

ELDER ABUSE



What is it?

How do we deal with it?

BC CENTRE FOR ELDER ADVOCACY AND SUPPORT

Human Resources and Skills Development Canada / Ressources humaines et Développement des compétences Canada

Canada

BC Centre for Elder Advocacy and Support

- Charitable, non-profit, provincial society
- Supports and advocates for older adults vulnerable to abuse or neglect in B.C.
 - Common types of abuse:
 - physical, mental, emotional harm
 - damage or loss to personal finances

Overview of Programs

- Seniors Abuse and Information Line (SAIL)
- Victim Services
- Legal Services
- Public Education and Outreach

Seniors Abuse and Information Line

A safe place for older adults and those who care about them to talk to someone about situations of abuse and mistreatment.

- Referrals to BCCEAS programs and other resources
- Callers remain anonymous
 - Unless referred to other BCCEAS programs
- TTY and Language Interpretation available
- Funded by Province of British Columbia

Victim Services

- Serves adults aged 50+ who have been victims of abuse, family and/or sexual violence
 - Safety planning
 - Liaison with justice system personnel
 - Assistance with CVAP Applications
 - Information and referrals e.g. criminal justice system
- Provides emotional support to anyone who has witnessed abuse to older adults, regardless of age
- Funded by Province of British Columbia

Legal Services

- Assist eligible adults aged 55+ with select legal issues
- Levels of service:
 - Legal information and referral
 - Summary advice
 - Full representation
- Funded by the Law Foundation of British Columbia

Legal Issues We Assist With

- Housing:
 - residential tenancy
 - assisted living
 - residential care
- Debt
- Government benefits:
 - Federal (e.g. OAS/GIS)
 - Provincial (e.g. SAFER)
- Financial exploitation:
 - misuse of powers of attorney
 - joint bank accounts
 - wills challenges
- Other elder abuse
- Guardianship/Incapacity
- Age Discrimination

Public Education and Outreach

- Workshops
 - General Public
 - Service Providers
- Publications
 - "When I'm 64" booklets
 - "Understanding and Responding to Elder Abuse"
 - "Legal Issues in Residential Care: An Advocate's Manual"
- Website
 - Information/resources on elder law and issues affecting older adults
- Law Reform
- Media

Funded by the Province of British Columbia

Learning Goals

- Understand abuse of older adults
- Importance of staying socially connected with others
- Strategies to deal with elder abuse



Information

- NOT providing advice
- Information about options and rights



Mistreatment of Older Adults

- Action = Harming a person
→ *ABUSE*
- Not acting = Not providing care or assistance to a dependent person
→ *NEGLECT*

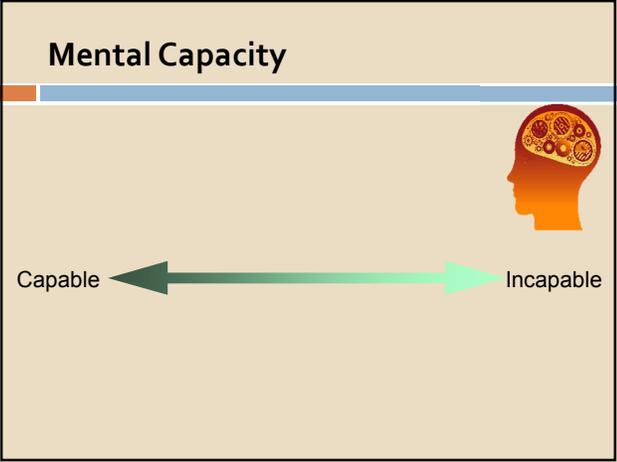
Mental Capacity and Elder Abuse

Vulnerability to abuse increases as a result of:

- Diminished mental capacity
- Ageist beliefs or actions by others



Mental Capacity



A diagram illustrating mental capacity. At the top, the title "Mental Capacity" is displayed. Below it, a horizontal double-headed arrow points from "Capable" on the left to "Incapable" on the right. Above the right end of the arrow is an icon of a human head in profile, with a brain inside containing several gears, symbolizing cognitive function.

What is Social Isolation?

- A lack of meaningful social contact
- A lack of meaningful relationships



A photograph of an elderly woman with short grey hair, wearing a patterned dress, sitting in a wooden chair. She is positioned next to a window with white curtains, looking out. The room is dimly lit, emphasizing her solitude.

Social Isolation and Elder Abuse

BEING CONNECTED:

- Helps to stop abuse
- Helps abuse to get noticed
- Helps people affected by abuse to get necessary support and assistance



A photograph of two elderly women sitting on a couch. The woman on the left is wearing a blue cardigan and is smiling while talking to the woman on the right, who is wearing a light blue top and is also smiling.

What does the Law say about Elder Abuse?

- There is no crime called elder abuse or neglect
- Some abuse is illegal
- Some abuse is not a crime



Many Types of Elder Abuse

- Physical
- Psychological / Emotional
- Sexual
- Chemical (medications)
- Spiritual
- Neglect
- Financial
- Forced Confinement

Elder Abuse Can Be Done by Anyone

- Family Member
- Partner / Spouse
- Child / Grandchild
- Neighbour
- Friend
- Caregiver
- Building Manager
- Health Care Provider
- Lawyer
- Trustee
- Substitute Decision-Maker
- Legal Guardian

Elder Abuse Happens...

- At home
- In a hospital
- In a care facility or nursing home
- In the community

Finding a Future for Ellen

1. How is Ellen socially isolated?

Finding a Future for Ellen

2. What are some examples of elder abuse depicted?

Strategies for Staying Connected

- What do you do in your life that connect you with others?
- How can we help older adults to stay socially connected with others?

What Can You Do About Elder Abuse?

- Speak directly to the older adult
 - Communicate to build trust
 - Assume capacity
 - Respect their beliefs and values
 - Watch for indicators of abuse or neglect
 - Offer non-intrusive forms of support

What Can You Do About Elder Abuse?

- If you have concerns that an adult is abused, neglected or self-neglected, and appears to be mentally incapable or physically unable to get help on their own, you can report the situation to:
 - Designated Agency
 - Public Guardian and Trustee
- Report crimes to the police – 911 for emergencies
- Call the Seniors Abuse and Information Line for support and resources

Resources



Designated Agencies

Designated Agencies mandated to respond to reports of abuse and neglect of adults under the *Adult Guardianship Act* include:

- Regional Health Authorities
- Community Living BC



Choose your Health Authority:
1. Interior
2. Fraser
3. Vancouver Coastal
4. Vancouver Island
5. Northern



**PUBLIC GUARDIAN
AND TRUSTEE OF
BRITISH COLUMBIA**

604-660-4444
www.trustee.bc.ca

- Investigates allegations of financial abuse
- Makes health care decisions for mentally incapable adults
- Manages financial decisions
- Assists and provides resources to substitute decision-makers

 BC CENTRE FOR ELDER
ADVOCACY
AND SUPPORT

Seniors *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.*

Abuse and

Information

Line

 BC CENTRE FOR ELDER
ADVOCACY
AND SUPPORT

Seniors Abuse and Information Line (SAIL)

604-437-1940 | 1-866-437-1940 (toll free)
Available 8am to 8pm daily, excluding holidays

TTY: 604-428-3359 | 1-855-306-1443 (toll free)
Available 9am to 4pm Monday-Friday

Language Interpretation
Available 9am to 4pm Monday-Friday



Elder Abuse: What Is It? How Do We Deal With It? Workshop

Strategies for Staying Connected

Consider applying some of the following strategies in your life, or encouraging others to stay connected:

- Volunteer at:
 - Recreation centre
 - Community centre
 - Senior's centre
 - Public library
 - Elementary or high school
 - Nursing home
 - Hospital
 - Church, synagogue, mosque, faith group

- Join:
 - a local seniors' group
 - an exercise group/class
 - a performing arts or theatre group
 - a book club through the public library
 - a knitting or craft circle
 - a faith group

- Keep in touch with family and friends by phone or email

- Go out for coffee or meals with family and friends

- Invite family and friends over to share a meal



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A D V O C A C Y
AND S U P P O R T

- Take a class at a community centre, college or university
- Attend community events, such as plays, concerts, fundraisers
- Become a tutor
- Help coach a team
- Play bridge, bingo or other games
- Get to know your neighbours
- Do something that helps you to feel a part of something larger than yourself

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



Elder Abuse: What Is It? How Do We Deal With It? Workshop - Highlights

What is Mistreatment of Older Adults?

- *Action*: harming a person – also called ABUSE
- *Not acting*: not providing care or assistance to a dependent person – also called NEGLECT

Who Mistreats Older Adults?

- Anyone, especially those in a position of power, trust or authority
- People known to the older adult
 - Family member
 - Partner or spouse
 - Child or grandchild
 - Neighbour
 - Friend
 - Professional service provider - such as the building manager, doctor, lawyer, paid caregiver
 - Substitute decision-maker
 - Legal guardian
- Strangers – such as scammers

Where Does Mistreatment Happen?

- At the older adult's home
- In a hospital, care facility or nursing home
- In the community – at such places as banks, clinics, shopping centres



What Kinds of Mistreatment Happen?

- **Physical:** hitting, slapping, punching, throwing objects at the older adult
- **Financial:** illegal or improper use of money or property, pressuring the older adult into giving money or property
- **Psychological or Emotional:** making threats, harassing, acting in such ways as to frighten the older adult
- **Sexual:** non-consensual sexual action or comments, lewd behaviour or comments to the older adult
- **Chemical:** over-medicating, under-medicating, denying medicine
- **Spiritual:** preventing the older adult from practicing his/her faith, forcing the older adult to participate in spiritual/religious practices
- **Forced Confinement:** tying the older adult to a bed or chair, locking the older adult in a room, preventing phone contact or visitors
- **Neglect:** not providing care or assistance to a dependent older adult



Portraits of Mistreatment

- **Physical**

Marie arrived at the emergency department of the General Hospital. She had a broken collar-bone and cracked rib. Hospital staff assumed she had fallen, due to disorientation, or from being unsteady on her feet. Her husband, who had been abusive to her for sixty years, had pushed her down and stamped on her.

- **Financial**

While her mother was in the hospital, Karen moved her mother's silver tea service, some valuable books and a grand piano to her own home. When her mother returned from hospital she asked the police to assist her in recovering her stolen property. Karen stated that she had taken the goods for safe-keeping and that these items are heirlooms belonging not just to her mother, but the entire family.

- **Psychological or Emotional**

June and David are emotionally upset. Their grandson, Eric, has recently moved in with them as his wife has left him and he has lost his job due to his drinking problem. He has become very abusive to his grandparents, often yelling at them, threatening them and demanding money. Eric is a big man, and becomes very aggressive when he drinks. His grandparents are too scared to ask him to leave, and fear that he may become physically abusive to them if they don't give him the money he keeps asking for.

- **Sexual**

A nurse often makes inappropriate comments to Jun, particularly prior to bathing. Jun complains about the comments to another staff member, saying he feels degraded.



- **Chemical**

Sandra, a mother of four children, also cares for her aging father who has Alzheimer's. In order to manage, she sometimes gives him extra medication to make him drowsy and less demanding. Over time, she began to give her father his medication more often, as it made her life so much easier.

- **Spiritual**

Emile refuses to allow his father, Paul, who had been a devout churchgoer for several years, to attend church events. Emile locks Paul's bedroom door on Sunday mornings. When friends from the congregation call, Emile says that his father is not home.

- **Forced Confinement**

Lili often scratches or picks her skin until it bleeds. Hoping to prevent Lili from causing more damage to herself, her son makes her wear gloves. When Lili insists on removing the gloves, her son ties her arms down to a chair.

- **Neglect**

Kathryn is worried about her friend Louise who she has known for 25 years. Due to declining health, Louise moved in with her daughter and son-in-law about two years ago. Lately, Louise appears to be very depressed. When Kathryn asks her what is wrong, she replies that her daughter is often too busy to make her lunch, or take her shopping for new clothes or personal items. Quite often, the daughter and son-in-law go out for dinner, not leaving Louise anything to eat.



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**Elder Abuse: What Is It? How Do We Deal With It? Workshop
– Feedback Form**

Date: _____ Location: _____

How helpful was the information presented?

1	2	3
Not Helpful	Somewhat Helpful	Very Helpful

Which parts of the workshop did you find useful: (please tick boxes)

- Presentation of information on what elder abuse means
- Presentation of information on how to deal with elder abuse
- Watching the video
- Group discussion on the video
- Group activity: Strategies for staying connected
- Resources discussed
- Handouts

What other topics would you like to learn more about?

Do you have any comments or suggestions?

REFERENCE GUIDE FOR SERVICE PROVIDERS ASSISTING OLDER ADULTS

Abuse and Neglect of an Older Adult: any act that harms or threatens to harm the health or well-being of an older adult.

WHAT TO DO

Acknowledge
Barriers
Urgency
Screen
Empower
Refer

Suspicion of abuse may develop over time. Accumulate/document evidence.
Fear of retaliation, withdrawal of caregiver support and breach of confidentiality.
Assess immediate needs and potential risk of physical harm.
Assess person's physical, emotional and mental capacity to help themselves.
Inform person of their rights, resources and assist with establishing a safety plan.
Offer support or consultation from other resources.

CHECK FOR

PHYSICAL ABUSE

Any act of violence causing injury or physical discomfort, including sexual assault.

Indicators:

- Unexplained injuries in areas normally covered (bruises, burns or bites).
- Untreated medical problems.
- History of "accidents".
- Signs of over or under medication.
- Dehydration.

PSYCHOLOGICAL ABUSE

Any action or comment causing emotional anguish, fear or diminished self-esteem or dignity (e.g. threats to do harm, unwanted institutionalization, harassment, abandonment, imposed isolation, removal of decisions making choices).

Indicators:

- Fear, anxiety, depression, withdrawal, cowering.
- Reluctance to talk openly.
- Fearful interaction with caregiver, caregiver speaking on behalf of person and not allowing privacy.

FINANCIAL ABUSE

Theft or exploitation of a person's money, property or assets (e.g. fraud, forgery, misuse of Power of Attorney).

Indicators:

- Standard of living not in keeping with income or assets.
- Theft of property.
- Unusual or inappropriate activity in bank accounts, forged signatures on cheques.
- Forcing a person to sign over property or execute a will.
- Overcharging for services or products, overdue bills.

NEGLECT

Inability to provide basic or personal care needs (e.g. food, water, required medications, shelter, hygiene, clothing, physical aids, hearing aids, eye glasses, dentures, exercise and social interaction, lack of attention, abandonment, undue confinement, inadequate safety precautions, withholding medical services or treatment).

- **ACTIVE NEGLECT:** intentional failure of a caregiver to fulfill their care-giving responsibilities.
- **PASSIVE NEGLECT:** unintentional failure of a caregiver to fulfill their care-giving responsibilities.
- **SELF NEGLECT:** Although not a form of elder abuse, it is the person's inability to provide for their own essential needs.

Indicators:

- Unkempt appearance, inappropriate or dirty clothing, signs of infrequent bathing.
- Living conditions unhealthy, dangerous and/or in disrepair.
- Lack of social contact.
- No regular medical appointments.

INSTITUTIONAL ABUSE

Any physical, sexual, psychological, financial abuse or neglect occurring within a facility involving active victimization, withholding or denial of individual care needs, failure to respect individual's rights, overmedication, misuse of chemical or physical restraints and/or failure to carry out reasonable requests.

DOMESTIC ABUSE

Actual or threatened physical, sexual, financial or psychological abuse of a person by someone with whom they have an intimate relationship which aims to instill fear and/or to coercively control an individual.

REFERENCE GUIDE FOR SERVICE PROVIDERS ASSISTING OLDER ADULTS

INTERVIEW STRATEGY

1. **Develop trust and be sensitive to person's culture, religion, comfort level and timing in obtaining disclosure:** interview alone, listen, be patient, non-threatening and non-judgmental, validate feelings and offer emotional support, avoid premature assumptions and suggestions.
2. **Note suspicious histories:** Explanation is vague, bizarre or incongruent with type or degree of injury, denial of obvious injury, long delay between injury and treatment.
3. **Be alert to person's wishes and assess ability to understand.** Try to assess whether the person "understands" and "appreciates" what is happening and what their needs are.
4. **Identify what information is missing:** Frequency, duration, urgency, need for physical examination.
5. **Be aware of interdependent relationships/power differences:** Be cautious of involvement of third party who may be the abuser, note conflicting histories. Where appropriate, interview family members but remember it is key to **TALK TO THE OLDER ADULT** even if family is available.

POSSIBLE INTERVENTIONS

- Consider impact on the person, their wishes, and their ability to recognize that they may be a victim of abuse.
- Note their understanding and appreciation of the consequences of their decisions.
- Understand that often before a person will seek or agree to accept help, they need to be able to trust you and know that you will follow through with the help you offer to give.
- Your role could be singular or part of a team of service providers that could support the person to be healthy and safe. Be aware of appropriate resources or know how to link with the broader community.
- Follow your professional standards in obtaining client consent.
- If client does not consent, maintain contact to initiate: A. Education and/or a B. Safety Plan (see below).

A. EDUCATION

- Provide information and support according to the interests expressed by the person.
- Be aware of services outside the health care system which are specific to the needs of any older adult or specific to the needs of the older persons who are being victimized or are at risk, including social services, legal services, financial assistance, housing options and the faith community.

B. SAFETY PLAN

The plan may include a change to an element of their environment or their relationship which could result in the elimination of the role of the abuser or context of the abuse.

Consider:

- Home visits, telephone contact, contact with other family and friends, regular appointments
- Secure assets (e.g. hide emergency money somewhere outside home.)
- Give copies of important documents and keys to trusted friends or family members
- Plan escape by packing a bag of extra clothing, medicine and personal aids (glasses, hearing aids)
- Keep phone numbers of friends, relatives, shelters or other trusted individuals handy.

C. RESOURCE S and HELP NUMBERS

Seniors Abuse and Information Line (SAIL).....604-437-1940, 1-866-437-1940 Hours: 8am-8pm, daily except holidays
Language Interpretation Available, 9am-4pm, Monday- Friday except holidays
TTY: 9am-4pm, Monday-Friday except holidays

BC Health and Seniors Information Line.....1-866-215-4700

VictimLink.....1-800-563-0808

Public Guardian and Trustee..... 1-800-663-7867

Crisis Intervention and Suicide Prevention Centre.....1-866-784-2433

Alzheimer Society – Dementia Helpline.....1-800-936-6033

BC Ombudsperson.....1-800-567-3247

This is not an exhaustive list. It is important to develop your own list of local contacts.



**BC CENTRE FOR ELDER
ADVOCACY
AND SUPPORT**

RESOURCES ON ELDER ABUSE PREVENTION

Seniors Abuse & Information Line (SAIL)

Metro Vancouver: 604-437-1940 | Toll Free: 1-866-437-1940

Available: 8:00 am to 8:00 pm, daily (excluding holidays)

TTY: 604-428-3359 | Toll Free: 1-855-306-1443

Available: 9:00 am to 4:00 pm, Monday to Friday (excluding holidays)

Language Interpretation

Available: 9:00 am to 4:00 pm, Monday to Friday (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.

For Emergencies - call 911

Help / Crisis Lines

VictimLINK (24-hour service daily)

Toll-Free: 1-800-563-0808 | TTY: 604-875-0885 | Website: www.victimlinkbc.ca

A confidential, multilingual phone service for all victims of crime and immediate crisis support to victims of family and sexual violence.

Seniors' Distress Line (24-hour service daily)

Phone: 604-872-1234 | Toll-Free: 1-800-784-2433 | TTY: 1-866-872-0113

Website: www.crisiscentre.bc.ca

A confidential, multilingual phone service that offers free emotional support for people experiencing feelings of distress or despair.

HealthLink BC (24-hour service daily)

Phone: 811 | Website: www.healthlinkbc.ca

Provides non-emergency health information and advice by phone.

To Report Elder Abuse or Neglect Cases

If you have concerns that an adult is abused, neglected or self-neglected and, appears to be mentally incapable or physically unable to get help on their own, you can report the situation to the **Designated Agency** or Community Living BC (for adults with a developmental disability). Under the *Adult Guardianship Act*, designated agencies have a mandate to look into reports of abuse, neglect and self-neglect of adults who can't get help on their own.

Vancouver Coastal Health & Providence Health Care

ReAct Adult Protection Program: 1-877-732-2899 | Website: www.vchreact.ca/report.htm

Fraser Health

Toll-Free: 1-877-732-2808

Website: www.fraserhealth.ca/your_care/adult_abuse_and_neglect/getting-help

Island Health

South Island: 1-888-533-2273 | *Central Island:* 1-877-734-4101

North Island: 1-866-928-4988 | Website: www.viha.ca/abuse

Interior Health

Website: www.interiorhealth.ca/YourHealth/AdultSeniorsHealth/AdultAbuseNeglect/Pages/default.aspx

Northern Health

Prince George Adult Protection Line: 250-565-7414 | Website: www.northernhealth.ca

Community Living BC

Toll-Free: 1-877-660-2522 | Website: www.communitylivingbc.ca

To Report Financial Abuse Cases

Public Guardian and Trustee of BC (PGT)

If you have concerns about an adult's ability to manage his/her financial and personal care matters, you can contact the Public Guardian and Trustee of BC.

PGT provides services to adults who may need help managing their affairs, as well as to their families, legal representatives, the courts and general public.

General Inquiries

Phone: 604-660-4444 | Toll-Free: 1-800-663-7867 | Website: www.trustee.bc.ca

Vancouver office: 604-775-1007 | *Interior North (Kelowna) office:* 250-712-7576 |
Vancouver Island (Victoria) office: 250-356-8160

Financial Abuse Prevention Resources

Better Business Bureau of Mainland BC

Phone: 604-682-2711 | Toll-Free: 1-888-803-1222 | Website: www.bbb.org/mbc

Maintains a searchable database of reports on businesses (consisting of any complaints processed and governmental action involving their practices), and directory of Accredited Businesses. Also receives consumer complaints relating to marketplace transactions, including advertising claims.

BC Securities Commission – Investor Education

Phone: 604-899-6854 | Toll-Free: 1-800-373-6393 | Website: www.investright.org

Assists with questions and concerns relating to the Canadian securities industry, and offers tools for investors to research and assess potential investments.

Consumer Protection BC

Toll Free: 1-888-564-9963 | Website: www.consumerprotectionbc.ca

Assists with concerns about consumer transactions, and oversees licensing of the following industries: debt collection/pooling, bailiff, travel agency/wholesaler, cemetery and funeral service, telemarketing, film retailer/distributor, and theatre businesses.

Canadian Anti-Fraud Centre

Toll-Free: 1-888-495-8501 | Website: www.antifraudcentre-centreantifraude.ca

Receives reports of fraud by phone or online, and provides up-to-date fraud news and resources.

National Do Not Call List (DNCL)

Toll-Free: 1-866-580-3625 | TTY: 1-888-362-5889 | Website: www.lnnte-dncl.gc.ca

Register your phone number by phone or online to reduce telemarketing calls you receive. DNCL also receives consumer complaints about telemarketing calls.

Charities Listings - Canada Revenue Agency

Toll-Free: 1-800-267-2384 | Website: www.cra-arc.gc.ca/charities

Maintains a searchable database of registered Canadian charities, and receives complaints or concerns.

Get Cyber Safe – Public Safety Canada

Website: www.getcybersafe.gc.ca

Provides public education on internet security and ways to protect yourself.

Financial Abuse Prevention Resources (continued)

Bank of Canada

Toll-Free: 1-888-513-8212 | Website: www.bankofcanada.ca/banknotes

Provides public education on checking Canadian bills for authenticity; and works with police and prosecutors to monitor and respond to counterfeiting activity.

Ombudsman for Banking Services and Investments (OBSI)

Toll-Free: 1-888-451-4519 | Website: www.obsi.ca

Assists in resolving disputes between participating financial institutions and their customers, after customers exhaust internal complaint systems in such firms.

Equifax Canada

Toll-Free: 1-800-465-7166 | Website: www.equifax.ca

A national credit bureau that maintains consumer credit reports and histories. Call to request free credit report and place fraud alert on file (if you are a victim of fraud).

TransUnion Canada

Toll-Free: 1-877-525-3823 | Website: www.transunion.ca

A national credit bureau that maintains consumer credit reports and histories. Call to request free credit report and place fraud alert on file (if you are a victim of fraud).

Advance Planning Resources

Wills Clinic

Phone: 604-424-9600 | Email: willsclinic@accessprobono.ca

Website: accessprobono.ca/willsclinic

Trained lawyers and articling students draft and execute simple wills, representation agreements and powers of attorney for low-income seniors (age 55+) and people with terminal illnesses by appointment only.

NIDUS Personal Planning Resource Centre and Registry

Voicemail: 1-877-267-5552 | Email: info@nidus.ca | Website: www.nidus.ca

Provides information on personal planning, specializing in Representation Agreements; operates a Registry for storing personal planning documents; and offers one-to-one assistance by appointment (\$25).

Advance Planning Resources (continued)

“My Voice: Expressing My Wishes for Future Health Care Treatment” Guide

Toll-Free: 1-800-663-6105 | Website: www.seniorsbc.ca/advancecare

Provides information on advance care planning and worksheets (including advance directives) online. Print copies can be ordered by phone through Crown Publications.

People’s Law School

Phone: 604-331-5400 | Website: www.publiclegaled.bc.ca

Offers public legal information and resources through plain-language publications (e.g. “When I’m 64”) and workshops.

Lawyer Referral Service

Phone: 604-687-3221 | Toll-Free: 1-800-663-1919

Website: cbabc.org/For-the-Public/Lawyer-Referral-Service

Provides contact information on lawyers by geographical area and legal specialty (e.g. wills and estates). You contact lawyers to set up an appointment – first 30 minute consultation costs \$25 + tax.

Society of Notaries Public of BC

Phone: 604-681-4516 | Toll-Free: 1-800-663-0343 | Website: www.notaries.bc.ca

Maintains a directory of BC Notaries online, and handles questions and complaints. Services that BC Notaries provide include: wills, representation agreements, and powers of attorney.

Government Resources

Office of the Seniors Advocate

Toll-Free: 1-877-952-3181 | Website: www.seniorsadvocatebc.ca

For seniors, their families or others who have experienced issues accessing health care services or with the care they have received.

BC Ombudsperson

Toll-Free: 1-800-567-3247 | Website: www.bcombudsperson.ca

Receives enquiries and complaints about the practices and services of selected public agencies.

Government Resources (continued)

Office of the Assisted Living Registrar

Toll-Free: 1-866-714-3378 | Website: www.health.gov.bc.ca/assisted

Offers information about assisted living residences and services, and receives complaints about the health and safety of individuals residing in private-pay or publically subsidized assisted living residences.

Government of BC

Website: www.seniorsBC.ca

Offers provincial government information and resources for older adults, their families and caregivers.

Service BC

Vancouver: 604-660-2421 | Victoria: 250-387-6121

Toll-Free: 1-800-663-7867 | TTY: 604-775-0303 | Website: www.servicebc.gov.bc.ca

Provides information about and access to provincial government programs and services by phone.

BC Directory of Victim Service & Violence Against Women Programs

Website: www.pssg.gov.bc.ca/victimservices/directory/index.htm

Provides contact info for Victim Service & Violence Against Women Programs in BC.

Government of Canada

Website: www.seniors.gc.ca

Offers federal government information and resources for older adults, their families and caregivers.