

## DEFINITIONS

### ***Ableism:***

- Negative stereotyping, prejudice or discrimination against people with disabilities.
- Involves negative attitudes, false information and mistaken beliefs about people with disabilities.

### ***Abuse:***

- One aspect of the spectrum of violence that occurs when differences in power and control exist between people.

### ***Ageism:***

- Negative stereotyping, prejudice or discrimination against people based on their age.
- Involves negative attitudes, false information and mistaken beliefs about people of a certain age.

### ***Age privilege:***

- Refers to the benefits and rights afforded individuals by a social, economic, political or ideological system.
- A person may experience both privilege and discrimination at any particular age, depending on the social situation.

### ***Bias:***

- A tendency to think or behave in a certain way.
- A preference for one person or group of people over another.

### ***Burnout:***

- A state of emotional, mental, and physical exhaustion caused by extreme and prolonged stress.

### ***Capacity:***

- A person's ability to understand information about decisions concerning their health care, physical, emotional, psychological, financial, legal, residential or social needs, and to appreciate the likely consequences of making decisions or not making decisions.

***Classism:***

- Negative stereotyping, prejudice or discrimination based on economic status.
- Involves negative attitudes, false information and mistaken beliefs about people of a certain economic status.

***Colonialism:***

- The control of one nation by people “transplanted” from another nation which is often geographically distant and has a different culture and dominant racial or ethnic group.

***Control:***

- Using power, authority or influence over a person or group.
- The process by which a person or group is compelled by those in power to follow rules, orders and instructions.

***Cultural competency:***

- The ability to interact and communicate effectively with people of different cultures and socio-economic backgrounds.

***Culture:***

- All the unique material and non-material components of a society or group that are passed from one generation to the next.
- These could include symbols, language, traditions, customs, values and beliefs.

***Culture shock:***

- Anxiety that comes from living in a new and very different environment.
- Can involve language barriers, information overload, homesickness, isolation, technology gaps and generation gaps.

***Disability:***

- Disability is an evolving concept. It results from the interaction between persons with impairments and attitudinal and environmental barriers that prevent full participation in society on an equal basis with others.
- People with disabilities include persons with long-term physical, mental, intellectual or sensory impairments that, in relation to attitudinal and

environmental barriers, prevent full and active participation in society on an equal basis with others.

***Discrimination:***

- Any action (or lack of action) taken against individuals or groups, based on negative values, attitudes or beliefs, that excludes, harms or limits the opportunities of others
- Often is a result of prejudice and bias.

***Diversity:***

- The differences that exist among people, such as sex, age, race, ethnicity, gender, ability, economic status, sexual orientation, culture, religion or spirituality, geography and social status.

***Diversity competence:***

- The ability of individuals and systems to respond respectfully and effectively to individuals of all diverse backgrounds in a manner that protects and upholds their dignity and recognizes and values differences.

***Dominant group:***

- Any group in society with power to control resources and establish societal norms, laws and policies.
- Dominant group members see themselves as “the norm” or often “better” than subordinate group members.

***Ethnicity:***

- Shared membership in a common cultural group which practice that group’s customs, beliefs and language.

***Family violence:***

- All forms of violence that take place within the family where there are relationships of kinship, dependency and trust.

***Gender:***

- The behaviours and roles we consider socially appropriate for the members of each sex. Gender refers to the relationship between women and men and the way it is socially constructed.

***Heterosexism:***

- Negative stereotyping, prejudice or discrimination against people who are gay, lesbian, bisexual or transgender.
- Involves negative attitudes, false information and mistaken beliefs about gay, lesbian, bisexual or transgender persons.

***Homophobia:***

- Unreasonable fear of lesbian, gay, bisexual and transgender persons.
- Involves negative attitudes, false information and mistaken beliefs about gay, lesbian, bisexual or transgender persons.

***Indicator:***

- A thing, trend or fact that indicates the current state of something, or whether it has changed or is changing.

***Institution:***

- A set of organized beliefs and rules that establish how a society will try to meet its basic social needs. Major social institutions include family, school, peer groups, mass media and government.

***Institutional violence:***

- The rules, practices and procedures that directly and deliberately prevent individuals or groups from having full and equal participation in society.

***Intimate partner violence:***

- Violence that occurs within an intimate relationship such as marriage, common-law or dating.

***Long-term care home:***

- An accredited facility normally operated by a Regional Health Authority that provides on-site professional health and nursing support and care on a long-term basis.

***Marginalization:***

- The social process where an individual or group is excluded from the broader society and given lesser importance and/or value.

***Older person:***

- A person that has reached a certain age that varies among countries, but is often associated with retirement age.

***Operational standards:***

- A set of expectations and guidelines for the minimum requirements of service provision, such as requirements provided in personal care homes or long-term care homes.

***Perpetrator:***

- Someone who commits a criminal, illegal or violent act.

***Personal care home:***

- A privately owned and operated residential home for older adults who need assistance with daily living.
- Individuals living in personal care homes do not require onsite health or nursing services, but may require the service of a visiting professional.
- Personal care homes are licensed by the Regional Health Authorities.

***Power:***

- The ability to influence the behavior of others.
- Power can be used to positively influence others, or negatively control and intimidate others.

***Prejudice:***

- A negative attitude based on preconceived notions about members of certain groups (“pre-judge”).
- These negative attitudes are based on little or no factual basis.

***Privilege:***

- A special right or advantage allowed or available only to particular individuals or groups.

***Protective factor:***

- A condition or characteristic that helps people deal more effectively with stressful events and lessens risk or vulnerability. Examples include skills, strengths, resources, supports and coping strategies.

***Racism:***

- Negative stereotyping, prejudice or discrimination against people on the basis of racial background.
- Involves negative attitudes, false information and mistaken beliefs about people of certain racial backgrounds.

***Residential care:***

- Care that is provided in a residence or institution that is not the client's original primary residence/home. Examples include long-term care facilities, personal care homes, and alternate family care homes.

***Risk factor:***

- A condition or characteristic that increases one's risk or vulnerability to harm.

***Self-determination:***

- An individual's right to make decisions about their own life.

***Sex:***

- The biological and physical differences between women and men.

***Sexism:***

- Negative stereotyping, prejudice or discrimination against people on the basis of sex.
- Involves negative attitudes, false information and mistaken beliefs about people of a certain sex.

**Sexual orientation:**

- A person's feelings of sexual, emotional and/or romantic attraction towards a partner(s) of the opposite sex, same sex, both sexes, neither sex, or another sex.

**Social exclusion:**

- When society fails to provide certain individuals and groups with those rights and benefits normally available to its members, such as employment, adequate housing, health care, education and training, in order to fully participate in society.

**Social inclusion:**

- When society provides certain rights to all individuals and groups, such as employment, adequate housing, health care, education and training to enable their full participation in society.

**Social system:**

- An organization of people into groups or structures with different functions characteristics, origin or status. A social system exists to satisfy some purpose or goal.

**Stereotypes:**

- General, biased ideas about a whole group which does not recognize individual differences.

**Stress:**

- The body's reaction to a change that requires a physical, mental or emotional adjustment or response.

**Subordinate group:**

- A group that is subject to the authority or control of a more dominant group. Members of a subordinate group have less economic power, social influence and privilege than the dominant group.

**System:**

- A group or combination of interconnected or interacting elements that form a collective unit; an organization.

***Systems change:***

- A process that changes the way an organization or community makes decisions about policies, programs, resources, and the way it delivers services and supports to its members.

***Systemic violence:***

- Practices that have a harmful impact on subordinate group members even though the organizational norms and rules were created with no intent to cause harm.

***Vicarious trauma:***

- The negative changes that happen to helping professionals, volunteers and others over time that result from empathetic dealings with clients and victims and hearing or seeing their traumatic experiences.

***Violence:***

- Is most commonly understood as a pattern of behaviour intended to establish and maintain control over family, household members, intimate partners, colleagues, individuals or groups.
- May occur only once, can involve various tactics of subtle manipulation or may occur frequently while escalating over a period of months or years.
- While violent offenders are most often known to their victims (intimate or estranged partners and spouses, family members, relatives, peers, caregivers, colleagues, etc.), acts of violence may, in rare cases, also be committed by strangers.