

## What to do when Seniors “Bully”!

### Remember:

- An individual may be irritable due to pain, lack of sleep, grief, etc!
- Remember being “cranky” is not being a bully!
- Attempt to ensure the bully doesn’t derive power from the interaction.
- Ignoring the individual can also be helpful.

### How to approach:

- Speak up calmly and with authority.
- Call them by name.
- Make your opinion clear, but without any aggressive motions or innuendos.
- **Never interrupt or provoke!**
- Listen attentively and express respect for their opinion.
- Always maintain eye contact.
- Seek true understanding of the individual’s insecurities.

### Agency Approach to Bullying:

- Develop, with your “members” of “Code of Conduct” for your organization
- Prohibit obscene language, name calling, gossiping, etc.
- Ensure that everyone knows that “bullying” will not be tolerated at your “facility”.
- Have older adults sign an “agency” contract that specifically addresses bullying behavior.
- Remind individuals that all members are to be treated with consideration, respect and recognition of each individual’s dignity.