

Elder Abuse and Neglect: What Volunteers Need to Know

Resources Handout

*(F) Services available in French
(M) Multilingual service*

In an emergency, dial 911.

National and Federal Resources

Public Health Canada, Division of Aging and Seniors (PHAC)

Website: <http://www.phac-aspc.gc.ca/seniors-aines/>

PHAC has created a number of elder abuse resources.

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National Initiative for the Care of the Elderly (NICE) Network

Phone: 416-978-0545

Website: <http://www.nicenet.ca>

International network of researchers, practitioners, students and seniors.

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Canadian Centre for Elder Law (CCEL)

Phone: 604-822-0633

Website: <http://www.bcli.org/ccel>

The CCEL conducts legal research, law reform, legal education and public outreach relating to issues affecting older adults. The CCEL does not provide legal advice to individuals.

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Canadian Network for the Prevention of Elder Abuse (CNPEA)

Website: <http://www.cnpea.ca>

CNPEA works to raise awareness of key issues around abuse and neglect in later life and to ensure older adults are treated as full citizens of Canadian society.

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Phone Busters: The Canadian Anti-Fraud Call Centre

Toll Free: 1-888-495-8501

Website: <http://www.antifraudcentre-centreantifraude.ca/>

Phone line operated by the RCMP and the Ontario Provincial Police to provide information about frauds and scams and take reports from people who believe they are victims of fraud. The website allows privacy-protected online reporting of frauds through electronic complaints form

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ABCs of Fraud Awareness Program

Website: <http://www.abcfraud.ca/>

Ombudsman for Banking Services and Investments (OBSI)

Toll Free: 1-888-451-4519

Website: <http://www.obsi.ca>

OBSI helps resolve disputes between participating banking services and investment firms and their customers if they can't resolve disputes on their own.

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British Columbia

BC Centre for Elder Advocacy and Support (BC CEAS) Seniors Advocacy and Information Line

Toll-Free: 1-866-437-1940

Phone: 604-437-1940

Website: <http://www.bcceas.ca>

Public Guardian and Trustee of British Columbia (PGT)

Toll Free: 1-800-663-7867

Phone: 604-660-4444

Website: <http://www.trustee.bc.ca>

Community Living BC

Toll Free: 1-877-660-2522

Website: <http://www.communitylivingbc.ca/>

Vancouver Coastal Health Authority

Phone: 604-736-2033

Toll Free: 1-866-884-0888

Website: <http://vchreact.ca/report.htm>

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Fraser Health Authority

Phone: 604-587-4600

Website: http://www.fraserhealth.ca/your_care/adult_abuse_and_neglect

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Vancouver Island Health Authority

Phone: 250-370-8699

Website: <http://www.viha.ca/>

Interior Health Authority

Phone: 250-862-4200

Website: <http://www.interiorhealth.ca/>

Northern Health Authority

Phone: 250-565-2649

Website: <http://www.northernhealth.ca/>

Providence Health Care Society

- **St. Paul's Hospital**
Phone: 604-806-8739
- **Mount St. Joseph's Hospital**
Phone: 604-877-8377
- **Holy Family Hospital**
Phone: 604-322-2311

Office of the Assisted Living Registrar

Toll-free: 1-866-714-3378

Website: <http://www.health.gov.bc.ca/assisted/>

The Registrar has the power to enter and inspect a facility where it has reason to believe that the health or safety of a resident is at risk.

VictimLINK

Toll Free: 1-800-563-0808 (24 hours)

TTY: 604-875-0885

Website: <http://www.victimlinkbc.ca/>

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Crime Victim Assistance Program

Toll Free: 1-866-660-3888

Phone: 604-660-3888

Crisis Intervention and Suicide Prevention Centre of BC

Toll Free: 1-800-SUICIDE (784-2433)

TTY: 1-866-872-0113

Website: <http://www.crisiscentre.bc.ca>

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Victim Safety Unit

Toll Free: 1-877-315-8822

Phone: 604-660-0316

Women Against Violence Against Women (WAVAW) Rape Crisis Centre

Toll Free Crisis Line: 1-877-392-7583

Phone: 604-255-6344

Website: <http://www.wavaw.ca>

Vancouver Rape Relief and Women's Shelter

Crisis Line: 604-872-8212

TTY: 604- 877-0958 (9AM to 9PM)

Website: <http://www.rapereliefshelter.bc.ca/>

MOSAIC Multicultural Victim Services Program

Phone: 604-254-9626

Website: <http://www.mosaicbc.com>

Offers support, information, advocacy, accompaniments and referrals.

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Victim Services Directory – Province of BC

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

Burnaby Seniors Outreach Services Society (BSOSS)

Phone: 604-291-2258

Website: <http://www.bsoss.org>

QMunity, BC’s Queer Resource Centre Generations Project (Older Adults)

Phone: 604-684-5307

Office: 604-684-8449

Website: <http://www.qmunity.ca>

QMunity offers coming out and support groups for older adults, a lending library, free professional counseling, legal clinics, referrals and workshops for LGBTQ older adults.

Royal Canadian Mounted Police “E” Division – British Columbia

General Inquiries: 604-264-3111

Website: <http://www.bc.rcmp.ca>

Fraud victims: <http://www.rcmp-grc.gc.ca/scams-fraudes/victims-guide-victimes-eng.htm>

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CrimeStoppers

Toll Free: 1-800-222-TIPS (8477)

Website: <http://www.bccrimestoppers.com>

Health and Seniors’ Information Line

Toll Free: 1-800-465-4911

Phone (Victoria): 250-952-1742

Website: http://www.seniorsbc.ca/shls/seniors_info_line.html

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BC Association of Community Response Networks

Phone: 604-513-9758

Website: <http://www.bccrns.ca/>

Alberta

Alberta Elder Abuse Awareness Network

Phone: 780-392-3267 (Edmonton) 403-206-8311 (Calgary)

Website: <http://www.albertaelderabuse.ca/>

Senior Abuse HelpLine

Phone: 780-454-8888 (Edmonton)

Information referral line (not a crisis line)

Elder Abuse Intervention Team

Phone: 780-477-2929 (Edmonton)

Edmonton Seniors Safe Housing

Phone: 780-702-1520 (Edmonton)

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Kerby Elder Abuse Line

Crisis Line (Calgary): 403-705-3250 (24 hours)

Kerby Centre – Information and Advocacy

Phone: 403-705-3246

Website: http://www.kerbycentre.com/information_advocacy.php

Information and advocacy for adults 55 years and older.

Older Women’s Long-term Survival (OWLS)

Phone: 403-253-2912 (Calgary)

Oak-Net Legal Resource Centre

Phone: 780-451-8764

Website: <http://www.oaknet.ca>

Information on the law and community resources available to older adults in Alberta.

Confederation Park 55+ Activity Centre Lawyer Clinic

Phone: 403-289-4780

Website: <http://www.confederationparkseniorscentre.com>

Greater Forest Lawn 55 Plus Society Lawyer Clinic

Phone: 403-272-4661

Website: <http://www.gfls.org>

Golden Circle Senior Resource Centre (Red Deer)

Toll Free: 1-800-332-109

Phone: 403-343-6074

**Safeguards for Vulnerable Adults Information and Reporting Line -
Protection for Persons in Care (PPC)**

Toll Free (in Alberta): 1-888-357-9339

Website:

http://www.seniors.alberta.ca/services_resources/elderabuse/facts.asp

Website: <http://www.seniors.alberta.ca/ppc/>

Office of the Public Guardian (OPG)

Toll Free: 1-877-427-4527

Website: <http://www.seniors.alberta.ca/opg/>

The OPG will respond to reports of abuse by substitute decision-makers.

Mental Health Patient Advocate

Toll Free (outside Edmonton): 310-0000

Phone: 780-422-1812

Website: www.mhpa.ab.ca/

Responds to reports of abuse if the client is or was under admission certificate under the *Mental Health Act* or is or was subject to a Community Treatment Order.

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Alberta Family Violence Information Line

Toll Free (in Alberta): 310-1818 (24 hours)

Website: <http://www.familyviolence.alberta.ca>

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Central Alberta Women's Emergency Shelter (CAWES)

Toll Free: 1-888-346-5643 (24 hours)

Shelter: 403-346-5643

Website: <http://www.cawes.ccom>

Alberta Health Services Helpline

Toll Free: 1-877-303-2642

Distress Centre Calgary

Toll Free Crisis Line: 1-800-SUICIDE (1-800-784-2433)(24 hours)

Senior's Line: 403-264-7700

Distress and Suicide Prevention Line of Southwestern Alberta (CMHA)

Toll Free Crisis Line: 1-888-787-2880 (24 hours)

Phone: 403-327-7905

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Calgary Legal Guidance

Phone: 403-234-9266

Website: <http://www.clg.ab.ca>

Provides free legal advice for individuals with low income who do not qualify for Legal Aid.

Saskatchewan

Abused Women's Information Line

Toll Free (Saskatoon): 1-888-338-0880 (24 hours)

24 hour service answered by trained people, not a crisis line. Provide information and referral, support to women. Will refer older men (and abusers) to other programs.

24-hour Abuse Line

Toll Free (Regina): 1-800-214-7083

Provincial Association of Transition Houses of Saskatchewan (PATHS)

Phone: 306-522-3515

Website: <http://www.abusehelplines.org/index.php>

Provides a list of Help Lines for all districts, information on abuse, and lists agencies and organizations that can help, including legal and financial assistance.

Public Guardian and Trustee

Toll Free: 1-877-787-5424

Phone: 306-787-5424

Website: <http://www.justice.gov.sk.ca/pgt>

Personal Care Homes Program

Phone: (306) 787-1715 (Regina) / (306) 933-5843 (Saskatoon)

Reporting abuse in a care home.

To report abuse in a *special care* home contact the Community Care Branch

Phone: (306) 787-7239

Seniors Legal Assistance Panel Program, Probono Law Saskatchewan

Phone: (306) 569-3098

Website: <http://www.pblsask.ca>

Provides legal assistance, and referrals, to financially eligible callers.

Healthline

Toll Free: 1-877-800-0002 (24 hours).

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Cypress Health Region

Toll Free: 1-888-461-7443

Phone: 306-778-5100

Website: <http://www.cypresshealth.ca/>

Five Hills Health Region

Toll Free: 1-888-425-1111

Phone: 306-694-0296

Website: <http://www.fhhr.ca/>

Heartland Health Region

Phone: 306-882-4111

Website: <http://www.hrha.sk.ca/>

Keewatin Yatthé Regional Health Authority

Phone: 306-235-2220

Website: <http://www.kyrha.ca/>

Kelsey Trail Health Region

Phone: 306-873-6600

Website: <http://www.kelseytrailhealth.ca/default.aspx>

Mamawetan Churchill River Health Region

Phone: 306-425-2422

Website: <http://www.mcrrha.sk.ca/index.php>

Prairie North Health Region

Toll Free: 1-866-655-5066

Phone: 306-655-1026

Website: <http://www.pnrha.ca/bins/index.asp>

Prince Albert Parkland Health Region

Phone: 306-765-6400

Website: http://www.paphr.sk.ca/menu_pg.asp

Regina Qu'Appelle Regional Health Authority

Toll Free: 1-866-411-7272

Phone: 306-766-3232

Website: <http://www.rqhealth.ca/index.shtml>

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Saskatoon Health Region

Toll Free: 1-866-655-5066

Phone: 306-655-3284

Website: <http://www.saskatoonhealthregion.ca/index.htm>

Sun Country Health Region

Toll Free: 1-800-696-1622

Phone: 306-637-3642 (Estevan)

Website: <http://www.suncountry.sk.ca/>

Sunrise Health Region

Phone: 306-786-0103

Website: <http://www.sunrisehealthregion.sk.ca/>

SSM Seniors Information Line

Toll Free (Saskatchewan): 1-888-823-2211

Regina Mobile Crisis Services

Crisis Line: (306) 933-6200 (24 hours)

West Central Crisis & Family Support Centre

Toll Free Crisis Line: 1-877-310-HELP (4357) (24 hours)

Victim Services

Toll free: 1-888-286-6664

Information and referral to local community based programs.

Manitoba

Seniors Abuse Line

Toll Free: 1-888-896-7183

Phone: 945-1884

Abuse line staff provide information on community resources and support services.

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Protection for Persons in Care Office

Toll Free (outside Winnipeg): 1-866-440-6366

Phone: 204-788-6366

TTY Toll Free: 1-776-855-0511

TTY Winnipeg: 204-774-8618

Website: <http://www.gov.mb.ca/health/protection> This Office responds to reports of abuse of persons receiving care in personal care homes, hospitals or any other designated health facility.

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Office of the Vulnerable Persons' Commissioner

Toll Free: 1-800-757-9857 (outside Winnipeg)

Phone: 204-945-5039

Accepts complaints regarding abuse of a vulnerable person with a mental disability.

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Seniors Information Line

Toll free: 1-800-665-6565 or 204-945-6565

Website: [http:// www.gov.mb.ca/shas](http://www.gov.mb.ca/shas)

General information and referrals on abuse.

Age & Opportunity

Confidential Intake Line: 204-956-6440

Province-wide Domestic Violence Crises and Information Line

Toll-free (Manitoba): 1-877-977-0007

Legal Aid Manitoba

Toll Free: 1-800-672-1043

May not be able to provide assistance but can provide up-to-date referral to legal resources.

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Klinic Community Health Centre

Toll Free Crisis Line: 1-888-322-3019 (24 hours)

Sexual Assault Crisis Line – Toll Free: 1-888-292-7565

Website: <http://www.klinic.mb.ca>

Manitoba Suicide Line

Toll Free: 1-877-435-7170 (24 hours)

Website: <http://www.reasontolive.ca>

Ontario

The Seniors Safety Line

Toll Free: 1-866-299-1011 (24 hours)

Information, referral and support line for seniors at risk of abuse, available 24 hours. This is a confidential resource for seniors suffering from abuse including financial, physical, sexual and mental abuse and neglect (operated in association with the assaulted women's helpline).

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Assaulted Women's Helpline

Toll Free Crisis Line: 1-866-863-0511 (24 hours)

Greater Toronto Area: 416-863-0511

TTY Toll Free: 1-866-863-7868

TTY: 416-364-8762

Website: <http://www.awhl.org/>

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Victim Support Line (VSL)

Toll Free (in Ontario): 1-888-579-2888

Access information and referrals to support services.

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Femmes Aide

Toll Free Crisis Line: 1-877-336-2433 (24 hours)

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Long-Term Care ACTION Line

Toll Free: 1-866-434-0144

Accepts calls and registers complaints regarding concerns about a long-term care home resident who is being abused. Register complaints about long-term care homes, home care services and/or Community Care Access Centres.

Advocacy Centre for the Elderly (ACE)

Phone: 416-598-2656

Website: <http://www.advocacycentreelderly.org>

Community Legal Education Ontario (CLEO)

Toll Free Legal Referral Hotline: 1-866-667-5366 (24 hours)

Website: <http://www.cleo.on.ca/>

Ministry of Health and Long-Term Care

Toll Free: 1-866-532-3161

TTY: 1-800-387-5559

Website: <http://www.health.gov.on.ca/>

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Ontario Seniors' Secretariat/Seniors InfoLine

Toll Free: 1-888-910-1999

TTY: 1-800-387-5559

Website: <http://www.seniors.gov.on.ca/en/seniorsguide/index.php>

Website: <http://www.seniors.gov.on.ca/en/elderabuse/index.php>

Seniors' Info

Website: <http://www.seniorsinfo.ca/>

Information on services for older adults in Ontario.

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The Office of the Public Guardian and Trustee, Guardianship Investigation

Toll Free: 1-800-366-0335

Phone: 416-327-6348

Website: <http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/>

Ontario Network for the Prevention of Elder Abuse (ONPEA)

Phone: 416-916-6728

Website: <http://www.onpea.org/index.html>

Community co-ordination activities, training opportunities for front-line staff, public education sessions, and other resources.

Québec

Ligne Aide Abus Aînés

Toll Free: 1-888-489-ABUS (2287)

Phone: 514-489-2287

Website: <http://www.maltraitanceaines.gouv.qc.ca/>

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Commission des droits de la personne et des droits de la jeunesse

Phone: 514-873-5146

Toll Free: 1-800-361-6477

TTY: 514-873-2648

Website: <http://www2.cdpedj.qc.ca/en/pages/default.aspx>

The Commission accepts elder abuse complaints, conducts investigations, and can take urgent action to protect an older person.

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Public Curator

Toll Free: 1-800-363-9020

Website: <http://www.curateur.gouv.qc.ca/cura/en/index.html>

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Ministère de la Santé et des Services sociaux (MSSS)

Toll Free: 1-877-644-4545

Phone: 418 644-4545 (Québec) 514 644-4545 (Montréal)

Toll Free: 1-800-361-9596

TTY: 514-873-4626 (Montréal)

Website: <http://www.msss.gouv.qc.ca/>

The Centres de santé et de services sociaux (CSSS) provide assistance to victims of abuse or neglect. The telephone number of the CSSS for each area is listed in the telephone directory or on the MSSS.

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Seniors Telephone line

Phone: 1-514-527-0007

Website: <http://www.tcaim.org>

The project is an initiative of the Table de concertation des aînés de l'Île de Montréal et

du Centre de référence du Grand Montréal Montreal Steering Committee on Seniors.

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Shelter and Assistance for Victims of Elder Abuse (SAVA)

Phone: 1-514-903-3550

Website: www.ndgelderabuse-abusenverslesaines.ca/en/index.html

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Commission des Services Juridique

Phone: 514-873-3562

Website: <http://www.csj.qc.ca/>

Contact the legal aid office closest to you to see if you are eligible for legal aid

or for referral to another organization. The website provides a list of legal aid offices.

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Association québécoise des retraité(e)s des secteurs public et parapublic

Phone: 1-866-497-1548

Website: <http://www.aqrp.qc.ca/>

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Centre d'aide aux victimes d'actes criminels (CAVAC)

Toll Free (in Quebec): 1-866-532-2822

Phone: 514-277-9860

Website: <http://www.cavac.qc.ca/>

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Centre de prévention du suicide de Québec

Toll Free Crisis Line: 1-866-APPELLE (277-3553) (24 hours)

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Nova Scotia

Adult Protection Services, Protection for Persons in Care

Toll Free (NS): 1-800-225-7225

Phone: 902-424-6090

Website: <http://www.gov.ns.ca/health/ppcact>

Senior Abuse Line, Nova Scotia Department of Seniors

Toll Free (NS): 1-877-833-3377

Website: http://www.gov.ns.ca/seniors/senior_abuse_line.asp

Information on abuse, referrals and support only (not a crisis line).

Seniors Information Line, Nova Scotia Department of Seniors

Toll Free (Nova Scotia): 1-800-670-0065

Phone (Halifax/Dartmouth): 902-424-0065

Website: http://www.gov.ns.ca/seniors/senior_abuse_prevention.asp

Current programs include a Partners Against Fraud campaign and resources.

Legal Information Society of Nova Scotia (LISNS)

Toll Free (NS): 1-800-665-9779

Website: <http://www.legalinfo.org/seniors/>

LISNS has created series of legal information booklets for older adults, including one specifically on elder abuse. All the booklets are available online for free.

Mental Health Mobile Crisis Team (MHMCT)

Toll Free Crisis Line: 1-888-429-8167

Phone: 902-429-8167

Prevention and Awareness of Crime and Theft Committee (PACT)

Website: <http://www.pactns.ca>

New Brunswick

Adult Protection Program, Department of Social Development

Toll Free (by region):

Acadian Peninsula (Tracadie-Sheila):	1-866-441-4149
Chaleur (Bathurst):	1-866-441-4341
Edmundston:	1-866-441-4249
Fredericton:	1-866-444-8838
Miramichi:	1-866-441-4246
Moncton:	1-866-426-5191
Restigouche (Campbellton):	1-866-441-4245
Saint John:	1-866-441-4340

After Hours Emergency Toll Free (in NB): 1-800-442-9799

Website:

http://www2.gnb.ca/content/gnb/en/departments/social_development/emergency_socialservices.html

Information and referrals.

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New Brunswick Senior Citizens' Federation (NBSCF)

Toll Free: 1-800-453-4333

Phone: 506-857-8242

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Beausejour Family Crisis Resource Centre Inc

Phone: 506-533-9100 (24 hours)

Website: <http://www.crcfb.ca>

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Chimo Helpline Inc.

Toll Free Crisis Helpline: 1-800-667-5005

Phone: 506-450-HELP (4357)

Website: <http://www.chimohelpline.ca/>

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Fredericton Sexual Assault Crisis Centre

Phone: call collect 0-506-454-0437 (24 hours)

Website: <http://www.fsacc.ca/>

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Department of Social Development

Toll Free: 1-866-444-8838

Provides services to seniors and adults with disabilities who are victims of abuse or neglect

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Senior and Healthy Aging Secretariat

Phone: 506-453-2001

Website : <http://www.gnb.ca/0182/index-e.asp>

Fredericton Legal Advice Clinic

Email: admin@frederictonlegaladviceclinic.ca

Website: <http://frederictonlegaladviceclinic.ca/>

The organization does not provide a telephone number. FLAC runs a free legal advice, information and referral clinic. Contact them via email for reference to other resources if you cannot attend the clinic.

Crossroads for Women Inc.

Crisis Line: 506-853-0811 (24 hours)

Phone: 506-857-4184

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**Public Legal Education and Information Service of New Brunswick
(PLEIS-NB)**

Phone: 506-453-5369

Website: <http://www.legal-info-legale.nb.ca/>

Produces a number of online legal resources including one on elder abuse and neglect.

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Prince Edward Island

Health PEI – Adult Protection Program

Phone: Charlottetown: 902-368-4790

Montague: 902-838-0786

O'Leary: 902-859-8730

Souris: 902-687-7096

Summerside: 902-888-8440

Website: <http://www.healthpei.ca/>

Seniors' Information Line

Seniors Secretariat – Office of Seniors

Toll Free (PEI): 1-866-770-0588

Phone (Charlottetown): 902-569-0588

Website: <http://www.gov.pe.ca/infopei/index.php3?number=1020792&lang=E>

Prince Edward Island Senior Safety Program

Phone: 902-566-0737

Website: <http://www.seniorssafety.ca/>

Provides isolated, vulnerable and community dwelling seniors with personal safety, home safety and health information.

PEI Family Violence Prevention Services

Anderson House Shelter (Charlottetown)

Emergency Toll Free: 1-800-240-9894 (24 hours)

Emergency Phone (local): 902-892-0960 (24 hours)

Office: 902-894-3354

Website: <http://www.fvps.ca>

Prince Edward Island Rape and Sexual Assault Centre

Toll Free (PEI): 1-800-289-5656

Phone: 902-566-1864

Website: <http://www.peirsac.org/>

Island Helpline

Toll Free Crisis Line (PEI): 1-800-218-2885 (24 hours)

Community Legal Information Association of Prince Edward Island (CLIA-PEI)

Toll Free (Atlantic Canada): 1-800-240-9798

Phone: 902-892-0853

Website: <http://www.cliapei.ca/>

CLIA provides information, referrals and support to individuals dealing with legal issues.

Victim Services

Queens and Kings Counties: 902-368-4582

Prince County: 902-888-8217 or 902-888-8218

Website: <http://www.gov.pe.ca/jps/index.php3?number=1000822&lang=E>

Newfoundland & Labrador

Director of Neglected Adults and Director, Office for Aging and Seniors

Phone: 709-729-4957

Office for Aging and Seniors: Department of Health and Community Services

Toll Free (NL): 1-888-494-2266

Office: 709-729-4856

Department of Health and Community Services

General inquiries: 709-729-4984

Seniors Resource Centre of Newfoundland and Labrador

Toll Free: 1-800-563-5599

Phone: 709-737-2333

Website: <http://www.seniorsresource.ca/>

Public Legal Information Association of Newfoundland and Labrador (PLIAN)

Toll Free: 1-888-660-7788

Website: <http://www.publiclegalinfo.com/>

Operates a legal information line, maintains a lawyer referral service, publishes legal education tools and holds community information events about legal rights.

Mental Health Crisis Line

Toll Free Crisis Line (NL): 1-888-737-4668 (24 hours)

Cara Transition House

Toll Free (NL): 1-877-800-2272

Sexual Assault Crisis and Prevention Centre

Toll Free Crisis Line: 1-800-726-2743 (24 hours)

Phone: 709-726-1411

Office: 709-747-7757

Violence Prevention Initiative (VPI)

Website: <http://www.gov.nl.ca/VPI/index.html>

For services in your region click “Where To Get Help”.

Eastern Regional Health Authority

St. John's: 709-752-4885

Rural Avalon: 709-786-5245

Bonavista, Clarenville: 709-466-5707

Website: <http://www.easternhealth.ca/>

Central Regional Health Authority

Phone: 709-651-6340

Website: <http://www.centralhealth.nl.ca/>

Labrador-Grenfell Regional Health Authority

Phone: 709-454-0372

Website: <http://www.lghealth.ca/index.php?pageid=11>

Western Regional Health Authority

Phone: 709-634-5551 (ext.226)

Website: <http://www.westernhealth.nl.ca/>

Northwest Territories

Seniors Information Line, Northwest Territories Seniors' Society

Toll Free: 1-800-661-0878

Northwest Territories Seniors' Society

Toll Free Info Line: 1-800-661-0878

Office: 867-920-7444

Sutherland House, Fort Smith

Crisis Line: 867-872-4133

Seniors and Elders Deserve Respect Line

Toll free: 1-866-223-7775 (24 hours)

For information, referrals, support and to apply for an Emergency Protection Order. Crisis Line for older men and women who experience abuse.

Alison McAteer House (YWCA)

Toll Free Crisis Line: 1-866-223-7775 (24 hours)

Phone: 867-873-8257

Office: 867-669-0235

Inuvik Transition House

Phone: 867-777-3877

Victim Assistance Programs, Yellowknife Victim Services

Phone: 867-920-2978 or 867-669-1490

Hay River Victim Services

Phone: 867-874-7212

(M)

Fort Smith Victim Services

Phone: 867-872-3520

Inuvik Victim Services

Phone: 867-777-5493 or 867-777-1555

Fort Good Hope Victim Services

Phone: 867-598-2247 or 867-598-2352

Regional Health and Social Service Authorities

Beaufort-Delta: 867-777-8000

Deh Cho: 867-695-3815

Fort Smith: 867-872-6200

Hay River: 867-874-7100

Sahtu: 867-587-3653 (F)

Tlicho Community Services Agency: 867-392-3000

Yellowknife: 867-873-7276 (F)

Website (General information for seniors): <http://www.hlthss.gov.nt.ca>

Yukon**Victim Services / Family Violence Prevention Unit**

Toll Free: 1-800-661-0408 (ext. 8500)

Phone: 867-667-8500

Seniors' Services / Adult Protection Unit

Toll Free: 1-800-661-0408 (ext. 3946)

Phone: 867-456-3946

Website: <http://www.hss.gov.yk.ca/seniorservices.php>

The Unit's authority extends to any adult over 19 who may be abused or neglected and requires assistance. The Unit has produced a series of information sheets on elder abuse and neglect.

(F)

VictimLINK

Toll Free Crisis Line: 1-800-563-0808 (24 hours)
(M)

Kaushee's Place / Yukon Women's Transition Home Society

Crisis Line: 867-668-5733 (24 hours - call collect from communities outside Whitehorse)
Phone: 867-633-7720

Community Adult Services Unit (emergency assistance)

Adult Community Services, Department of Health and Social Services
Toll Free: 1-800-661-0408 extension 5674
Phone: 867-667-5674

Office of the Public Guardian and Trustee

Toll free (YK): 1-800-661-0408, local 5366
Website: <http://www.publicguardianandtrustee.gov.yk.ca/>

Yukon Legal Services Society (YLSS)

Toll Free: 1-800-661-0408 ext 5210
Office: (867) 667-5210
Fax: (867) 667-8649
Website: <http://www.legalaid.yk.ca/home>
Yukon's legal aid service provider.

Yukon Council On Aging Seniors' Information Centre

Toll free: 1-866-582-9707
Phone: 867-668-3383

Yukon Public Legal Education Association (YPLEA)

Toll Free: 1.866.667.4305
Phone: 867.668.5297
Website: <http://www.yplea.com/index.html>
Provides public legal education and legal information.

Nunavut

Department of Health and Social Services

Website: <http://www.gov.nu.ca/health/>

Baffin Regional Agvvik Society

Crisis Line: 867-979-4500 (24 hours)

Office: 867-979-4566

Qimaavik Transition House

Crisis Line: 867-979-4500 (24 hours)

Phone: 867-979-4566

Iqaluit Victim Services

Phone: 867-979-4566 or 867-979-2202

Elders Support Phone Line

Toll Free: 1-866-684-5056

(Inuktitut)