

# Elder Abuse and Neglect: What Volunteers need to Know

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## *Key Questions to Ask Worksheet*

The questions below are intended to assist Boards of Directors of organizations that serve older adults in making their organization better able to respond effectively to concerns regarding abuse and neglect of older adults.

1. Is there a person within your organization who monitors changes in the law related to elder abuse and neglect?
2. Do you have a policy or process for professional development of board, staff or volunteers regarding elder abuse and neglect issues?
3. Do you offer in-house training for volunteers and staff with respect to elder abuse and neglect?
4. Are you certain that your policies are consistent with current laws?
5. Are you informed of reporting requirements in your jurisdiction with respect to elder abuse, neglect and risk?
6. Is there a person in your agency who has been designated to receive reports of concerns regarding abuse or neglect of clients, members, residents or other older adults that your agency's volunteers may come into contact with?
7. Do you have a policy setting out the steps to be followed if an older adult informs someone that a staff or volunteer has mistreated him or her in any way?
8. Do you have insurance coverage that could provide financial protection in the event that allegations of abuse are made against an employee, contractor or volunteer?

9. Do you have a policy and system in place that requires background checks on volunteers and staff who come into contact with vulnerable older adults or have access to confidential personal information?
10. Is there a community response network in your community that addresses elder abuse and neglect?
11. Are you aware of the police division that responds to elder abuse and neglect in your community?
12. Do you have a list of local agencies and organizations that you can refer older adults to if they been abused or neglected or appear to be at risk (so they can get legal advice, emergency assistance, counseling, or other necessary services)?
13. Is there a person in your organization responsible for keeping the above list up to date?
14. Do you have policies or rules regarding privacy issues and confidentiality of information?
15. Do volunteers receive training on privacy issues and confidentiality of information?