

Support, Information and Referral Services

The **BC Association of Community Response Networks** promotes safe communities through the development of Community Response Networks (CRNs), 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 at www.bccrns.ca

Visit the **BC Association of Aboriginal Friendship Centres** website for an Elder abuse awareness and prevention video and other materials: www.bcaafc.com/programs/eldersprograms

For information about domestic violence, where to get help, and staying safe, visit www.domesticviolencebc.ca or the **Provincial Office of Domestic Violence** website: www.mcf.gov.bc.ca/podv/index.htm

Seniors who are concerned about possible abuse or neglect with respect to health care they have received can call the **Seniors Health Care Support Line** to receive information and referral. Call toll free: 1 877 952-3181. In Victoria, call: 250 952-3181. Available Mon-Fri, 8:30 a.m. to 4:30 p.m. (excluding holidays).

BC Centre for Elder Advocacy & Support—Seniors Abuse & Information Line (SAIL): 604 437-1940 | 1 866 437-1940 (toll free)
Available Mon-Fri, 9 a.m. to 1 p.m. Starting July 2013, 8 a.m. to 8 p.m. daily (excluding holidays). 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: www.bcceas.ca

VictimLink BC is a toll free, confidential and multilingual telephone service available across BC and the Yukon 24 hours a day, 7 days a week at 1 800 563-0808. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence. VictimLink BC is TTY accessible. Call TTY at 604 875-0885.

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

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



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 service worker, 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

Prince George Adult Protection Line
250 565-7414

Interior Health

For direct community numbers, visit:
www.interiorhealth.ca/reportabuse

Vancouver Coastal Health ReAct Adult Protection Program

1 877 REACT-99 (1 877 732-2899)
www.vchreact.ca/index.htm

Vancouver Island Health Authority

South Island 1 888 533-2273
Central Island 1 877 734-4101
North Island 1 866 928-4988
www.viha.ca/

Fraser Health

1 877 REACT-08 (1 877-732-2808)
www.fraserhealth.ca/your_care/adult_abuse_and_neglect/

Providence Health Care Society

1 877 REACT-99 (1 877-732-2899)

Community Living BC (for individuals with a developmental disability)

1 877 660-2522

To report financial abuse of a vulnerable adult or abuse by a substitute decision-maker, contact the Public Guardian and Trustee of British Columbia (PGT) at 604 660-4444. www.trustee.bc.ca

Making a Complaint

Community Care Licensing Offices

investigate complaints about the health, safety or well-being of a person in care at a licensed community care facility. Call Enquiry BC at 1 800 663-7867 and ask to talk to your health authority's Community Care Licensing Office.

www.health.gov.bc.ca/ccf/complaints.html

The **Assisted Living Registrar** protects the health and safety of assisted living residents. Call 250 952-1369 or 1 866 714-3378 (toll free). www.health.gov.bc.ca/assisted/complaints.html