

Elder Abuse Fact Sheet

What is elder abuse?

Elder abuse can take many forms including physical, sexual, emotional and financial abuse and neglect. Like any form of abuse, elder abuse is a violation of human rights and a significant cause of injury, illness, lost productivity, isolation and despair.

Shame, embarrassment and fear can often deter those who have been abused to not seek support. Take a stand and get your friends, families and neighbours involved to help show seniors they are not alone and that they are respected and are appreciated in their communities.

If you have questions about elder abuse call the Seniors Abuse and Information Line and they can help: 1 866 437-1940.

Social media elder abuse awareness campaign:

The abuse of older adults is everyone's business. This month-long social media campaign runs from June 2 through to June 30 and is meant to inspire all British Columbians to help spread awareness about elder abuse and the available resources that can help people better recognize, respond to and prevent elder abuse from happening.

Please include the link to this factsheet <http://ow.ly/xpzh1> the hashtag #RespectSeniors and the BC Centre for Elder Advocacy and Support handle @BCCEAS and get the conversation going.

June 15 is also World Elder Abuse Awareness Day. Tweet a picture of yourself wearing purple along with the link, hashtag and handle above to show your support. You may also wish to include the World Elder Abuse Awareness Day hashtag #WEAAD and the hashtag #takeastand.

Suggested Elder Abuse Awareness Tweets:

- #ElderAbuse can be hard to detect. These resources can help you #takeastand!
<http://ow.ly/xpzh1> @BCCEAS #RespectSeniors
- #RespectSeniors & put an end to #ElderAbuse. Learn more & spread the word!
<http://ow.ly/xpzh1> @BCCEAS #WEAAD
- #ElderAbuse can take many forms. Learn more & share these valuable resources
<http://ow.ly/xpzh1> #RespectSeniors @BCCEAS
- The Seniors Abuse & Information Line offers confidential advice & support.
#RespectSeniors <http://ow.ly/xpzh1> @BCCEAS

- The youth of today are the seniors of tomorrow! #respectseniors & share this important info <http://ow.ly/xpzhl> @BCCEAS
- #Seniors are important! Show you care & spread the word! #RespectSeniors!
<http://ow.ly/xpzhl> @BCCEAS

Other social media:

For all other social media please don't hesitate to use the wording provided for the tweets above.

Available services:

If you or someone you know is in immediate danger, dial 9-1-1 or call the emergency number listed in the front of your phone book. It may not be safe to leave the situation on your own; seek help from someone you trust and create a safety emergency plan.

For referrals and information in non-emergency situations please see below:

Service	Description	Contact Information
Seniors Abuse and Information Line (BC Centre for Elder Advocacy and Support)	The Seniors Abuse and Information Line is a safe, confidential place for older adults and those who care about them to turn to for support and information.	Toll-free: 1 866 437-1940 Lower Mainland: 604 437-1940 Website: www.bcceas.ca Hours of operation: seven days a week (excluding holidays), 8:00 a.m. - 8:00 p.m. Language interpretation is available for callers from Monday through Friday, 9:00 a.m. – 4:00 p.m.
VictimLink BC	VictimLink BC provides confidential information and referrals to all victims of crime. Interpreting services in more than 110 languages upon request, including 17 North American Aboriginal languages.	Toll-free: 1 800 563-0808 TTY (deaf and hearing impaired assistance) toll-free: 7-1-1 Text: 604 836-6381 Email: VictimLinkBC@bc211.ca Website: www.victimlinkbc.ca Hours of operation: 24 hours a day, seven days a week.

Service	Description	Contact Information
Seniors Health Care Support Line	The Seniors Health Care Support Line is operated by the Ministry of Health and allows seniors and their families, or other concerned individuals in their lives, to report concerns about their care.	Toll-free: 1 877 952-3181 Victoria: 250 952-3181 Hours of operation: Monday to Friday, 8:30 a.m. - 4:30 p.m.
Community Care Licensing Offices	Community care licensing officers investigate complaints about the health, safety or well-being of a person in care at a licensed community care facility.	Contact Enquiry BC at 1 800 663-7867 (toll-free) to be connected to your health authority's Community Care Licensing Office or visit: www.health.gov.bc.ca/ccf/complaints.html
Elder Abuse Prevention Information Kits	The Elder Abuse Prevention Information Kit is designed to help British Columbians learn how to prevent, recognize and respond to elder abuse. The kits also include valuable contact numbers to access more information.	Copies of the kits are available online in English, French, Traditional Chinese or Punjabi at: www.seniorsbc.ca/elderabuse
Other supports	B.C. has a robust network of organizations, regulatory bodies, appeal boards and tribunals to address individual concerns and complaints about seniors' care and consumer services. Such as: <ul style="list-style-type: none"> • The Office of the Seniors Advocate; • Patient Care Quality Review Board; • BC Ombudsperson; and • Consumer Protection BC. 	For a more comprehensive list of available supports please visit: www.gov.bc.ca/seniorsadvocate