



Family Inter-Generation Link

*Stay away from abuse and make the old life happier and more peaceful!*

远离虐待，让老年生活更幸福，祥和！



Anti-Elder Abuse Forum  
防老年虐待研讨会

December 9, 2017

Funded by:





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## Guest/ 嘉宾1: Shall Xiao Shao

A counselor at Working Women Community Centre since 2002; providing settlement services, crisis counseling, and domestic violence counseling to newcomers and their families. Empowering women and seniors by one on one counseling and referrals, conducting information sessions and support groups to meet needs related to settlement, women's, and seniors' issues.

Shall currently sits on the Board of Directors of the Don Mills Family Health Team; co-chairs the CIN labour committee; was a member of the Free of Domestic Violence Funding Committee of United Way of Greater Toronto; the former Member of the Board of Directors of the Barbra Schlifer Commemorative Clinic; a member of the Board of Directors of foodshare of Toronto; and is the former Chair of Board of Directors of the Toronto Jingu Seniors Association.



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自2002年起就职于Working Women Community Centre；为新移民和他们的家庭提供安置，危机和家庭暴力顾问服务。同时提供一对一辅导，转介服务，信息通报会以及支持小组以满足相关的安置服务，妇女和老人问题的需求。

Shall 目前担任Don Mills Family Health Team董事会成员；CIN 劳工委员会主席；United Way 大多地区无家庭暴力资助委员会的成员；曾担任Barbra Schlifer 纪念诊所董事会成员；多伦多 foodshare 董事局成员；以及多伦多金衢老年协会的董事会的主席。



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## Guest / 嘉宾2: Yan Chen

Ms. Yan Chen a community legal worker at Chinese & Southeast Asian Legal Clinic (CSALC). Prior to this position, Yan was a settlement worker. As a community legal worker, Yan is actively engaged in issues concerning racialized people through individual case work, public legal education, and community organizing. Yan has been invited to various community forums to speak on issues about immigrant workers' rights, access to services and benefits for people without regular immigration status, and immigrant seniors' benefits. Yan is currently part of two community projects that aim to build capacity and mobilize nail technicians and ethnic grocery store workers to build sustainable immigrant workers' rights movement. Yan is also part of a legal challenge that aims to expand Canada Child Benefit eligibility criteria to children of refugee claimants. Yan believes in building strong partnerships with community agencies to empower the community members who are directly affected by the systemic issues.



陈女士是华越東察法律援助中心的社区法律辅导员。在这个职位之前，她是一名安居社工。作为一个社区的法律工作者，通过个案、公共法律教育和社区组织等活动，积极参与解决有关种族歧视的问题。她被邀请参加各种社区论坛，就移民的权利、没有正常移民身份的人获得服务和福利以及老年移民福利等问题发表讲话。目前，她参与两个社区项目，旨在通过动员指甲技术人员和不同民族杂货店工人，推动建立可持续的移民工人的权利运动。她还参与法律挑战的一部分，目的是将加拿大儿童福利资格标准扩大到难民申请人群。她坚信，通过与社区机构建立强有力的伙伴关系，能增强直接受系统问题影响的社区成员的能力。



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## Guest / 嘉宾3: Tony Cheung

Tony Cheung is a Registered Social Worker in Ontario. He received his Masters of Social Work degree from the University of Toronto in 1994.

Tony has been a Designated Capacity Assessor pursuant to the Substitute Decisions Act in the Province of Ontario for over twenty years.

Tony is the first Canadian Oncology Social Worker certified by the American Board of Oncology Social Work. This certification ensures a higher level of competency and experience in the field of Oncology Social Work. Tony is also an Adjunct Lecturer with the Factor-Inwentash Faculty of Social Work at the University of Toronto and he was an instructor for the Durham College/UOIT courses on Oncology and Palliative Care. He was the Profession Leader of Social Work at Lakeridge Health and Durham Regional Cancer Center and has been working in the field of oncology for over twenty years, both in home care and hospital settings. Tony is now working as a Social Worker/Acting Practice Leader at the Thoracic Surgery and Respiriology services at the Toronto General Hospital, University Health Network.

Tony recently authored an Oncology Social Work chapter in the first university textbook for Social Work training in China. Tony just returned from China as he was invited by the Fudan University and Tianjin University of Technology to provide lectures to MSW students as well as social work practitioners from all over China.

Tony also speaks at various community agency forums on psychosocial aspects of cancer and capacity assessment.

Tony is currently a doctoral student at the Western University, London, Ontario. His current research focuses are on the areas of palliative care, life education, and medical social work education.





Tony Cheung 是安省注册社工。他于一九九四年获多伦多大学颁授社会工作硕士学位。Tony更是加拿大首位社工获得了美国肿瘤科社工学院院士专业认可资格。

Tony现时是多伦多大学社会工作系客席实习讲师,及曾在杜林区社区学院任教多科有关癌症及宁养服务课程。他曾任杜林区癌病治疗中心之首席社工。他有二十多年肿瘤科社工经验,包括在家居护理中心及医院中服务。他现工作于多伦多全科医院之胸腔外科。

Tony 同时是安省授权法(Substitute Decisions Act)之特许智能评审员。

Tony现为安省韦仕敦大学博士研究生。他的研究方向包括生命教育;文化、移民和宁养服务以及社会工作教育。

Tony也曾多次在加拿大癌症协会举办的中文癌症资料讲座及其他社区团体活动中担任嘉宾讲员。他也多次获邀到中国上海复旦大学及其他学院作主题讲座讲师。



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## Guest / 嘉宾4: Laura Ruichun Tang

Ruichun Tang is a Registered Social Worker, she has graduated from University of Toronto with Master Degree of Social Work. She is currently working as a Clinical Social Worker with Carefirst Family Health Team and a Psychotherapist. Ruichun is also a member of Chinese Mental Health Network in Toronto whose mandate is to promote mental health among Chinese population. Prior to that, Ruichun has worked in a Non-profit organization in Toronto as a Settlement Counsellor for over 10 years and has a lot of experiences in newcomer settlement and employment. She was a member of Toronto Police Services and Chinese Consultative Committee Member in 2007-2010.





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汤瑞春，毕业于多伦多大学，获社工专业硕士文凭，注册社工。从事新移民社区服务多年，拥有丰富的安居服务经验。在2007-2010年期间担任多伦多警政华人顾问委员会成员。目前就职于多伦多耆晖家庭医疗中心，心理治疗师，是多伦多中国心理健康网络重要成员之一。



## Guest / 嘉宾5: Ping Zou

Dr. Ping Zou, is a professor at the School of Nursing, Nipissing University. The purpose of Dr. Zou's research is to develop culturally sensitive interventions to support Chinese Canadians managing their chronic illness in community. She has been actively support Chinese community chronic illness health education for more than 10 years. She has extensive publications on Chinese Canadian studies and been recognized as emerging nursing scholar nationally and internationally. Supported by Queen Elizabeth II Graduate Scholarship in Science and Technology, Heart and Stroke Foundation of Ontario, and Canadian Council of Cardiovascular Nurses research grant, Dr. Zou designed and tested the Dietary Approach to Stop Hypertension and Sodium Reduction for Chinese Canadian (DASHNa-CC), a dietary intervention incorporating Traditional Chinese Medicine to treat hypertension in Chinese Canadian community. Dr. Zou is currently working with professionals in nursing, nutrition science, Traditional Chinese Medicine, sociology, and information technology to furthur explore innovative and effective community interventions for chronic illness management.



邹博士, Nipissing 大学护理学院教授。她的研究目的是发展具有文化敏感性的干预措施, 以支持华裔加拿大人在社区中管理他们的慢性病。她一直积极支持华人社区慢性病健康教育超过10年。她在中国加拿大研究方面有广泛的著作, 并在国内和国际上被公认为新兴的护理学者。获英国女王伊丽莎白二世科学和技术研究生奖学金, 安大略省心脏和中风基金会及加拿大理事会的心血管护理研究项目研究经费, 为华裔加拿大人(达什娜-CC)设计和测试饮食方法, 以阻止高血压和减少钠的摄取。 饮食干预纳入在加拿大社区中药治疗高血压。邹博士目前从事护理, 营养学, 中医, 社会学和信息技术专业的进一步探索创新和有效的社区干预慢性疾病的管理工作。



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‘Elder **abuse** (also called “**elder** mistreatment,” “senior abuse,” “abuse in later life,” “abuse of older adults,” “abuse of older women,” and “abuse of older men”) is “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.”

虐待长者（亦称“长者虐待”，“高级虐待”、“晚年虐待”、“虐待老年人”、“虐待老年妇女”和“虐待老年男子”）是“单一的、或重复的行为，或缺乏适当的行动，它发生在任何有信任期望关系中，这会给年长的人造成伤害或苦恼。





Elder abuse includes actions that cause physical, mental, financial or sexual harm to an older adult. Neglect includes situations where a person or organization fails to provide services or necessary care for an older adult.

虐待老年人包括对年长的成年人造成身体、精神、经济或性伤害的行为。忽视包括个人或组织未能为年长的成年人提供服务或必要的照顾的情况。



Elder abuse and neglect can be broadly categorized into five categories  
老年人虐待大致分为以下五种类型:

- physical: causing pain, injury or harm to health  
身体虐待: 导致疼痛, 受伤 或健康损害
- financial: illegal or improper use of funds or assets,  
such as theft or fraud  
经济虐待: 非法或不合适的使用账户上的钱财或资产
- psychological: infliction of mental anguish or suffering  
心理虐待: 施加精神痛苦或苦待
- sexual: non-consensual sexual activity or harassing sexual  
comments  
性虐待: 未经同意的性活动或性骚扰性评论
- neglect: refusal or failure to provide services or necessary care  
疏忽: 拒绝或没有提供服务或必要的照顾





Although older adults are mistreated by strangers and con artists, elder abuse and neglect often occurs in the context of a relationship. Older adults can be abused and neglected by family, friends, spouses, volunteer caregivers, legal guardians, care facility staff and professionals such as doctors, nurses and lawyers.

虽然年长的成年人受到陌生人和骗子的虐待，但老年人虐待和忽视往往发生在有关系的背景中。年长的成年人可以被家庭、朋友、配偶、自愿照顾者、法定监护人、护理设施人员和医生、护士和律师等专业人士所虐待和忽视。



Elder abuse and neglect can occur anywhere: in the community, at home, in hospital, in a clinic, at an office or in a care facility. Abuse and neglect can involve one incident of mistreatment or can be part of a pattern of abuse or neglect.

虐待和忽视可以发生在任何地方：社区、家庭、医院、诊所、办公室或医疗机构。虐待和忽视可能涉及一个虐待事件，或者可能是一种虐待或忽视模式的一部分。



In some circumstances, abusers might intentionally target an older adult because of a mistaken belief that all older adults are more vulnerable than other members of society. However, most abusers personally know the victim in some way.

在某些情況下，施虐者可能會故意針對年長的成年人，因為他們錯誤地認為所有老年人都比社會其他成員更脆弱。然而，大多數施虐者在某種程度上了解認識受害者。

Abuse can be intentional or unintentional harm.

虐待可能是有意或無意的傷害。



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## Responding to Elder Abuse and Neglect: Guiding Principles

The following principles are meant to help professionals and volunteers understand and effectively respond to the rights of older adults who are abused, neglected or at risk:

### 对虐待和忽视老年人的反应：指导原则

以下原则旨在帮助专业人员和志愿人员理解并有效地对被虐待、被忽视或处于危险中的老年人的权利作出反应：



## 1. Talk to the older adult

Ask questions. Talk to the older person about his or her experience. Help the person to identify resources that could be helpful.

## 1. 与年长的成年人交谈

问问题。和老年人谈谈他或她的经历。帮助工作人员识别可能有用的资源。



## 2. Respect personal values

Respect the personal values, priorities, goals and lifestyle choices of an older adult. Identify support networks and solutions that suit the older adult's individuality.

## 2. 尊重个人价值

尊重年长成年人的个人价值、优先事项、目标和生活方式选择。  
确定适合老年人个性的支持网络和解决方案。



### 3. Recognize the right to make decisions

Mentally capable older adults have the right to make decisions, including choices others might consider risky or unwise.

### 3. 承认作出决定的权利

有能力的年长的成年人有权做出决定，包括其他人可能认为有风险或不明智的选择。





#### 4. Seek consent or permission

In most situations, you should get consent from an older adult before taking action.

#### 4. 寻求同意或许可

在大多数情况下，在采取行动之前，你应该得到一个年长的成年人的同意。



## 5. Respect confidentiality and privacy rights

Get consent before sharing another person's private information, including confidential personal or health information.

## 5. 尊重保密性和隐私权

在分享他人的私人信息（包括机密的个人或健康信息）之前获得同意。



## 6. Avoid ageism

Prevent ageist assumptions or discriminatory thinking based on age from affecting your judgment. Avoid stereotypes about older people and show respect for the inherent dignity of all human beings, regardless of age.

## 6. 避免年龄歧视

防止歧视性的假设或基于年龄的歧视性思维影响你的判断。避免对老年人的陈规定型观念，尊重所有人类的固有尊严，不论其年龄。



## 7. Recognize the value of independence and autonomy

Where this is consistent with the adult's wishes, assist the adult to identify the least intrusive way to access support or assistance.

## 7. 承认独立和自治的价值

如果这符合成人的意愿，帮助成年人确定最不侵入的方式来获得支持或援助。



## 8. Know that abuse and neglect can happen anywhere and by anyone

Abuse and neglect of older adults can occur in a variety of circumstances from home care to family violence.

## 8. 知道虐待和忽视可以发生在任何地方和任何人

对老年人的虐待和忽视可能发生在各种情况下，从家庭护理到家庭暴力。



## 9. Respect rights

An appropriate response to abuse, neglect, or risk of abuse or neglect should respect the legal rights of the older adult, while addressing the need for support, assistance, or protection in practical ways.

## 9. 尊重权利

对虐待、忽视或有风险遭受虐待或忽视作出适当反应时，应尊重老年人的法律权利，同时以切实可行的方式来满足支持、援助或保护的需要。



## 10. Get informed

Ignorance of the law is not an excuse for inaction when someone's safety is at stake.

If you work with older adults you need to educate yourself about elder abuse.

## 10. 获取信息

对法律的无知不是当某人的安全受到威胁时无所作为的借口。如果你和年长的成年人一起工作，你需要对虐待老人做自我教育。





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## Resources 资源

In an emergency, call 911. 紧急状况拨打 911

The Seniors Safety Line Toll Free: 1-866-299-1011 (24 hours) Information, referral and support line for seniors at risk of abuse, available 24 hours. This is a confidential resource for seniors suffering from abuse including financial, physical, sexual and mental abuse and neglect (operated in association with the assaulted women's helpline).

老年人安全热线免费电话：1-866-299-1011（24 小时）信息，转荐和支持热线，为有可能被虐待的老年人提供24小时的服务。这是一项机密资源，供老年人遭受虐待，包括财务、身体、性和精神虐待和忽视（与被殴打的妇女求助热线一起操作）。



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Assaulted Women's Helpline Toll Free Crisis Line: 1-866-863-0511 (24 hours) Greater Toronto Area: 416-863-0511 TTY Toll Free: 1-866-863-7868 TTY: 416-364-8762 Website: <http://www.awhl.org/>

殴打妇女热线免费危机热线：1-866-863-0511（24 小时）大多  
伦多地区：416-863-0511 tty 免费：1-866-863-7868 tty：  
416-364-8762 网站：<http://www.awhl.org>



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Victim Support Line (VSL) Toll Free (in Ontario): 1-888-579-2888 Access information and referrals to support services.

受害者支持热线 (VSL) 免费(安大略省): 1-888-579-2888 访问信息和转介到支持服务。

Femmes Aide Toll Free Crisis Line: 1-877-336-2433 (24 hours)

妇女援助免费电话危机热线: 1-877-336-2433 (24 小时)



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Long-Term Care ACTION Line Toll Free: 1-866-434-0144 Accepts calls and registers complaints regarding concerns about a long-term care home resident who is being abused. Register complaints about long-term care homes, home care services and/or Community Care Access Centres

长期护理行动热线免费：1-866-434-0144 接受电话并登记有关长期照护家庭居民被虐待的问题的投诉。登记有关长期护理安老院、家庭护理服务及/或小区照顾中心的投诉



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Advocacy Centre for the Elderly (ACE) Phone: 416-598-2656 Website:  
<http://www.advocacycentreelderly.org>

长者宣传中心 (ACE) 电话: 416-598-2656 网站:  
<http://www.advocacycentreelderly.org>

Community Legal Education Ontario (CLEO) Toll Free Legal Referral  
Hotline: 1-866-667-5366 (24 hours) Website: <http://www.cleo.on.ca/>

社区法律教育安大略省 (克里奥) 免费法律查询热线: 1-866-667-  
5366 (24 小时) 网站: <http://www.cleo.on.ca>



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Ministry of Health and Long-Term Care Toll Free: 1-866-532-3161 TTY: 1-800-387-5559 Website: <http://www.health.gov.on.ca/>

*卫生部 and 长期护理费免费: 1-866-532-3161 TTY: 1-800-387-5559  
网站: <http://www.health.gov.on.ca>*

Ontario Seniors' Secretariat/Seniors Info Line Toll Free: 1-888-910-1999!  
TTY: 1-800-387-5559 Website:  
<http://www.seniors.gov.on.ca/en/seniorsguide/index.php> Website:  
<http://www.seniors.gov.on.ca/en/elderabuse/index.php>

*安大略省老年人秘书处/老年人 "免费: 1-888-910-1999! TTY: 1-800-387-5559*

*网站:*

<http://www.seniors.gov.on.ca/en/seniorsguide/index.php> Website:  
<http://www.seniors.gov.on.ca/en/elderabuse/index.php>



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Seniors' Info Website: <http://www.seniorsinfo.ca/> Information on services for older adults in Ontario.

长者的信息网站: <http://www.seniorsinfo.ca> 关于安大略省老年人服务的信息。

The Office of the Public Guardian and Trustee, Guardianship Investigation  
Toll Free: 1-800-366-0335 Phone: 416-327-6348 Website:  
<http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/>

公共监护人和受托人办公室, 监护调查免费: 1-800-366-0335 电话:  
416-327-6348

网址: <http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/>





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Ontario Network for the Prevention of Elder Abuse (ONPEA) Phone: 416-916-6728 Website: <http://www.onpea.org/index.html> Community co-ordination activities, training opportunities for front-line staff, public education sessions, and other resources.

安大略省预防虐待老年人网络 (ONPEA) 电话: 416-916-6728。  
网址: <http://www.onpea.org/index.html> 社区协调活动、一线  
工作人员培训机会、公共教育会议和其他资源。



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*Interactive Time*

*互动时间*



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*Thank You!*

谢谢!