

# HOW TO SUPPORT AN OLDER ADULT IN NEED

## 1

### LISTEN AND TALK TO THE OLDER ADULT

Ask questions to learn more about his or her (their) experience. Understand that often before a person will seek or agree to accept help, they need to be able to trust you and know that you will follow through with the help you offer to give.

## 2

### RESPECT PERSONAL VALUES, PRIORITIES, GOALS AND LIFESTYLE CHOICES OF THE OLDER ADULT

Identify support networks and solutions that suit the older adult's individuality. Help the person identify resources that could be helpful.

## 3

### RECOGNIZE THE RIGHT TO MAKE DECISIONS

Mentally capable older adults have the right to make decisions, even if those choices are considered risky or unwise by others (including you).

## 4

### SEEK CONSENT OR PERMISSION

In most situations, you should get consent from an older adult before taking action. Note their mental capacity for decision-making and their understanding of the consequences of their decisions – each decision is assessed independently.

## 5

### RESPECT CONFIDENTIALITY AND PRIVACY RIGHTS

Get consent before sharing another person's private information, including confidential personal or health information.



### The Best Way You Can Help

Listening—truly listening—to the older adult may be your most powerful offering. Here are some examples of supportive language to help start an important conversation.

#### Supportive language:

- “ I see what is happening
- “ I am concerned
- “ It's not your fault
- “ I believe you
- “ I am here for you
- “ You are an important member of our community

Together, we can create a society that values and respects people of all ages, now and for generations to come.

**What kind of community do you want to grow older in?**



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