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The following information and resources are for older adults experiencing abuse or those concerned about a senior.

## ELDER ABUSE

Elder abuse is defined as any action or inaction that jeopardizes the health or well-being of an older adult. It includes denial of an older adult's fundamental rights, and neglect (active or passive) by a caregiver. It can take many forms including: financial, physical, emotional, sexual, and spiritual.

An abuser can be anyone, but most often it is a family member or partner. Abusers can also be friends or caregivers. They are most often close enough to have influence or control over the victim. Abuse includes using name calling, threats, yelling, put-downs, and physical intimidation to control the senior's actions or decisions. It also includes taking money or possessions without permission, and using coercion to have a senior sign documents. In many cases, the older adult feels they have to give in or agree to something in order to avoid escalation or to ensure their safety. Sometimes abuse can unintentionally occur due to caregiver stress. With additional supports

for the older adult and the caregiver, some of this stress can be relieved. Victims include both males and females from every income level and culture, as well as people in both good and poor health.

### Signs of abuse:

Older adults being abused may become withdrawn, depressed, and isolated. They may have financial difficulty, unexplained injuries, anxiety, or difficulty sleeping. They may have changes in hygiene, nutrition, or medication. They may experience diminishing self-esteem.

### Some effects of abuse can include:

Abused or neglected older adults have a 200% increased risk of early death. The stress of living in an abusive situation shortens older people's lives by several years on average. Living with abuse and neglect can also significantly increase the person's chances of becoming ill, or may make other health problems worse. Up to 6% of abused older adults become severely depressed. [www.seniors.alberta.ca/services/](http://www.seniors.alberta.ca/services/)

### Overlooking Warning Signs

Sometimes these signs of abuse are mistaken as a part of growing older, or may look like other health conditions. For example: mental confusion, depression, or anxiety resulting from abuse or neglect may look like dementia. People may not realize that sometimes older adults are experiencing frequent falls or have long-term pain because they are being abused or neglected. Ageism can also play a factor in why these warning signs are overlooked. Ageism is a social attitude and a way of looking at older people that stereotypes them.

For example, often in situations of abuse, older people aren't taken seriously because they are viewed as being forgetful and seen as complainers. It is estimated that between 4 and 10 percent of older adults in Canada experience some type of abuse or neglect from someone they trust or rely on (Public Health Agency of Canada, [www.publichealth.gc.ca](http://www.publichealth.gc.ca), 2010).

## CRISIS INFORMATION

### Seniors' Abuse Helpline

**Canadian Mental Health Association - Edmonton Region**

Phone: 780.454.8888

Offers a 24-hour telephone line providing confidential listening and support for those experiencing or dealing with seniors' abuse.

### Alberta Family Violence Information Line

Toll-free phone: 310.1818

[www.seniors.alberta.ca/seniors/elder-abuse-resources.html](http://www.seniors.alberta.ca/seniors/elder-abuse-resources.html)

(24 hour) Trained staff are available to provide advice and support to individuals and families 24 hours a day, seven days a week, in more than 170 languages.

### 211 Edmonton and Area Community Information & Referral

**Canadian Mental Health Association - Edmonton Region**

Phone: 211

[www.ab.211.ca](http://www.ab.211.ca)

Provides information and referrals to seniors living in Edmonton, Parkland County and Leduc County.

Outside of these areas call:

780.482.INFO (4636)

TTY access 780.482.7273

## Strathcona County Elder Abuse Response Network

Phone: 780.464.4044

**Help Line (24 hours)** Phone: 780.464.7233

- Offers a 24 hour telephone line providing confidential support for those experiencing elder abuse or dealing with Senior's abuse. If you are concerned about the well-being of a senior in Strathcona County please call in confidence.

See **EMERGENCY**, **HEALTH & WELLBEING – Counselling**, **HELP AT HOME – Home Services**, **HELP AT HOME – Outreach** for Strathcona County resources.

## CRISIS SERVICES

### EARS (Elder Abuse Resource and Supports)

Children, Family, and Community Service  
10320 146 St. T5N 3A2

Phone: 780.471.1122

Email: [info@cssalberta.ca](mailto:info@cssalberta.ca)

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

- Services for seniors (65+) who have questions or concerns about elder abuse.
- Can assist in developing safety plans, protection orders, court processes and referrals to community resources.
- Offers family/professional case conferences to work through issues of abuse that impact the senior's well-being.
- Provide case consultation to other professionals who are concerned about a senior they are working with.

## Emergency Protection Order Program

### Legal Aid Alberta - Family Law Office

Phone: 780.422.9222

- Helps victims of family violence by providing information and lawyers that can help obtain and confirm protection orders.
- Also provides ongoing information, risk assessments, and safety plans to victims of family violence.
- This program is free and there are no eligibility requirements.

## Family Violence Prevention Centre

### Edmonton John Howard Society

Phone: 780.423.1635

[www.johnhoward.org](http://www.johnhoward.org)

- Free confidential services to individuals impacted by family violence. Provides ongoing emotional and practical supports.
- Client-centered, culturally sensitive, and conscious of the needs of diverse groups. Uses risk management tools & safety plans. Offers court preparation through the domestic violence court process. Services are offered in various languages.

See also [Domestic Violence Complainant Assistance Program](#) in [LEGAL INFORMATION – Legal Resources](#)

## Seniors Protection Partnership

Children, Family, and Community Service

10320 146 St. T5N 3A2

Phone: 780.471.1122

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

- For seniors (65+) who are at high risk of abuse or are experiencing abuse from a family member or unrelated caregiver.
- The partnership is made up through a collaborative effort between City of Edmonton Community Services, the Edmonton Police Service, Catholic Social Services and Covenant Health – Community Geriatric Psychiatry.
- If you suspect a criminal offence has occurred and a police investigation is needed, call the Edmonton Police Service Complaint Line at 780.423.4567 or in an emergency call 911.

## OTHER SERVICES & INFORMATION

### Alberta Elder Abuse Awareness Council (AEAAC)

Phone: 780.392.3267

Email: [pat.power@edmonton.ca](mailto:pat.power@edmonton.ca)

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

A network of Albertans dedicated to increasing awareness and supporting a community response to elder abuse.

- AEAAC is a province-wide network of professionals, represented by communities across Alberta
- Promoting the well-being of older adults, working to increase community awareness, developing resources to address elder abuse, and strengthening the right to safety, respect and dignity.

See [HEALTH & WELLBEING – Counselling for support groups](#)

## Alberta Seniors and Housing

Phone: 1.877.644.9992

Edmonton Area: 780.644.9992

<http://www.seniors-housing.alberta.ca/seniors/elder-abuse.html>

- Addressing Elder Abuse in Alberta: A Strategy for Collective Action provides a plan on how the government, community partners, and all Albertans, work together to prevent and address elder abuse.
- The Strategy identifies goals and associated outcomes in four key areas: raising awareness, skilled service providers, coordinated community response, and protective laws and policies.
- Please call or visit the website for more information on resources such as videos, print materials, and community resources.

## Bullying Helpline

Toll Free Phone: 1.888.456.2323

[www.humanservices.alberta.ca/abuse-bullying.html](http://www.humanservices.alberta.ca/abuse-bullying.html)

Trained staff are available to provide advice and support to individuals and families 24 hours a day, seven days a week, in more than 170 languages.

## 211 Edmonton and Area Community Information & Referral Health and Social Services

### Dial 211

Free short term counselling and individual assistance; support groups for men, women, and seniors; including Relationships With Your Adult Children (see listing next page) and support groups for people experiencing family violence. Information and referrals are also available.

## Health Link (Edmonton Area)

Phone: **811**

Email: [healthlink@albertahealthservices.ca](mailto:healthlink@albertahealthservices.ca)

[www.MyHealth.Alberta.ca](http://www.MyHealth.Alberta.ca)

- Health advice and information provided by registered nurses 24 hrs a day, 7 days a week.
- Health Link Alberta also provides comprehensive information on services offered by Alberta Health Services (Edmonton Zone) and can direct you to the most appropriate hospital or community services and programs.

## Multicultural Women and Senior Services Association (MWSSA)

329 Woodvale Road W T6L 3Z7

Phone: 780.465.2992

Email: [culture@mwssa.org](mailto:culture@mwssa.org)

[www.mwssa.org](http://www.mwssa.org)

Hours of operation: Mon-Fri 9am-4:30 pm

We provide the following services:

- Prevention and responding to family violence: Help victims to navigate the system (walk with client to services needed if required, legal aid, court, housing etc.); One on one support, outreach services
- Referrals to counselors, spiritual leaders & other service providers; Translation services in Urdu, Hindi, Punjabi
- Risk management/safety planning; Education, Workshops (e.g. communicating through conflict, meditation, anger management, dealing with difficult people, financial literacy, etc.

## Office of the Public Guardian and Trustee

Guardianship services: 780.427.0017

Trusteeship services: 780.427.2744

See complete listing under **LEGAL INFORMATION - Legal Information on Personal Decision Making**

## Protection for Persons in Care (PPC)

Phone: 1.888.357.9339

Email: [health.ppc@gov.ab.ca](mailto:health.ppc@gov.ab.ca)

[www.health.alberta.ca/services/protection-persons-care.html](http://www.health.alberta.ca/services/protection-persons-care.html)

- PPC responds to reports of abuse or safety concerns involving adults receiving government-funded care or support services in settings such as nursing homes, hospitals, seniors lodges, group homes, shelters, mental health and addiction treatment facilities, PDD and supportive living settings.
- Every individual is required to report abuse to PPC or to police. PPC reviews all reports received and investigates if necessary.
- If the adult is in immediate danger, call the police.

## Public Health Agency of Canada

Toll-Free Phone: 1.866.225.0709

TTY: 1.800.267.1245

- Information on elder abuse.

See **SENIORS' INFORMATION SERVICES – Consumer Resources** for complete listing.

## Relationships With Your Adult Children

### City of Edmonton and Community Partners

Phone: 780.496.4777

- A group for women and men, 60 years and older, having relationship challenges with their adult children

and wanting to make changes.

- A place where you can feel less alone; be heard and understood; know what you say is confidential; find some solutions
- 8-10 week structured groups at various locations.

## Seniors Information Phone Line Dial 211

Simply call 2-1-1 to be connected to information and referrals for a variety of seniors resources.

## SAFE ACCOMMODATIONS

### A Safe Place

**Phone: 780.464.7233**

Email: [sssltd@shaw.ca](mailto:sssltd@shaw.ca)

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

The purpose of A Safe Place is to provide crisis intervention in the form of a safe shelter and supportive counseling for women and their children experiencing domestic violence.

### Hope Mission – Edmonton

9908 106 Ave

**Phone: 780.422.2018**

Email: [reception@hopemission.com](mailto:reception@hopemission.com)

[www.hopemission.com](http://www.hopemission.com)

Hours of Operation: Office 9am-5pm / Shelter services 24/7

Offers shelter to men and women 16 years of age and older 24 hours a day.

- Offers 3 meals/day to the community  
Mon-Fri Breakfast 7:30am–8:15am,  
Lunch 12pm-12:45pm, Supper 5pm-5:45pm. On Weekends and holidays there is brunch at 10:45am-11:30am and supper 4:15pm-5pm
- Residential addiction treatment for men and women. Call for application.

- Medical Centre Monday–Friday 9am–4pm  
Family Doctor, Psychiatrist,  
Acupuncturist.
- Operates Rescue vans which are  
dispatched by dialing 211 press 3 to help  
men and women who are in need of  
non-medical help

### Lurana Shelter

**Phone: 780.424.5875**

Email: [info@luranashelter.com](mailto:info@luranashelter.com)

[www.luranashelter.com](http://www.luranashelter.com)

- Lurana Shelter Society is a Women's  
Emergency Shelter and registered,  
charitable organization serving victims of  
domestic violence in Edmonton, Alberta  
and surrounding area.
- We strive to provide abused women  
and children with every necessary  
support to permanently break free from  
the cycle of family violence.

### Sage Seniors' Safe House

**Phone: 780.702.1520**

Temporary accommodation specifically  
for older adults (60+) who are needing  
safety due to an abusive situation. Staff is  
available on site to provide support and  
information about community resources,  
safety planning, financial benefits, and  
more.

### WIN House

**Phone: 780.479.0058**

Email: [info@winhouse.org](mailto:info@winhouse.org)

[www.winhouse.org](http://www.winhouse.org)

- WIN House offers a 24 hour support  
and information line
- Crisis intervention, information about  
abuse and safety planning
- Emergency shelter and necessities for  
women with or without children.

### Women's Shelters Canada - ShelterSafe.ca

1501-85 Albert St. Ottawa ON K1P 6A4

Phone: 613.680.5119

Email: [info@endvaw.ca](mailto:info@endvaw.ca)

[www.sheltersafe.ca](http://www.sheltersafe.ca) / [www.endvaw.ca](http://www.endvaw.ca)

Office hours: Mon-Fri 9am-5pm;

sheltersafe: 24/7

- We are the national organization of  
women's shelters, working as a unified  
voice for systemic change to end  
violence against women
- **Sheltersafe.ca** is an online clickable  
map that quickly connects women  
experiencing abuse to the closest  
shelter that can offer safety, support,  
and hope, any time of day or night
- Women do not need to stay in shelter to  
receive services such as counselling

### Alberta Council of Women's Shelters

320-10310 Jasper Ave. NW T5J 2W4

Phone: 780.456.7000

Toll-Free: 1.866.331.3933

Email: [Voice@acws.ca](mailto:Voice@acws.ca)

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

- Two member sheltering organizations  
provide services to older adults
- Sage Senior's Safe House in Edmonton,  
Kerby Rotary Shelter in Calgary
- **Find a shelter near you at:**  
[www.acws.ca/shelters](http://www.acws.ca/shelters)