

THE ART OF DEVELOPING ONLINE TRAINING: PLANNING IS EVERYTHING!

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envers les personnes âgées
Research Chair on Mistreatment of Older Adults



Université de
Sherbrooke



presents:

Innovations in Addressing Gender-Based Violence and Trauma- and Violence-Informed Health Promotion

A NATIONAL CONFERENCE

Oct 1–2, 2025

**WHY DID WE CREATE
THIS WORKSHOP?**

GROWING INTEREST FOR ONLINE PROGRAMS

- The COVID-19 pandemic has fostered an unprecedented boom in the use of new technologies to meet informational needs in innovative ways.
- Universities are developing online learning programs.
- Evidence suggests it is an efficient way of training high numbers of:
 - Social and health care professionals
 - Volunteers and workers in community organizations
 - Adults and caregivers

ADVANTAGES OF ONLINE TRAINING

- Online training has multiple advantages compared to in-person training (Blom et al., 2013)
 - Power to choose the most suitable time
 - No travel
 - Saving time
 - For sensitive topics, less stigmatizing than seeking professional support

SHARING EXPERIENCES

- **Involved in the co-creation of multiple online training**, including some for the Ministry of Health and Social Services in Quebec;
- **Expertise in human-technology interaction**;
- **Planning is everything!** But smooth sailing is never assured!



ACKNOWLEDGING
AND
RESPONDING
TO
MISTREATMENT
IN
CAREGIVING

(ARMCAR)

EXAMPLES FROM:

- Online program that aims to **increase awareness and knowledge of older caregivers and community workers** about this difficult topic.
- Includes:
 - **Expert videos, realistic vignettes illustrated with AI-generated images, and written content** about mistreatment and useful resources;
 - **A technical guide to access and use the online program** is also provided;
 - **A tutorial** at the beginning of the training.

OBJECTIVES

- At the end of this workshop, attendees will be able to:
 1. Identify the main aspects to consider in the development plan:
 - Team;
 - Target population;
 - Content;
 - Online training format.
 2. Identify challenges that can arise.



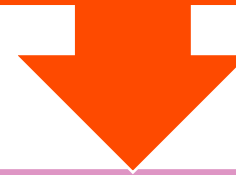
WHO IS INVOLVED IN THE DEVELOPMENT?

IDENTIFY TEAM MEMBERS

CO- CONSTRUCTION

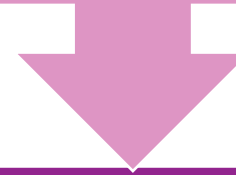
Formalized process in which two or more individuals manage to agree on a definition of reality (a project)

(Foudriat, 2016).



People involved in that project acknowledge each other

(Foudriat, 2016).



Multiple expertise needed to develop an online training:

Project
management

Technological

Scientific

Experiential

IDENTIFY TEAM MEMBERS

Who is in charge of coordinating the project?

Who are the partners involved in the project?

Who can provide evidence-based information in a simple and accessible format?

Who can bring experiential knowledge?

Who can create the visual display?

Who can integrate the content on the online platform?

ARMCAR: COMMITTEES

Coordination

- Research Chair on Mistreatment of Older Adults is coordinating the project and obtained funding

Research team

- Chair team members and other researchers

Partners and experiential expertise

- Multiple community organizations who support caregivers

E-learning expertise

- Université de Sherbrooke's Training Support Service

WHO IS THE TRAINING FOR?

DESCRIBE YOUR TARGET POPULATION

GET TO KNOW YOUR TARGET POPULATION

Who is your target population?
Or populations?

How many potential trainees?

What does scientific literature tell you
about this population and online training?

Constraints to participating in the online
training?

Overall literacy and computer literacy?

ARMCAR: TARGET POPULATION

- Inclusion criteria for informal caregivers:
 1. Being an older person who is 50 years of age or older;
 2. Being a family caregiver for an older adult of 50 years of age or older;
 3. Being able to communicate in French or English;
 4. Being registered with one of the participating community organizations.
- How many potential trainees in Quebec:
 - About 1.5 million caregivers and 50% are over 45 years old (Institut de la statistique du Québec, 2022)
 - About 2/3 take care of an older adult (Appui proches aidants, 2023)

500,000 caregivers?

CAREGIVERS AND E-LEARNING

- Numerous systematic reviews have demonstrated the effectiveness of online programs in improving the well-being of caregivers (Boots, 2014; Egan et coll., 2018; Hopwood et coll., 2018; Parra-Vidales et coll., 2017).
- Multi-component online interventions are more effective, especially if they include a person for follow-ups (Boots et coll., 2014).

OLDER ADULTS AND TECHNOLOGY

- “Digital ageism”: difficulties integrating older people into digital society (Sawchuk, Grenier et Lafontaine, 2019).
- Concerns about their own ability to use technology adequately, but also safely (Zhang et coll. 2023).
- Increase in Internet use in Quebec by those aged 65 and over, but less than a quarter have a high level of digital skills (Centre francophone en informatisation des organisations, 2018).
- Tablets and computer are preferred to smartphones.

TRAUMA-INFORMED EDUCATIONAL PRACTICES

- Studies have found that **sensitive topics can elicit strong emotions in students** such as:
 - Child abuse (Seegmiller, 1995);
 - Death and suicide (Caswell, 2010; Rhodes-Kropf et al., 2005);
 - Illness (Menzies, 2002);
 - Sexual violence (Konradi, 1993);
 - Trauma (Carello & Butler, 2015).
- It is important to integrate **trauma-informed educational practices** such as prioritizing safety, and empowerment (Carello & Butler, 2015).



WHAT IS THE CONTENT?

TRANSFORMING SCIENTIFIC KNOWLEDGE INTO
SIMPLE AND ACCESSIBLE INFORMATION

**TRANSFORMING
SCIENTIFIC
KNOWLEDGE
INTO SIMPLE
AND
ACCESSIBLE
INFORMATION**

Who can synthesize scientific evidence?

Who can transform evidence-based information in a simple and accessible format?

Who can bring experiential knowledge and realistic examples?

What is the vocabulary used by the target audience?

Do we need to translate the content?

ARMCAR: SCOPING REVIEW

“What is the state of empirical knowledge on mistreatment within a caregiving context regarding its manifestations, risk factors and protective factors, and impacts, as well as prevention and management strategies for these types of situations?”

- No existing reviews on mistreatment in the context of caregiving
- A scoping review is appropriate, as the main objective of this knowledge synthesis method is to provide an overview of the literature available on a research topic (Peters et al., 2015).
- Over 130 studies have been identified for the review!

ARMCAR: BASED ON EXISTING TOOLS



Based on two existing programs that were partially adapted to an internet-based format in both French and English:

- Awareness toolbox :
Treating Caregivers Well. A shared responsibility
(Éthier et al. 2020);
- Organizational tool :
Conceptual model for the management of mistreatment situations: Synthesis Tool
(Couture, Israel and Alarie, 2019).

ARMCAR: NEEDS EVALUATION

- Experiential knowledge and real-life examples from Quebec.
- To better understand the training needs of employees and volunteers of community organizations offering services to caregivers.
- Questionnaires and individual semi-structured interviews were used to collect data.
- More than 30 representatives from organizations offering direct services to caregivers participated in the needs assessment.

ARMCAR: NEEDS EVALUATION RESULTS

- Better understanding of the manifestations of mistreatment in the context of caregiving.
- How to consider both members of the dyad when managing the situation?
- More information about identification, reporting, existing laws, resources, and tools.
- Additional information about gaining trust, dealing with service refusal and emergency situations.

Terminology on mistreatment of older adults

Definition of the mistreatment of older adults

“Mistreatment is a singular or repeated act, a word, an attitude or lack of appropriate action, occurring within any relationship with a person, a community or an organization where there is an expectation of trust, which intentionally or unintentionally causes harm or distress to an adult.”

Definition (inspired by the WHO (2002). The Toronto Declaration on the Global Prevention of Elder Abuse and the Act to combat maltreatment of seniors and other persons of full age in vulnerable situations. (RLRQ, chapter L-6.3)

FORMS OF MISTREATMENT

Violence: Poor treatment of an older adult, or making the older adult act against his or her will, through the use of force and/or bullying. *

Intentional mistreatment: The person intentionally causes harm to the older adult.

Neglect: Failure to show concern for the older adult, particularly by not taking appropriate action to meet his or her needs.

Unintentional mistreatment: The person did not intend to cause harm or did not understand the harm being caused.

N.B.:

- A situation of mistreatment can involve multiple types of mistreatment.
- Ageism is a personal and social issue that calls for actions on both of these fronts.
- There are issues of violation of rights in all types of mistreatment.
- Mistreatment occurs in a context that must be considered by each of the actors involved.
- It is important to assess the signs and situation to avoid drawing hasty conclusions or labelling people.

THE SEVEN TYPES OF MISTREATMENT

Psychological mistreatment

Attitudes, words, gestures or absence of appropriate actions that negatively affect an individual’s psychological well-being or integrity

Violence: Emotional blackmail, manipulation, humiliation, insults, infantilization, belittlement, verbal and non-verbal threats, disempowerment, excessive monitoring of activities, comments that are xenophobic, ableist, sexist, homophobic, biphobic or transphobic, etc.

Neglect: Rejection, indifference, social isolation, disinterest, insensitivity, etc.

Signs: Fear, anxiety, depression, withdrawal, reluctance to speak openly, mistrust, fearful interaction with one or several people, rapid decline of cognitive abilities, suicidal ideation, attempted suicide, suicide, etc.

N.B.: Psychological mistreatment is the most common and least apparent type of mistreatment:

- It often accompanies other types of mistreatment.
- Its effects can be just as detrimental as those of other types of mistreatment.

Physical mistreatment

Attitudes, words, gestures or absence of appropriate actions, which harm the physical well-being or integrity

Violence: Shoving, brutalizing, hitting, burning, force-feeding, inadequate medication administration, inappropriate use of restraints (physical or pharmacological), etc.

Signs: Bruises, injuries, weight loss, deteriorating health, poor hygiene, undue delay in changing of incontinence briefs, skin conditions, unsanitary living environment, atrophy, use of restraints, premature or suspicious death, etc.

N.B.: Some signs of physical mistreatment may be mistaken for symptoms associated with certain health conditions. It is

WHICH FORMAT?

INTEGRATING CONTENT IN THE
TECHNOLOGICAL PLATFORM

INTEGRATING CONTENT IN THE TECHNOLOGICAL PLATFORM

How will you get relevant pictures?

Who can produce videos?

Who (or what) will provide narration?

Who can integrate all these wonderful ideas on the platform?

How can people access the online training?

Definition of mistreatment in Quebec

HELP

Mistreatment in a caregiving context is characterised by the fact that it implies an informal caregiver, whether as a mistreated person or the person who mistreats.

As such, three mistreatment scenarios are possible:

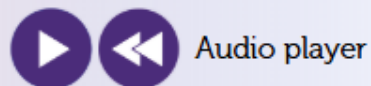
- ➡ Mistreatment toward the care recipients
- ➡ Mistreatment toward the informal caregiver
- ➡ **Mutual mistreatment**



Mutual mistreatment

This scenario refers to a situation where the care recipient and the informal caregiver are involved in behaviors of mistreatment toward each other.

➡ Example



Audio player



Audio player



< PREV

NEXT >

Mrs. Johnson's situation

[HELP](#)

Here is my situation.

I am taking care of my husband at home who has Alzheimer's disease, since about... About 7 years.

I am telling you it really is not easy. I was not prepared for that.



Introduction



< PREV

NEXT >



**ARGUING OVER COLOR
PALETTES!**

PREFERRED FONTS FOR ACCESSIBILITY

- Calibri
- Times New Roman
- Tahoma
- Arial
- Verdana



Source: [AccessibilityChecker.org](https://www.accessibilitychecker.org)



UDES-2571


Module 1 : Reconnaître et Agir en MAltraitance en contexte de Proche Aidance (RAMAPA)

Mélanie Couture

ARMCAR: PLATFORM

ARMCAR: FUTURE WEB PAGE ACCESS


<https://maltraitancedesaines.com/>



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ENGLISH

Chercher dans le site



ACTUALITÉS

RECHERCHES

RÉALISATIONS

OUTILS

VEILLE SCIENTIFIQUE

BALADOS

MÉDIATHÈQUE

Projets

Chercheur principal

Projets en cours



Subventionnés

Reconnaitre et Agir en MAltraitance en contexte...

Taille de la police

Reconnaitre et Agir en MAltraitance en contexte de Proche Aidance (RAMAPA)

Thématique : Chercheur principal




CHERCHEUR(E) PRINCIPAL(E) :

Mélanie Couture, Ph. D. – Université de Sherbrooke

ÉQUIPE DE CHERCHEURS :

Sophie Éthier, Ph. D. – Université Laval (Co-chercheuse)

 INSCRIPTION À L'INFOLETTRE

CONCLUSION

Planning is everything!

Make sure someone on your team has experience with the development of online training.

It can be a wonderful learning experience for everyone involved.

Keeping an open mind is key!



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<https://maltraitancedesaines.com/>

**THANK YOU!
QUESTIONS?**

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ABSTRACT

- The COVID-19 pandemic has fostered an unprecedented boom in the use of new technologies to meet informational needs in innovative ways. Online training has multiple advantages, including being able to reach geographically dispersed populations. However, the benefits can vary depending on participants' computer literacy. The Research Chair on Mistreatment of Older Adults has been involved in the co-creation of several online training initiatives, including some for the Ministry of Health. The main objective of this workshop is to discuss the crucial elements to consider when developing online training, such as the development plan, partnerships and costs. Examples will be drawn from the recently developed *Acknowledging and Responding to Mistreatment in CAREgiving* (ARMCAR), an online program that aims to increase awareness and knowledge about this difficult topic among older caregivers and community organization workers. ARMCAR includes expert videos, realistic vignettes illustrated with AI-generated images, and written content about mistreatment, as well as useful resources.
- By the end of this workshop, participants will be able to identify the key elements to consider for the development plan when creating online training, as well as the major challenges associated with this work.