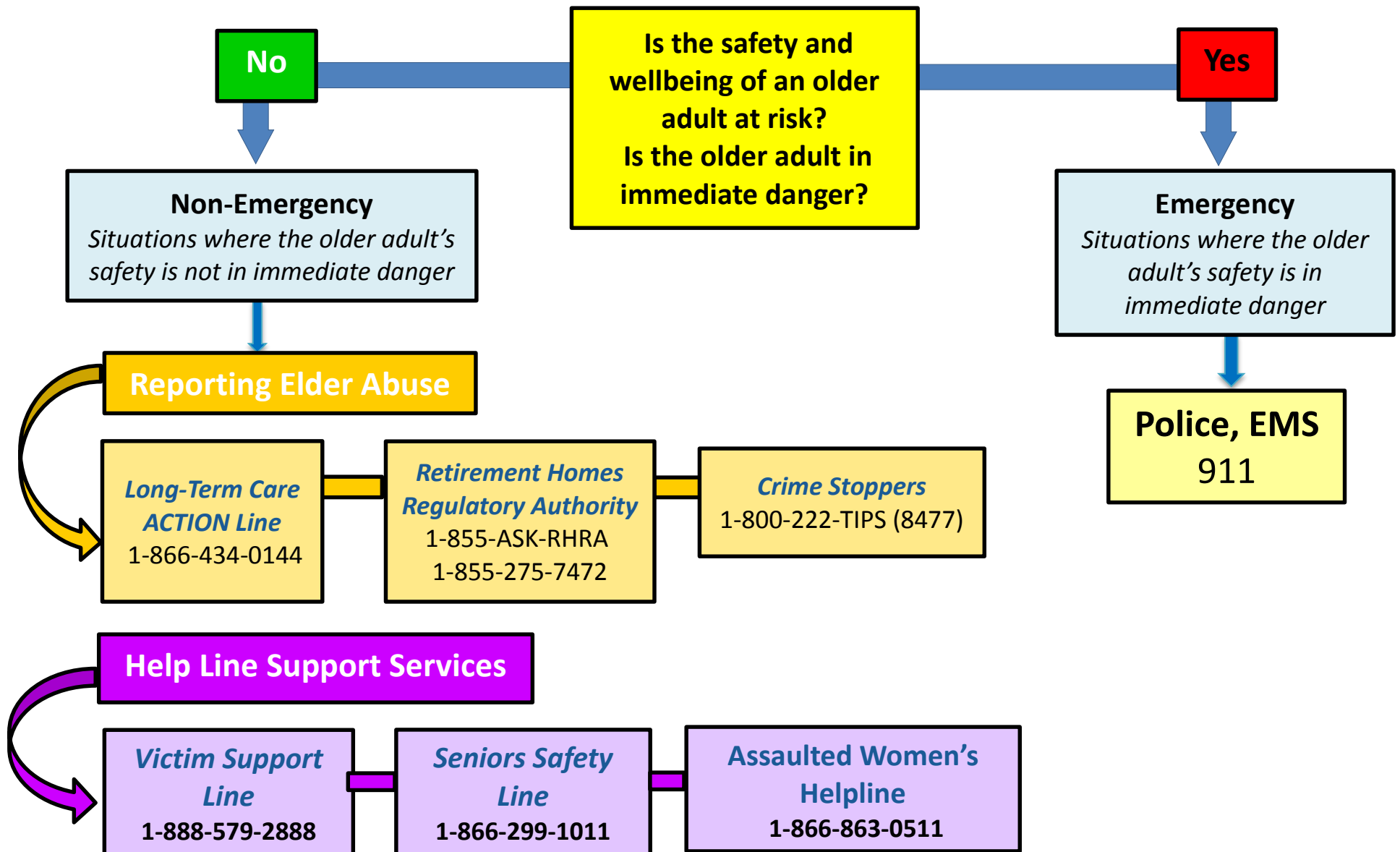




# What To Do If You Suspect Elder Abuse





Elder Abuse Ontario  
Stop Abuse - Restore Respect  
Maltraitance des personnes âgées Ontario  
Arrêtez les mauvais traitements - Restaurez le respect



# What To Do If You Suspect Elder Abuse

**When the safety and wellbeing of an older adult at risk or you feel the older adult is in immediate danger ...**

## Emergency: Reporting to the Police:

If you or a senior you know is in immediate danger, dial 9-1-1 for emergency services to assist.

You may wish to report elder abuse or neglect to the police. Police respond to reports of persons in immediate danger or possible criminal offences including assault, and theft of property.

## For Non-Emergency Situations, Referrals and Information:

### **Seniors Safely Line**

The Seniors Safety Line (SSL) 1-866-299-1011 is a safe, confidential 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 services in their local areas.

Interpreter services are available in more than 150 languages upon request.

- **Available 24 hours a day/7 days a week in over 150 languages**
- **Toll-free: 1-866- 299-1011**
- **Website: [www.elderabuseontario.com](http://www.elderabuseontario.com)**

## Victim Support Line

The Victim Support Line (VSL) is a province-wide, multilingual, toll-free information line providing a range of services to victims of crime.

The VSL offers:

- **Information and referral to support services in your community**
- **Access to information about provincially sentenced offenders. You can also register for automated notification when an offender's status changes.**
- **Toll-free: 1-888-579-2888 or 416-314-2447 in the Toronto area**
- **Website: [www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)**

## ConnexOntario

ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness or gambling. We are funded by the Government of Ontario. ConnexOntario operates three helplines:

- **Drug and Alcohol Helpline 1-800-565-8603**
- **Mental Health Helpline 1-866-531-2600**
- **Ontario Problem Gambling Helpline 1-888-230-3505**
- **Website: [www.connexontario.ca](http://www.connexontario.ca)**

## Assaulted Women's Helpline (AWL)

Assaulted Women's Helpline provides a free, anonymous and confidential 24-hour telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse.

AWL provides crisis counselling, safety planning, emotional support, information and referrals accessible 7 days a week, 365 days a year.

- **Toll-free: 1-866-863-0511**
- **GTA: 416-863-0511**
- **GTA TTY: 416-364-8762**
- **TOLL-FREE TTY: 1-866-863-7868**
- **Website: [www.awhl.org](http://www.awhl.org)**

## Reporting

### **Long-Term Care ACTION Line**

The Long-Term Care Action Line is a service to hear concerns and complaints from persons receiving service from Long-Term Care Homes and Community Care Access Centres (CCAC).

- **The Action Line offers service in English and French**
- **Toll-free: 1-866-876-7658 or 416-326-6777 (outside of Ontario)**
- **TTY 1-800-387-5559 or 416-327-4282 (outside of Ontario)**
- **Website: [www.health.gov.on.ca](http://www.health.gov.on.ca)**

### **Retirement Homes Regulatory Authority (RHRA)**

The RHRA is a not-for-profit organization that oversees retirement homes to make sure the law is being followed. RHRA staff process retirement home licence applications respond to calls about harm to retirement home residents and inspect retirement homes to make sure they meet the law's standards. If you see or suspect harm or risk of harm to a resident resulting from: Improper or incompetent treatment or care, abuse of a resident by anyone or neglect of a resident by staff of the retirement home, unlawful conduct, misuse or misappropriation of a resident's money You must\* report it to the Registrar of the Retirement Homes Regulatory Authority, along with any other relevant information.

To make a report, call:

- **Toll free 1-855-ASK-RHRA (1-855-275-7472)**
- **Website: [www.rhra.ca](http://www.rhra.ca)**

### **Crime Stoppers**

Crime Stoppers is a civilian, non-profit, charitable organization that brings together a relationship between the police services of a community, the media and the community in the fight against crime. Use this link to obtain the closest [Crime Stoppers Program](#) to you to submit your information.

- **You will remain anonymous.**
- **You do not appear in court.**
- **You may be eligible for a reward of up to \$2000.**
- **Toll Free: 1-800-222-TIPS (8477)**
- **Website: [www.canadiancrimestoppers.org](http://www.canadiancrimestoppers.org)**

## Legal Support

### **Legal Aid Ontario**

Legal Aid Ontario provides legal assistance for low-income people. Services include: legal representation for eligible clients who appear in court without a lawyer; legal aid applications and information over the phone; legal resources and referrals to other social assistance agencies; and a certificate program for complex and serious cases.

- **Connects low-income Ontarians to legal aid services, assistance and information.**
- **Get legal aid help in over 200 languages.**
- **Toll Free: 1-800-668-8258 or 416-979-1446 in Toronto**
- **Website: [www.legalaid.on.ca](http://www.legalaid.on.ca)**

### **Advocacy Centre for the Elderly**

The Advocacy Centre for the Elderly is a community based legal clinic for low income senior citizens. ACE provides direct legal services to low-income seniors, public legal education, and engages in law reform activities. ACE services and activities are in relation to areas of law of special importance to the seniors' population.

- **Phone: 1-855-598-2656 or 416-598-2656 in Toronto**
- **Website: [www.advocacycentreelderly.org](http://www.advocacycentreelderly.org)**

### **Law Society Referral Service (LSRS)**

Law Society Referral Service will provide you with the name of a lawyer or licensed paralegal who will provide a free consultation of up to 30 minutes to help you determine your rights and options.

- **Toll Free: 1-800-268-8326 or 416-947-3330 (within the GTA)**
- **Website: [www.lsuc.on.ca](http://www.lsuc.on.ca)**