

## ELDER ABUSE RESOURCE LIST

This list has been compiled by the **Elder Abuse Intervention Team** (Edmonton Alberta). The resources selected for inclusion are those that may address abuse or neglect of older adults more directly, or that provide services often needed by the victim, the abuser, or other family members. For additional services, please see:

### **The Directory of Senior Services**

Published annually by the Seniors Association of Greater Edmonton

**(780) 423-5510**

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

### **The Directory of Community Services**

Published annually by the Support Network

**211 (Community Connection)**

[www.211edmonton.info](http://www.211edmonton.info)

<b>Resource</b>	<b>Service Offered</b>	<b>Phone Number</b>
AADAC - Seniors Wednesday Afternoon Group	<ul style="list-style-type: none"> <li>• Therapeutic and social opportunity for people 60+</li> <li>• The group is for those willing to discuss health and social difficulties associated with their misuse of alcohol, other drugs and/or gambling, in an informal group of their peers.</li> </ul>	(780) 427-4180
Alberta Health Facilities Review Committee	<ul style="list-style-type: none"> <li>• Routinely visits care facilities and reports on patient/resident satisfaction and safety.</li> <li>• Investigates complaints.</li> </ul>	(780) 427-4924
Alberta Seniors & Community Supports	<ul style="list-style-type: none"> <li>• Income support programs: Seniors Benefit (low-income supplement), Health Insurance Premium Exemption, Special Needs Assistance, Widows'/Widowers' Pension, AISH.</li> <li>• Government Housing Program</li> <li>• "Programs and Services for Seniors" - free annual publication / resources for seniors</li> </ul>	(780) 427-7876 <a href="http://www.seniors.gov.ab.ca">www.seniors.gov.ab.ca</a>
Alzheimer Society of Edmonton	<ul style="list-style-type: none"> <li>• Caregiver support, education and raising awareness of Alzheimer Disease and related dementias.</li> <li>• Registers clients with the national <b>Alzheimer Wandering Registry</b> (participants wear I/D bracelet - information available 24 hours)</li> </ul>	(780) 488-2266  1-800 616-8816
Association of Adult Day Support Programs	<ul style="list-style-type: none"> <li>• Day programs that provide structured social, educational and recreational therapy activities.</li> <li>• Caregivers have access to a social worker for information and emotional support to assist with coping and understanding of their loved ones changing status.</li> </ul>	(780) 434-4747
Capital Health Link	<ul style="list-style-type: none"> <li>• 24 hours health information</li> <li>• Referrals to health services and programs</li> </ul>	(780) 408-LINK (5465)

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City of Edmonton Community Services	<ul style="list-style-type: none"> <li>• Provides preventive/early intervention social services, recreational and cultural opportunities.</li> <li>• Assessment and short-term counseling.</li> </ul>	(780) 496-4777
Community Care Access (Capital Health Authority)	<p><b>Home Care</b></p> <ul style="list-style-type: none"> <li>▪ Provides health and support services for people who wish to remain in their homes, both short-term acute care and long-term services to seniors and persons with disabilities.</li> <li>▪ Services include nursing, occupational therapy, respiratory therapy, social work, physical therapy, homemaking, personal care, companionship, and driving services.</li> </ul> <p><b>CAPS (Central Assessment and Placement Services)</b></p> <ul style="list-style-type: none"> <li>▪ Coordinates the assessment and placement process to appropriate continuing care centers (nursing home or auxiliary hospital) / program.</li> </ul> <p><b>CHOICE (Comprehensive Home Options of Integrated Care for the Elderly)</b></p> <ul style="list-style-type: none"> <li>▪ Day programs at CHOICE facilities for medically frail seniors that support continued home residency.</li> <li>▪ Coordinates and manages all of the health and support services</li> <li>▪ After hours support (24 hour phone line &amp; an on call nurse)</li> </ul> <p><b>Community Health Services (Public Health Centres)</b></p> <ul style="list-style-type: none"> <li>▪ Professionals provide a range of primary health services.</li> <li>▪ Programs specific to seniors. Free immunization.</li> </ul>	(780) 496-1300  (780) 496-7500  (780) 496-1300  (780) 413-7900
Edmonton Seniors Safe Housing	<ul style="list-style-type: none"> <li>• Temporary housing in a safe and furnished suite for seniors (55+) fleeing abuse. Includes meals and basic necessities for up to 60 days. Must be able to live independently.</li> <li>• Professional assistance including support information, outreach and follow-up provided.</li> <li>▪ Health assessment / basic health needs provided by VON.</li> </ul>	(780) 702-1520
Elder Abuse Intervention Team	<ul style="list-style-type: none"> <li>• Provides intervention, education, and support &amp; referral services to older adults (65+) who are at risk of or are experiencing abuse.</li> <li>• Consultation provided to others who are working with seniors experiencing abuse.</li> <li>▪ Raising awareness, community development and education to professionals &amp; student bodies.</li> </ul>	(780) 477 - 2929
Family Violence Prevention Centre	<ul style="list-style-type: none"> <li>• Provides information, emotional support, advocacy and referral for people experiencing family violence.</li> <li>• Court support for victims, including Victim Impact Statements, court preparation, court accompaniment and applications for victim benefits &amp; restitution .</li> <li>• Moving assistance for qualifying individuals.</li> </ul>	(780) 423-1635

Resource	Service Offered	Phone Number
Income Security Program (Human Resources Development Canada)	<ul style="list-style-type: none"> <li>Provides assistance with Canada Pension Plan, Old Age Security, and Grants available for special needs.</li> </ul>	1-800 277-9924 (English) - or - 1-800 277-9915 (French)
Mental Health Services	<p><b>Mobile Mental Health Crisis Team / Police and Crisis Team (PACT)</b></p> <ul style="list-style-type: none"> <li>24-hour assessment, consultation, intervention and stabilization services to adults experiencing mental health crisis</li> </ul> <p><b>Community Geriatric Psychiatry</b></p> <ul style="list-style-type: none"> <li>Services for individuals 65+ with severe mental illness who require initial assessment, treatment, or crisis intervention in the community.</li> </ul> <p><b>Alberta Mental Health Board</b></p> <ul style="list-style-type: none"> <li>Assessment and treatment for adults with psychiatric illness or emotional / behavioral disturbances</li> <li>Programs and education to the community</li> </ul>	(780) 482-0222  (780) 424-4660  (780) 427-4444
Native Seniors Centre	<ul style="list-style-type: none"> <li>Provide assistance with housing and transportation</li> <li>Programs designed to enhance physical, spiritual, intellectual &amp; social well-being of native seniors</li> <li>Outreach programs to native seniors isolated in the community</li> </ul>	(780) 476-6595
Office of the Public Guardian	<ul style="list-style-type: none"> <li>Acts as Guardian when the individual is unable to manage their own affairs and no one else is able / suitable to perform the role.</li> <li>Assistance / information on Guardianship applications, Personal Directives, Power of Attorney. Self help kits.</li> </ul>	(780) 427-0017
Office of the Public Trustee	<ul style="list-style-type: none"> <li>Acts as a trustee of last resort for dependent adults who are unable to administer their own financial affairs due to mental disability.</li> <li>Assistance / information on Formal &amp; Informal Trustee applications, Powers of Attorney, Enduring Power of Attorney. Self help kits.</li> </ul>	(780) 427-2744
Older Adult Knowledge Network	<ul style="list-style-type: none"> <li>Website describes types of abuse, information on legal avenues, and resources available throughout the Province of Alberta.</li> </ul>	<a href="http://www.oak-net.org">www.oak-net.org</a>
Older Adult Support Group (City of Edmonton, Community Services)	<ul style="list-style-type: none"> <li>Provides support for older adults who are or have been in a relationship (spousal or care-receiving), where there was emotional, financial, physical and/or verbal abuse.</li> </ul>	(780) 496-5930

Resource	Service Offered	Phone Number
Protection for Persons in Care Act (Seniors & Community Supports)	<ul style="list-style-type: none"> <li>Investigates abuse occurring in institutions that are publicly funded (in whole or part). Not a crisis response - police may also called. Focus is on recommendations for change (facility has responsibility for safeguarding patients / clients).</li> <li><b>Reporting of abuse is mandatory.</b></li> </ul>	1-888 357-9339
Relationships With Your Adult Children (Edmonton, Community Services)	<ul style="list-style-type: none"> <li>Free group for men and women, 60 years and older who are having problems in their relationships with their adult children.</li> </ul>	(780) 944-5453 or (780) 496-5942
Seniors Abuse HelpLine	<ul style="list-style-type: none"> <li>Phone line is answered 24 hours daily by trained volunteers at the Support Network.</li> <li>Confidential &amp; anonymous support, information and referrals for seniors experiencing abuse &amp; others suspecting abuse.</li> </ul>	(780) 454-8888
Seniors Association of Greater Edmonton	<p><b>Guardianship Program:</b></p> <ul style="list-style-type: none"> <li>Provides general information on dependent adult matters through distribution of the Self Help Kit, information on wills, estate planning, Power of Attorney, Enduring Power of Attorney, and Personal Directives. Lawyer referrals.</li> </ul> <p><b>Housing or Homesharing Alternatives</b></p> <ul style="list-style-type: none"> <li>Provides information, referrals, and assessments, regarding housing alternatives for older adults.</li> </ul> <p><b>Home Relocation Program</b></p> <ul style="list-style-type: none"> <li>Housing Coordinator will assess moving needs of seniors.</li> <li>Resources provided i.e., list of reasonable priced movers.</li> <li>Follow-up visit once move completed.</li> </ul>	(780) 423-5510 <a href="http://www.MySage.ca">www.MySage.ca</a>
Veterans Affairs Canada	<ul style="list-style-type: none"> <li>Services and benefits for qualifying veterans, certain civilians and dependents, including disability pensions, long-term care, medical assistance, allowances, funeral and burial</li> </ul>	(780) 495-7601
Victim Services Unit (Edmonton Police Service)	<ul style="list-style-type: none"> <li>Support services to victims of crime and major traumatic events (bereavement).</li> <li>Information on community programs and services.</li> <li>Assistance with Victim Impact Statements, applications for victim Benefits &amp; Restitution, court preparation and court accompaniment.</li> </ul>	(780) 421-2218
Wise Owls	<ul style="list-style-type: none"> <li>Program of the awarding winning Heads Up Fraud Prevention Association.</li> <li>Recognizes that senior are particularly vulnerable to fraud</li> <li>Provides comprehensive information on a multitude of current scams and frauds</li> <li>Resource to aid in preventing, reporting and stopping of fraud.</li> </ul>	1-877 877-4323 <a href="http://www.heads-up.ca">www.heads-up.ca</a>