

**Proposal to do research on
Institutional Bullying (IB) in
Seniors' Rental Residence (SILF)
(which is allegedly increasing the Health
Costs in Canada and the mortality of the
psychologically abused).**

[SILF = Seniors Independent Living Facility] [This document has been prepared using AI]

Prepared June 9, 2024

"When we have an opportunity to create an atmosphere where justice, peace, love and harmony can prevail, we have to do something about it"



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Document Information

This section provides information about this document.

Title and author:

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"The only thing necessary for the triumph of evil is for good men to do nothing" – Edmund Burke

Introduction

This document originated from the vacuum that exists to address the concerns and needs of senior citizens living in independent living facilities (SILF) and other rental properties where they are subjected **to power imbalance** and allegedly deprived of even Canadian Bill of Rights! Sadly, they have no recourse to seeking fairness and uprightness or having someone to address their legitimate questions and concerns. The main recourse is for them to go to the Landlord Tenant Board or to go to the provincial courts to seek justice. Apparently, **there are no specific laws or statutes or Bill of Rights to protect their specific needs.**

Furthermore, the recent research of The Centre for Elder Research with an institution and Elder Abuse Prevention (ON) to better understand bullying in Ontario **did not allegedly touch on the subject of institutional bullying of senior citizens which is a byproduct of power imbalance.** Throughout this document you will see the major difference between peer-to-peer bullying (P2PB) and institutional bullying (IB) for which sufficient research has not been done.

As you may be aware, senior citizens living in retirement homes and long-term care homes have protection under various statutes, including, but not limited to *Retirement Homes Act, 2010*, S.O. 2010, c. 11 (the “**RHA**”), *Long-Term Care Homes Act, 2007*, S.O. 2007, c. 8, **as well as their respective “Bill of Rights”**. Thus, any power imbalance is addressed by the statutes.

https://www.rhra.ca/wp-content/uploads/2018/01/Bill-of-Rights_Posters_Final.pdf

<https://www.cleo.on.ca/en/publications/everyres#>

Believe It or Not

Did you know that seniors living in independent living facilities (SILF) **DO NOT HAVE ANY BILL OF RIGHTS** or any specific statutes to protect them except the Residential Tenancies Act, which technically, does not afford any protection as described later in this document.

	Living conditions of seniors	Protection under the Statutes	Protection under their Bill or Rights	Comments
1.	Seniors living in Retirement Homes	Retirement Homes Act, 2010, S.O. 2010, c. 11 (the “RHA”),	https://www.rhra.ca/wp-content/uploads/2018/01/Bill-of-Rights_Posters_Final.pdf	
2.	Seniors living in Long-term care homes	Long-Term Care Homes Act, 2007, S.O. 2007, c. 8	https://www.cleo.on.ca/en/publications/everyres#	
3.	Seniors who live on their own in rental properties	Residential Tenancies Act	No Bill of Rights	See next page and page 11 of this document
4.	All other seniors	Nil	No Bill of Rights	

Very often **when issues are brought to the attention of the landlords, by the senior tenants, they are told that if they are not happy, they can leave. This is like rubbing salt on a wound, since the landlord is aware that there is an acute shortage of rental accommodation and therefore the seniors have to suffer the alleged bullying and harassment.**

It is disingenuous to club together all tenants – senior citizens and non-senior citizens - under the protection of the same Residential Tenancies Act, 2006, S.O. 2006, c. 17 for the reasons given below and covered in Critical Information on page 11.

Senior citizens living in rental apartments:

- Mostly do not make noise or have loud parties.
- Are not inclined to deal with drugs or other illegal substances.
- Are not violent.
- Mostly pay their rents on time

Therefore, they need to have their own Bill of Rights (See <https://info2write.com/2022/04/13/seniors-helping-seniors/>) and protected by a separate statute – since their needs and rights are quite different from the other tenants and they should have their rights protected like those seniors living in retirement homes and long-term care homes – where they are protected under the Retirement Homes Act, 2010, S.O. 2010, c. 11 – and have their own Resident's Bill of Rights.

It is important to note that **due to ageism, seniors living on their own and in SILF have many needs like those of seniors living in retirement homes, but, they do not have sufficient protection from institutional bullying, thus adversely affecting their psychological, emotional, social, security, cultural needs, etc.**

Most seniors living in SILF do not have the proper health, physical energy, resources, or mental agility to go to the **Landlord Tenant Board** to address the alleged transgressions by their landlords and due to this stress, **their health deteriorates and that leads to increased health costs for ALL CANADIANS.**

Living under the stress of abuse often leads to earlier mortality (Lachs, Williams, O'Brien et al. 1998) <https://cnpea.ca/images/gloria-gutman-older-adult-bullying-psychological-abuse-by-a-different-name.pdf>

Hence the need for research on institutional bullying (IB).

First, let us talk about

- Basics of Institutional Bullying
- Power Imbalance
- What seniors face in rental apartments?
- What is Bullying?
- What options do seniors have when they are bullied?
- Need for more research on Institutional Bullying in seniors rental residence.
- Things to do after reading this document.

How do we get to the truth of Institutional Bullying in Seniors' Residence?

As mentioned on the Social Sciences and Humanities Research Council (SSHRC) website [https://www.sshrc-crsh.gc.ca/funding-financement/umbrella_programs-programme_cadre/talent-eng.aspx] , there are several avenues for colleges to undertake research projects.

May I respectfully request your suggestion as to how I can partner with your organization to apply to SSHRC for a very important and critical research on institutional bullying (IB) under the [Research partnerships program](#)? I understand that this may not happen immediately, but at least that organization would be a pioneer in undertaking a research project that has not been done before - on **INSTITUTIONAL BULLYING** - by any institution – as far as I know. If you know or believe that other academic institutions or NGO have undertaken research on Institutional Bullying (IB), please let me know.

Power Imbalance



Groups	Question	Answer
Employer and employees	Can the employer stop the employees from forming a union?	If the benefits of forming a union are shown to both parties by a third party (mediator) the power imbalance can be reduced.
Landlord and tenants (See examples on pages 17/18)	Can the landlord stop or discourage the tenants from forming a Tenants' Association?	If the benefits are shown to the landlord of forming and registering a Tenants' Association and indirectly transferring the legal liabilities from the landlord to a corporation, the power imbalance can be addressed amicably – and this will also result in compliance.
Government and citizens	Can the government stifle the freedom of the citizens?	A strong opposition with fair elections can reduce the power imbalance.
Dictator and citizens	Can the dictator stifle the freedom of the citizens?	If a third country mediates a resolution to have proper elections, the power imbalance can be reduced.
Family members	Can one family member (husband or wife, etc.) dominate over the other?	If the dominating member agrees to counselling and dusts away the shackles of domination and agrees to seeing the bigger picture, the power imbalance can be reduced.

Although old age is something that awaits everyone lucky enough to live a long life, for many the actual experience of aging Sadly, those seniors who live on their own and those seniors living in independent living facilities only come under limited statutes which is not sufficient to look after the security needs (see section on needs below). It is important to note that **seniors living on their own** have many needs like those seniors living in retirement homes as described below, but, they **do not have sufficient protection from addressing their psychological, emotional, social, security, cultural needs, etc.**

This document is intended to promote research on institutional bullying (IB) that is currently existing in SILFs. It is anticipated that upon completion of the research an answer will develop that will provide a solution for seniors living in SILF and other rental properties that will enrich their lives with information that addresses power imbalance, social injustice, seniors' rights and environmental

issues and comply with the existing laws and lobby for new laws to protect them. We believe that **“Information is Knowledge and Knowledge is Power “**. We believe that **lack of information causes fear and fear among senior citizens is the root cause of stress and ill health**.

If possible, we could endeavor to reduce the stress and pressures on the management of seniors independent living facilities by establishing a **Seniors' Advocacy & Resolution Group** details of which can be provided separately if required.



Institutional Bullying



Institutional bullying refers to the systematic mistreatment, abuse, or neglect of individuals within an organization or institution. This type of bullying can manifest in various ways, including through policies, procedures, and behaviors that create a hostile or oppressive environment for certain individuals or groups. In the context of seniors living in rental apartments, especially in Ontario, institutional bullying can significantly impact their quality of life and well-being.

Characteristics of Institutional Bullying

Power Imbalance:

Institutional bullying often involves a significant power imbalance, where those in authority (e.g., property managers, landlords) use their power to intimidate, control, or mistreat tenants. (See examples on pages 17/18/19)



Systematic Practices:

This form of bullying can be embedded in the policies, rules, and practices of the institution, making it difficult to identify and challenge.

Lack of Accountability:

There is often a lack of accountability and transparency, with complaints from victims being ignored or inadequately addressed.

Perpetuation of Harmful Norms:

The institution may perpetuate norms and practices that disadvantage certain groups, such as seniors, through neglect, discrimination, or exploitation.

Effects of Institutional Bullying on Seniors in Rental Apartments

Mental Health Issues:

Seniors subjected to institutional bullying can experience increased levels of stress, anxiety, depression, and a sense of helplessness. This can lead to a decline in their overall mental health.

Physical Health Problems:

The stress and anxiety resulting from bullying can contribute to physical health problems, such as hypertension, heart disease, and a weakened immune system.

Social Isolation:

Bullying can lead to social isolation as seniors may withdraw from social interactions to avoid further mistreatment. This isolation can further exacerbate mental and physical health issues.

Reduced Quality of Life:

Institutional bullying can significantly reduce the quality of life for seniors, making their living conditions uncomfortable and distressing. This can include poor maintenance of facilities, lack of support services, and neglect of seniors' specific needs.

Financial Exploitation:

Seniors may face financial exploitation through unfair rental practices, hidden fees, or unjust evictions, putting them at risk of homelessness or financial hardship.

Fear and Intimidation:

Persistent bullying can create an environment of fear and intimidation, where seniors feel unsafe or afraid to voice their concerns or assert their rights.



Barrier to Seeking Help:

The systemic nature of institutional bullying can make it difficult for seniors to seek help or find effective solutions, as they may face obstacles within the institution itself or lack external support.

Addressing Institutional Bullying

Legislation and Regulation:

Strengthening laws and regulations to protect tenants, especially vulnerable populations like seniors, from abuse and exploitation by landlords and property managers.

Advocacy and Support Services:

Providing access to advocacy services and support networks to help seniors understand their rights and navigate issues related to institutional bullying. In this regard academic institutions and the following NGOs can play a vital role:

<https://www.torontotenants.org/>

<https://www.equalityrights.org/>

<https://www.rexdalechc.com/>

<http://www.advocacycentreelderly.org/>

<https://www.torontocouncilonaging.com/>

<https://agewell-nce.ca/about-age-well>

<http://acelaw.ca/>

<https://www.canage.ca/>

<https://www.nicenet.ca/>

<https://www.carp.ca/>

<http://www.onpha.on.ca/>



The above NGOs are allegedly aware of what is transpiring in SILF – including **institutional bullying** – but, for unknow reasons they have not addressed visibly this serious issue. Therefore, as part of the impending research on institutional bullying, it is hoped that those able to make a difference and these NGOs will take the lead and reduce the alleged mortality rate due to elder abuse.

Critical Information

Facts that have been overlooked, or ignored by politicians, bureaucrats, lawyers, and Public Health that is causing the alleged **rise in cost of health care for seniors who reside in independent living facilities**

Many infractions allegedly committed by many (non-senior citizens) renters governed by the RTA	Included in the RTA	Comments
Disturbance to the neighbors	✓	Seniors do not make noise
Using or dealing with illegal drugs	✓	Seniors do not deal with drugs
Causing violence and aggravation to neighbors & landlord	✓	Seniors are not violent
Nonpayment or delay in rent payment	✓	Seniors mostly pay their rents on time

Basic Needs of senior citizens who reside in SILF but are not protected under the RTA and thus cause seniors to be under stress resulting in health deterioration	Comments
<ol style="list-style-type: none"> Freedom to express their grievances or any *communication with the landlord. Alleged example of roaches in the apartment and building which was ignored by the landlord and transferred the blame to the senior residents. Freedom to have **peer support group* or even independent *Association to address the particular needs of the seniors* group – particularly during the COVID-19 pandemic. No provision to phone/visit seniors who are “home bound.” 4. Not recognizing that power imbalance is the root cause of bullying. No attempt to prevent senior/elder abuse or dealing with peer elder abuse when it occurs. Threats of eviction if any seniors raise their concerns (*No freedom of speech) Freedom from control of the seniors* Tenant Association by the landlord and inability to voice their needs, suggestions, and views due to landlord controlling the Newsletter and the meetings (power imbalance). Freedom from adulterated election process for seniors *Association controlled by the landlord (allegedly in violation of RTA). Details available separately. Non recognition of seniors who have disabilities which do not meet the requirements of LTC. For example, Psychological needs: <ol style="list-style-type: none"> the need for love and belonging, the need for power balance, the need for freedom and the need for fun that is offered to all senior residents by show of hands. Social needs are important basic human needs. When social needs are not satisfied it can also lead to mental and physical health problems. Especially for older adults satisfying social needs is important to sustain wellbeing and quality of life. Younger people often also use social technology to satisfy social needs. Social technology is the collective noun for technology that is used in the social domain, for example Facebook, e-mail and skype. The aim of any study should be to give more insight in the social needs of older people and to study the (possible) role of social technology in satisfying these needs. Twenty older adults with a risk at unsatisfied social needs are interviewed individually. Based on a former systematic literature review topics in the interviews are diversity, reciprocity, proximity and meaning of the relationship. [https://academic.oup.com/gerontologist/article/56/Suppl_3/714/2576467] <p>*The absence of these needs is in violation of the Canadian Charter of Rights and Freedoms</p>	<p>Most renters who are not senior citizens do not experience what seniors experience and yet they have protection under the RTA but, seniors who reside in independent living facilities do not have protection under any statutes.</p> <p>However, seniors do not have the finance or energy or mental ability to fight with landlords at the LTB which could take years to be heard and by that time, seniors would have passed away.</p>

What is bullying in general?

Bullying is sometimes called harassment and happens when someone hurts, intimidates, or scares a person consciously or unconsciously. When someone is being bullied, they often have a hard time defending themselves. Bullying is usually not a one-time event. It can happen repeatedly. **Bullying is the byproduct of power imbalance.**



People of all ages can be bullied. The Centre for Elder Research is working with an institution and Elder Abuse Prevention (ON) to better understand bullying between older adults age 55+ in Ontario. This work is funded by the **Social Sciences and Humanities Research Council of Canada** (SSHRC) and aims to support the development of best practices and strategies for this diverse population. **Unfortunately, the research did not address the bullying of elders 65+ that is perpetrated by people in authority – including landlords of SILF! And that is one of the reasons for this document!**

This **SILF Model** (<https://info2write.com/2022/04/13/seniors-helping-seniors/>) highlights the need of senior citizens who are encouraged by the Governments on one hand to live on their own, but on the other hand, the Ontario government is not protecting the rights of seniors who want to live on their own in rental properties. Some seniors living in SILF are subjected to covert Elder Abuse – both by peers and landlords of SILFs - which is being ignored by various organizations who **erroneously believe that seniors living in SILF are protected by the Residential Tenancies Act**. Or they are only concentrating on Retirement Homes and Long-term Care Homes?

Seniors living in SILF are looking to enrich their lives with information that addresses social justice, seniors' rights and environmental issues and comply with the Residential Tenancies Act and the Constitution of their own SILF. We believe that "Information is Knowledge and Knowledge is Power ". We believe that **lack of information causes fear and fear among senior citizens is the root cause of stress and ill health**. For more information kindly read my blogs:

<https://info2write.com/2024/04/06/consequences-of-power-imbalance-in-seniors-residence/>

<https://info2write.com/2023/10/04/the-importance-of-vigilance-in-a-seniors-rental-residence-part-1/>

Our research would be dedicated to highlighting the plight of residents of seniors independent living facilities (SILF) who are mostly seniors over the age of 65. Many of them vary in ages from 60 to 100+. Some seniors reside in a non profit seniors only residence. They are indeed provided with basic facilities of mostly clean (with exceptions of roaches, etc.), safe, and quiet environment. Of course, things could be better, and this document is expected to gather and share information that could make SILF more sustainable. For example, recently some seniors were concerned about having roaches and other pests in their apartment and in their surroundings and all attempts made by them to mitigate their predicament were futile. This is just one example (some more examples can be seen in this document).



What Options do Senior Citizens living in rental apartments - who are bullied - have?

One would assume that the *NGOs would address a wider spectrum of **elder issues** – including bullying of **seniors who live in Independent Living Facilities (SILF)**. As you know, seniors who live in retirement homes and long-term care homes have their own statutes and Bills of Rights to protect them. Unfortunately, seniors who live in rental apartments do not have those privileges and are therefore left to the mercy of the RTA – **which you know is a nightmare of procedures and delays.**

For example, the problems faced by seniors living in **rental** apartments who are bullied or suffer from elder abuse, have very limited options and therefore they are very susceptible to stress, depression, and even silent death:

Problem	Options	Comments
Alleged bullying by a foundation /landlord in seniors 'independent living facilities (SILF).	Contact legal aid clinics	Legal aid clinics either refusing to assist or make impossible by the system in the legal aid clinics who were approached – even though they are run by taxpayers' dollars.
	Contact the Landlord Tenant Board	Seniors cannot go through the maze of legal maneuvers since they do not have the energy or finance to undergo the process.
	Contact their MPPs / MPs	No action is taken.
	Contact the Pastor ¹ and the Foundation	Absolute silence!!
	Contacting *NGOs funded by government or other means.	As part of the research project, we plan to approach the following organizations to find out if they have information on IB: https://www.torontotenants.org/ https://www.equalityrights.org/ https://www.rexdalechc.com/ http://www.onpha.on.ca/ http://www.advocacycentreelderly.org/ http://acelaw.ca/ https://agewell-nce.ca/about-age-well info@agewell-nce.ca https://www.canage.ca/ https://www.nicenet.ca/ admin@nicenet.ca https://www.carp.ca/ advocacy@carp.ca
	Suffer in silence and die in despair	Research needs to be done on further examples of institutional bullying and physiological and psychological effects faced by senior citizens living in rental apartments who have been subjected to bullying and elder abuse. Very often when issues are brought to the attention of the landlords, by the senior tenants, they are told that if they are not happy, they can leave. This is like rubbing salt on a wound, since the landlord is aware that there is an acute shortage of rental accommodation and therefore the seniors have to suffer the alleged bullying and harassment.

For your information (in case you are unaware), senior citizens living in some **rental** apartments, most often face the following scenarios:

- A. A big segment of the residents are over 75 years young, and many have disabilities. They are mostly women and want to live a simple life without getting involved in matters of the residence. Some suffer in silence the challenges they face, but they do not have the energy or temperament to openly voice their grievances. For this reason, one does not get a full picture of what is actually transpiring at the seniors' rental Residence.**
- B. Another very important fact is that many of the residents of seniors' rental apartments, who are silent and do not participate in meetings or discussions or express their problems, are those who are on rent subsidy. They do not wish to rock the boat or express themselves lest they lose their subsidy or are evicted. They are very fearful, and this defeats the entire Mission Statement of the Landlord. On the other hand, the landlord allegedly encourages residents to apply for rent subsidy since the landlord knows that they will get their full market rent from the Government – and allegedly these residents will not open their mouths or speak against the landlord.**
- C. In connection with the above, the landlord allegedly ignores all pleas for help from senior residents to monitor the bullying in the tenants' association and the election process due to the nature of the mix of the residents:**
- ✓ Different nationalities
 - ✓ Different ages
 - ✓ Different cultures
 - ✓ Different personalities
 - ✓ Different physical disabilities
 - ✓ Different financial backgrounds
 - ✓ Most are 75+ years, many women who are unable or unwilling to speak up.
 - ✓ Many are on rent subsidy and therefore scared to speak up.

The landlord allegedly exacerbates the bullying by taking advantage of the power imbalance which has been documented.

- D) So, it is up to those paying full rent to stand up for the rights of all the residents – those paying full rent and those on rent subsidy.**

Many of the challenges faced by seniors living in rental apartments are described in my blog site: www.info2write.com.

Reasons for requesting research on Institutional Bullying (IB)

I have been doing my due diligence and have a blog, www.info2write.com where I have documented under various headings what seniors living in seniors independent living facilities (SILF) are facing firsthand:

Topic	Website link	Comments from Independent Reviewer (ChatGPT)
Elder Abuse	https://info2write.com/2022/04/28/how-to-deal-with-elder-abuse/	Discusses recognizing and addressing elder abuse, which includes physical, emotional, and financial abuse.
Power Imbalance in Seniors' Independent Living Facility (SILF)	https://info2write.com/2024/04/06/consequences-of-power-imbalance-in-seniors-residence/	Highlights the effects of power imbalances on seniors, which can lead to bullying and mistreatment by staff or other residents.
Bullying in SILF	https://info2write.com/2024/05/06/is-bullying-and-elder-abuse-in-seniors-rental-apartments-alleged-silent-killers-ignored-by-the-government-and-ngos/	Explores how bullying and abuse are often ignored by authorities, impacting seniors' mental and physical health.
Importance of Vigilance in a SILF	https://info2write.com/2023/10/04/the-importance-of-vigilance-in-a-seniors-rental-residence-part-1/	Emphasizes the need for vigilance to prevent and address abuse and bullying.
Social Group v/s Tenants' Association in SILF	https://info2write.com/2024/03/29/can-and-should-a-social-group-manage-300-tenants-in-a-seniors-building/	Questions the feasibility and effectiveness of social groups managing large senior communities, potentially leading to neglect or abuse.
Absence of Bill of Rights for seniors living in SILF has adverse effects	https://info2write.com/2022/04/13/seniors-helping-seniors/	Discusses peer support among seniors to combat abuse and improve their quality of life.

The articles describe various issues and instances related to elder abuse and bullying in seniors' residences, which can be seen as forms of institutional bullying. These examples collectively illustrate various forms of elder abuse and institutional bullying in seniors' residences.



Research associated with resident-to-resident bullying in senior living facilities (i.e., senior bullying), has been growing in recent years due to anecdotal stories in the popular press. Few studies, however – for reasons unknown - have assessed institutional bullying from the perspective of residents. Unfortunately, the **Seniors Anti-Bullying project** has not even touched on the most critical component of institutional bullying of seniors in independent living facilities. And that was why I have been passionately addressing this subject via my blogs (www.info2write.com) and my emails.

Bullying is bad anywhere and anyhow. Adult bullying is also bad, but, **when you have people in power bullying the vulnerable and powerless, it is serious**. Adult bullying has long been a problem and subject of research over the years. Peer-to-peer bullying (P2PB) or resident to resident bullying in seniors independent living facilities (SILF) has long been a matter of concern because of the implications of P2PB. However, it is my desire to engage in **discussion about institutional bullying (IB) – where people in power in SILFs engage in bullying mainly because they have the power**.

But when you combine P2PB and IB, the situation becomes worse and unbearable. The victims then live under stress of abuse. This leads to physiological and psychological challenges for which research has not been sufficiently done. Ultimately, **living under the stress of abuse often leads to earlier mortality** (Lachs, Williams, O'Brien et al. 1998) <https://cnpea.ca/images/gloria-gutman-older-adult-bullying-psychological-abuse-by-a-different-name.pdf>

The following is a comparison between peer-to-peer bullying (P2PB) and institutional bullying (IB)

Comparison between P2PB and IB

Peer-to-Peer Bullying (P2PB)	Institutional Bullying (IB)
 <p>Peer-to-peer bullying (P2PB) affects a small number of residents in a seniors' residence.</p>	 <p>Institutional Bullying (IB) affects. ALL RESIDENTS</p>
<ul style="list-style-type: none"> • Is not constant • can be temporary • is visible • can be stable • can increase or decrease • can never disappear unless the victims move or are deceased. 	<ul style="list-style-type: none"> • is sometimes invisible • can be constant, • mostly permanent and • can increase or decrease depending on the perpetrator/s. <p>[Please read the blogs on bullying, power imbalance, etc. at the blog site: www.info2write.com for further explanation]</p>
<ul style="list-style-type: none"> • Cannot be stopped unless the institution takes remedial measures including abstaining itself from institutional bullying. 	<ul style="list-style-type: none"> • IB can be stopped only if there is change in policy or change in management or be stopped through intervention of the authorities. Independent research can bring to the forefront the bullying and convince taking remedial measures.
<ul style="list-style-type: none"> • Sometimes there is imbalance of power due to different races, cultures, personalities, physically challenged, etc. 	<ul style="list-style-type: none"> • The imbalance of power is the root cause of IB. The imbalance of power component of bullying is important because it suggests that the victims are unable to defend themselves, resulting in the repetition of bullying.

Some examples of Peer-to-Peer Bullying (P2PB)

Some examples of P2PB

[Taken from "Senior to senior bullying survey" by an academic institution conducting anti-bullying research and workshops at a seniors' residence funded by SSHRC.]

- Using manipulation to control and manipulate.
- Spreading rumors about residents.
- Gossiping with some residents
- Keeping certain people out of a group.
- Getting certain people to "gang up" on others.
- Teasing someone in a nasty way.
- Saying mean things to hurt someone.
- Putting someone down.
- Gossiping
- Forming groups
- Silent treatment by some residents
- Rude comments

[P.S. All carried out allegedly under the watchful eyes of the institution who seem to ignore and thus exacerbate the bullying]

Some examples of Institutional Bullying (IB) also referred to Psychological Abuse

The examples provided contain various behaviors that may or may not be considered bullying depending on the context, intent, and the impact on the residents. Bullying generally involves repeated, intentional actions that cause harm or distress to the victim. Let's analyze each example to determine if it fits the criteria for bullying:

B = Bullying H = Harassment M = Mismanagement

Examples of Alleged IB / Harassment/Mismanagement	Comments from AI	B/H/M
1. Persistently and categorically depriving residents of sharing what they need and thus shutting them up without rhyme or reason.	Yes, this could be considered bullying as it involves repeated, intentional actions to silence residents, potentially causing harm or distress.	B
2. Depriving residents from submitting suggestions and not taking any action when submitted.	Yes, this could be considered bullying if it is part of a pattern of dismissive behavior intended to marginalize residents.	B
3. Forcing a resident to bring down his personal website.	Yes, this could be considered bullying if the action is intended to suppress the resident's expression and causes distress.	B
4. Interfering with the tenants' association and keeping control of the activities of the association in alleged violation of the RTA.	Yes, this could be considered bullying if the interference is intended to undermine the association and disenfranchise its members.	B
5. Ignoring the multitude of evidence of bullying taking place in the elections of the tenants' association.	No, ignoring evidence itself is not bullying but it enables a bullying environment if bullying is indeed occurring.	H

Examples of Alleged IB / Harassment/Mismanagement	Comments from AI	B/H/M
6. Allegedly favoring one candidate over the rest of the residents for the tenants' election.	No, favoritism is not bullying but it can create an unfair and potentially hostile environment.	H
7. Posting personal letters on the notice boards.	Yes, this could be considered bullying if the letters contain private information intended to embarrass or harass the individual.	B
8. Depriving the residents who use walkers and wheelchairs from a ramp on the west entrance to the building and only acting after two years of complaining.	Yes, this could be considered bullying if the deprivation is intentional and significantly impacts the mobility and well-being of residents.	B
9. Depriving residents from having a small gathering of their own.	Yes, this could be considered bullying if it is done repeatedly and intentionally to isolate or control residents.	B
10. Monitoring all forms of communication among the residents and depriving them of having a section in the monthly newsletter or forwarding a joint letter to TTC.	Yes, this could be considered bullying if it is done to control and suppress residents' communication.	B
11. Attending the meetings of the tenants' association, to create an atmosphere of control, but not moderating the meeting to ensure decorum and compliance with the Constitution.	Yes, this could be considered bullying if the presence is meant to intimidate and control.	B
12. During a tenant's meeting, running out of the room due to fire alarm and not waiting or arranging to guide the seniors with walkers and wheelchairs, thus thinking about herself and not considering the lives of the residents – a clear example of power imbalance.	No, this is not typically considered bullying but it shows a lack of responsibility and concern for resident safety.	M
13. During a heavy snowstorm in 2022, when the snow plough piled snow behind the residents' vehicles (not the snow from the sky), refused to help the handicapped and ridiculed the resident for requesting for assistance.	Yes, this could be considered bullying if the ridicule and refusal to help are intentional and harmful.	B
14. Cultivating a culture of antipathy by allegedly compelling the residents to refrain from helping other residents in times of need!!	Yes, this could be considered bullying if it intentionally fosters a hostile environment.	B
15. Allegedly encourages forming of groups to create division among the residents.	Yes, this could be considered bullying if it is done to intentionally create conflict and division.	B
16. Ignoring the pleas of the residents to make the lounge suitable for seniors who are hard of hearing (as per AODA).	Yes, this could be considered bullying if the ignoring is intentional and significantly affects the quality of life of the residents.	B
17. Depriving residents from parking in the tenants' parking lot on certain days.	No, this is not typically considered bullying unless it is done arbitrarily and with the intent to inconvenience or harm specific residents.	H/M

Examples of Alleged IB / Harassment/Mismanagement	Comments from AI	B/H/M
18. Ignoring the multitude of evidence of bullying taking place in the elections of the tenants' association.	No, ignoring evidence itself is not bullying but it enables a bullying environment if bullying is indeed occurring.	H/M
19. Allegedly favoring one candidate over the rest of the residents.	No, favoritism is not bullying but it can create an unfair and potentially hostile environment	H/M
20. Demanding \$25 from the residents to maintain the dining hall and not listening to alternative suggestions.	No, this is not typically considered bullying unless the demand is enforced in a way that is intentionally harmful or coercive	H/M
21. (Due to alleged mismanagement) closing down the dining hall meant for the residents to socialize in a friendly and neutral environment.	No, mismanagement itself is not bullying but it can contribute to a hostile environment if it significantly disrupts residents' lives.	H/M
22. During a tenant's meeting, running out of the room due to fire alarm and not waiting or arranging to guide the seniors with walkers and wheelchairs, thus thinking about herself and not considering the lives of the residents – a clear example of power imbalance.	No, this is not typically considered bullying but it shows a lack of responsibility and concern for resident safety.	M
23. During a meeting with the previous president of the foundation, running out of the room when asked a delicate question.	No, this is not typically considered bullying but it can indicate avoidance behavior.	M

In summary, several of these actions can be considered bullying if they are part of a pattern of intentional, harmful behavior that targets and distresses residents. Other actions might indicate mismanagement or neglect rather than direct bullying.

For more information on bullying and psychological abuse, please check this out:

- <https://cnpea.ca/images/gloria-gutman-older-adult-bullying-psychological-abuse-by-a-different-name.pdf>
- <https://info2write.com/2024/05/06/is-bullying-and-elder-abuse-in-seniors-rental-apartments-alleged-silent-killers-ignored-by-the-government-and-ngos/>

My Profile:

- ❖ I am an accomplished, seasoned professional with proven success in conducting research on elder issues (including in Canada and other countries), organizing seminars and workshops and updating my blog: www.info2write.com.
- ❖ I have served as a **citizen nominee on the Traffic Safety Council of the City of Mississauga**.
- ❖ I have served as a volunteer member of the **Central West LHIN Patient and Family Advisory Committee (PFAC)**.
- ❖ I am a member of the **Advocacy Centre for the Elderly (ACE)**, Toronto.
- ❖ I am a proud sponsor of the **Seniors Advocacy & Resolution Group**, Toronto.
- ❖ I am a member of **Centre for Equality Rights in Accommodation (CERA)**
- ❖ I am a member of **Toronto Council on Aging**
- ❖ I am a member of **Elder Abuse Prevention Ontario (EAPO)**
- ❖ I have been trained at **St. Stephen's Conflict Management Services** and have volunteered as a Mediator at Warden Woods Community Centre.
- ❖ At the **Public Service Appeals Boards (Ministry of Labour)**, I coordinated hearings and mediations between the unions and management (see testimonials attached)
- ❖ I have international project management experience and can relate to defining the needs, documenting the requirements, and preparing a detailed project plan / proposal to complete the project successfully.
- ❖ I have worked for the government of Ontario and federal government of Canada and understand the Canadian protocols involved in getting things done expeditiously.
- ❖ In addition to having attended various seniors' health related seminars and workshops, I am also an experienced **adult trainer**.
- ❖ I am able to prepare convincing proposals using AI (Artificial Intelligence).
- ❖ I have contributed to a program on **Aging in Place** at OCAD University (see below)
- ❖ I have **contributed to solutions in other countries benefiting senior citizens** (see below).
- ❖ I have designed and developed a proposal to address the needs of **Institutional Bullying in Seniors' Independent Living Facilities (SILF)**.
- ❖ I was a member of the Facilitator Advisory Group at:



NICE

National Initiative for the Care of the Elderly
Initiative nationale pour le soin des personnes âgées

We care together
Ensemble pour le bien-être des aînés

Testimonials

Hello Tino, We truly appreciate your efforts and time that you have imparted to usWe got the Presentation Slides that you've sent and indeed the students not only gained knowledge from your talk but most importantly got a lot of inspiration from the workshop to help them move forward with their dreams here in CanadaHoli Health will send the Certificate of Appreciation to you Thank you from the bottom of our hearts and may you continue to inspire more people in your endeavors.....Sincerely, HOLI HEALTH

Hi Tino, I appreciate everything you brought forth You were/are an absolute pleasure to work withand I want to personally thank you for being such a bright and positive spirit during your time with our program. Thank you so much for all of the time and effort you put into your work with Talk2NICE. Your efforts are SO incredibly appreciated, and I wish you all the best. It has been wonderful working with you.- Taylor Hocking Talk2NICE Program Manager.

“..Mr. Sequeira’s work qualities are well established: he pays attention to detail and is mindful of the complexities involved in scheduling a number of people to meet at a certain time and place. I have never found fault with the work that he has done. I believe that Mr.Sequeira’s strongest qualities, however, are his eagerness to assist and to maintain a high quality of work. He is always cheerful and pleasant to deal with and is a self-motivated worker...”

- Mike Mouse, GAO, Ministry of the Solicitor General, Government of Ontario

“...My knowledge of Mr.Sequeira’s personal and business qualities emanate from our frequent business transactions; I find him to be courteous, dignified, respectful and sensitive to the subject matter at hand, which can be vexatious to the parties. Mr.Sequeira while safeguarding the integrity of the GSB, is also flexible and responsive to the enquiries on the Ministry in a quiet, but effective and helpful manner...”

- Ernest Reddie, Ministry of Transportation, Government of Ontario.

“...In the course of my work at the GSB, I have found Tino to be very competent in negotiating heavy work demands and balancing the interests of various groups of people who are clients of the GSB. I have been particularly impressed with the strong organizational skills that Tino brings to scheduling (conferences) for a large group situated throughout the province. He has shown excellent interpersonal skills and great sensitivity in dealing with staff at the Head Office as well as our membership. I would highly recommend Tino for a position that requires the superior communication and administrative skills that he possesses.”

- Kathleen Lawrence, Ontario Public Service Employees Union

“I have had the pleasure of working extensively with Tino and have always found him to be extremely helpful and cooperative. Tino displays a high degree of empathy in dealing with customers and handles himself in a very efficient and professional manner. I would highly recommend Tino for any position involving client contact and dealing with the public.”

- K.B.Cribbie, Ministry of Revenue.

“Tino,.....I think it was more my honor to have you at the show. You have such a wonderful and positive outlook on life. It is so refreshing! I hope to see you next year at the show! Thanks”. Dorothy Forsyth, Abilities Expo, Toronto.

My Experience of Community Service in other countries:

Recently I spent my time in the Philippines and there too I was surprised how the national government has taken measures from the legislative point by enacting the ***Philippines Senior Citizens Act***.



What I have experienced and seen how senior citizens are treated in Canada astounds me. I cannot believe how the entire Philippine civil and business system treats seniors with respect and compassion. Do you know that they take the Philippines Senior Citizens Act very seriously? There are separate lines for senior citizens at banks, grocery stores, government offices, etc.

← And through my intervention there is a reserved seating at a taxi stand for seniors and people with disabilities (PWDs) in Cebu.

REPUBLIC ACT NO. 7432 . AN ACT TO MAXIMIZE THE CONTRIBUTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PRIVILEGES AND FOR OTHER PURPOSES.

I do not expect this to happen in Canada, but what is missing is the true compassion for seniors, mainly because most people do not understand that they are themselves already engaged in the aging process and one day they too will face the challenges seniors are facing today.

Inspector General of Police Goa <igpgoa@goapolice.gov.in> Fri, May 17, 2019 at 8:30 AM
To: Tino <tino8466@gmail.com>

Dear Shri Tino,

This has reference to your email regarding your initiative towards the welfare of the senior citizens. We appreciate your initiative and involvement with senior citizens and their fundamental rights in Canada.

I am looking forward to have a productive interaction with you regarding your experience on advance safety and security of senior citizens.

Thanking You
Jaspal Singh, IPS
IGP Goa

Another example, in Goa, I was contacted by the Inspector General of Police to give my feedback on a unique information system of senior citizens interacting with the police. This was caused by the number of deaths of seniors in

their homes, where they live alone, since their children have left the nest.

The system involved the police registering the names and addresses of seniors living alone and providing their next of kin so that in the event of a sad demise, the police would be able to contact the next of kin – rather than having the deceased senior lying in the home without the authorities knowing about it. The seniors were also provided with a phone number for seniors to call when they need help with any matters. The IGP informed me that in spite of the good intentions, the program was not working. When I met with the IGP I suggested to him that if he could get the seniors to get involved in the system, they would be happy to be part of the solution.

I suggested to the IGP to get the seniors themselves involved in the registration system. If every police station had a desk and chair provided for the use of the registration system, every day a senior could volunteer their time to man the desk and take the information from their peers. This would have several benefits:

1. The seniors would be happy that they are part of the solution.
2. The seniors would be comfortable dealing with another senior citizen.
3. The seniors would get to know the police better than before and therefore have a connection when there is a need.
4. It would save the police manpower to deal with other police work.

The IGP was excited with my suggestion and even provided snacks for the seniors volunteering their time and arranged to pick them up and drop them at their residence. And through my intervention, he put a sign in the police station “Senior Citizen on Duty” instead of Officer on Duty.



Things to do after reading this document.

After reading this document in its entirety, you are requested to send an email to Tino8466@Right2Write.ca with responses to the following questions if you want to be involved with the project and receive updates of the project as we are awaiting information from other organizations.

1. After the reading this document, if you believe that something was missed or misunderstood or the facts misrepresented, you are requested to write to Tino8466@Right2Write.ca and state your concerns and clarifications.	
2. Which part of this document you felt you could relate to?	
3. Which sections of the document you felt did not meet with your satisfaction?	
4. Which part of the document you felt you could participate and make a difference?	
5. Do you feel this document resonates with the need for more to be done for seniors living in independent living facilities?	
6. Do you need assistance to prepare any convincing proposals using Artificial Intelligence (AI)?	
7. Your Comments please	
8. Your Name and Contact Information to receive updates:	

