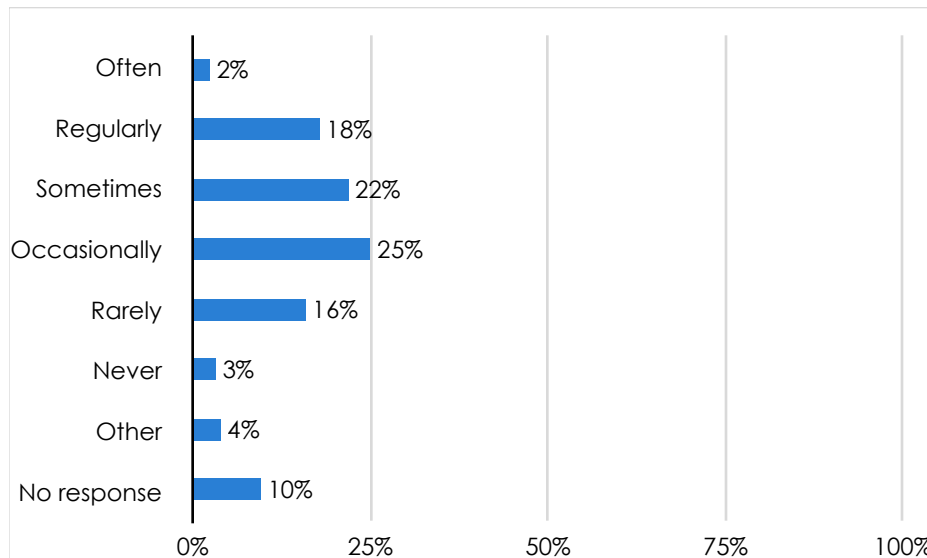
Exhibit 18 – Aspects of Existing Websites which Consulted Stakeholders Like



- **Most consulted stakeholders aren't able to give a lot of time to learning.** About two-thirds are able to take advantage of opportunities to increase their knowledge or skills in elder abuse prevention and response a few times a month or less. They report being able to take advantage of such professional development opportunities sometimes, occasionally, rarely or never. One-in-five (20%) are able to do so more frequently.

- Stakeholders responding in French spend about the same amount of time on learning as those responding in English.
- The project may be able to build on existing opportunities and leverage activities currently underway. However, to expand the number of opportunities stakeholders currently have, the project may need to provide resources which can be used to perform specific work/practice tasks at the same time as increase knowledge or skills.

Exhibit 19 – How Often Able to Take Advantage of Opportunities to Increase Knowledge or Skills



Definitions: Often (at least once a day), Regularly (a few times a week), Sometimes (a few times a month), Occasionally (once every few months), Rarely (less than every few months), Never

Appendix A -

CNPEA stakeholder consultation 2014

Section A: Tell us about Yourself

1. In what sector of elder abuse prevention and response services do you work or volunteer? Please select up to three options.

	Choice 1	Choice 2	Choice 3
Social work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health (if yes, please answer questions 2 and 3 below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Policing and justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselling or psychology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic or research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim services, domestic violence or transition house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial or banking institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seniors serving agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other community organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program and policy development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education, training or tool development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public guardian and/or public trustee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am a senior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If you work in health care, please indicate your sector or area of practice. Please select one option.

- Acute care
- Home and community care
- Mental health
- Public health
- Primary care
- Addictions
- Long term care or retirement home
- Other, please specify

3. If you work in health care, please indicate your discipline.

- Nurse
- Social worker
- Psychologist
- Psychiatrist
- Physician
- Dentist
- Dental hygienist
- Physical therapist
- Occupational therapist
- Other, please specify

**4. In which province or territory do you work with elder abuse issues?
Please select one option.**

- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Ontario
- Quebec
- New Brunswick
- Nova Scotia
- Prince Edward Island
- Newfoundland and Labrador
- Yukon
- Northwest Territories
- Nunavut
- My work is national
- My work is regional—please describe

5. What best describes the communities you work with? Please select all options that apply.

- Rural or remote
- Northern
- Urban
- Aboriginal
- Francophone
- Immigrant
- Low-income
- Specific ethno-cultural group(s). Please specify

- Specific language communities. Please specify

- Other, please specify _____

Section B: Connecting with Other Elder Abuse Stakeholders

6. Approximately, how often do you talk with people outside your agency who deal with elder abuse in their work or community service? Please select one option.

- Often (at least once a day)
- Regularly (a few times a week)
- Sometimes (a few times a month)
- Occasionally (once every few months)
- Rarely (less than every few months)
- Never
- Other, please specify

7. How connected do you feel with other elder abuse stakeholders within your province or territory?

- Extremely connected
- Very connected
- Moderately connected
- Slightly connected
- Not at all connected

8. How connected do you feel with elder abuse stakeholders working in other provinces or territories?

- Extremely connected
- Very connected
- Moderately connected
- Slightly connected
- Not at all connected

9. What elder abuse topics or issues do you talk most often with other elder abuse stakeholders? Please select all options that apply.

- Prevention
 - Domestic violence involving older adults
 - Neglect
 - Financial abuse
 - Abuse in long term care or retirement home
 - Privacy rights
 - Mental capacity
 - Self neglect
 - Risk factors
 - Legislation
 - Intervention models
 - Dynamics of undue influence
 - Other, please specify
-

10. Please rate how helpful the following activities are for developing and maintaining relationships with other stakeholders and service providers.

	Extremely helpful	Very helpful	Moderately helpful	Slightly helpful	Not at all helpful
Conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops and other training events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provincial, territorial, or local collaboratives, committees and networks that meet regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introductions by other colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive on-line community resources, like list-serves, chat rooms and bulletin boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (Twitter, Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section C: Increasing Knowledge and Skills

11. In what subject areas do you require further knowledge to support your practice? Please select all options that apply.

- Abuse prevention
- Domestic violence involving older adults
- Neglect
- Financial abuse
- Abuse in long term care or retirement home
- Privacy rights
- Mental capacity
- Self neglect
- Risk factors
- Legislation
- Intervention models
- Dynamics of undue influence
- Other, please specify _____

12. Please indicate whether access to any of the following information would support your practice. Select all options that apply

- Statistics on elder abuse
- Updates on latest research
- Current events or news regarding elder abuse
- Information on promising practices
- Legal information
- Training resources
- Updates on training opportunities
- Information on other helpful agencies in your community
- Other, please specify _____

13. What is the most significant gap in available information on elder abuse prevention and response?

14. How aware are you of the promising approaches in elder abuse prevention and intervention?

- Extremely aware
- Very aware
- Moderately aware
- Slightly aware
- Not at all aware

15. Overall, how aware are you of national elder abuse resources?

- Extremely aware
- Very aware
- Moderately aware
- Slightly aware
- Not at all aware

Section D: Accessing Information

16. How do you learn about new, emerging and promising practices in policy and program development? Please select all options that apply.

- Conferences
- Workshops and other training events
- Provincial, territorial, or local collaboratives committees and networks that meet regularly
- Discussions with colleagues
- Non-interactive online resources, like webinars, blogs and e-bulletins
- Webinars
- Interactive online resources, like list-serves, chat rooms and bulletin boards
- Social media (Twitter, Facebook)
- Other, please specify _____

17. Please rate how helpful you find the following activities for accessing information.

	Extremely helpful	Very helpful	Moderately helpful	Slightly helpful	Not at all helpful
Conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops and other training events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provincial, territorial, or local collaboratives, committees and networks that meet regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talking to other colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-interactive online resources, like websites, blogs and e-bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive online resources, like list-serves, chat rooms and bulletin boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (Twitter, Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Please rate the usefulness of the following specific electronic or online formats for accessing information.

	Extremely useful	Very useful	Moderately useful	Slightly useful	Not useful at all
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blog posts on a website you follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-bulletins and newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic searchable libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Podcasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19a. What existing website(s) do you find to be most helpful to your elder abuse work?

19b. Please tell us what you really like about the website(s) you mention in your previous answer.

20. How often are you able to take advantage of opportunities to increase your knowledge or skills in elder abuse prevention and response?

- Often (at least once a day)
- Regularly (a few times a week)
- Sometimes (a few times a month)
- Occasionally (once every few months)
- Rarely (less than every few months)
- Never
- Other, please specify.

21. Any other comments? Register for a free membership to CNPEA to receive updates on our work.