



**BC CENTRE FOR ELDER
ADVOCACY
AND SUPPORT**

RESOURCES ON ELDER ABUSE

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 are 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 (multi-lingual 24-hour service)

Toll-Free: 1-800-563-0808 | TTY: 604-875-0885

A helpline for victims of family and sexual violence, and all other types of crimes.

Crisis Intervention and Suicide Prevention Centre of BC (24-hour service)

Toll-Free Crisis Line: 1-866-661-3311 | TTY: 1-866-872-0113

Toll-Free Province-wide Suicide Line: 1-800-SUICIDE (784-2433)

Senior Health Care Support Line (Ministry of Health)

Toll-Free: 1-877-952-3181 | Website: www.gov.bc.ca/health

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

Designated Agencies

If you have concerns that an older 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 Authority & Providence Health Care

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

Fraser Health Authority

Phone: 1-877-732-2808 | Email: react@fraserhealth.ca

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

Vancouver Island Health Authority

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

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

Interior Health Authority

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

Northern Health Authority

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

Public Guardian and Trustee of British Columbia (PGT)

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.

A person who cannot manage their financial and personal care matters is vulnerable in our society. Sometimes, adults cannot seek the help they need because of illness, disease, injury or other conditions that affect their ability to make decisions. If you are concerned about an older adult in these circumstances, you can contact the Public Guardian and Trustee of BC.

General Inquiries

Phone: 604-660-4444 | Toll-Free: 1-800-663-7867 | Email: mail@trustee.bc.ca |

Website: www.trustee.bc.ca

Offices: Vancouver: 604-775-1007 | **Lower Mainland:** 604-755-1001

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

Financial Abuse Prevention Resources

Better Business Bureau of Mainland BC (BBB)

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

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.

British Columbia Securities Commission – Investor Education

Toll-Free: 1-800-373-6393 | Website: www.investright.org

Regulates securities trading, enforces regulations, and provides guidance and monitoring.

Consumer Protection BC

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

Provides assistance regarding concerns about consumer transactions, and licenses the following industries: travel, debt collection, segments of telemarketing, cremation, interment and funeral services.

Ombudsman for Banking Services and Investments (OBSI)

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

Helps to resolve disputes between participating banking and investment firms and their customers, after customers exhaust internal complaint systems in such firms.

Canadian Anti-Fraud Centre

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

Operated by the RCMP and the Ontario Provincial Police; provides information on frauds and scams and receives reports from victims of fraud by phone or online.

Bank of Canada

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

Provides public education on how to quickly check their bank notes for authenticity; and works with police and prosecutors to monitor and respond to counterfeiting activity.

Charities List - Canada Revenue Agency

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

Maintains searchable database of registered charities, and offers information on such topics as fraud prevention.

Advance Planning Resources

Wills Clinic

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

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

NIDUS – Personal Planning Resource Centre and Registry

Toll-Free: 1-877-267-5552 | Website: www.nidus.ca

Provides information on personal planning (including Enduring Powers of Attorney and Representation Agreements), and operates a Registry for personal planning documents.

People’s Law School

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

Provides free booklets on “When I’m 64” (advance planning information / governmental benefits and services available to seniors), “Power of Attorney” and other booklets in several languages.

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, legal specialty (e.g. wills and estates). You contact lawyers to set up an appointment – 30 minute consultation for \$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 on its website, and handles questions and complaints about BC Notaries. Services that BC Notaries provide include: wills, representation agreements, and powers of attorney.

Provincial Resources

Government of BC

Website: www.SeniorsBC.ca

Provides resources for planning and living a healthy and active life for older adults, including “My Voice: Expressing My Wishes for Future Health Care Treatment.”

Service BC

Greater Vancouver: 604-660-2421 | Victoria: 250-387-6121
Toll-Free: 1-800-663-7867 | TTY: 604-775-0303

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

BC Ombudsperson

Toll-Free: 1-800-567-3243 | Website: www.ombudsman.bc.ca

Receives enquiries and complaints about the practices and services provided by public agencies.

HealthLink BC: 8-1-1

Provides non-emergency health information and advice by phone.

Victim Services Directory – Province of BC

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

Provides contact info for victim services programs in 145 communities in BC.

Office of the Assisted Living Registrar

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

Administers all assisted living residences in BC, which are required to register with the Registrar.

National Resources**Government of Canada**

Website: www.seniors.gc.ca

National Do Not Call List (DNCL) – Government of Canada

Toll-Free: 1-866-580-DNCL (580-3625) | Website: www.lnnte-dncl.gc.ca

Fax: 1-888-DNCL-Fax (362-5329)

Register your phone number by phone or online to reduce telemarketing calls you receive.