

Chapter Contents

- Elder Abuse
- Crisis Information
- Crisis Services
- Other Services & Information
- Safe Accommodations

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 by a person(s) in a trusting relationship 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, older adults feel 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Older adults being abused may become withdrawn, depressed, and isolated.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

Abused or neglected older adults have a 200% increased risk of early death. The stress of living in an abusive situation shortens an older person's life 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.

Overlooking warning signs

Sometimes 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, 2010).

CRISIS INFORMATION

Seniors' Abuse Helpline

Canadian Mental Health Association - Edmonton Region

Phone: 780.454.8888

Offers a 24-hour telephone line providing confidential, crisis intervention, emotional support and resources for those experiencing or concerned about someone else experiencing seniors' abuse.

Family Violence Information Line

Phone: 310.1818

- 24/7
- Get information, advice and referrals in over 170 languages

Family Violence Info Line Chat

- chat online in English
- 8:00am to 8:00pm MST daily
- chat link: alberta.ca/family-violence-find-supports.aspx

211 Edmonton and Area Community Information & Referral Canadian Mental Health Association - Edmonton Region

Phone: 211

www.ab.211.ca

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

Live, online chat available 8:00am-8:00pm daily at www.ab.211.ca

Text support available by texting 211 8:00am-8:00pm daily

Outside of these areas call:

780.482.INFO (4636)

TTY:780.482.7273

Strathcona County Elder Abuse Response Network

Help Line (24 hours): 780.464.7233

Phone: 780.464.4044

www.strathcona.ca/seniors

- Offers a 24-hour telephone line providing confidential support for those experiencing elder abuse or dealing with seniors' 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. NW T5N 3A2

Phone: 780.477.2929

Email: info@cssalberta.ca

www.cssalberta.ca

- Services for seniors (ages 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.
- Provides case consultation to other professionals who are concerned about a senior they are working with.

Emergency Protection Order (EPO) Program

Legal Aid Alberta - Family Law Office

Emergency Protection Order Program

Phone: 780.422.9222 (Edmonton),

403.297.5260 (Calgary),

403.340.7730 (Red Deer)

403.388.3162 (Lethbridge)

Clients outside these areas may also apply for EPOs during business hours at their local courthouse or to the local police or RCMP after hours.

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

See also - [EMERGENCY](#)

Family Violence Prevention Centre

Edmonton John Howard Society

Phone: 780.423.1635

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 and 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

Elder Abuse Intake Line: 780.477.2929

- For seniors (ages 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, Sage Seniors Association 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)

Email: info@albertaelderabuse.ca
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.

For support groups see - [HEALTH & WELLBEING](#)

Alberta Seniors and Housing

Phone: 1.877.644.9992

Toll-Free: 780.644.9992

www.seniors-housing.alberta.ca/seniors/elder-abuse.html

- Addressing Elder Abuse in Alberta: A Strategy for Collective Action, provides a plan for 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

24-hour Help: 1.888.456.2323

www.alberta.ca/bullying-get-help

Trained staff are available to provide advice and support to individuals and families 24/7, in more than 170 languages.

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

Phone 211

Free short-term counselling and individual assistance; support groups for men, women, and seniors; and support groups for people experiencing family violence. Information and referrals are also available.

Health Link (Edmonton Area)

Phone: 811

Email: healthlink@albertahealthservices.ca

www.MyHealth.Alberta.ca

- Health advice and information provided by registered nurses 24/7.
- Health Link Alberta also provides comprehensive information on services offered by Alberta Health Services and can direct you to the most appropriate hospital or community services and programs.

Office of the Public Guardian and Trustee

Guardianship services: 780.427.0017
Trusteeship services: 780.427.2744
www.alberta.ca/office-public-guardian-trustee

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
www.alberta.ca/protection-forpersons-in-care

- PPC responds to reports of abuse 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, as well as Persons with Developmental Disabilities (PDD) and supportive living facilities.
- Every individual is required to report abuse to PPC. Failure to report abuse is an offence. PPC reviews all reports of abuse received and investigates if necessary.
- If the adult is in immediate danger, call 911.

Public Health Agency of Canada

Toll-Free: 1.866.225.0709

TTY: 1.800.267.1245

- Information on elder abuse.

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

Seniors Information Phone Line

Phone: 211

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

The Shaama Centre For Seniors and Women

329 Woodvale Road W T6L 3Z7

Phone: 780.465.2992

Fax: 780.756.1108

Email: light@shaama.ca

www.shaama.ca

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 and other service providers; translation services in Urdu, Hindi, Punjabi.
- Risk management/safety planning.
- Education, workshops such as communicating through conflict, meditation, anger management, dealing with difficult people, financial literacy, etc.

SAFE ACCOMMODATIONS

Alberta Council of Women's Shelters

600-10310 Jasper Ave. NW T5J 2W4

Phone: 780.456.7000

24-hr. Shelter Hotline: 1.866.331.3933

Email: voice@acws.ca

www.acws.ca

- We support 40-member sheltering organizations across the province who provide shelter to women, children, and seniors and work with them to end domestic violence.
- Two members provide services to older adults specifically: Sage Senior's Safe House in Edmonton and Kerby Rotary Shelter in Calgary.
- Find a shelter near you on our website.

A Safe Place

24 Hour Crisis Line: 780.464.7233

Email: sssltd@shaw.ca

www.asafeplace.ca

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

Hope Mission – Edmonton

9908 106 Ave. NW

Phone: 780.422.2018

Email: reception@hopemission.com

www.hopemission.com

Hours of Operation:

Office: 9am-5pm

Shelter services: 24/7

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

- Offers 3 meals/day to the community
Mon-Fri: breakfast 7:30am-8:15am, lunch: 12:00pm-12:45pm, supper: 4:30pm- 5:15pm. On weekends and holidays there is brunch at 10:45am-11:30am and supper from 4:15pm-5:00pm.
- Residential addiction treatment for men and women. Call for application.
- Medical centre Mon-Fri 9:00am-4:00pm: family doctor, psychiatrist, acupuncturist.
- Operates rescue vans to help men and women who are in need of non-medical help which are dispatched by dialing 211 press 3.

Lurana Shelter

Phone: 780.424.5875

Email: info@luranashelter.com

www.luranashelter.com

- A Women's (domestic violence) 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

The Seniors Safe House provides temporary accommodation for up to 60 days for older adults (ages 60+) who are leaving abusive situations. Staff are on site to provide support and help residents with safety planning, access to financial supports, counselling, medical care, and find longer-term housing.

WIN HOUSE

Phone: 780.479.0058

Email: info@winhouse.org

www.winhouse.org

- 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

Ottawa, ON

Phone: 613.680.5119

Email: info@endvaw.ca

www.sheltersafe.ca

www.endvaw.ca

Office hours: Mon-Fri 9am-5pm

Sheltersafe hours: 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.

JUNE 15 IS WORLD ELDER ABUSE AWARENESS DAY



Learn more about
elder abuse, how
to identify it, and
how to stop it.

www.mysage.ca

780.423.5510