

witnesses, further education, training and upgrading were seen as necessary. Language training, if important to the job, was to be available. New staff were to be fully oriented and this orientation was to be repeated at regular intervals.

The Committee recognizes that many people are involved in providing services to older Canadians and that all of them are in a position to detect and to intervene in suspected cases of abuse.

The Committee recommends:

- 16. That the federal government, through the relevant federal departments and in consultation with other levels of government, work in a coordinated way with the national and provincial organizations responsible for standard-setting and education for physicians, nurses, social workers, police, bankers, lawyers and other service providers in developing guidelines to enhance their ability to detect and to intervene in cases of elder abuse.**

D. Educating the Community

Communities, places where older people live, were seen as crucial to ensuring the maintenance and enhancement of their health and well-being. Many seniors are physically able and socially active as participants in the community. There are however others who are frail, isolated and vulnerable to various forms of abuse. The Committee members heard many examples of ways that neighbors and others in the community can offer assistance when abuse is suspected.

Volunteers can help seniors in the community by assisting with activities such as snow shovelling or grocery shopping. Such informal support networks can complement and enhance an existing network of organized and professional services. The Good Neighbors initiative of the Ontario Office for Seniors' Issues was mentioned by several witnesses as an example of a community-based endeavour that encourages and rewards interdependency among community members while at the same time supporting the independence of more vulnerable members.

Good Neighbors was launched as a pilot program in six Ontario communities in 1989 and by March, 1993, had been adopted or was being planned by more than forty others. The Royal Bank and Shoppers Drug Mart are involved as corporate