

DOs & DON'Ts

IF YOU THINK AN OLDER ADULT IS BEING MISTREATED¹

1. Listen carefully. Don't judge or jump to conclusions.
2. Encourage the individual to be his or her own advocate. People are more likely to act if they make the plan.
3. Don't take charge of the situation without the permission of the person you're trying to support. If he or she doesn't want help, respect that.
4. Don't be frustrated if an older adult insists nothing is amiss. Victims sometimes protect their abuser because it's a person they love unconditionally and don't want to be separated from.
5. Don't confront the suspected perpetrator. That can lead to retaliation against the victim.
6. Ask if there's someone the person would like to speak to — a doctor, a priest or minister, a social worker, a financial adviser, the head of the nursing or retirement home.
7. Offer to find out what local services are available in the area.



Keep in mind that you don't have to solve the problem. You just have to ask the older person

**“Are you okay? Do you want to talk about it?
What can I do to help?”**

**Elder Abuse Help Line
1-888-489-ABUS (2287)**



¹Taken from: GOAR, Carol *Why elder abuse remains a 'hidden epidemic': Goar Public officials aim to enlist passive bystanders in the fight against elder abuse* Toronto Star, Published on May 14 2015