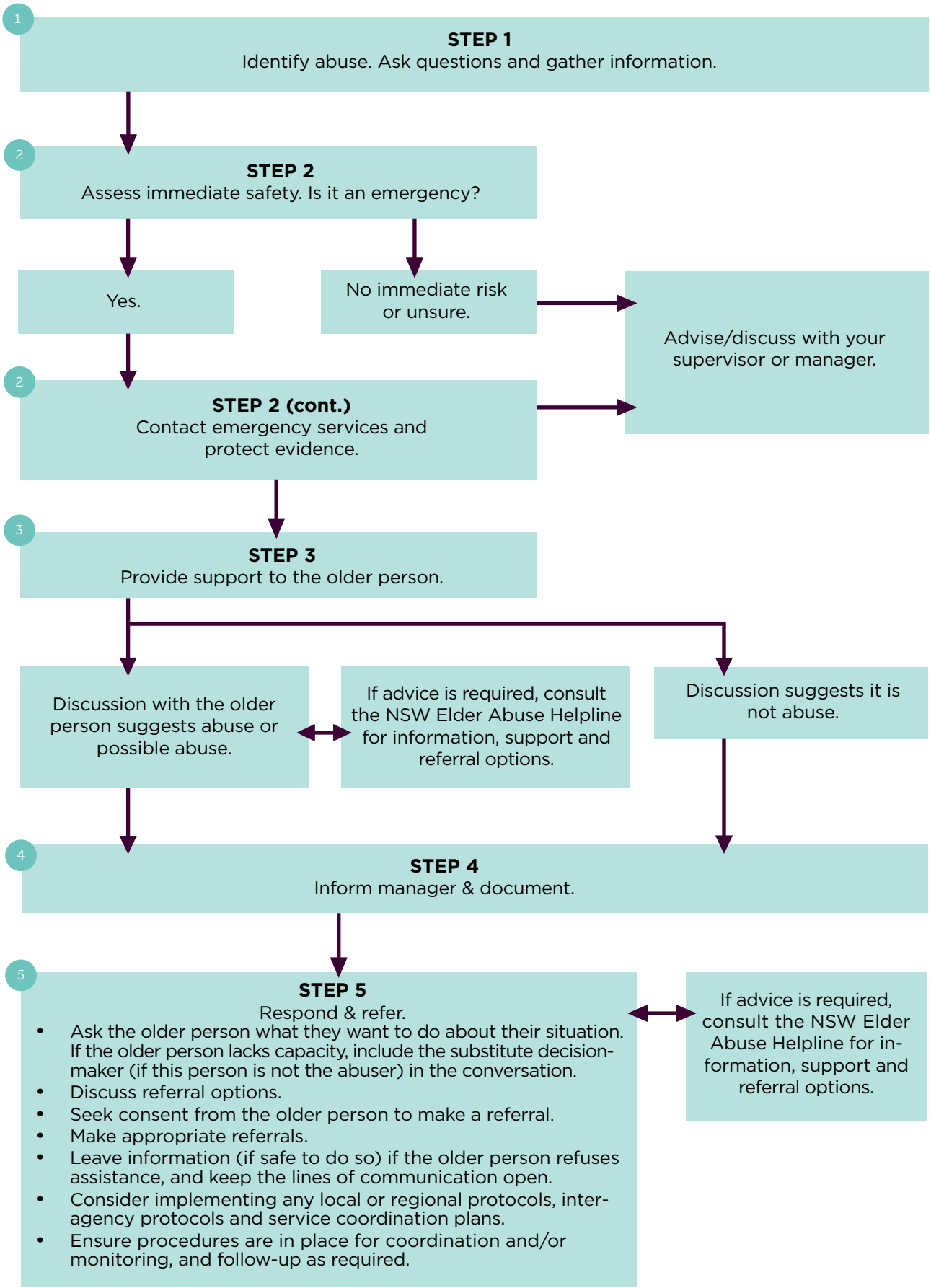## Tool 5.1: Flow chart: responding to the abuse of older people