

INTEGRATED POLICE RESPONSE FOR ABUSED SENIORS



▶ General Overview

Description of the Model's Components

INTRODUCTION

The *Integrated Police Response for Abused Seniors (IPRAS)* is a three-year action research project that has developed, tested, and then implemented a police intervention model to counter mistreatment of older adults. Starting in July 2013 and extending over a three-year period, this project was jointly carried out between the “Section de la recherche et de la planification du Service de police de la Ville de Montréal” (SPVM)¹ and the Research Chair on Mistreatment of Older Adults of the University of Sherbrooke.

This general overview presents the description of the model's components implemented throughout the SPVM. Three other general overviews can be consulted. They highlight:

- ▶ the needs analysis and police practices inventory enabling the development of the model;
- ▶ the evaluation results of the IPRAS Model pilot project;
- ▶ the practical and theoretical knowledge learned from the IPRAS action research project.

Why to develop an Integrated Police Response for Abused Seniors (IPRAS) Model?

Police officers are key actors in the prevention and countering of mistreatment of older adults. Their status as first responder as well as their ties with the community, allow them to rightly identify mistreatment situations. However, many police services do not have a standardized intervention approach yet.

By implementing the IPRAS Model, police officers will be better empowered to recognize mistreatment situations and to intervene in collaboration with their partners.

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¹ Research and Strategic Planning Division of the City of Montréal Police Service.

Strengths of the IPRAS Model

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Responds to the needs and challenges related to police intervention in countering mistreatment of older adults, while being **evidence-based**.
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Offers a collaborative work with partners in order **to refocus the police work on its primary mission**, which is to ensure the safety of citizens, especially that of older adults.
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Aims concerted and complementary efforts of all police officers within the Police Service. Therefore, the model **does not require the establishment of a specialized unit**.
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Addresses all cases of mistreatment of older adults, whether of a criminal nature or not. Although cases may seem non-criminal at first, criminal aspects can be revealed during follow-ups. This is why collaborative work with partners is essential in non-criminal cases since it significantly reduces repetitive calls.

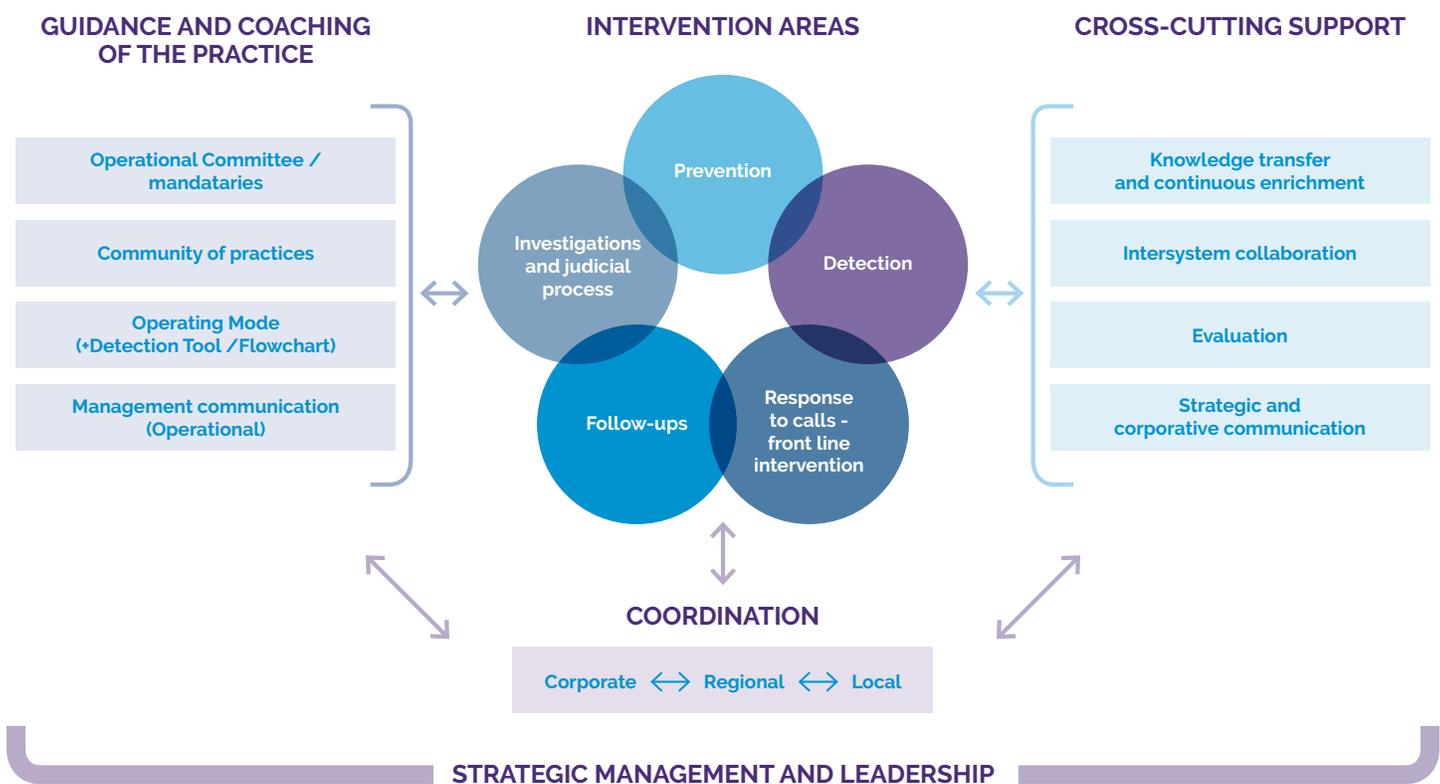


FIGURE 1 – IPRAS MODEL

IPRAS Model's components

The IPRAS Model comprises **five integrated components**. At the centre of the figure are the police intervention areas. The other model's components run crosswise to the intervention areas because they offer to police practice necessary support to be as efficient as possible.

The model has **22 courses of action. Practices** for each of them were developed within the Police Service. **Perspectives for ongoing improvements** were also identified and will allow for longer-term practices to be established.

This general overview presents each component with its courses of action and some of the examples of practices developed. For more details on the model, it is possible to consult the document: "Integrated Police Response for Abused Seniors. Description of the Model's Components".

COMPONENT 1: INTERVENTION AREAS

Police intervention consists of five interconnected areas. An Operating Mode describes the roles of police officers throughout the intervention with mistreated older adults. The Operating Mode also describes several other practices developed in the model.

PREVENTION

Courses of action:

1. Strengthen a common prevention strategy
2. Take into consideration the cultural diversity of older adults in the prevention messages

Example of practice:

- Prevention tools with a visual SPVM signature available in four languages and accompanied by a user guide.

DETECTION

Courses of action:

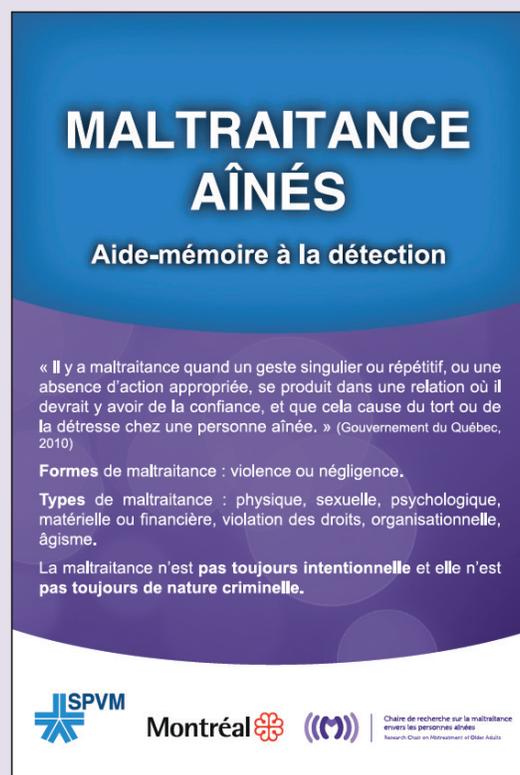
3. Improve the knowledge of police officers for detecting mistreatment of older adults
4. Support patrol officers in detecting mistreatment

Example of practice:

- Detection Pocket Tools distributed to police officers of all functions.



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²⁻³ Currently available in French only.

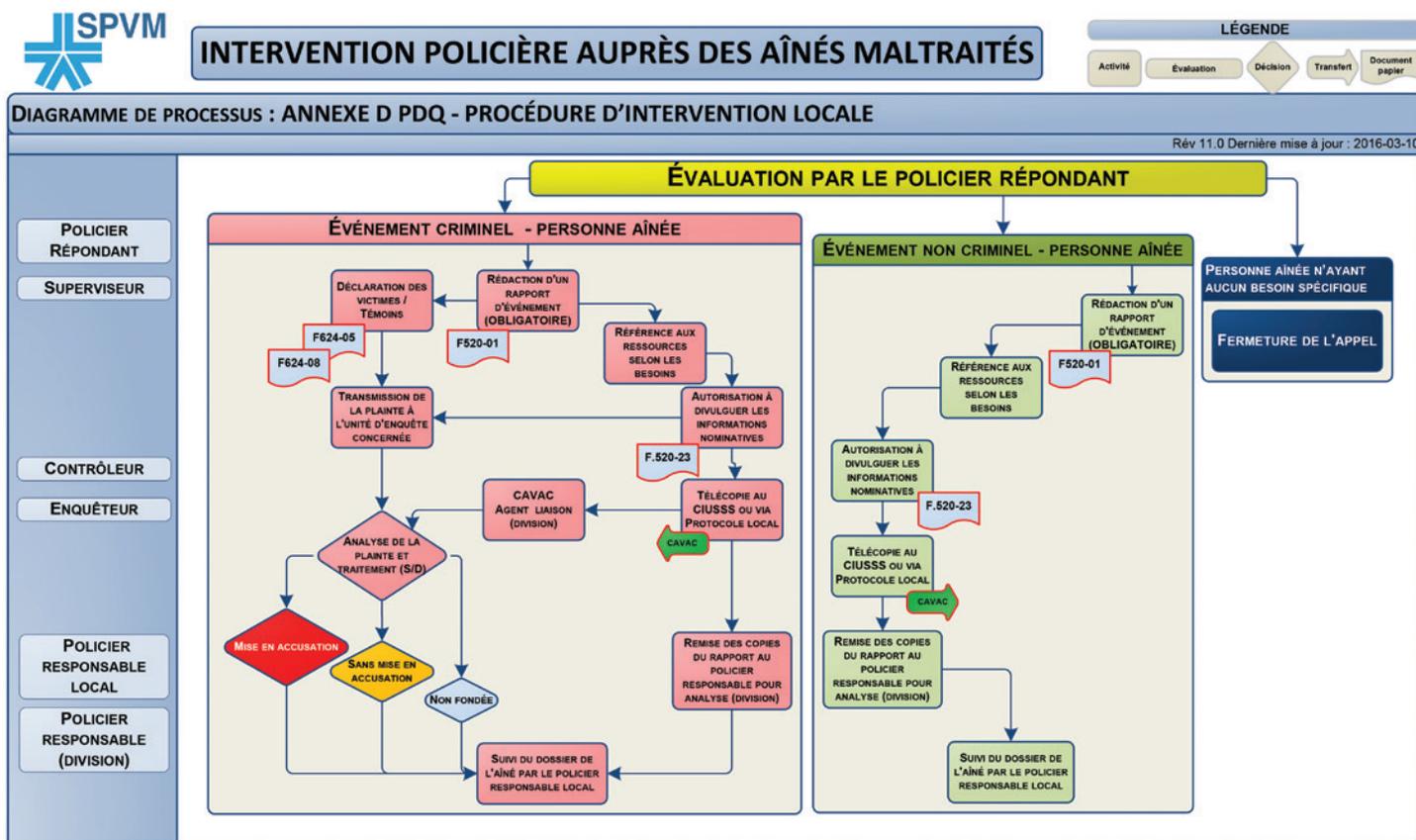
RESPONSE TO CALLS/FRONT LINE INTERVENTION

Courses of action:

5. Description of police officers' roles in an Operating Mode
6. Promote non-ageist interaction techniques adapted to older adults

Example of practice:

- Intervention flowchart (intervention trajectory) in cases of mistreatment of older adults explains what to do and to whom to refer the cases, depending on the situation encountered (criminal act, non-criminal act, older adult needing psychosocial assistance).



⁴ Currently available in French only.

FOLLOW-UPS

Courses of action:

7. Strengthen the effectiveness of follow-ups
8. Optimize the contribution from patrol officers to make the follow-ups more effective
9. Define the roles of Local and Regional Resource Officers in terms of follow-ups with the partners (in the Operating Mode)

Examples of practices:

- The analysis chart includes recommendations on the distribution of the police officers' roles with the principal partners.
- The Operating Mode establishes that the patrol officer must try to obtain the consent of the victim to divulge information about him or her to services and organizations or to a third party that could lend assistance. Then, he must fill out Form of authorization to divulge nominative information to another organization.

SPVM		AUTHORIZATION TO DIVULGE NOMINATIVE INFORMATION TO ANOTHER AGENCY	
<input type="checkbox"/> CONJUGAL VIOLENCE	<input type="checkbox"/> SENIOR	MTLEV NUMBER	EVENT NUMBER
<input type="checkbox"/> INTRA-FAMILY	<input type="checkbox"/> OTHER		
<input type="checkbox"/> MENTAL HEALTH			
AUTHORIZATION			
INDIVIDUAL GIVING AUTHORIZATION		DATE OF BIRTH (yyyy-mm-dd)	
NAME / GIVEN NAME <input type="checkbox"/> MRS <input type="checkbox"/> MRS			
FULL ADDRESS		POSTAL CODE	
I WISH TO BE CONTACTED BY PHONE	WORK TELEPHONE NUMBER	TIME (h - mm)	RELATIVES' OR FRIENDS' TELEPHONE NUMBER
	HOME TELEPHONE NUMBER	TIME (h - mm)	RELATIVES' OR FRIENDS' TELEPHONE NUMBER
COMMENTS :		CHILDREN REPORTED TO THE DIRECTOR OF YOUTH PROTECTION (DYJ): <input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> SUBSEQUENT OFFENSE	<input type="checkbox"/> CHILDREN RESIDING AT THE DOMICILE		
NAME:	AGE:	SCHOOL:	
NAME:	AGE:	SCHOOL:	
NAME:	AGE:	SCHOOL:	
AGGRESSOR AT HOME:	<input type="checkbox"/> YES <input type="checkbox"/> NO		
CAN THE AGENCY LEAVE A MESSAGE ON THE ANSWERING MACHINE:		DOMICILE	<input type="checkbox"/> YES <input type="checkbox"/> NO
		WORK	<input type="checkbox"/> YES <input type="checkbox"/> NO
		PARENTS / FRIENDS	<input type="checkbox"/> YES <input type="checkbox"/> NO
I AUTHORIZE THE AGENCY TO INFORM THE SPVM OF THIS CASE: <input type="checkbox"/> YES <input type="checkbox"/> NO			
SHORT ACCOUNT OF THE FACTS			
I AUTHORIZE THE SERVICE DE POLICE DE LA VILLE DE MONTRÉAL TO DIVULGE TO THE AGENCY HEREAFTER IDENTIFIED, , NOMINATIVE INFORMATION THIS AGENCY TO CONTACT ME.			
I FULLY UNDERSTAND THE IMPLICATIONS INVOLVED AND I HEREBY SIGN:			
SIGNATURE OF THE INDIVIDUAL GIVING THE AUTHORIZATION		DATE (yyyy-mm-dd)	TIME (h - mm)
FILLED OUT BY (SIGNATURE / BADGE NUMBER / RANK)		DATE (yyyy-mm-dd)	TIME (h - mm) UNIT
DISTRIBUTION	WHITE: UNIT	MUST BE FAXED TO C555 CONCERNED WITHIN 24 HOURS.	
	YELLOW: CONCERNED AGENCY		
	PINK: CONCERNED INDIVIDUAL		
F. 520-23AN (2016-05-17) methodes			
Montréal			

INVESTIGATIONS AND JUDICIAL PROCESS

Courses of action:

10. Support for investigators
11. Support for older adult victims in the judicial process
12. Reduce wait times for investigations involving older adults

Example of practice:

- The Operating Mode specifies that the investigator must contact the victim within 72 hours maximum.

COMPONENT 2: COORDINATION

Coordination at each level of a police operation (local, regional and corporate), as well as between these levels, **provides police officers with operational support** and also allows to offer **support in the form of expertise** in complex mistreatment cases.

Courses of action:

13. Three-level structure for coordination and expertise support
14. Corporate strategic coordination structure

Examples of practices:

- The Operating Mode describes the roles of Resource Officers (Local, Regional and Corporate).
- A Corporate Manager and a mandatory officer ensure the coordination and follow-up of the implementation of the IPRAS Model.

Roles of Resource Officers:

Local: advice for the patrol officers, analysis of older adults' cases, follow-up with the victim and with the services and organizations, circulating information to the Neighbourhood Police Stations (NPS) and the investigators for the case.

Regional: support and feedback to the Local Resource Officers, analysis of older adults' cases, keeping older adults safe when needed, links with the investigators and partners, circulating information.

Corporate: leadership in establishing a community of practices for Resource Officers, links with corporate partners, strategic oversight and circulating information.

COMPONENT 3: GUIDANCE AND COACHING FOR THE PRACTICE

In addition to coordination between different levels of a police operation, police intervention in situations of mistreatment of older adults must also be guided by clear procedures and directed by the mandataries of older adults' cases within the Service. Police officers must also be accompanied in their practices so as to feel comfortable in carrying out all the tasks assigned to them.

Course of action:

15. Establish mechanisms for guidance and coaching for the practice

Examples of practices:

- An Operational Committee has the mandate to make the IPRAS Model operational, to implement it and support the follow-up and the evaluation resulting from the research.
- The SPVM adopts an Operating Mode.
- A communication plan for management and operations is developed.
- A community of practices accompanies the Resource Officers in accomplishing their tasks and their ongoing improvement.

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MODE DE FONCTIONNEMENT	
 SPVM INTERVENTION PARTICULIERE MALTRAITANCE ENVERS LES AINÉS	NOM: PR XXX-XX EN VOIE DE: 2016-XX-XX ANNÉE: _____
Propriétaire : Direction des opérations	

La présente procédure donne les orientations du Service de police de la Ville de Montréal (SPVM) sur l'intervention policière en matière de maltraitance envers les aînés. Elle guide les démarches qui doivent être entreprises, lorsqu'il est établi qu'il s'agit d'une situation de maltraitance, qu'elle soit de nature criminelle ou non, celle-ci est considérée comme un événement et nécessite une intervention et la rédaction d'un rapport d'événement.

Les annexes A, B et C se rapportant à cette procédure vous serviront de guide pour toute intervention en matière de maltraitance envers les aînés.

1. PRINCIPES GÉNÉRAUX

L'intervention policière a pour objectif de contribuer à mettre fin à une situation de maltraitance et à protéger l'intégrité de la personne aînée. L'atteinte de cet objectif doit prendre en considération les volontés de celle-ci, à moins que sa sécurité ou sa vie ne soit menacée ou qu'elle ait été déclarée inapte par le tribunal.

Les cas de maltraitance font l'objet de peu de plaintes et ne sont pas nécessairement signalés par la personne aînée. Leur détection nécessite pour les policiers un travail d'observation et de validation des indices (annexe A)

Les policiers doivent porter une attention aux indices de maltraitance, non seulement lors d'un signalement, mais également, en présence d'une personne aînée dans le cadre de leurs activités.

La démarche se doit de maximiser la collaboration avec nos partenaires en privilégiant la référence, afin d'assurer le soutien requis auprès de notre clientèle aînée.

Toute intervention doit être effectuée dans le respect des droits et libertés individuelles des personnes en cause. Le SPVM tient à assurer que l'ensemble de son personnel favorise et maintienne dans toute intervention avec les citoyens qu'il dessert, une prestation de service exemplaire.

2. DÉFINITIONS

2.1. PERSONNE AÎNÉE
Personne âgée de 65 ans et plus, ou dont l'état permet de constater les attributs physiologiques et sociaux de la vieillesse tels que la société se les représente.

2.2. CONFIDENTIALITÉ
Un organisme public peut communiquer tout renseignement personnel, sans le consentement de la personne concernée, ou pour autrui, en raison d'une situation d'urgence mettant en danger sa vie, sa santé ou sa sécurité. Cette intervention est nécessaire lorsqu'il existe un motif raisonnable de croire qu'un danger imminent de mort ou blessure grave

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⁵ Currently available in French only.

COMPONENT 4: CROSS-CUTTING SUPPORT

Police officers of all functions need a basic training regarding mistreatment of older adults. However, this has been little provided during their initial training. Intersystem collaboration work with partners is also essential to address multiple aspects of mistreatment (social, medical, legal, etc.).

Courses of action:

16. Improving general awareness for all SPVM police officers
17. Specific training depending on the police officers' functions
18. Improve the dialogue among, and the knowledge brought by, the various partners
19. Improve communication with the Health and Social Services network by lessening the barriers to information sharing
20. Strengthen operational links with the partners

Examples of practices:

- › An online training module is available to police officers on the SPVM's online platform.
- › A list of public services and non-profit organizations for each Neighbourhood Police Station and division of the Police Service is available on the SPVM's online platform.



COMPONENT 5: STRATEGIC MANAGEMENT AND LEADERSHIP

Leadership and strategic management of the Board of Directors and managers in the Police Service, as well as their continuing commitment guarantee the longevity of the model. Other cross-cutting elements, such as evaluation and strategic communication, bring strategic support to police intervention.

Courses of action:

21. Strategic support
22. Strategic management and leadership at the executive level

Examples of practices:

- › An evaluation of the implementation and effects suggests recommendations for, and adjustments to, the police intervention on an ongoing basis.
- › A strategic communication plan details the awareness activities of the model.
- › Those in charge are making sure that the approach ties in with federal, provincial and municipal public policies.

⁶ Currently available in French only.

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GRAPHIC DESIGN:

Basta communication

COVER PHOTO:

Studio De Grand-Pré

THIS DOCUMENT IS AVAILABLE ON THE FOLLOWING WEBSITES:

<http://www.maltraitancesaines.com/en/>

<http://www.spvm.qc.ca/en/Seniors>

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SUGGESTED CITATION: Beaulieu, M., Côté, M., Diaz, L. Loock, J., D'Amours, M. & Cloutier, J. (2016). *Integrated Police Response for Abused Seniors. General Overview: Description of the Model's Components*. Research Chair on Mistreatment of Older Adults and Service de police de la Ville de Montréal. Sherbrooke and Montréal.

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ISBN: 978.2.922389.47.0

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FUNDING:

This project is funded in part by the Government of Canada through the program *New Horizons for Seniors*. The Research Chair on Mistreatment of Older Adults is funded by the Ministère de la Famille of the Québec Government.

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Chaire de recherche sur la maltraitance envers les personnes âgées

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