

## Information/Referral Services

### Domestic Violence

To find out more about domestic violence, where to get help and staying safe, visit the website below.

[www.domesticviolencebc.ca](http://www.domesticviolencebc.ca)

### Provincial Office of Domestic Violence

For additional information visit the Provincial Office of Domestic Violence website.

[www.mcf.gov.bc.ca/podv/index.htm](http://www.mcf.gov.bc.ca/podv/index.htm)

### BC Association of Aboriginal Friendship Centres

Visit the website for an Elder abuse awareness and prevention video and other materials.

[www.bcaafc.com/programs/elders-programs](http://www.bcaafc.com/programs/elders-programs)

### BC Association of Community Response Networks

Promotes safe communities through the development of Community Response Networks, where individuals, businesses, and private and public sector organizations work together to let the community know how to get help, and prevent the abuse and neglect of adults. You can obtain information online.

[www.bccrns.ca](http://www.bccrns.ca)

### SeniorsBC

The Ministry of Health's SeniorsBC website provides information and resources for issues such as elder abuse prevention, consumer protection and advance care planning.

[www.SeniorsBC.ca](http://www.SeniorsBC.ca)

### BC Centre for Elder Advocacy & Support Seniors Abuse & Information Line (SAIL)

SAIL is a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention.

Available 8 a.m. - 8 p.m. daily (excluding holidays).

**Ph: 604 437-1940 or Toll-free: 1 866 437-1940**

Language Interpretation:

Monday – Friday (9 a.m. – 4 p.m. )

*SAIL is TTY accessible.*

**TTY: 604 428-3359 or 1 855 306-1443**

[www.bcceas.ca](http://www.bcceas.ca)

### VictimLinkBC

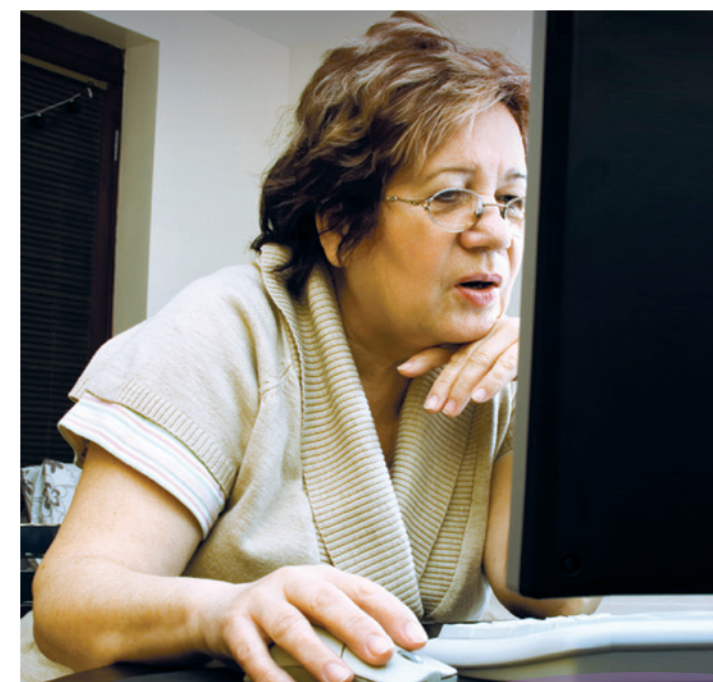
This is a toll-free, confidential and multilingual telephone service available across B.C. and the Yukon 24 hours a day, 7 days a week. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.

**Toll-free: 1 800 563-0808**

*VictimLinkBC is TTY accessible.*

**TTY: 604 875-0885**

*The Government of British Columbia thanks the Alberta Elder Abuse Awareness Network for permission to adapt their material.*



# Responding to Elder Abuse

**Resources**  
**Who to call, when and why**



**SeniorsBC.ca**

## What Should I Do if I Think I Am Being Abused?

### ***If you are in immediate danger, call 9-1-1.***

It may not be safe to leave the situation on your own; seek help from someone you trust and create a safety or emergency plan.

### **Confide in someone you trust about what is happening to you in your life.**

Talk to a friend, family member, social worker, victim serviceworker, home care worker, nurse, doctor, lawyer, or someone at your place of worship.

### **Keep a record in a hidden place with the help of someone you trust.**

Write down what is happening to you. This will help you to document the abuse and help others assist you if you need it.

### **Consider taking legal action.**

All forms of abuse are wrong. Some forms are illegal. You may want to think about speaking with a lawyer or calling one of the resources listed in this brochure.

### **Don't blame yourself.**

*Know that it is not your fault and help is available.* Ask for help. You do not deserve to be abused. Many groups in your community want to help you to protect your rights, safety and dignity.

## Reporting Elder Abuse

Abuse may be a crime and fall under the Criminal Code. Call your local police station for information or to report abuse.

### ***If the situation is an emergency or if a person is in immediate danger, call 9-1-1.***

***To report abuse, neglect or self-neglect of an older adult who cannot seek support and assistance on their own, contact:***

#### **Northern Health**

Adult Protection Line: 1 844 465-7414  
Prince George: 250 565-7414

#### **Interior Health**

Office for Vulnerable and Incapable Adults  
Ph: 250 364-5395  
Email: [IHAdultguardianship@interiorhealth.ca](mailto:IHAdultguardianship@interiorhealth.ca)

Visit the weblink for direct community numbers.  
[www.interiorhealth.ca/reportabuse](http://www.interiorhealth.ca/reportabuse)

#### **Vancouver Coastal Health ReAct Adult Protection Program**

Ph: 1 877 REACT-99 (1 877 732-2899)  
[www.vchreact.ca/index.htm](http://www.vchreact.ca/index.htm)

#### **Island Health**

South Island: 1 888 533-2273  
Central Island: 1 877 734-4101  
North Island: 1 866 928-4988  
[www.viha.ca](http://www.viha.ca)

#### **Fraser Health**

Ph: 1 877 REACT-08 (1 877 732-2808)  
[www.fraserhealth.ca/your-care/abuse-assault-and-neglect/](http://www.fraserhealth.ca/your-care/abuse-assault-and-neglect/)

**Providence Health Care Society**  
Ph: 1 877 REACT-99 (1 877 732-2899)

**Community Living BC**  
(for individuals with a developmental disability)  
Ph: 1 877 660-2522

***To report financial abuse of a vulnerable adult or abuse by a substitute decision-maker, contact:***

**Public Guardian and Trustee of B.C.**  
Phone one of the phone numbers below and ask to be transferred to the Public Guardian and Trustee.  
Ph: 604 660-4444  
Toll-free: 1 800 663-7867 (ServiceBC)  
[www.trustee.bc.ca](http://www.trustee.bc.ca)

## Making a Complaint

**Community Care Licensing Office**  
if you are concerned about the health, safety or well-being of a person in care at a community care facility.

**Enquiry BC: 1 800 663-7867**  
(Ask to be connected to your health authority's Community Care Licensing Office.)  
[www.gov.bc.ca/residentialcarefacility](http://www.gov.bc.ca/residentialcarefacility)

**Assisted Living Registrar**  
Protects the health and safety of assisted living residents.  
Victoria: 250 952-1369  
Toll-free: 1 866 714-3378  
Email: [hlth.assistedlivingregistry@gov.bc.ca](mailto:hlth.assistedlivingregistry@gov.bc.ca)  
[www.health.gov.bc.ca/assisted/complaints.html](http://www.health.gov.bc.ca/assisted/complaints.html)