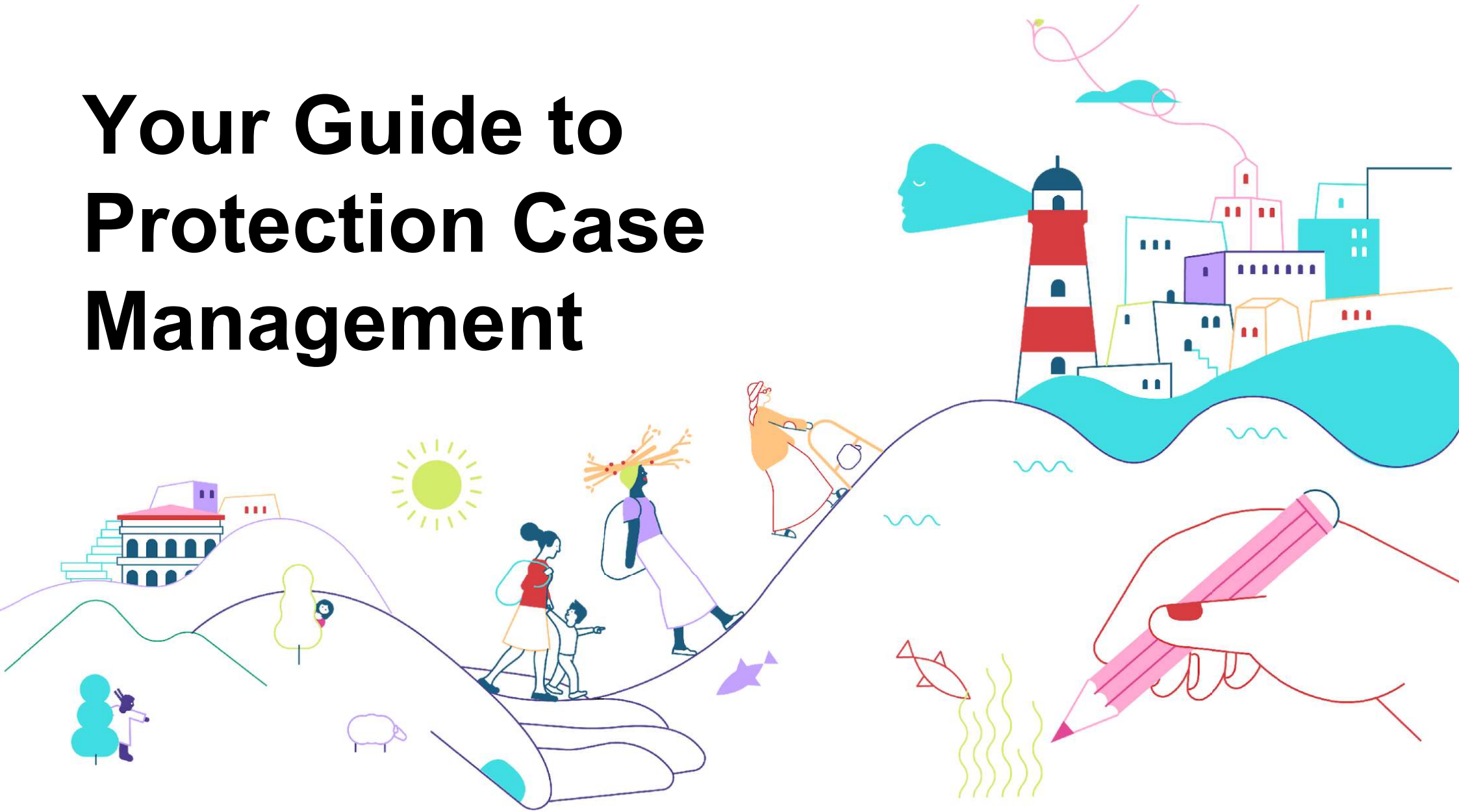


# Your Guide to Protection Case Management



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YOUR GUIDE TO  
**PROTECTION**  
CASE  
MANAGEMENT

[Field-Test Version]



# THE GLOBAL PROTECTION CASE MANAGEMENT INITIATIVE

1

## Global Coordination

With the GPC and through PCM Advisory Group, AoRs and other expertise to develop an aligned sensitive approach.

2

## Field Testing

Iraq, Yemen, Myanmar, Ukraine to use the existing guidance and provide feedback for guidance review

3

## Sensitisation

Working with field based leadership to build confidence and awareness of the approach with the aim of seeing it included in future planning

# What is Protection Case Management?

Protection case management is a service model based on social work methods and principles to provide coordinated care to meet individual goals. In this model, a Caseworker works closely with a service user to access, coordinate, and advocate for services needed by individuals with complex or multiple protection needs related to violence, coercion, or deliberate deprivation. This approach involves one-on-one support, where the Caseworker builds a supportive relationship with the service user.



# WHO ARE PROTECTION CASE MANAGEMENT CLIENTS?

A Protection Case Management client is an individual at risk of, currently experiencing, or recovering from violence, coercion, and deliberate deprivation during or after an humanitarian event.

Influenced by the context, their age, gender, disability, sexual orientation, gender identity, association with groups or individuals, profession, migration status and other characteristics may further compound their exposure to, and the impact of, these risks.

A client of Protection Case Management have strengths and resources of their own, but they might need support to recognise them and put them into practice in a way that alleviates their risk.



# WHO ARE PROTECTION CASE MANAGEMENT CLIENTS?





They might find it difficult to manage in their safety and wellbeing, feel overwhelmed limiting their capacity to access help.

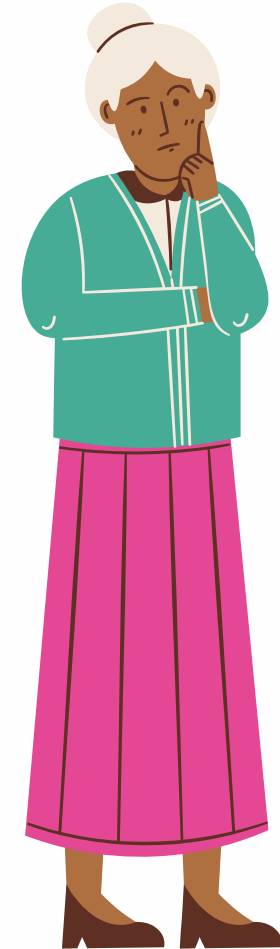
They may face difficulty accessing support to navigate the often complicated and disjointed services provided by aid actors and government.

Clients often report that the most significant aspect of participating in this service is the supportive relationship that they develop with caseworkers.



# CRITERIA NEEDS TO BE BASED ON

-  **Protection Analysis (includes a context analysis) that helps caseworkers understand who is eligible**
-  **Understanding of national systems**
-  **Bringing together multidisciplinary teams to prioritise protection case management cases**
-  **Review on a regular basis**





## Individual at Risk

### Violence

- Risk of/impacted by abduction, kidnapping or enforced disappearance.
- Imminent risk of/impacted by physical assault or abuse (not related to sexual and gender-based violence).
- Experiencing/impacted by psychological/emotional abuse (non-GBV)
- Risk of/impacted by torture or inhuman, cruel or degrading treatment

### Coercion

- Risk of forcibly separated from caregivers (for example dependent people with disabilities or older person who require care)
- Risk of/forcibly displaced due to discrimination and stigma
- Risk of/impacted by abduction, kidnapping or enforced disappearance.
- Imminent risk of/impacted by forced labour or slavery.
- Imminent risk of/impacted by forced recruitment
- Imminent risk of/impacted by forced return due to discrimination/stigma.
- Risk of/impacted by refoulement (refugee/asylum seeker only)

### Deliberate Deprivation

- Risk of/impacted by arbitrary or unlawful arrest or detention.
- Risk of/impacted by denial or obstruction of access to services or humanitarian aid due to stigma or discrimination

## Examples of Older Persons within Protection Case Management



- Individuals requiring care who were abandoned during sudden surges in conflict requiring communities to flee.
- Individuals at risk of injury/long term impact of exposure to conflict after being unable to leave or had decided to remain in areas of conflict who had reduced capacity and mobility challenges place them at greater risk.
- Individuals at risk of physical, sexual, or psychological abuse, particularly in the home. Exacerbated by conflict/displacement and disruptions in normal care.
- Older persons with cognitive impairment or neurocognitive disorder whose caregivers are not able/not willing to provide safe dignified care.

# Case Study

Miriam is a 78-year-old women from Sudan, she fled with her family from Khartoum to South Sudan with her daughter-in-law and her four grandchildren. She has not heard from her son in many months and she is worried he was killed in the war. They have settled in the Maban district, a rural area but they are not farmers and have been struggling to farm the plot they have been allocated. The family often does not have enough to eat and she often will try not to eat to make sure the children do not go hungry. She gets confused often and sometimes forgets where her son is. She has been getting in more and more arguments with her daughter-in-law and they will sometimes get in shouting matches which can result in her daughter-in-law hitting her and chasing her out of the structure. Last time they got into a physical fight she fell backwards and hurt her head and she had to go to the clinic.



# Case Study

Anton is an 86-year-old man who lives in Zaporizhzhia, Ukraine, he has lived in this apartment building his whole life. Despite the fact most of the village have been evacuated, he would rather die in his apartment than leave. His daughter and her young family have fled for safety, but he just cannot envision living in a temporary shelter. Last week the apartment was hit by shelling and it is considered structurally unsafe. He walks with a cane and he fell when he was trying to get to the basement and cut his knee badly. He tried to bandage it himself as he isn't sure how he could seek medical care without his family or neighbours to drive him. He is getting more and more scared to leave his apartment.



# Guidelines for Integrating an Older Age Lens into Case



**SAFE  
AT  
HOME**

**MODULE 3: WOMEN AND CHILDREN WITH  
DISABILITIES AND OLDER PERSONS SAFE AT HOME**



**Part 6: Guidelines for Integrating  
an Older-Age Lens Into Existing  
Case Management**

# Signs and Symptoms of Abuse and Neglect of Older Persons

Physical

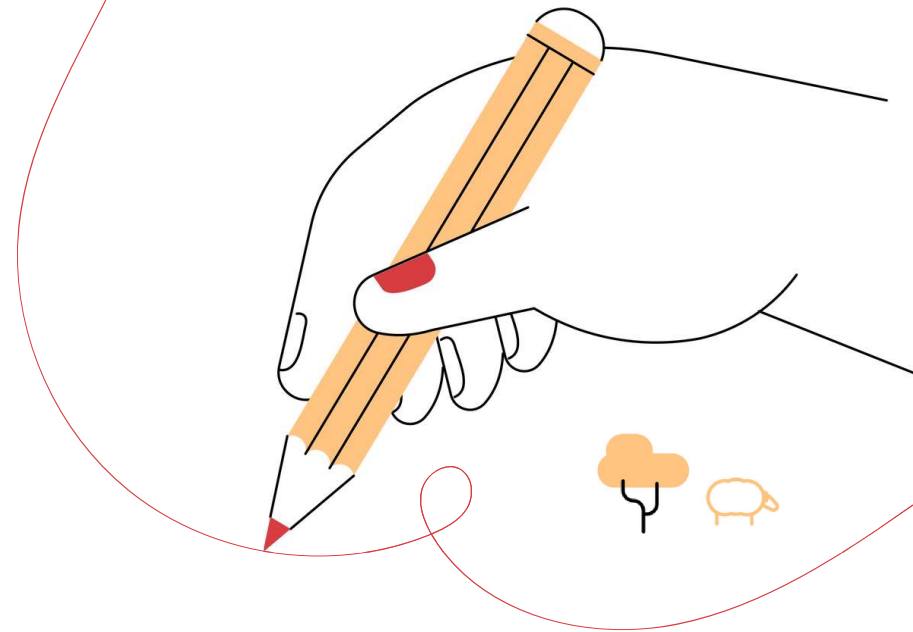
Social

Psychological

Sexual

Behavioural

Financial



# Considerations for integrating case management services for older persons experiencing abuse

Medical treatment and ongoing healthcare, including assistive devices

Caregiving support

Psychosocial care and support:

Livelihoods

Legal support and options for safety



# Key Considerations for Case Workers

- Households facing strained resources
- Community-related issues
- Family with a history of poor interpersonal relationships
- History of Gender Based Violence
- Family unable to give appropriate support





# Annex 1: Abuse of Older Persons Situational Analysis

## ANNEX 1:

### ABUSE OF OLDER PERSONS SITUATION ANALYSIS

This tool aims at supporting you in developing your situation analysis of abuse of older persons in your context. There are seven main categories of information to explore to better understand abuse of older persons in your context. They are:

- ❶ Defining aging
- ❷ Understanding and perceptions of abuse of older persons
- ❸ Forms of abuse of older persons
- ❹ Understanding risk factors for abuse of older persons
- ❺ Analyzing the legal framework and practices
- ❻ Analyzing coping mechanisms and protective factors
- ❼ Analyzing the available response and gaps

The below table lays out the seven categories, suggests what you might learn from each category, where you may be able to access the data, and some of the conclusions you may be able to draw.

Purpose of Data Collection (Primary and/or Secondary)	Key Considerations	Data Source	Drawing Conclusions (With Examples)
<b>DEFINING AGING IN YOUR CONTEXT</b>			
<ul style="list-style-type: none"> <li>Determine the numerical component of age, as it may vary from one country to the other. Furthermore, in humanitarian settings, the numerical value that defines old age might be different according to the context and living conditions.</li> <li>Understand how older persons are perceived in the context you operate in.</li> <li>Understand the social role of older persons and the impact of the crisis.</li> </ul>	<p><b>Ensure you determine the influence of gender dynamics for all those elements.</b></p> <p><b>Ensure you determine how difficulties in functioning may link to perceptions of age/aging</b></p>	<p><b>Available data collection tools:</b></p> <ul style="list-style-type: none"> <li>FGD</li> <li>Washington Group Questions integrated into research, monitoring, and evaluation processes</li> </ul> <p><b>Secondary sources of data</b></p>	<p><b>Older persons might be at risk of abuse if:</b></p> <ul style="list-style-type: none"> <li>Ageism seems prevalent in your operating context;</li> <li>The crisis negatively impacted family cohesion and inter-generational caregiving expectations, including the expectation that family members should care for older persons without support from others;</li> <li>There are significant gender, social, and economic inequalities in older persons' roles.</li> </ul>
<b>UNDERSTANDINGS AND PERCEPTIONS OF ABUSE OF OLDER PERSONS</b>			
<ul style="list-style-type: none"> <li>Determine level of recognition of abuse of older persons and its different forms.</li> <li>Determine harmful attitudes about aging and older persons.</li> <li>Determine societal factors and especially cultural norms contributing to abuse of older persons.</li> </ul> <p><b>[Refer to risk and protective factors section for more details on culture influence and examples.]</b></p>	<p>Abuse of older persons entails a cultural component which might influence terminology and accepted categories by populations you will be working with. It is therefore important for situation analysis purpose and program design to understand population perceptions of abuse of older persons.</p>	<p><b>Available data collection tools:</b></p> <ul style="list-style-type: none"> <li>FGD</li> </ul> <p><b>Secondary sources of data</b></p>	<p><b>Older persons might be at risk of abuse if:</b></p> <ul style="list-style-type: none"> <li>There is a certain level of tolerance for violence against older persons within the community;</li> <li>There is a low capacity for or sense of shared responsibility for welfare of community members;</li> <li>Cultural norms or common attitudes disrespect older persons or center value of a person around productivity and economic contribution.</li> </ul>

# Annex 2: Older person and Caregiver FGD Guide

## ANNEX 2:

### OLDER PERSON AND CAREGIVER FOCUS GROUP DISCUSSION GUIDE

#### DIRECTIONS FOR USE:

Focus group discussions (FGDs) are an important way for you to gather information from the community about the way older person abuse manifests and how the community is addressing the issue. Depending on the needs of the team and the information being sought, FGDs can be organized for older persons and their caregivers or specific questions relating to old age can be incorporated into a more general or broader FGD about services.

When deciding which approach will best meet your informational needs, consider the following questions:

- 1 Have you just begun setting up programming? Is there opportunity to build in specific questions to initial FGDs and avoid duplication or participation fatigue?
- 2 Do you have the capability to organize age-specific FGDs?
- 3 Do you need to do caregiver-specific FGDs?
- 4 What information do you already have available from other sources (PIMS, GBVIMS, case files, previous FGDs, KIs, Camp Coordination feedback channels, etc.)
- 5 What is your staffing structure? Does the team have staff available to do multiple FGDs?
- 6 Will staff need additional training to complete FGDs?

Once teams have determined if they will incorporate specific questions into broader FGDs or hold specific FGDs with older persons and their caregivers, key considerations and actions need to be taken to ensure successful FGDs.

#### Integrated FGD Questions

If teams will be integrating questions about older adults into broader FGDs, determine what key questions you would like to add to your existing FGDs. Suggestions for critical questions are below. Teams should ask all groups (no matter the age of the adult participants) the questions regarding older persons, but they should be prepared to spend more time and gather more detail in groups where older adults are participants. Consider the guidance on group composition and ensure the necessary steps are taken to have active participation from the older persons in your FGDs.

Questions to consider integrating into other FGDs:

- Who is considered an older person in your community? What makes them an older person? (Try to determine if there are differences in what determines old age for men and women.)
- What are the essential activities undertaken by older men and older women?
- Do older men/older women own property and homes? Do older men/older women control household income?
- Which decisions in the home do older men and older women typically make? Which decisions in the community do older men and older women typically make?

# Annex 10: Assessment for Activities for Daily Living

## ANNEX 10:

# ASSESSMENT FOR ACTIVITIES OF DAILY LIVING

## INSTRUCTIONS

Case workers may determine a need to assess daily living activities with the older persons. Understanding the relationship between the caregiver and the older person as well as the capacity of both individuals can help to examine risks for burnout or neglect and abuse. The dynamics of the relationship, coupled with the capacities of both caregiver and older person will create different risk and protective factors. Supporting the caregiver and preventing or mitigating caregiver burnout can be an important step in prevention of neglect or abuse in some situations.

Because caregiving assistance with daily living activities can be a source of strain and burnout, assessing these can help the caseworker and older person identify which activities they need the most assistance with, whether assistive devices or services may increase independence, and how activities may be modified for greater independence. If greater independence cannot be obtained, assessing daily living activities can also help the caseworker, older person and their caregiver plan for meeting daily living needs in more sustainable ways or as conditions progress. The caseworker can also seek to address and note that the caregiver's role is also always evolving based not only on changes with the older person's situation, but also the caregiver's capabilities and capacities. Changes in the caregiver's health, financial circumstances, familial responsibilities for others, etc. may impact the tasks associated with caregiving.

## USING THE ASSESSMENT OF DAILY LIVING ACTIVITIES

Before moving into specific questions about daily living activities, caseworkers should seek to understand the care that an older person is receiving and their satisfaction with the care they are receiving. Caseworkers should be aware of potential signs and symptoms of abuse and should not have a joint conversation with the older person and their caregiver if abuse is suspected.

If abuse is not suspected or disclosed but the older person has concerns about the care they are receiving, the assessment can be used with the caregiver as well. If using this assessment with the caregiver, the caseworker can discuss their current capacity, strain caregiving may be causing, and attempt to identify areas where additional support is needed.

These daily living considerations are meant to be used as discussion points. They can be used as discussion points for both the older person and their caregiver. Any identified concerns added to an existing assessment. These discussions can then inform a case plan. They are not exhaustive of all daily living activities that may be of concern to older persons and their caregivers. They are some of the most common, but others can be added based on the situation of the older person. Many of these subjects may be hard to speak for the older person. Always respect their wishes in what they discuss with you and the level of detail they choose to share. Any of the questions can be skipped based on the wishes of the older person. Remember that your goal is to work with the older person, to assess along a continuum ranging from complete dependence to complete independence in order to identify potential actions, changes to their routine, and assistive devices that might help them maintain their current level of independence or regain additional independence.

# Legal Framework Analysis

## ANNEX 13:

### LEGAL FRAMEWORK ANALYSIS

This tool aims at providing guidance on how to understand the legal framework related to older persons' rights and abuse in your context in linkage with the international and regional frameworks. Anyone intending to work with older persons on addressing abuse should be aware of legal components. It is indeed instrumental that caseworkers have relevant legal information to be able to share it with clients especially at the stage of safety and action planning which require the caseworker to explain benefits and risks of any actions.

#### ★ GLOBAL AGENDA TOWARDS A BETTER PROTECTION OF OLDER PERSONS' RIGHTS AT THE INTERNATIONAL LEVEL

- In 1982: A General Assembly [Resolution 37/51](#) endorses the Vienna International Plan of Action on Ageing.
- In 1991: A General Assembly [Resolution 46/91](#) adopts the [United Nations Principles for Older Persons](#).
- In 2002: The General Assembly endorsed the [Political Declaration and Madrid International Action Plan on Ageing](#).
- In 2010: General Assembly [Resolution 65/182](#) creates the establishment of the [Open-Ended Working Group on Ageing](#) for the purpose of strengthening the human rights protection of older persons.
- In 2013: The Human Rights Council adopts [Resolution 24/20](#) establishes the mandate of the [Independent Expert on the Enjoyment of All Human Rights by Older Persons](#).
- In 2019: The situation of [older persons in the context of emergencies](#) is put forward as a priority by the Human Rights Council and the Independent Expert.
- In 2021: The Human Rights Council adopted its first-ever [thematic resolution](#) on combatting ageism and age discrimination. It requests that the UN High Commissioner for Human Rights prepare a report on normative standards and obligations under international law in relation to the promotion and protection of the human rights of older persons, and to convene a multi-stakeholder meeting to discuss the report, with a view to developing recommendations on addressing possible gaps and the dispersiveness of international human rights law with regard to older persons.

### LEGAL ANALYSIS FRAMEWORK

Purpose of Data Collection [Primary and/or Secondary]	Questions to Support Analysis [Indicative and Non-Exhaustive]
<b>INTERNATIONAL &amp; REGIONAL FRAMEWORKS</b>	
<b>Binding International &amp; Regional Conventions</b>	
<p>The 2021 Thematic Resolution on Ageism and Age Discrimination is brand new and information is still forthcoming.</p> <p>You may wish to draw an understanding of binding international and regional conventions according to your intervention country. Keep in mind that the reference to age might be done under the "other status" terminology</p> <p><b>Sources:</b> <a href="#">International and Regional Instruments on Older Persons' Rights</a> <a href="#">Human Rights by Country</a></p> <p><b>Literature To Refer to on Gaps in the International Framework:</b> Mapping of existing normative frameworks and guidelines relevant to older people in conflict and disasters: Implications for policy and practice, Dr Supriya Akerkar, Senior Lecturer, Disaster Risk Reduction, Oxford Brookes University, Oxford</p>	<ul style="list-style-type: none"> <li>• What are the binding dispositions protecting older persons in case of abuse at the regional and international levels?</li> <li>• What are the gaps in the legal framework?</li> </ul>
<b>NATIONAL LEGAL FRAMEWORK</b>	
<b>Protection Framework</b>	
<p>Look for any specific laws which would focus on the rights of older persons, including information on abuse. If available, it might provide you with specific definitions to be applied in your context. Always bear in mind that legally the most specific laws and policies have the priority over more general dispositions.</p> <p><b>Tip:</b> You might find some specific and relevant dispositions on older persons in legal framework which relates to persons with disabilities.</p>	<ul style="list-style-type: none"> <li>• Is there any available definition of abuse/neglect of older persons in the national legal framework?</li> <li>• Is there a local or national action plan to address violence against older persons?</li> <li>• Is there any disability legal framework which could apply to protecting older persons?</li> <li>• Are there any women-related frameworks which could apply to protect older women?</li> </ul>
<p>Sometimes abuse of older persons can result in different criminal acts which imply that you should look into the criminal law of your intervention country. You will therefore look for the different categories of abuse in the available criminal laws and assess whether or not it would apply to older persons. However, in some national legal framework some of the abuse of older persons categories might not require the involvement of police or criminal justice system but other actions from individuals and community.</p>	<ul style="list-style-type: none"> <li>• Is abuse of older persons codified as a crime in the national legal framework? [Physical assault, sexual assault, financial abuse, theft, fraud, etc.]</li> </ul>