



Six-step approach to responding to Elder Abuse

- 1 **Identify abuse**
Ask questions to find out further information.
- 2 **Provide emotional support**
Listen and validate the person's feelings.
- 3 **Assess risk**
Take steps to safeguard the older person and respond to the abuse.
- 4 **Plan safety**
Contact the appropriate service with reference to the level of risk to the older person. Seek consent if it is not an emergency.
- 5 **Refer**
Make appropriate referrals, with the older person's consent. Should they refuse assistance, provide them with contact information for services in case they wish to get in contact at a later date.
- 6 **Document**
Record concerns and actions taken. If the older person has capacity and refuses assistance, document this also.