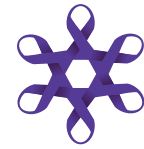


# Help and Support for Older Adults Facing Abuse



Elder Abuse  
Prevention  
Ontario

Is the safety and well-being of an older adult at risk?  
Is the older adult in immediate danger?

**NO**

**YES**

## Non-Emergency

Situations where the older adult's safety is not in immediate danger

## Emergency

Situations where the older adult's safety is in immediate danger

Police, EMS: **911**

## Mandatory Reporting

Long-Term Care Family Support and  
Action Line

1-866-434-0144

[www.ontario.ca/page/long-term-care-ontario](http://www.ontario.ca/page/long-term-care-ontario)

Retirement Homes Regulatory Authority

1-855-ASK-RHRA | 1-855-275-7472

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

## General Reporting

Local Police/OPP

Crime Stoppers

1-800-222-TIPS (8477)

[www.canadiancrimestoppers.org](http://www.canadiancrimestoppers.org)

## Help Line Support Services

Seniors Safety Line

1-866-299-1011 | [www.awhl.org/seniors](http://www.awhl.org/seniors)

Ontario Caregiver Organization Helpline

1-833-416-2273 | [www.ontariocaregiver.ca/helpline](http://www.ontariocaregiver.ca/helpline)

Talk4Heal

1-855-554-HEAL (4325) | [www.talk4healing.com](http://www.talk4healing.com)

Assaulted Women's Helpline

1-866-863-7868 | [www.awhl.org](http://www.awhl.org)

**When the safety and well-being of an older adult is at risk or we feel the older adult is in immediate danger ...**

## **Emergency: Reporting to the Police**

If you or a senior is in immediate danger, dial **911** 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.

## **Referrals and Information**

### **Seniors Safety Line (SSL)**

The Seniors Safety Line (SSL) 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 200 languages upon request.

- Available 24 hours a day / 7 days a week in over 200 languages
- Toll-free: **1-866-299-1011**
- Website: [www.awhl.org/seniors](http://www.awhl.org/seniors)

### **Assaulted Women's Helpline (AWHL)**

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.

AWHL 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**
- Website: [www.awhl.org](http://www.awhl.org)

### **Ontario Caregiver Organization Helpline**

The Ontario Caregiver Organization (OCO) supports caregivers by being their one point of access to information, so they have what they need to be successful in their role. Call to access information about caregiver services and supports in your area.

- Toll-free: **1-833-416-2273**
- Website: [www.ontariocaregiver.ca](http://www.ontariocaregiver.ca)

## Talk4Heal

This a culturally grounded, fully confidential helpline for Indigenous women by Indigenous women, available 24/7 in 14 languages all across Ontario.

- Toll-free: [1-855-554-HEAL \(4325\)](tel:1-855-554-HEAL)
- Website: [www.talk4healing.com](http://www.talk4healing.com)

## Victim Support Link

The Victim Support Line (VSL) is a province-wide, multilingual, toll-free information line providing a range of services to people who experience abuse. The VSL offers: Information and referral to support services in your community and 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](tel:1-888-579-2888)
- Website: [www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

## Reporting

### Crime Stoppers

Crime Stoppers is a civilian, non-profit, charitable organization that brings together in a tripartite relationship, the police services of a community, the media and the community in the fight against crime. For the closest Crime Stopper Program to you, use the link below to find the closest Crime Stoppers Program and 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 \(8477\)](tel:1-800-222-TIPS)
- Website: [www.canadiancrimestoppers.org](http://www.canadiancrimestoppers.org)

### Long-Term Care Family Support and Action Line

The Long-Term Care Family Support and Action Line is a service to hear concerns and complaints from persons receiving service from Long-Term Care Homes and Home and Community Care Support Service organizations. The Line offers service in English and French.

- Toll-free: [1-866-876-7658](tel:1-866-876-7658)
- TTY: [1-800-387-5559](tel:1-800-387-5559)
- Website: [www.ontario.ca/page/long-term-care-home-complaint-process](http://www.ontario.ca/page/long-term-care-home-complaint-process)

## 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 license applications, respond to calls about harm to retirement home residents and inspect retirement homes to make sure they meet 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)

## Legal Support

### Advocacy Centre for the Elderly

The Advocacy Centre for the Elderly (ACE) 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 the law affecting the seniors' population.

- Phone: **416-598-2656 or 1-855-598-2656**
- Website: [www.ancelaw.ca](http://www.ancelaw.ca)

### 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**
- Website: [www.legalaid.on.ca](http://www.legalaid.on.ca)

## 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**
- Website: [www.lsuc.on.ca](http://www.lsuc.on.ca)

## Office of the Public Guardian and Trustee (OPGT)

OPGT is responsible for protecting mentally incapable people; other responsibilities include protecting the public's interest in charities, searching for heirs, investing perpetual care funds, and dealing with dissolved corporations. In cases of financial or personal abuse, the OPGT can apply to the court to become the abused senior's guardian on a temporary basis. The OPGT can also help the person get access to other services. They can intervene only if the person is believed to be mentally incapable and is at risk of harm or experiencing harm. There must be evidence/reason to believe that the person is incapable before the OPGT will investigate.

Investigation Unit:

- Toll-free: **1-800-366-0335**
- Website [www.attorneygeneral.jus.gov.on.ca/english/family/pgt](http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt)



**Elder Abuse  
Prevention  
Ontario**

For more information

**Elder Abuse Prevention Ontario**

**1-416-916-6728 | [www.eapon.ca](http://www.eapon.ca)**

**[admin@eapon.ca](mailto:admin@eapon.ca) | [@EAPreventionON](https://twitter.com/EAPreventionON)**

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