

保護長者

免受虐待

Protecting Elders Against Abuse

What is elder abuse?

- **Elder abuse refers to the commission or omission of any act that endangers the welfare or safety of the elders.**
- Generally, abusers are those having the responsibility to take care of elders or having acquaintance with the elders, such as family members living with the elder or staff of service provider responsible for taking care of the elder.

Physical abuse

- Physical abuse is a physical injury or suffering to an elder inflicted non-accidentally or due to the lack of preventive measures.

Psychological abuse

- Psychological abuse is the pattern of behaviour and/or attitudes towards an elder that endangers or impairs the elder's psychological health, including acts of insult, scolding, isolation, causing constant fear to the elder for a long duration, intrusion into the elder's privacy and unnecessary restriction of the elder's freedom of access and movement.

Neglect

- Neglect is severe or persistent lack of attention to an elder's basic needs (such as adequate food, clothing, shelter, medical treatment, nursing care) that endangers or impairs the elder's health or safety. Neglect also includes the lack of provision of medicine and auxiliary equipment according to medical advice, which causes physical harm to the elder.
- If a formal service provider (e.g. Residential Care Homes for the Elderly, Integrated Home Care Services Teams, hospitals) fails to perform its caring responsibility and causes harm to the elder, the case can also be considered as neglect.

Financial abuse

- Financial abuse is any act which involves depriving an elder of his/her wealth, or not acting in an elder's interests, including getting an elder's possessions, money or assets (such as property or public housing tenancy) without his/her consent.

Abandonment

- Abandonment is the act of abandoning an elder without justifiable reasons committed by a carer or guardian, which endangers or impairs the elder physically or psychologically. For example, a family member gives a wrong residential address to the hospital upon admission of the elder and makes it impossible for the hospital to contact him/her to discuss the medical and welfare issues of the elder.

Sexual abuse

- Sexual abuse is the act of sexual assault on an elder (including exposure of sexual organ to an elder, indecent assault and rape, etc.).

How can we help elders suffering from abuse?

- Victims of elder abuse or those who know them should seek assistance of the relevant professionals (e.g. social workers, medical practitioners and police officers) as early as possible so as to remedy the situation.
- Professionals of various disciplines will offer assistance to any elders who are being abused. Whenever necessary, they will join hands to work out appropriate welfare plans for the elders and their family members through discussions or case conferences.
- Professionals will respect the views of elders as far as possible and provide them with protection and assistance in the most appropriate manner.
- Bearing in mind that the safety of the elders is the prime concern, professionals will also help abusers solve their personal or family problems and, where possible, will try their best to help elders improve their relationship with their family members, including the abusers.

How to seek assistance?

- Persons in need of assistance may approach District Elderly Community Centres, Family Services Centres/Integrated Family Service Centres in respective districts. Telephone numbers for enquiries and addresses of these centres are available on the Social Welfare Department website at <http://www.info.gov.hk/swd>.
- If the abused elder is receiving other social services, he/she may seek assistance from the social workers of the service unit concerned, who may arrange referrals where necessary.
- **Social Welfare Department Hotline: 2343 2255**
- **Caritas Family Crisis Support Centre Hotline: 18288**

平安
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何謂虐待長者(虐老)?

- 一般而言,虐老是傷害長者福祉或安全的行為,或不作出某些行為以致長者的福祉或安全受到傷害。
- 通常施虐者是有責任照顧被虐長者,或雙方是互相認識的,例如同住的家人,甚至是照顧長者的服務機構員工。

身體虐待

- 身體虐待是指對長者造成身體傷害或痛苦,而這些傷害乃非意外或由於沒有提供任何預防措施所引致的。

精神虐待

- 精神虐待是指危害或損害長者心理健康的行為及/或態度,包括羞辱、喝罵、孤立、令長者長期陷於恐懼中、侵犯長者私隱,及在不必要的情況下限制長者的活動範圍或活動自由等。

疏忽照顧

- 疏忽照顧是指嚴重或長期忽視長者生活上的基本需要(例如沒有為長者提供足夠飲食、衣服、住宿、醫療、護理等),以致危害長者的健康或生命安全。疏忽照顧亦包括沒有根據醫生的指示給予長者其所需的藥物或輔助器具,使長者身體受到損害。
- 如果正規服務提供者(例如安老院舍、綜合家居照顧服務隊、醫院等)因沒有遵行照顧長者的責任而引致長者受到傷害,亦可以被視作疏忽照顧。

侵吞財產

- 侵吞財產是指任何涉及剝奪長者財富或妄顧長者利益的行為,包括在未經長者同意下,取用長者的財物、金錢或資產(例如房屋資產,或公屋戶籍等)。

遺棄長者

- 遺棄長者是指在欠缺合理原因下,長者被負責提供照顧或監護者離棄,而對長者身體或心理造成傷害,例如家人將長者送入醫院時虛報地址,以致醫院無法聯絡照顧或監護者,商討有關長者的醫療及福利事宜。

性虐待

- 性虐待是指性侵犯長者(包括向長者展示自己的性器官、非禮及強迫進行性行為等)。

如何幫助被虐長者?

- 被虐長者或認識這些長者的人,應盡早向有關專業人員(例如社工、醫生、警察等)求助,使情況得以改善。
- 各專業人士會為被虐長者提供援助,並會按需要,透過商討或會議,合作為長者及他/她的家人釐訂適切的福利計劃。
- 專業人員會盡量尊重長者的意見,用最適切的方法保護及幫助他們。

- 在以保障長者安全為前提下,專業人員更會幫助施虐者解決其個人或家庭的問題,並在情況許可下,盡力協助長者與家人,包括與施虐者,改善關係。

如何求助?

- 可聯絡各區長者地區中心及家庭服務中心/綜合家庭服務中心,各中心的查詢電話及地址可參考社會福利署網頁:
<http://www.info.gov.hk/swd>
- 如被虐長者正接受其他社會服務,可向該服務單位社工求助。如有需要,該服務單位社工可安排轉介。
- **社會福利署熱線: 2343 2255**
- **明愛向晴熱線: 18288**