



Annual Report 2020-2021

seniors first BC

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1. Report from the Board President

The Board of Directors and I are very pleased to report that Seniors First BC has had another very successful year, despite the novel and logistical difficulties brought about by an office move, a global pandemic, working remotely, and a change in leadership.

In December 2020, Executive Director Rick Gambrel left the organization after 18 months to pursue another opportunity. To replace him, Seniors First BC was pleased to welcome Marie-Noël Campbell, first as an Acting Executive Director, and since May 2021 as its permanent Executive Director. Ms. Campbell is a practising lawyer called in both New York State and British Columbia. She holds a Master's Degree in Business Law from Paris Nanterre University and a LL.M in American Business Law from Tulane Law School. She also attended UBC Law School during an exchange year. She worked in the Human Resources department of a multinational in Paris's Business District, and at a NY-based law firm in Brussels. She passed the New York State Bar shortly before moving to Canada. She started her legal career at a non-profit organization in Vancouver where she launched and managed pro bono programs to represent low-income individuals appearing before various provincial tribunals, and was later appointed an adjudicator for one of them. Within a few weeks of assuming her role, Ms. Campbell successfully steered Seniors First BC through its February 2021 move to new office premises on West Georgia Street, as well as its day-to-day navigation through the COVID-19 pandemic.

The organization has shown resilience, determination and a common cause in helping seniors overcome many life challenges and issues. I am very proud of the work that our dedicated staff does in the service of our vision that older adults in BC have the right to live with dignity, free from abuse of any kind.

We work towards this in four ways:

1. Education and Outreach – Since its beginning, Seniors First BC has worked hard to raise awareness about elder abuse and to educate the public about the rights of seniors. We currently fulfill this role through public education and workshops delivered by staff and volunteers through several publications and resources available online. Justin Lee is our Workshop and Outreach Coordinator.

1. Report from the Board President (Cont'd)

2. *Seniors Abuse and Information Line (SAIL)* – Our Province-wide confidential Seniors Abuse and Information Line (SAIL) is a safe place for older adults, and those who care about them to talk to a trained intake worker about abuse or mistreatment, receive information and support about issues that impact the health and well-being of an older adult. Tina Chang is the manager of the SAIL and Victim Services programs. She is assisted by a team of talented SAIL staff members, including Sarah Blewett, Angela Carmichael, Mara Gurr, Alyson Kerr, Hannah Jung, Martha Jane Lewis, and Margaret Verheyden.

3. *Victims Services Program* – Our Victims Services Program helps victims of crime or abuse who are 50+ and provides emotional support to anyone who has witnessed the abuse of an older adult. Assistance is provided over the phone and callers may remain anonymous. We are lucky to continue to have Queen Adonri to deal with this stressful work.

4. *Legal Programs* – Seniors First BC provides services to older adults who are not able to access legal help elsewhere due to low income or other barriers. Legal Services may be provided by our legal advocate, or one of the lawyers in our Elder Law Clinic. Our dedicated and experienced legal services team includes lawyers Gordon Marshall, Assunta de Ciantis, Marie-Noël Campbell, Edith Szilagyi, and Legal Advocate Nighat Afsar.

Rounding out the dedicated staff are our office manager, Ashley Durrant, and Legal Administrative Assistant, Nataliya Ivannikova.

I would be remiss if I did not make special mention of our long-time Elder Law Clinic lawyer, Gordon Marshall, who is leaving Seniors First BC on September 30, 2021, as he contemplates retirement. On behalf of the Board, we wish Mr. Marshall well and thank him for his many years of exceptional and committed service, which were undoubtedly an invaluable component of Seniors First BC's success.

This success would not be possible without the support of our incredible funders who have not only provided the much-needed funds to support the great work of our organization, but provide supports and encouragement above and beyond that of the traditional funders. For this we are forever thankful. Our primary funders are the Province of British Columbia and the Law Foundation of British Columbia. We hope to continue our relationships with these terrific funders well into the future as we continue to explore additional funding.

1. Report from the Board President (Cont'd)

Lastly, our success would also not be possible without our dedicated Board members. It has been a long year with significant logistical changes and challenges that required a lot of time and involvement from Board Members. I am personally extremely grateful for the hard work of all of the Board members that have served alongside me over the year, including those who left the Board during the year, who have the thanks of the Board and organization.

Under our Constitution and Bylaws, a board member may serve a maximum of six consecutive years on the board. Board member Jack Micner has reached that milestone and must therefore step down from the Board of Seniors First BC. Despite leaving a gap on the Board with his departure, Jack can rest assured that he departs with Seniors First BC in good hands, with an amazing, talented and dedicated Board (including new members), Executive Director, and staff. Jack, we thank you for providing six years of service and dedication to this noble cause.

Starting October 2021, Ms. Campbell will be on maternity leave. Seniors First BC is delighted to have Alison Brewin serve at its Interim Executive Director during Ms. Campbell's absence. Ms. Brewin is a consultant and writer dedicated to lifting and amplifying British Columbia's non-profit sector. Whether as an Executive Director at West Coast LEAF (1999-2011; 2016), planning and organizational development consultant, or Executive Director at Vantage Point (2018-2021), Alison continues to provide leadership support to all kinds of non-profit organizations. She currently serves on the UBC Board of Governors, teaches in SFU's non-profit management program, and is working on a book loosely entitled "How purpose-driven non-profit management will save the world". She raised a pack of children with a community of parents and has happily downsized to the River District with her partner, Elisabeth, and her dog, Sadie. Welcome, Alison!

Eric B. Clavier

2. Report from the Executive Director

Since December 2020, it has been an honour to serve as Executive Director for Seniors First BC (“SFBC”), the only organization in Western Canada to offer a Seniors Abuse and Information Line (“SAIL”), as well as programs for Victim Services, Legal Services (Elder Law Clinic and Legal Advocacy), and Public Education and Outreach.

2021 has been a productive year. Just before moving our offices in February to W Georgia St, and prompted by increased call volumes to SAIL, we upgraded our telephony system and started hiring additional intake workers. Among them, we warmly welcomed back Former Executive Director Martha Jane Lewis and Legal Assistant Margaret Verheyden, both of whom offered to help on the lines. With eight staff, our SAIL team has doubled in size compared to a year ago and, as a result of this expansion, our internal programs have experienced a steep increase in referrals. Tina Chang, our SAIL and Victim Services Manager, trained the new team and implemented our new intake process.

Outside of our day-to-day operations, SFBC has continued to advocate for the dignity and protection of older adults. In May 2021, we made submissions to the House of Commons Standing Committee on Justice and Human Rights (JUST) as part of its study on Elder Abuse. The JUST Committee’s final Report adopted SFBC’s recommendation to offer whistleblower protection similar to that found in the *American Senior Safe Act*, which provides immunity from liability in civil proceedings to trained employees of financial institutions who report potential exploitation of senior citizens. Later in the summer, we also participated in virtual roundtables on Elder Abuse along with national and regional stakeholders.

SFBC remains a proud member of the Council to Reduce Elder Abuse (CREA) and the BC Association of Community Response Networks (BCCRN), both led by Sherry Baker, long-standing supporter of our organization and past President of the Board. With these entities, we discussed paths to further expand SFBC’s reach on Vancouver Island, the Interior and Northern BC, including to residents in institutional settings. The BCCRN now promote SFBC’s services by inserting our rack cards into informational packages that are distributed with meals to older adults throughout the province.

2. Report from the Executive Director (Cont'd)

A number of recent and upcoming staffing changes merit mention.

We will soon be saying farewell to Gordon Marshall, who initially agreed in June 2015 to join the Elder Law Clinic “for a few months”. In his first year, along with Martha Jane Lewis, the SFBC legal clinic network expanded to the North Shore, Burnaby, Surrey, Richmond, and within Vancouver. Gordon remained a driving force within SFBC over the years, initiating the first advanced planning drafting appointments, stepping up as Interim Executive Director when needed, and later mentoring Executive Directors, lawyers, and SAIL intake workers alike. We will remember him for his sense of duty, eloquence, and creative approaches to solving problems.

We also thank our former bookkeeper, Teresa Sung, who faithfully served SFBC for over 25 years and has decided to finally enjoy a well-deserved retirement. Teresa helped with the transition to Tarun Bhatia & Co, an accounting & bookkeeping firm located in Burnaby.

While I will be on maternity leave for six months, Alison Brewin will assume the Executive Director’s responsibilities. I am certain, having personally worked with her in the past and knowing her long career in the non-profit sector, that she will be a wealth of resources and a wonderful guide to our staff.

I would like to personally thank our current Board members, including:

- **Eric B. Clavier**, our Board President, for volunteering tirelessly to safeguard the stability of the organization through periods of transition while working as a Partner for a large downtown firm, co-chairing the CBABC Elder Law Section, and designing the curriculum on Trusts for his new course at the Allard School of Law, UBC;
- **Margaret Ostrowski, QC**, Vice-President, for initiating our Task Force, which will soon offer free Wills and other advance planning document drafting to clients located outside of the Lower Mainland, and for also volunteering on both the Personnel and Finance Committees;
- **Chelsy Belyk**, former SFBC accountant, for returning as Treasurer while being a busy mother of two young children;

2. Report from the Executive Director (Cont'd)

- **Christine Jones**, for her meticulous work as Board Secretary and member of the Personnel Committee;
- **Edward Macaulay**, for his contributions to the Task Force and sharing his insights as co-Chair of the CBABC Elder Law Section;
- **Jack Micner**, for serving on the Board over the past six years, including as Chair of the Personnel Committee;
- **Tracy Janzen**, for representing Northern BC and serving on the Finance, Personnel, and Marketing Committees;
- **Janice Young**, for her dedication and assistance with Personnel Committee matters.

And a special thank you to Ken Kramer, QC, past Board President, for his continued support and guidance and to past Board members who assisted this past term, including Jaqua Page, who served on our Board for nearly six years and assumed the roles of Secretary and Treasurer; as well as Krista James, Aaron Brady and Maryn Wallace.

I am also grateful to all of our employees for their hard work, including of course Gordon Marshall, as well as Assunta de Ciantis, Edith Szilagyi, Nighat Afsar, Tina Chang, Queen Andori, Sarah Blewett, Angela Carmichael, Mara Gurr, Hannah Jung, Alyson Kerr, Martha Jane Lewis, Margaret Verheyden, Justin Lee, Ashley Durrant and Nataliya Ivannikova; as well as our support team, including Radu Apostu (IT), Tarun Bhatia & Co. (accounting firm); and Lilianne Ekeland (data analyst).

Finally, as the work that we do would not be possible without the unwavering support of our funders, I would like to thank:

- the **Province of British Columbia**, for funding the majority of our Programs, including SAIL, our Victim Services Program, and our Workshop & Outreach Program; and
- the **Law Foundation of British Columbia** for funding our Elder Law Clinic and Legal Advocacy Program.

Marie-Noël Campbell

3. Who We Are

BOARD OF DIRECTORS	
PRESIDENT	Eric B. Clavier
VICE PRESIDENT	Margaret Ostrowski, Q.C.
TREASURER	Chelsea Belyk
SECRETARY	Christine Jones
MEMBERS AT LARGE	Edward F. Macaulay, Jack Micner, Tracie Janzen, and Janice Young
HONORARY LIFETIME DIRECTORS	Penny Bain, Joyce Schmalz, Pearl McKenzie
STAFF	
EXECUTIVE DIRECTOR	Marie-Noël Campbell
STAFF LAWYERS	Gordon Marshall, Assunta de Ciantis, Edith Szilagyi
LEGAL ADVOCATE	Nighat Asfar
MANAGER OF SAIL AND VICTIM SERVICES	Tina Chang
VICTIM SERVICES WORKER	Queen Adonri
SAIL INTAKE WORKERS	Sarah Blewett, Angela Carmichael, Mara Gurr, Hannah Jung, Alyson Kerr, Martha Jane Lewis, Margaret Verheyden.
OFFICE MANAGERS	Ashley Durrant, Nataliya Ivannikova
WORKSHOP AND OUTREACH COORDINATOR	Justin Lee

4. SAIL - Seniors Abuse and Information Line Report

Intake Workers on SAIL come from an array of professional backgrounds, such as social work, crisis intervention, victim services, former immigration officers, and counselling. For that reason, SAIL Intake Worker offers a different lens that complement our legal programs, the Elder Law Clinic and Legal Advocacy Program.

On SAIL, we believe that individuals are resilient in their own adverse conditions and the Intake Workers' role is to assist them in recognizing or identifying their issues, in creating solutions based on their strengths, and in coping with challenges. We fulfill our role by connecting older adults with appropriate community resources and supports, offering emotional support, and providing follow-up services to older adults who experience multiple barriers in accessing community services.

During this fiscal period, SAIL responded to **5,930 calls**, including **1,905** regarding elder abuse. Please see attached statistics for a detailed report on our calls.

Clients' feedback:

- *I was given the SAIL number by Victim's Assistance from the RCMP. I called and was connected to [Intake Worker]. I poured out my woes to her, and she very patiently listened to my sad, messy story, regarding my daughter. I am 71 years old and am entirely alone.*
- *I found [Intake Worker] to be empathetic, kind, soft spoken, caring and very, gentle with me. She has a very lovely soft, soothing voice, she is quick to understand what is needed and quick to make clear, logical suggestions to various agencies. She spoke to me like an old, cherished Friend, and I was soothed by her kind demeanor towards me. She gave me a few positive leads, which I immediately followed up, after leaving the call. I was quite successful with one suggestion, that is the Lawyer [Redacted]. He also proved to be kind, empathetic and seemed to truly want to help my situation. Back to [Intake Worker]; she is a jewel. She spoke grammatically correct English, in a soft, kind voice, no colloquialisms, no slang and she did not have that slap-happy "chirpy" voice which some medical professionals use when speaking to Seniors. She seemed to be truly interested in helping me to solve my problems. She put me at ease, took my problems seriously and quickly found help for me. You are so very fortunate in having her work for you and I was fortunate in connecting with her. I am very grateful.*

The Senior Abuse and Information Line receives funding from the Ministry of Health.

4. SAIL - Seniors Abuse and Information Line Report (Cont'd)

1. Total Number of Calls : 5,930 Calls

5,930 Calls
+18% from previous year

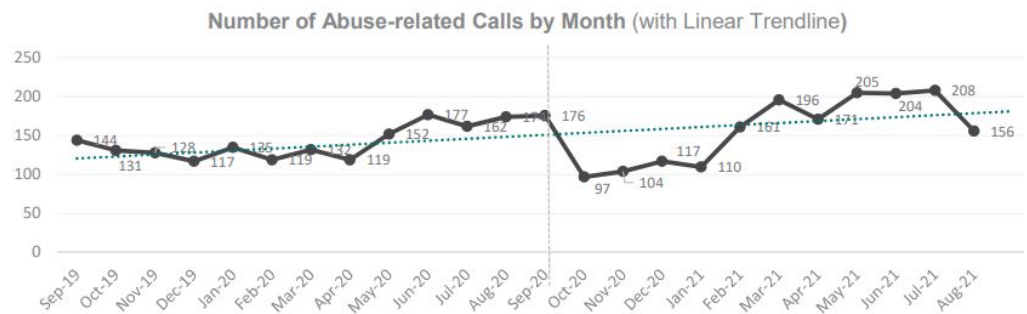
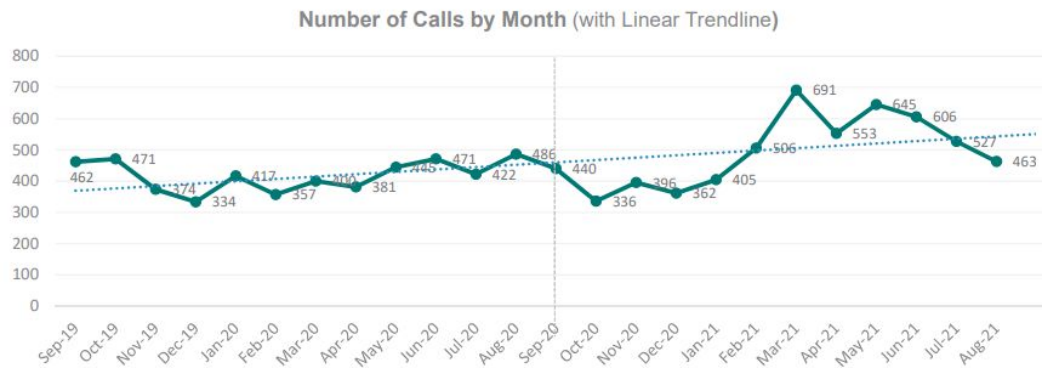
46% of Calls from Vancouver Coastal Health

1,905 Abuse-related Calls
+13% from previous year

1,304 Calls for Emotional Abuse

Number of Calls	Sep 2019- Aug 2020	Sep 2020- Aug 2021
Sep	462	440
Oct	471	336
Nov	374	396
Dec	334	362
Jan	417	405
Feb	357	506
Mar	400	691
Apr	381	553
May	445	645
Jun	471	606
Jul	422	527
Aug	486	463
Total	5,020	5,930

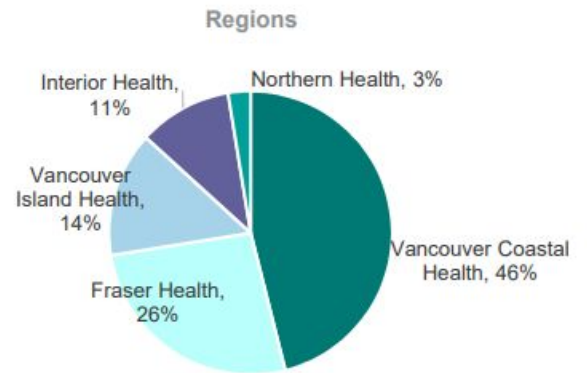
Number of Abuse-related Calls	Sep 2019- Aug 2020	Sep 2020- Aug 2021
Sep	144	176
Oct	131	97
Nov	128	104
Dec	117	117
Jan	135	110
Feb	119	161
Mar	132	196
Apr	119	171
May	152	205
Jun	177	204
Jul	162	208
Aug	174	156
Total	1,690	1,905



4. SAIL - Seniors Abuse and Information Line Report (Cont'd)

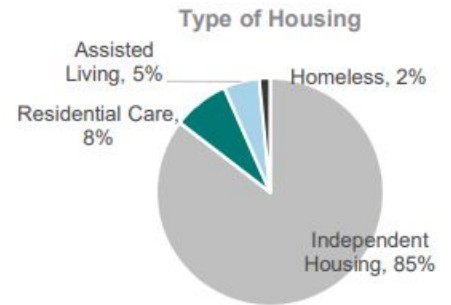
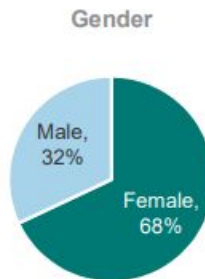
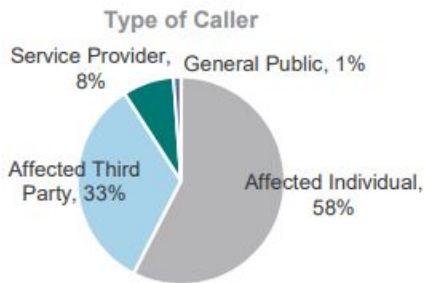
2. Detail of Callers

Regions	Sep 2020- Aug 2021	% of all Calls
Vancouver Coastal Health	2,485	46%
Fraser Health	1,424	26%
Vancouver Island Health	771	14%
Interior Health	576	11%
Northern Health	138	3%
Other/Unknown	536	



• 46% of all calls from the Vancouver Coastal Health

DEMOGRAPHICS



Disability



13% of Callers
(788 Callers)

- 58% of callers called on the behalf of themselves
- 68% of all callers were female
- 85% live in their personal residence

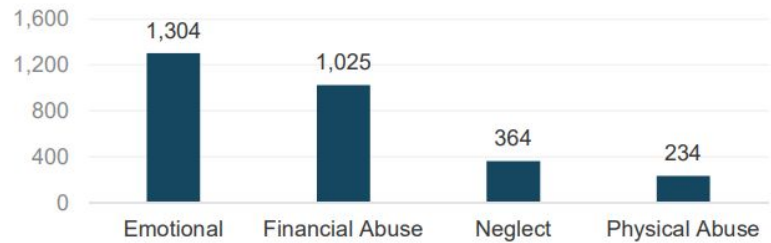
4. SAIL - Seniors Abuse and Information Line Report (Cont'd)

3. Calls Related to Abuse: 1,905 calls

Type of Abuse* (Top 4)	Sep 2020- Aug 2021	% of Abuse Calls
Emotional	1,304	68%
Financial Abuse	1,025	54%
Neglect	364	19%
Physical Abuse	234	12%

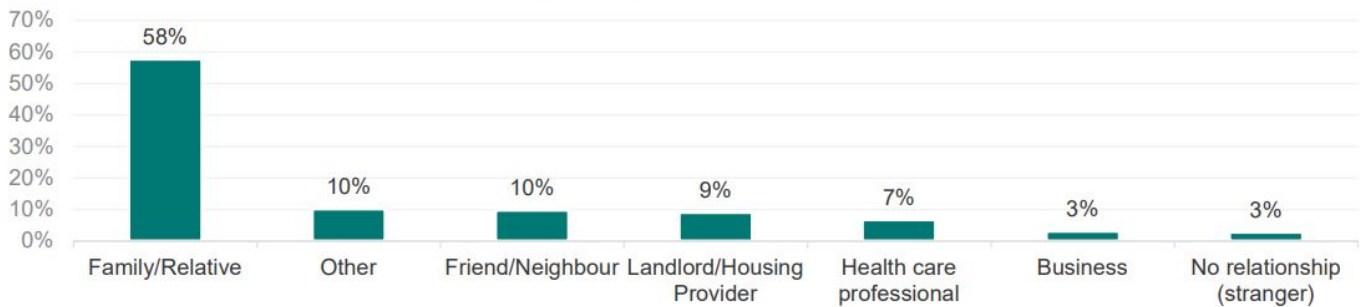
ABUSE

Top 4 - Type of Abuse (Number of Calls)



* One caller can report more than one abuse

Relationship of Abuser



• Almost 60% of Abusers are Family/Relatives

5. Victim Services' Report

Seniors First BC's Victim Services program is community-based and provides telephone-based, province-wide support to adults over 50 years old who have experienced crime and/or abuse. In some cases, we provide services to clients who are outside of the service area. Clients do not require a formal referral to access services and receive support regardless of whether the client has chosen to report to the police or not. Older adults can also remain anonymous by using an alias.

Our Victim Services program offers the following support services:

- Emotional support to assist clients in coping with the impact of crime and/or abuse.
- Safety planning.
- Form completion assistance to the Crime Victim Assistance Program (CVAP) and Victim Safety Unit's (VSU) victim notification program.
- Assistance with obtaining case specific information, such as the status of a police investigation and protection orders.
- Information on the criminal justice system, including the process, roles of key parties, and clients' rights under the Victim of Crime Act (VOCA).
- Information and assistance with Victim Impact Statements.
- Coordination with community and criminal justice system partners across the province.
- Facilitate access to social and community services, such as immediate shelters, transition houses, counselling, adult mental health programs, financial assistance, etc.

From September 1, 2020 to August 31, 2021, our Victim Services program supported **194** older adults and, out of the files we opened for them, we closed 51 files. Currently, we are assisting over 164 clients.

5. Victim Services' Report (Cont'd)

Our Victim Services program would not be successful without frontline worker Queen Adonri. Despite the increase in her caseload and the impact of COVID-19 on our clients' safety and mental wellbeing, she has been exceptional at keeping in touch and providing clients with ongoing practical and emotional support. Many of them have been severely abused, emotionally and physically, often by their children or close relatives, whom they also rely on for support.

A note from a grateful client:

- *Thank you for your email acknowledgement and good wishes. Queen beat me to calling me first after hearing from you.*

I am totally grateful to both of you, excited and somewhat saddened because I will not be able to see Queen in person. Queen and I agreed that just knowing I can go forward in peace and live again are more than either one of us (a possibility we foresaw for months) expected.....This is exciting, more than anything we both agreed given the unprecedented times "I AM a success story".

Next to the best thing, I am sending some picture attachments of my not too shabby new home...[Redacted].....Kindly share the pictures with my friend Queen [...]. Please bring Gordon up to speed on my case developments. I know without a doubt your organization will continue watch over other vulnerable seniors. THANK YOU!

The Victim Services program is funded by the Province of BC, Ministry of Public Safety and Solicitor General (MPSSG), Community Safety and Crime Prevention Branch.

6. Legal Advocacy Program

Our Legal Advocacy Program assisted seniors on pensions, housing and debt issues and is staffed by Nighat Afsar, who has been employed with SFBC for 11 years and has continued to diligently serve more clients every year. With **536** clients assisted this year, the Program saw a **31% increase in referrals**. 232 referrals relating to housing issues tenancy issues, which continue to account for most of the program's files. Clients often seek the return of their security deposits, disputing evictions for cause, or need assistance for the lack of quiet and peaceful enjoyment of their residence.

During these difficult times, consumer and debt issues were also on the rise.

Examples of cases dealt by the legal advocate include:

- representing a tenant before the Residential Tenancy Branch (RTB) to regain access to the unit when the landlord illegally evicted the client after their spouse passed away. The RTB decided the application in favour of the client and awarded compensation equivalent to two months' rent;
- assisting a client with the removal of their partner from their suite in light of the partner's physical and financial abuse.
- serving numerous clients who had lost their Guaranteed Income Supplement ("GIS") during this reporting period. The loss of income was often due to applying for CERB, not filing income tax returns on time, and earning above the maximum ceiling to qualify for GIS, and then becoming ill to the point of losing their ability to work. In the latter case scenario, these clients not only lost their ability to earn income but also the ability to collect GIS.

6. Legal Advocacy Program (Cont'd)

Legal Advocacy Program's statistics

Legal Issue	Information Referral		Summary Service		Full Rep Files Closed		Total		Variance
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	
Income Security (incl. CPP, WCB, EI, Welfare, Disability)	33	4	89	98	13	13	135	115	-15%
Housing	24	0	142	181	47	51	213	232	+9%
Debt	9	4	24	52	2	3	35	59	+69%
Family	1	1	0	0	0	0	1	1	0%
Others (mostly Consumer)	2	3	18	99	5	23	25	125	400%
TOTAL	69	12	273	434	67	90	409	536	+31%

The Legal Advocacy Program is funded by the Law Foundation of British Columbia.

7. Elder Law Clinic

Over the past year, the Elder Law Clinic (ELC) assisted **1,313 clients**, representing a **52% annual increase** in intakes.

The ELC provides information, advice, and representation to seniors (and those who care about them) who cannot afford a lawyer. Our Trial Preparation Clinic assists seniors who are involved in active litigation proceedings in both the BC Supreme and Provincial Courts by drafting documents on their behalf (notices of claim, response forms and affidavits), explaining court rules and forms, and, in some cases, acting as representatives. The ELC also offers advance planning advice services, which includes the drafting of Wills, Powers of Attorney, Representation Agreements, nomination of committee and advance directives.

Advance planning appointments increased by 39% in 2020-21. When COVID-19 restrictions became more relaxed, lawyers were able to meet with clients in person, with safety precautions in place.

Nearly one in five callers to the SAIL complained of financial abuse, which correlated with an annual increase in referrals to the ELC by 181%. The issues included the misappropriation of funds through joint accounts, the illegal use of Powers of Attorney, frauds, as well as pressuring vulnerable seniors for financial assistance.

In the last few months, the ELC received increasing numbers of requests to assist individuals residing in long-term care facilities. In such cases, the lawyer involved reviewed the agreement with the senior's residence, and, when warranted, advocated for the client to receive appropriate care. In most cases, the situation was resolved without the need to engage in litigation.

Cases of interests included:

- assisting a senior in receiving his inheritance from an estate administered by the Public Guardian and Trustee in a different province;
- preventing default proceedings;
- assisting a senior defrauded by a private hearing clinic;
- helping a client dispute a claim for damages due to her child's unauthorized use of her vehicle.

The ELC is currently staffed by Gordon Marshall, Assunta de Ciantis, Edith Szilagyi, and Marie-Noel Campbell.

7. Elder Law Clinic (Cont'd)

Elder Law Clinic Statistics

Legal Issue	Information Referral		Summary Advice		Short Service & Assistance to Self-Rep		Full Rep		Total		Variance
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021	
Income Security	4	3	8	6	0	1	0	0	12	10	-17%
Debt	15	5	21	30	5	5	0	0	41	40	-2%
Institutional Care	3	0	29	43	4	5	0	1	36	49	+36%
Housing	10	2	33	44	9	14	0	1	52	61	+17%
Financial Abuse	8	8	53	176	17	38	1	0	79	222	+181%
Human Rights	1	3	3	37	2	10	1	0	7	50	+614%
Guardianship Capacity	5	3	39	39	7	12	1	3	52	57	+10%
Advanced Planning	17	11	102	149	20	32	1	2	140	194	+39%
Physical Abuse Safety Issues	5	4	57	113	9	26	0	0	71	143	+101%
Other	69	32	248	359	49	85	6	11	372	487	+31%
TOTAL	137	71	593	996	122	228	10	18	862	1313	+52%

The Elder Law Clinic Program is funded by the Law Foundation of BC.

8. Workshop & Community Outreach

As we entered the second year of the COVID-19 pandemic, it continued to bring unique challenges to the delivery of the Public Education and Outreach Program. Nevertheless, we continued to raise awareness about the issues faced by older adults via workshops about advance planning services, frauds and scams, elder abuse, and, more recently, the BC Opioid Crisis. We delivered **27** workshops to a total of **529** attendees across BC. Due to the restrictions on social gatherings, all our presentations were delivered virtually, with audience members attending using Zoom or Microsoft Teams or watching at a facility with the assistance of onsite staff.

In the past, most of our workshops were initiated at the request of community organizations. However, owing to the need to socially distance, many seniors' programs were closed. To provide continuity in service delivery, we invited the general public, through our social-media and newsletters, to attend workshops virtually. 12 of our 27 workshops were available to the public, while the remainder were at the request of specific organizations, including:

- United Way, as part of its "Foiling the Fraudsters: Helping Keep Seniors Safe from Scams" webinar.
- The City of Surrey, as part of its Focus on Seniors webinar series, including "Elder Abuse Awareness and Prevention" and "Cyber Frauds and Scams."
- Police Victim Services of BC, as part of its three-day training symposium on Elder Abuse.
- Robson Valley Community Services.
- Coquitlam RCMP Community Services, as part of its "Older Adult Neglect and Abuse" webinar.

Additionally, we focused on expanding our outreach throughout BC. We updated our promotional materials, including our rack cards, posters with tear-off strips with SAIL numbers, and 2-pagers, to improve readability and provide current information about our programs.

8. Workshop & Community Outreach (Cont'd)



KNOW AN OLDER ADULT FACING ABUSE OR MISTREATMENT?

Seniors First BC can help!
We are a charitable, non-profit society that provides information, advocacy, emotional support, and referrals to older adults across BC who are dealing with issues affecting their well-being.

Seniors Abuse & Information Line:
1-866-437-1940 (Toll-Free)
604-437-1940 (Lower Mainland)



Our Programs

SENIORS ABUSE & INFORMATION LINE
Call to speak confidentially to a trained intake worker about your concerns for the well-being of an older adult, learn about our programs, and receive referrals to other resources.

604-437-1940 or Toll-Free at 1-866-437-1940
weekdays 8am to 8pm and weekends 10am to 5:30pm, excluding statutory holidays.

VICTIM SERVICES PROGRAM

This program helps victims of crime or abuse who are 50+, and provides emotional support to anyone who has witnessed the abuse of an older adult. Call SAIL at 1-866-437-1940 to learn about this program.

LEGAL PROGRAMS

We offer pro bono legal advice to eligible older adults residing in BC through our Elder Law Clinic, Legal Advocacy Program, and Trial Preparation Clinic. Contact our legal division at **604-336-5653** to learn about our services.

PUBLIC EDUCATION & OUTREACH PROGRAM

We give public workshops that raise awareness about elder abuse and provide older adults with strategies and resources to protect their rights. For upcoming workshops, visit our event page: <http://seniorsfirstbc.ca/events/>.

TTY and Language Interpretation available
Email: Info@SeniorsFirstBC.ca
Website: <http://SeniorsFirstBC.ca/>



Formerly the BC Centre for Elder Advocacy and Support, Seniors First BC is a charitable, non-profit society that provides information, advocacy, emotional support, and referrals to older adults across BC who are dealing with issues affecting their well-being or rights. In addition, we assist those concerned about the welfare of an older adult.

OUR MISSION

Seniors First BC is committed to:

- Protecting the legal rights of older adults;
- Increasing access to justice for older adults;
- Informing the public about elder abuse and other issues relevant to older adults;
- Providing supportive programs for older adults who have been abused.

OUR PROGRAMS

Seniors First BC is the only non-profit organization in Western Canada offering a mixture of psycho-social and justice-based supports to older adults. We have staff from a unique and multidisciplinary perspective through our four programs:

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

#502-1288 W Georgia St.
Vancouver, BC V6E 3J7
Office Line: 604-688-1927
Email: Info@SeniorsFirstBC.ca

Seniors Abuse & Information Line
1-866-437-1940 (Toll-Free)
604-437-1940 (Lower Mainland)
Email: Info@SeniorsFirstBC.ca



Seniors First BC is a charitable, non-profit society that provides information, advocacy, emotional support, and referrals to older adults across BC who are dealing with issues affecting their well-being.



Seniors Abuse & Information Line (SAIL)

Speak to an intake worker about concerns for the well-being of a senior, receive information, and learn about our programs.

604-437-1940 or Toll-Free at 1-866-437-1940 weekdays 8am to 8pm and weekends 10am to 5:30pm, excluding statutory holidays.



Victim Services

This program helps victims of crime or abuse who are 50+, and provides emotional support to anyone who has witnessed the abuse of an older adult. Call SAIL to learn about this program.



Legal Services

We offer pro bono legal advice to eligible older adults residing in BC through our Elder Law Clinic, Legal Advocacy Program, and Trial Preparation Clinic.

Contact our legal division at **604-336-5653** to learn about our services.



Public Education & Outreach

Our workshops raise awareness about elder abuse and provide older adults with strategies to protect their rights. For upcoming workshops, visit our event page: SeniorsFirstBC.ca/events.

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Subscribe to our monthly email newsletter: eeput.com@gnivdy



Rack Cards

Informational 2-Pagers

Posters

These materials were sent across BC to libraries, community centers, organizations that serve seniors, and residential facilities for easy access to older adults.

Further, we made updates to the format of our monthly newsletter to improve the visual appearance and the content, which includes important updates, information for healthy aging, local news about seniors, events, tips to protect oneself financially, and information about community resources. Feedback on the changes has been positive.

Our program is supported by eight volunteers, whom we wish to thank for their dedication and assistance:

- Kiki Yu
- Georgia Grenier
- Terry Wright
- Linda Yauk
- Daniela Talarico
- Meeka Marsolais
- Ekaterina Galysheva
- Kuldeep Kaur Padda

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9. Thank You to Our Funders

