

In defence of their role, the representatives of the Canadian Bankers Association told the Committee, "The bank is not being given the power of attorney; it is not acting as the attorney or agent on behalf of its customers. The bank simply receives the authorization to permit the donor's representative to act on the donor's behalf. From that point on the bank then deals with the attorney as the duly and legally appointed representative of the donor and cannot be expected to go behind the attorneyship to determine whether the donor is satisfied with the management of his or her affairs. To thrust upon the banks any responsibility to monitor the power of attorney is not practical or even possible."⁶¹

The role of police in combination with social workers and hospital staff was discussed by Dave Ashton and other members of the Queensway Carleton Hospital and Nepean Police Service Multidisciplinary team. The role of a proactive police chief who emphasizes community links was seen as crucial.⁶² This unique model funded by the Solicitor General of Canada and Health and Welfare Canada includes three components: an educational program to provide a comprehensive training package for police officers at all levels of experience across the country; an interagency consultation service available to front-line police officers to assist them in dealing with cases of senior abuse; and a senior abuse protocol to guide police officers from the first contact, through case management, closure and follow-up. Following contact with older people, other social and health services would be involved.

Service providers who care for the elderly in institutional settings were also seen as needing education. It was noted that: "At the present time, it is estimated that about 8% of Canadians in the 65 and older age group live in institutions. But if you look at the age 80 and over, the percentage is about 24%."⁶³ Various recommendations were made that service providers who work in institutions be properly trained to prevent and to intervene in any incidence of abuse. According to

⁶¹ DeLaurentiis, 7:6.

⁶² Ashton, 4:11.

⁶³ Scott, 1:13.