

seniors first BC

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.

All calls to SAIL are confidential.

Website: www.SeniorsFirstBC.ca

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.

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 cannot 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/health-info/health-topics/adult-abuse-and-neglect

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

Toll-Free: 1-844-870-4754 | Website: www.interiorhealth.ca/reportabuse

Northern Health

Toll-Free: 1-844-465-7414 | 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 their 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

Services to Adults – Assessment and Investigation Services

Phone: 604-660-4507 | Toll-Free 1-877-511-4111

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.

BBB Scam Tracker

Website: www.bbb.org/scamtracker/us

Online database run by Better Business Bureau with up-to-date records of potential frauds and scams in Canada and USA.

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.

Financial Abuse Prevention Resources (continued)

Charities Listings - Canada Revenue Agency

Toll-Free: 1-800-267-2384 | TTY: 1-800-665-0354 |

Website: www.cra-arc.gc.ca/chrts-gvng/lstngs/menu-eng.html

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

Get Cyber Safe – Public Safety Canada

Toll-Free: 1-800-830-3118 | Website: www.getcybersafe.gc.ca

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

Bank of Canada

Toll-Free: 1-800-303-1282 | TTY: 1-888-418-1461 |

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 | TTY: 1-855-889-6274 | 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: 1-800-663-9980 | 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.

Law Students' Legal Advice Program

Phone: 604-822-5791 | Website: www.lslap.bc.ca

Law student clinicians draft and execute simple wills, representation agreements and powers of attorney; and also offer free legal advice and representation on select legal issues at clinics throughout Metro Vancouver for low-income individuals by appointment only.

NIDUS Personal Planning Resource Centre and Registry

Voicemail: 604-408-7414 | Toll-Free: 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 (\$35 or sliding scale).

“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 – call 1-800-663-6105. *A charge for shipping and handling, plus applicable taxes will be applied to your order.*

People's Law School

Phone: 604-331-5400 | Email: info@peopleslawschool.ca |

Website: www.peopleslawschool.ca

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

Advance Planning Resources (continued)

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.

The Bloom Group Community Services Society – Adult Guardianship Program

Phone: 604-606-0350 | Website: www.thebloomgroup.org/our-work/adult-guardianship

Manages income of low-income individuals who are no longer able to care for their own financial needs.

Government Resources

Office of the Seniors Advocate

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

Email: info@seniorsadvocatebc.ca

A go-to resource for seniors information and referral, answered by knowledgeable staff.

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: www2.gov.bc.ca/gov/content/health/accessing-health-care/assisted-living-registrar

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.

HealthLink BC (24-hour service daily)

Phone: 811 | TTY: 711 | Website: www.healthlinkbc.ca | Email: healthlinkbc@gov.bc.ca

Provides non-emergency health information and advice by phone.

Service BC

Vancouver: 604-660-2421 | Toll-Free: 1-800-663-7867 | TTY: 1-800-661-8773 |
Website: www.servicebc.gov.bc.ca

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

BC Directory of Victim Service and Violence Against Women Programs

Website: www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/service-providers/directory-of-victim-service-and-violence-against-women-programs

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

Government of Canada – “Medical Assistance in Dying” information

Website: www.canada.ca/en/health-canada/services/medical-assistance-dying.html

Provides information about medical assistance in dying, including the requirements of the law, eligibility and how the request process works in Canada.