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Community Legal Education Ontario
Éducation juridique communautaire Ontario

CLEO Guided Pathways Responding to Elder Abuse

CLEO (Community Legal Education Ontario / Éducation juridique communautaire Ontario)

presentation to

Elder Abuse Interventions: Reducing Harm & Building Connections

Elder Abuse Prevention Ontario

March 22, 2023

Presenters

- **Judith A Wahl**, works as a consultant and speaker at Wahl Elder Consulting in Ontario. She previously was the Executive Director and senior lawyer at the Advocacy Centre for the Elderly (ACE) 1984-2016 and in private practice 1979-1984. Throughout her legal career, Judith has made a major contribution to the development of elder law as an area of practice. ACE was the first Elder Law legal clinic in Canada and Judith was awarded the Queen Elizabeth II Diamond Jubilee Medal (2013) for her contribution to Elder Law in this country. She is also recipient of the Ontario Bar Association Award for Distinguished Service.
- **Erik Bornmann** is the Director, Guided Pathways and lawyer at CLEO where he leads a multidisciplinary team building legal software tools for the public. Previously, Erik was a Staff Lawyer at the Community Legal Clinic - Simcoe, Haliburton, Kawartha Lakes where he maintained a civil litigation practice, appearing on matters before Superior Court of Justice and various administrative tribunals.
- **Amelia Berot-Burns**, LL.M, is a Guided Pathways Project Coordinator & Analyst at CLEO. She is responsible for the development and ongoing maintenance of a variety of pathways and was the development analyst for the Responding to Elder Abuse pathway. Amelia holds a Masters in International Law from the University of Bristol.



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Agenda

1. CLEO Guided Pathways overview
 - Q&A
2. Responding to Elder Abuse pathway demo
 - Learning about elder abuse
 - Creating a safety plan
 - Q&A



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cleo.on.ca

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Steps to Justice

Step-by-step information
about legal problems.
Reliable, practical, and
easy to understand.



Guided Pathways

Use CLEO's free online
interviews to fill out legal
forms, draft letters, and
identify your next steps.



CLEO Connect

Training, tools, resources,
and connections that help
community workers help
their clients who have
legal problems.



Nonprofit Law Ontario

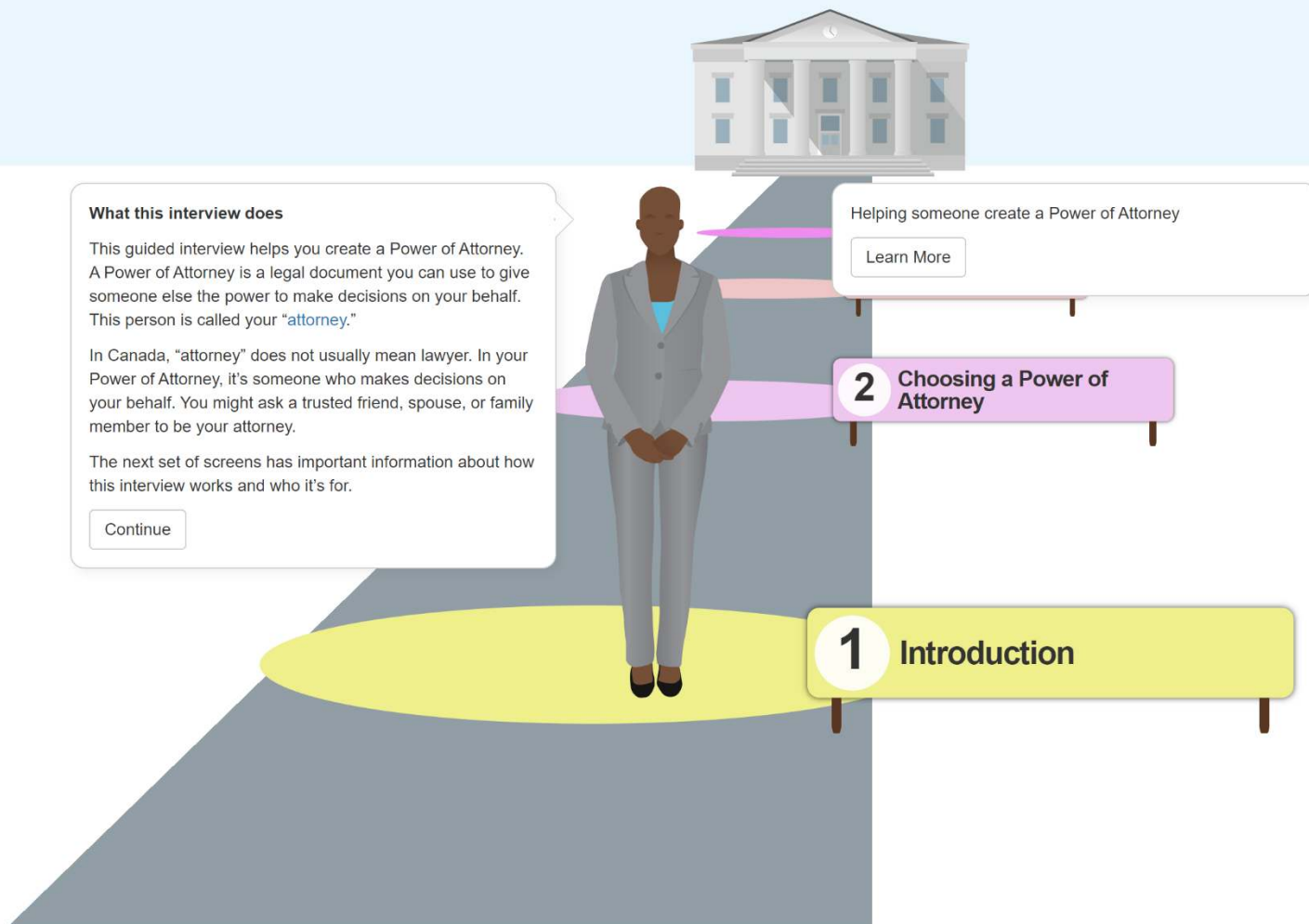
Free legal information to
help you start or run a
nonprofit organization, or
to get ready for the ONCA.



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[< Back](#) | [Next >](#) | MY PROGRESS: What this interview does This guided... [SAVE AND EXIT](#)



What this interview does

This guided interview helps you create a Power of Attorney. A Power of Attorney is a legal document you can use to give someone else the power to make decisions on your behalf. This person is called your "attorney."

In Canada, "attorney" does not usually mean lawyer. In your Power of Attorney, it's someone who makes decisions on your behalf. You might ask a trusted friend, spouse, or family member to be your attorney.

The next set of screens has important information about how this interview works and who it's for.

[Continue](#)

Helping someone create a Power of Attorney

[Learn More](#)

2 Choosing a Power of Attorney


1 Introduction

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Documents you want to create

Check all that apply. You can click on the name for more information.

- ☐ Power of Attorney for Property
- ☐ Power of Attorney for Personal Care
- ☐ Just a Revocation of a Power of Attorney

[Continue](#)

Decision trees for legal documents



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Documents you want to create

Check all that apply. You can click on the name for more information.

- ☐ Power of Attorney for Property
- ☐ Power of Attorney for Personal Care
- ☐ Just a Revocation of a Power of Attorney

[Continue](#)

A **Power of Attorney for Property** gives somebody else the power to manage your property. For example, you can use it to allow somebody else to manage your property if you are ill or out of the country.

A Power of Attorney for Property can also be used to give somebody else the power to manage your property when you are not **capable** of doing it yourself. A **Continuing Power of Attorney for Property** stays in effect when you are not mentally capable. A Continuing Power of Attorney for Property is useful if you are worried that one day you may not be mentally capable of managing your own property.

This program creates a Continuing Power of Attorney for Property.

A **Power of Attorney for Personal Care** gives someone else the power to make decisions about your personal care, such as decisions about housing, nutrition, clothing, hygiene, safety, and healthcare, if you are not mentally capable of making those decisions for yourself. While you are still able to make such decisions yourself, the Power of Attorney for Personal Care has no effect.

To **revoke** or cancel either type of Power of Attorney, you must state in writing that you revoke it. Two people must witness you signing the document. You must be present when they sign as witnesses. This takes away any decision-making power you have given your attorney.

To cancel a Power of Attorney for Property, you must be **capable**. You are capable to cancel a Power of Attorney for Property if you are capable of creating a Power of Attorney for Property. You are capable to cancel a Power of Attorney for Personal Care if you are capable of creating a Power of Attorney for Personal Care.



Are you creating this Power of Attorney because your **health practitioner**, long-term care home, or somebody else requires you to do so?

- ☐ Yes
- ☐ No
- ☐ I don't know

Continue



A **health practitioner** is a person that is a member of a regulated health college. There are many different types of health practitioners. The most common and well known ones are:

- Physicians
- Nurses
- Dentists
- Physiotherapists
- Occupational therapists
- Psychologists
- Audiologists
- Speech Language Pathologists

Before providing you with healthcare, health practitioners are required to determine what care they will offer to you and determine who will provide the **consent** or refusal to that care: either you, if capable, or your attorney or other substitute decision-maker as listed in the Health Care Consent Act. They are then required to obtain an informed consent or refusal of consent before providing the care to you. In an emergency, a health practitioner may treat you without consent if they must act quickly to save your life or to prevent you from suffering serious harm.



Enter your personal information:

First name:
(Required)
Jane

Middle name:

Last name:
(Required)
Doe

Attorneys for Personal Care
How many attorneys would you like to appoint?
(Required) 1 2 3
Continui

Attorneys for Personal Care
Enter the name of your first attorney:

First name:
(Required)
Bruce

Middle names:
Gary

Last name:
(Required)
Wayne

Attorneys for Personal Care
Enter Bruce's address information:

Main address:
99 Bat Cave Lane

Other info:

Town or city:
Hamilton

Province:
Ontario

Postal code (Look up here):
B2B2B2

REVOCATION

I, Jane Doe revoke any previous Power of Attorney for Property made by me, whether a General Power of Attorney for Property or a Continuing Power of Attorney for Property.

APPOINTMENT

I **APPOINT** the following to be my attorneys for property in accordance with the *Substitute Decisions Act, 1992*:

Name: Bruce Gary Wayne

Address: 99 Bat Cave Lane, Ottawa, Ontario, B2B2B2, Canada

Name: Selina Kyle

Address: 456 Kitty Cat Avenue, Windsor, Ontario, C3C3C3, Canada

Name: Richard Grayson

Address: 87 Gotham Drive, Thunder Bay, Ontario, D4D4D4, Canada

SUBSTITUTE ATTORNEY

If the persons I have appointed, or any one of them, cannot or will not be my attorney because of refusal, resignation, death, mental incapacity, removal by the Court, or any other reason I **SUBSTITUTE**:



Enter the personal information of your first **witness**:

First name:

(Required)

James

Middle names:

Last name:

(Required)

Gordon

Continue



grantor has demonstrated an intention to treat as their child, and are not persons whose property is under guardianship nor persons that have guardians of the person.

Witness #1: Signature: _____ Date: _____

Print Name: James Gordon

Address: 54 Commissioner Court, Niagara, Ontario, G7G7G7, Canada

Witness #2: Signature: _____ Date: _____

person and in the presence of each other.

Witness #1: Signature: _____ Date: _____

Print Name: James Gordon

Address: 54 Commissioner Court, Niagara, Ontario, G7G7G7, Canada

Page 3 of

in the presence of each other.

Witness #1: Signature: _____ Date: _____

Print Name: James Gordon

Address: 54 Commissioner Court, Niagara, Ontario, G7G7G7, Canada

Witness #2: Signature: _____ Date: _____

Helpful features

- Learn More popups
- Pop-up definitions
- Hyperlinks
- Progress bar & navigation
- Personalized checklist



Learn More

What can you do if you suspect someone is being abused?

If you're talking to an older person you think is being abused, it's important to give them support and to respect their rights.

People who are being abused may feel embarrassed, afraid, or very private about what's happening to them. They may not be willing to share all the details right away, or at all. But you can still help and support them.

☐ Add to my checklist

Continue

What if I don't know what to say?

Learn More

4 Decision making

3 Preventing abuse and next steps

2 Details of abuse

1 What's elder abuse?



What if I don't know what to say?

When you're trying to help someone who may be experiencing abuse, think about what you know and what you're able to do. It's okay to say "I don't know, but I'll find out for you;" or "I can't help you with that, but I can find you help."

You may need information or support for yourself before you can help someone else. You can call **211** to find out about services near you, or visit the Ontario webpage: [Get help if you are experiencing violence.](#)



Popup definitions

PROGRESS: Mental abuse Mental or emotional...


Mental abuse

Mental or emotional abuse includes any words or actions that undermine the older adult's sense of dignity or self-worth, and threaten their psychological well-being.

Any attempt to humiliate, demean, or intimidate the older adult is abuse.

Check off any of the examples of mental abuse below that might apply to the situation of the older adult. These examples will be added to your [personalized checklist](#).

- ☐ shouting or bullying
- ☐ insulting or name calling
- ☐ threatening violence or abandonment
- ☐ intimidating or belittling





Examples of **mental abuse** include:

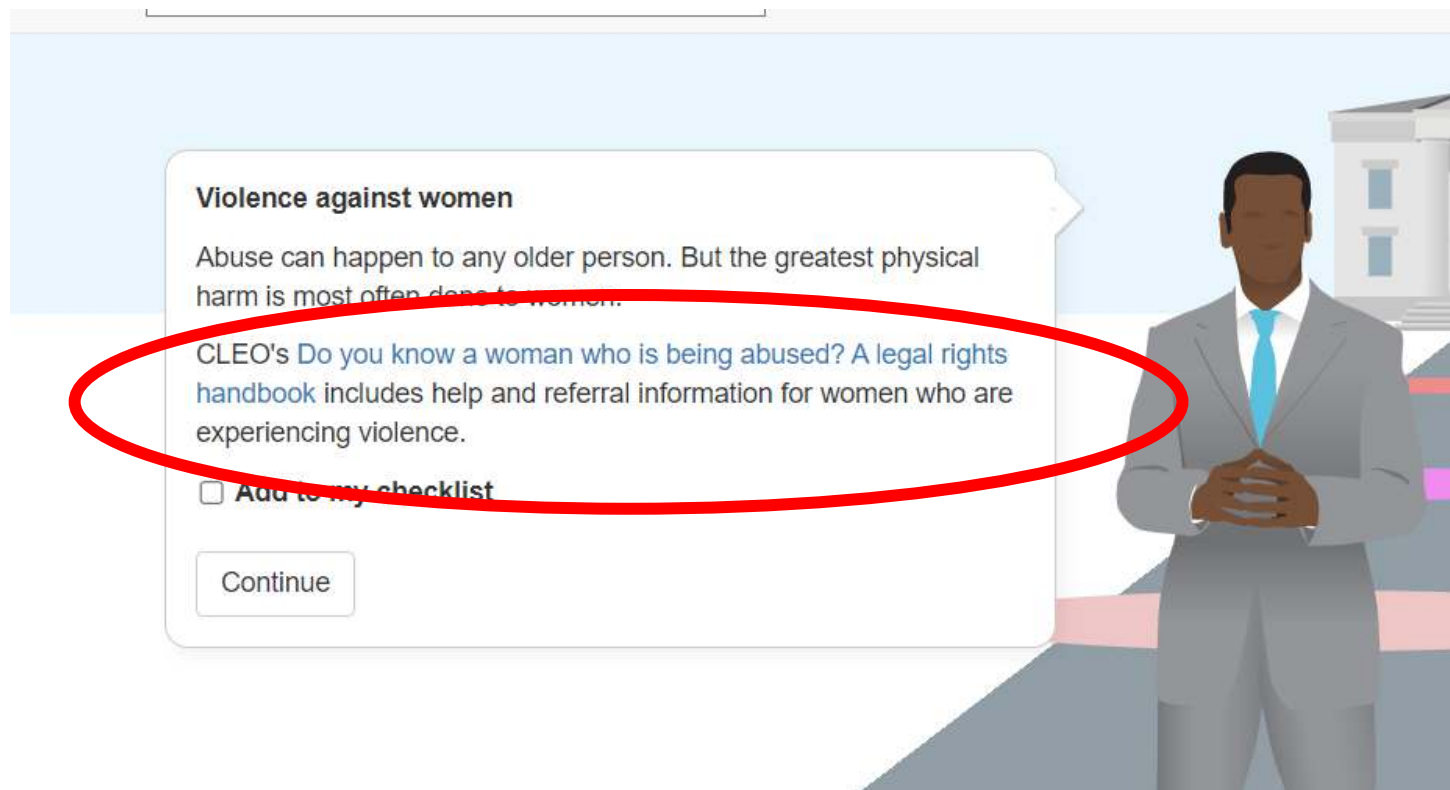
- humiliating, insulting, frightening, threatening, or ignoring an older adult
- treating an older adult like a child



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Hyperlinks





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What's New

Abuse and Family Violence



Do you know a woman who is being abused? A legal rights handbook

English ▾

 HTML  PDF  Order

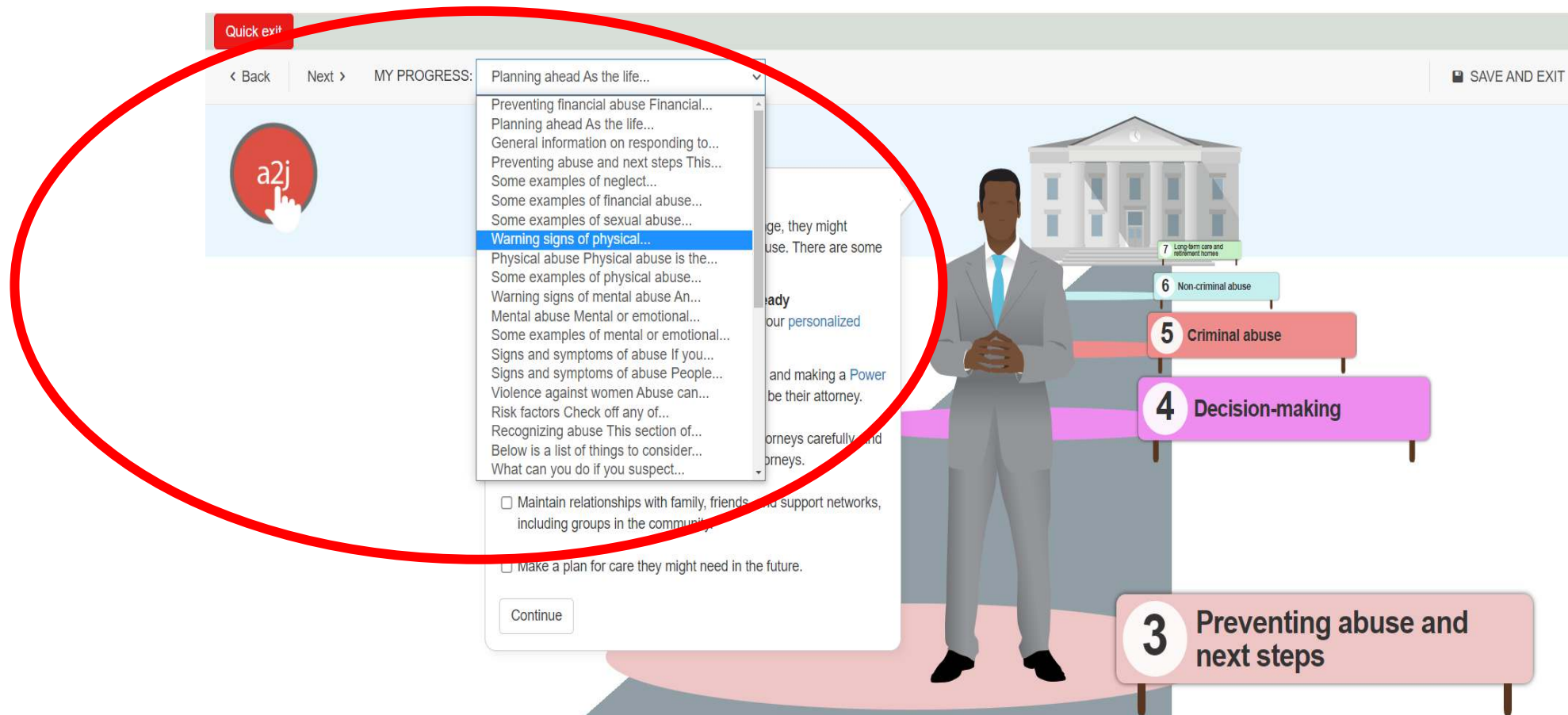
About this publication

This handbook is a guide to the legal system for women in Ontario whose partners abuse them. It does not give legal advice.

The legal system is constantly changing. Each situation is unique and requires different solutions. It is a good idea to speak to a lawyer for legal advice about



Progress bar & navigation





Personalized checklist

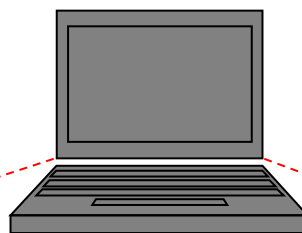
These are only some reasons. If you have other reasons that you would like to add to your **personalized checklist**, write them here:



☐ Add to my checklist



Creates many documents at once



Continuing Power of Attorney for Property
Jane Doe
(Made in accordance with the Substitute Decisions Act, 1992)

REVOCATION
I, Jane Doe, hereby revoke any previous Power of Attorney for Property made by me, whether a General Power of Attorney for Property or a Continuing Power of Attorney for Property.

APPOINTMENT
I APPOINT the following to be my attorneys for property in accordance with the Substitute Decisions Act, 1992:

Name: Bruce Gary Wayne
Address: 59 East Lake Ave., Ottawa, Ontario, K2N 2K2, Canada
Name: Selma Kule
Address: 536 Kilex Cat Avenue, Windsor, Ontario, N9C 3C3, Canada
Name: Richard Grayson
Address: 87 Goodwin Drive, Thunder Bay, Ontario, R6A 4H4, Canada

SUBSTITUTE ATTORNEY
If the persons I have appointed, or any one of them, cannot or will not be my attorney because of refusal, resignation, death, mental incapacity, removal by the Court, or any other reason I SUBSTITUTE:

Name: Alfred Thompson
to act as my attorney for property with the same authority as the person they are replacing.

HOW ATTORNEYS MAKE DECISIONS
I authorize my attorneys for property to act together (JOINTLY) and any or either of them to act alone (SEVERALLY) when making decisions about my property for me.

GENERAL AUTHORITY
I authorize my attorneys for property to do on my behalf anything in respect of property that I may lawfully do by an attorney subject to any conditions or restrictions that are included in this document. I do not authorize my attorneys to make a will for me. I further authorize my attorneys to execute and deliver all such documents and to do all such other acts and things as in the opinion of my attorneys may be necessary or desirable in connection with the management of my property.

Page 1 of 4

Continuing Power of Attorney
for Property

Power of Attorney for Personal Care
Jane Doe
(Made in accordance with the Substitute Decisions Act, 1992)

REVOCATION
I, Jane Doe, hereby revoke any previous Power of Attorney for Personal Care made by me.

APPOINTMENT
I APPOINT the following to be my attorneys for personal care in accordance with the Substitute Decisions Act, 1992:

Name: Bruce Gary Wayne
Address: 59 East Lake Ave., Ottawa, Ontario, K2N 2K2, Canada
Name: Selma Kule
Address: 476 Gleny Cat Avenue, Windsor, Ontario, N9C 3C3, Canada
Name: Richard Grayson
Address: 87 Goodwin Drive, Thunder Bay, Ontario, R6A 4H4, Canada

HOW ATTORNEYS MAKE DECISIONS
I authorize my attorneys for personal care to act together (JOINTLY) and any or either of them to act alone (SEVERALLY) when making decisions about my personal care for me.

SUBSTITUTE ATTORNEY
If the persons I have appointed, or any one of them, cannot or will not be my attorney because of refusal, resignation, death, mental incapacity, removal by the Court, or any other reason I SUBSTITUTE:

Name: Alfred Thompson
Address: 88 East Lake Ave., Ottawa, Ontario, K2N 2K2, Canada
to act as my attorney for personal care in the same manner and subject to the same authority as the person they are replacing.

AUTHORITY OF THE ATTORNEYS
I give my attorneys the AUTHORITY to make any personal care decision for me that I am not mentally capable of making for myself, meaning any decisions about my healthcare, housing and shelter, nutrition, clothing, hygiene, and safety. This includes the giving or refusing of consent to any matter to which the Health Care Consent Act, 1996, applies, subject to the Substitute Decisions Act, 1992, and any wishes, instructions, conditions or restrictions contained in this form.

Page 1 of 4

Power of Attorney for Personal
Care

Revocation of a Power of Attorney for Property
Jane Doe
(Made in accordance with the Substitute Decisions Act, 1992)

I, Jane Doe, of Toronto, in the Province of Ontario, hereby revoke the Power of Attorney for property created by me on 04/05/2019 and which appointed Bruce Gary Wayne as my attorney.

Bruce Gary Wayne has (the authority to act on my behalf) and any authority conferred on Bruce Gary Wayne by that Power of Attorney herein described is revoked, cancelled, and terminated on the date of the signature of this document.

SIGNATURE: _____ **DATE:** _____
(Sign your name here, in the presence of two witnesses.)

ADDRESS: 123 King Street Apt 45, Toronto, Ontario, M5X 1A3, Canada

We have signed this revocation of a Power of Attorney in the presence of the person whose signature appears above and in the presence of each other.

We confirm that we are both age 18 or older, are not the attorney or the spouse or partner of the attorney, are not the spouse or partner of the grantor, are not the children of the grantor nor a person towards which the grantor has demonstrated an intention to treat as their child, and are not persons whose property is under guardianship nor persons that have guardians of the person.

Witness #1: **Signature:** _____ **Date:** _____
Print Name: James Gordon
Address: 34 Commissioner Court, Niagara, Ontario, N2A 2B5, Canada

Witness #2: **Signature:** _____ **Date:** _____
Print Name: Lila Lane
Address: 6441 Kingston Avenue, Toronto, Ontario, M3C 3C4, Canada

Page 1 of 1

Revocation of a Power of
Attorney

Notice of Revocation of a Power of Attorney for Property

I have first enclosed a signed revocation of the Power of Attorney for property of Jane Doe.

This letter is notice to all banks managing the assets of me, Jane Doe, and all their managers, employees, and staff that my Power of Attorney for Property, dated 04/05/2019, naming Bruce Gary Wayne was revoked by me on _____ (date of revocation).

I confirm that at the time of revocation, I was over the age of eighteen, was capable of revoking the Power of Attorney for Property, and signed the revocation voluntarily.

Should any employees, staff, management of this bank:

a) transfer any funds held in any form at the bank to the attorneys named in the revoked Power of Attorney for Property or

b) take any directions from the former attorneys concerning my funds held in any form at the bank, or

c) provide the former attorneys with a bank card for any of my accounts or any information about my accounts and other financial holdings at this bank.

Proceedings may be commenced against this bank to recover any loss of funds or breach of privacy that results from these actions.

SIGNATURE: _____ **DATE:** _____
ADDRESS: 123 King Street Apt 45, Toronto, Ontario, M5X 1A3, Canada

Page 1 of 1

Notice of Revocation of a
Power of Attorney



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-  About Guided Pathways
-  Abuse and Family Violence
-  Family Law
-  Housing Law
-  Immigration Law
-  Nonprofit Bylaws
-  Wills and Powers of Attorney



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stepstojustice.ca/guided-pathways/family-law

[Home](#) > [Guided Pathways](#) > About Abuse and Family Violence Guided Pathways

About Abuse and Family Violence Guided Pathways

CLEO's Abuse and Family Violence Guided Pathways are online interviews that give you information and resources to help you prevent abuse and violence. The pathways ask you questions and put your answers into information packages, such as a safety plan and a personalized checklist. Each question explains what's needed. The pathways are free to use.

If you already have an account, you can access your saved work here:

 [Login](#)

Elder abuse response and safety plan

 [Respond to elder abuse](#)
using CLEO's Guided Pathways

Use if you're an older adult or if you're concerned about an older adult in your life. This pathway helps you learn more about elder abuse and how to respond to it. It can help you make a safety plan.

Once you've completed the pathway, you can save or print your documents.

You can sign up to create an account or use the pathway as a guest. If you choose not to create an account, the system will time out after 4 hours. You must create an account if you want to save your work on the system, or use the other pathways without exiting the system and signing back in.

Any personal information that you enter into the pathways is confidential. CLEO will not give your personal information to anyone unless you ask us to do this. Read more in the [Terms of Use](#) and [Privacy Policy](#).

CLEO's Guided Pathways

- [About Guided Pathways](#)
- [Abuse and Family Violence](#)
- [Family Law](#)
- [Housing Law](#)
- [Immigration Law](#)
- [Nonprofit Bylaws](#)
- [Wills and Powers of Attorney](#)
- [Need help?](#)



Welcome to the Guided Pathways

New Users

It takes between **15 minutes and 4 hours** to answer all of the questions on a divorce form.

So it's best to **create an account** and then log in and get started. With an account, you can save your answers, log out, and come back and continue at any time.

If you don't create an account, you can still use the pathway as a **guest**. But you must answer all of the questions without stopping, until you come to the end.

[Create an Account](#)[Continue as Guest](#)

Sign into your account

Email

Password

[Log In](#)☐ [Remember Me](#)[Forgot Password](#)

For help setting up an account and other technical support, contact support@cleo.on.ca

We can't give legal advice or help you answer questions. If you need legal help or advice, [talk to a lawyer](#).



Register

Please complete the following form to create an account.

Login Information

Email*	<input type="text"/>
Password*	<input type="password"/>
	Password must be between 8 and 15 characters long with at least one upper case, lower case, numeric and special character (like !, @, #, \$, %).
Confirm Password*	<input type="password"/>
Security Question*	<input type="text"/>
Security Answer*	<input type="text"/>

Contact Information

First Name *	<input type="text"/>	
Last Name *	<input type="text"/>	
Organization	<input type="text"/>	
Title	<input type="text"/>	
Phone Number *	<input type="text"/> Ext <input type="text"/>	
Address Lookup	<input type="text" value="Enter a location"/> <input type="button" value="Clear"/>	
Address	<input type="text"/>	P.O. Box / RR <input type="text"/>
Apt/Suite	<input type="text"/>	City <input type="text"/>
Postal	<input type="text"/>	



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Terms of Use

Thank you for using our website.

Please make sure that you read the Terms of Use very carefully before you start using this website. Your "sign-in" to this website constitutes consent and acceptance of the Terms of Use.

The website (cleointeractivehelp.ca) is provided by CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario) ("CLEO") as a free service. It is intended for use by authorized users. By using the service, you accept and agree to the terms and conditions set out in this agreement.

Subject to the terms and conditions in this agreement, CLEO will:

- Provide the service to users through this portal site, the world wide web with the cleointeractivehelp.ca;
- Use reasonable efforts to provide access to this service seven days a week and 18 hours a day, subject to maintenance, repair, support and system updates;
- Maintain privacy of personal information as set out below.

By accessing and using this website, you consent to share your personal information with CLEO.

Using our website requires CLEO to collect, use and disclose your personal information. You must consent to CLEO's collection, use and disclosure of your personal information in order to access and use this website.

CLEO will use the personal information that you share through this website to fill out your forms and documents. The website only collects the information necessary to fill out the forms or documents that you have selected for completion. Your personal information will only be used to fill out the forms or documents that you have selected and to help CLEO

☒ agree to the above Terms of Use

Security Check

Enter Code*

AYETCH

Refresh

Register

Cancel



Part 1

What device are you using to access our site?

What is your main purpose for visiting this site today?

Is someone helping you to use this site today?

Age group (years)

What region of Ontario do you live in?

Education

How many people are in your household? **?**

What is your main source of household income? **?**

What is your total yearly household income before taxes?

?



Part 2

We collect this data to ensure that we are serving Ontario's diverse communities. People who are racialized (Indigenous Peoples and people of colour) are more likely to experience higher levels of poverty, and to have related problems like poor health, lower education, and fewer job opportunities than non-racialized people.

For more information, see colourofpoverty.ca.

How do you describe yourself? Select as many as you want:

☐ Indigenous/Aboriginal/First Peoples from outside Canada

☐ First Nations (or Indian as defined by the Indian Act)

☐ Inuit

☐ Metis

☐ Non-Status Indian

☐ Arab

☐ Latin American

☐ West Asian

☐ Black

☐ South Asian

☐ White / Caucasian

☐ East Asian

☐ Southeast Asian

☐ Bi-racial / Mixed race

☐ Do not know

☐ Prefer not to answer

Other (please specify)



Save and Exit

What's elder abuse? Elder abuse is... ▼

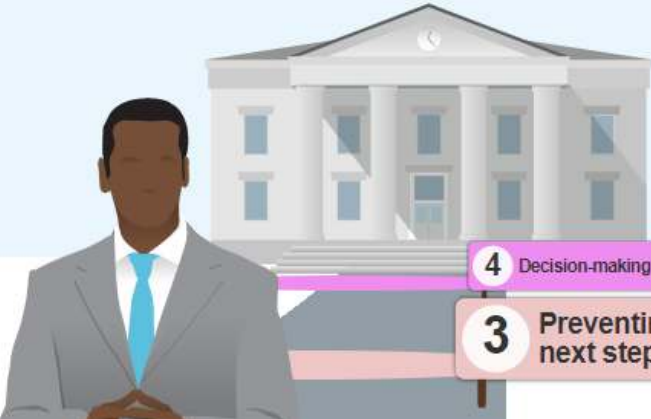
What's elder abuse?


Elder abuse is violence or harm done to an **older person**. Elder abuse is often a crime.

Someone who commits elder abuse usually has control or influence over the older person. Victims of elder abuse often know and trust their abuser.

4 Decision-making

3 Preventing abuse and next steps







My Dashboard

Start New Interview

My Profile

Contact Us

In progress

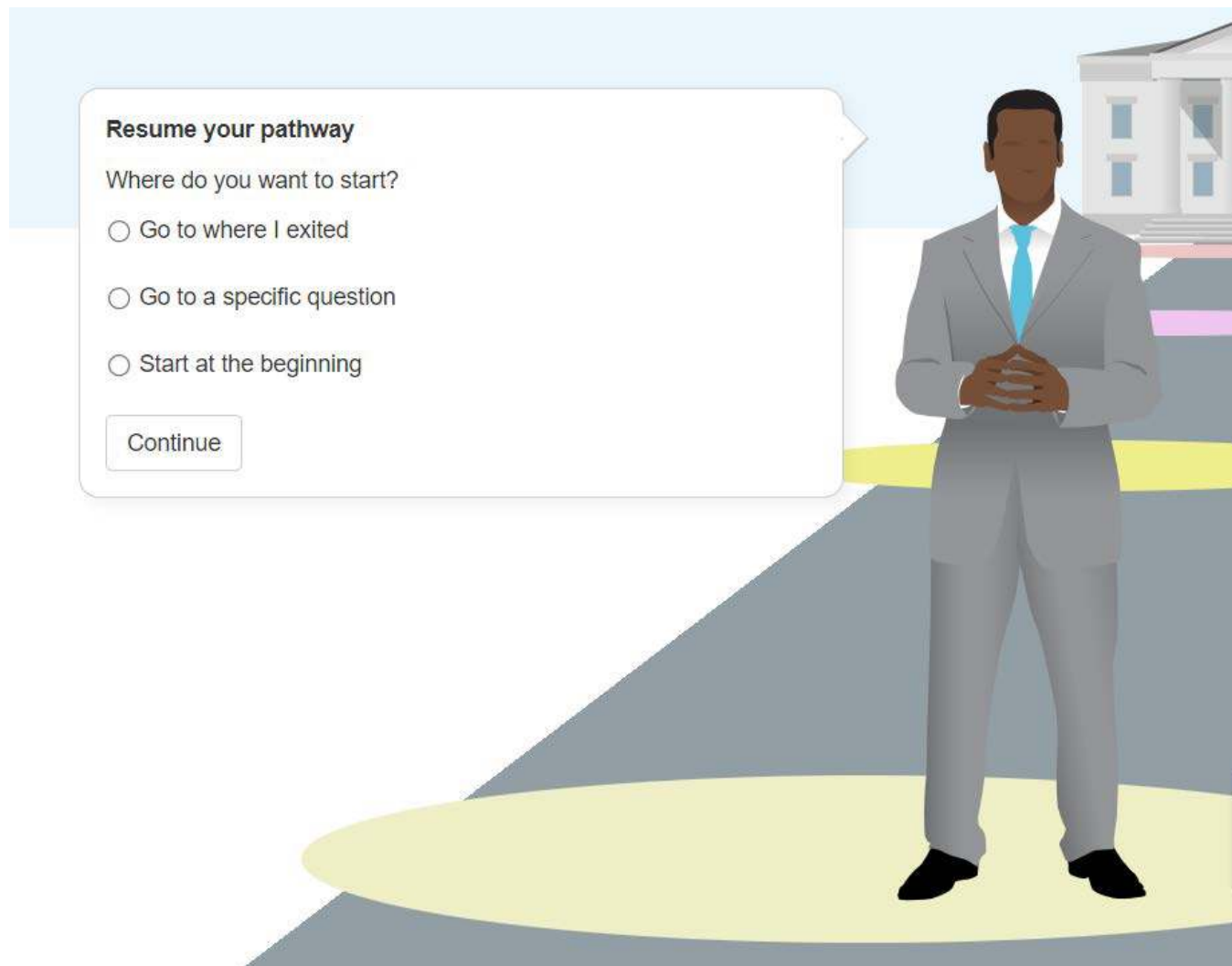
Interviews

Action

Pathway name

Resume

Responding to Elder Abuse





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What are Guided Pathways? Questions & Answers



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CLEO's Guided Pathway for Responding to elder abuse

Developed with funding from

Canada



Department of Justice
Canada

Ministère de la Justice
Canada

Learning goals

- What you can get out of the tool
- How to use the tool
- Tips and tricks
- Who is the pathway for
- How to provide feedback



What can you get out of the tool?

1. Personalized information about elder abuse
2. Safety plan

Structure

- **Introduction**
 - Safety
- **Learning about elder abuse**
 - Overview of Elder abuse
 - Details about the abuse
 - Strategies for prevention
- **Taking action: next steps**
 - Decision-making
 - Criminal abuse: police and criminal justice system
- **Non-criminal abuse: potential remedies**
- **Abuse in long term care or retirement homes**
- **Getting help in the community**
- **Creating a Safety plan**
- **Finishing**



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-  Family Law
-  Housing Law
-  Immigration Law
-  Nonprofit Bylaws
-  Wills and Powers of Attorney



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About Abuse and Family Violence Guided Pathways

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Elder abuse response and safety plan

 **Respond to elder abuse**
using CLEO's Guided Pathways

Use if you're an older adult or if you're concerned about an older adult in your life. This pathway helps you learn more about elder abuse and how to respond to it. It can help you make a safety plan.

Once you've completed the pathway, you can save or print your documents.

You can sign up to create an account or use the pathway as a guest. If you choose not to create an account, the system will time out after 4 hours. You must create an account if you want to save your work on the system, or use the other pathways without exiting the system and signing back in.

Any personal information that you enter into the pathways is confidential. CLEO will not give your personal information to anyone unless you ask us to do this. Read more in the [Terms of Use](#) and [Privacy Policy](#).

CLEO's Guided Pathways

- [About Guided Pathways](#)
- [Abuse and Family Violence](#)
- [Family Law](#)
- [Housing Law](#)
- [Immigration Law](#)
- [Nonprofit Bylaws](#)
- [Wills and Powers of Attorney](#)
- [Need help?](#)



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MY PROGRESS:

Guided Pathway for responding to... ▾

SAVE AND EXIT



Guided Pathway for responding to elder abuse

This pathway helps you learn more about elder abuse and how you can help prevent it. This pathway is also for people who want to help a family member or friend prevent elder abuse.

It can guide you to information about your situation and produce:

- a [safety plan](#)
- a [personalized checklist](#) of selected, helpful information

It can also give you the link to the [Power of Attorney Guided Pathway](#).

Continue



1 What's elder abuse?

⬅ About this Guided Pathway



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MY PROGRESS: Here are some key features of the... ▾

SAVE AND EXIT



Here are some key features of the pathway:

Learn More: This button shows up on the right side of your screen when there's additional information about a topic or how to answer a question. Click it to open a box with the information. Close the box by clicking on the "X" in the top right corner.

Pop-up: When you see text that's in blue, click it to see a definition.

Continue



1 What's elder abuse?



About this Guided Pathway



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MY PROGRESS:

Other key features include: Back:...

SAVE AND EXIT



Other key features include:

Back: Use this button in the top left corner of your screen to go back to the question you just answered. You can't use the back arrow or back button in your web browser to do this.

Next: Use this button in the top left corner of your screen to move back and forth between questions you've already completed.

MY PROGRESS: Use this drop-down menu at the top of your screen to see a list of the questions you've answered and go back to them.

Continue



1 What's elder abuse?

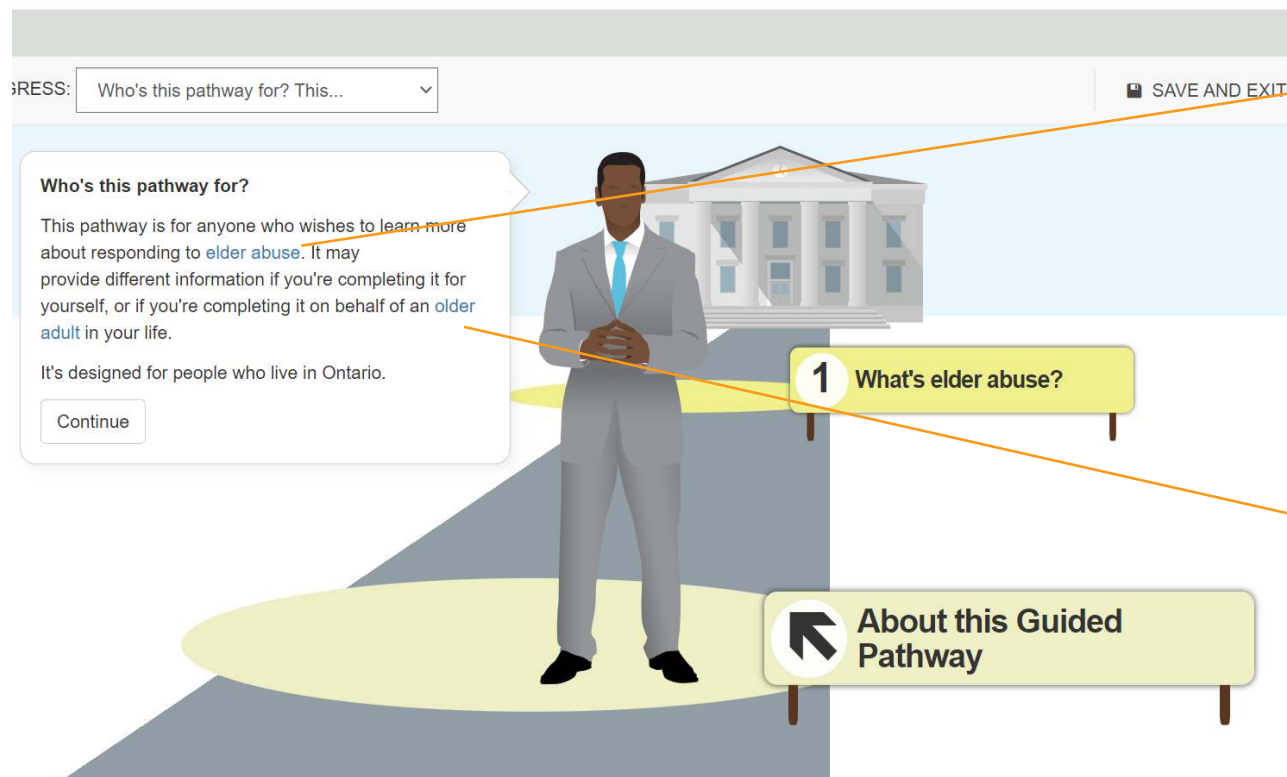


About this Guided Pathway



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Elder abuse is harm done to an older person. Elder abuse can take many forms and is not restricted to physical abuse. Elder abuse can also involve mental abuse, financial abuse, sexual abuse or neglect. There's often an imbalance of power between the abuser and the older person being abused.



Older adult is usually used to describe someone who's over 65, but it's not an exact age. We use "older adult" to refer to someone who may be affected by elder abuse, even if they're younger than 65. Some people prefer to use the term "senior."



Are you filling out this pathway for yourself or because you're concerned about an older adult in your life?

- ☒ I'm filling out this pathway for myself.
- ☐ I'm filling out this pathway because I'm concerned about an older adult in my life.

Continue





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MY PROGRESS:

Create a safety plan A safety plan... ▾

SAVE AND EXIT

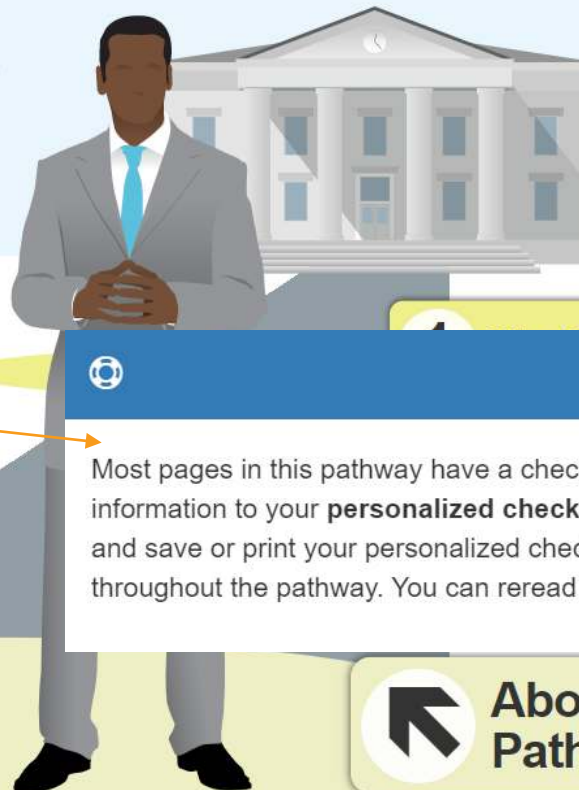


Create a safety plan

A [safety plan](#) can help you stay safe at home, at work, in public, or online. It can include a list of safe places, plans to escape your location, a list of organizations that can help you, and a list of things to keep in an emergency bag if you need to leave home quickly.

☒ Add to my checklist

Continue



Most pages in this pathway have a checkbox that you can select if you want to add the information to your **personalized checklist**. At the end of the pathway, you can download and save or print your personalized checklist. It will contain all the information you selected throughout the pathway. You can reread it or refer to it when you want to.



About this Guided Pathway

Overview of elder abuse



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MY PROGRESS:

What's elder abuse? Elder abuse is...

SAVE AND EXIT



What's elder abuse?

Elder abuse is violence or harm done to an **older person**. Elder abuse is often a crime.

Someone who commits elder abuse usually has control or influence over the older person. Victims of elder abuse often know and trust their abuser.

There's no single definition of elder abuse because it covers a range of behaviours and situations. But elder abuse usually goes beyond a single isolated incident.

☒ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



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MY PROGRESS:

Is elder abuse a crime? Elder abuse... ▾

SAVE AND EXIT



Is elder abuse a crime?

Elder abuse is often a crime, but not all abuse is criminal. For example, if a caregiver tells someone they're worthless, it's abuse, but not a crime under the [Criminal Code of Canada](#). If a caregiver hits an older adult, it's a crime.

There will be more details about this in the [criminal abuse section](#) of the pathway. You'll get more information on this section in a few pages.

☒ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



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MY PROGRESS:

Why does abuse happen? Abuse may be... ▾

SAVE AND EXIT



Why does abuse happen?

Abuse may be more likely to happen if an older person is isolated from the community, social services, and even from other family members. If you're isolated, this can be a form of emotional or mental abuse.

☒ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



RESS: Relationship with abuser Victims of...

SAVE AND EXIT

Relationship with abuser

Victims of elder abuse are often dependent on their abuser in some way. For example, someone who is being abused may live in the same house as their abuser, and depend on them to shop for food or take them to the doctor.

A person can rely on their abuser even if they're **mentally capable** or physically able. But, if you have a mental or physical disability, you're more vulnerable to abuse.

☒ Add to my checklist

Continue

Violence against women

Learn More

2 Details of abuse

1 What's elder abuse?

Violence against women

Abuse can happen to any older person. But the greatest physical harm is most often done to women.

CLEO's [Do you know a woman who is being abused? A legal rights handbook](#) includes help and referral information for women who are experiencing [intimate partner \(or domestic\) violence](#).

What's elder abuse?

A person is considered mentally capable of making a particular decision if they have the:

- [ability to understand](#) information relevant to making that decision; and
- [ability to appreciate](#) the foreseeable consequences of making or not making that decision.

Mental capacity can vary, depending on the kind of decision a person needs to make. For example, a person might be capable of making decisions about what to wear and what to eat, but not be capable of making decisions about healthcare. They may not be able to understand and appreciate the consequences of healthcare decisions.

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MY PROGRESS:

You should know: You don't deserve...

SAVE AND EXIT



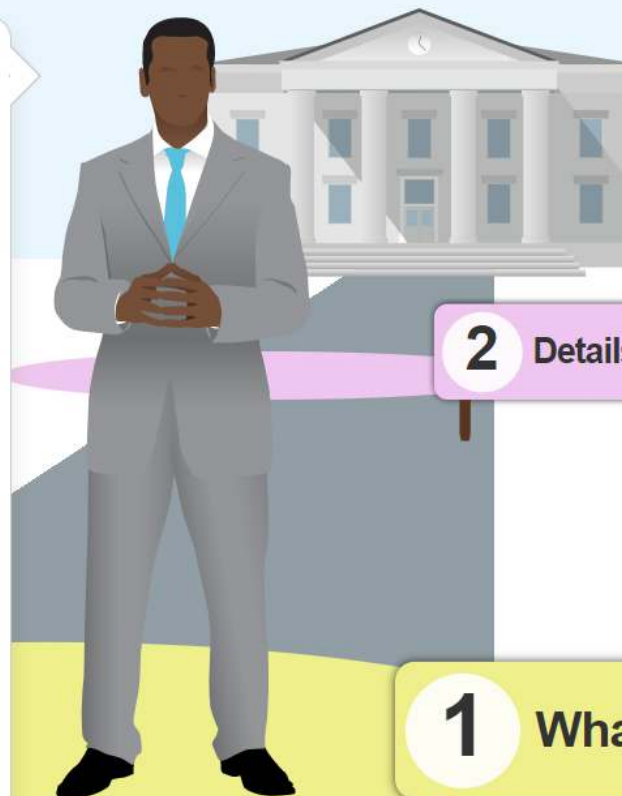
You should know:

- You don't deserve to be abused.
- Abuse is not your fault.
- You have a right to live without fear.
- You have the right to a safe, healthy environment, and healthy relationships.
- Abuse often gets worse over time.
- You have the right to control your own life and make your own decisions.
- You're not alone—many other people have experienced abuse.

You may or may not want to take any action, but it's important to know your options and that help is available. This pathway can help you find support.

☐ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



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MY PROGRESS:

To get help, you could: tell...

SAVE AND EXIT



To get help, you could:

- tell someone you trust about what's happening
- ask others for help if you need it
- ask the police for help if someone is hurting you or you don't feel safe
- find out about services in your community
- talk to your bank or someone you trust to make sure you have enough money to live on and can access it
- find out if there's somewhere else you can live if you need to leave your home
- make a [safety plan](#) in case you have to leave your home quickly

This pathway can help you find out who to call if you need help, what services are in your community, and how to make a safety plan.

☒ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



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MY PROGRESS:

Sometimes family or friends may not...

SAVE AND EXIT



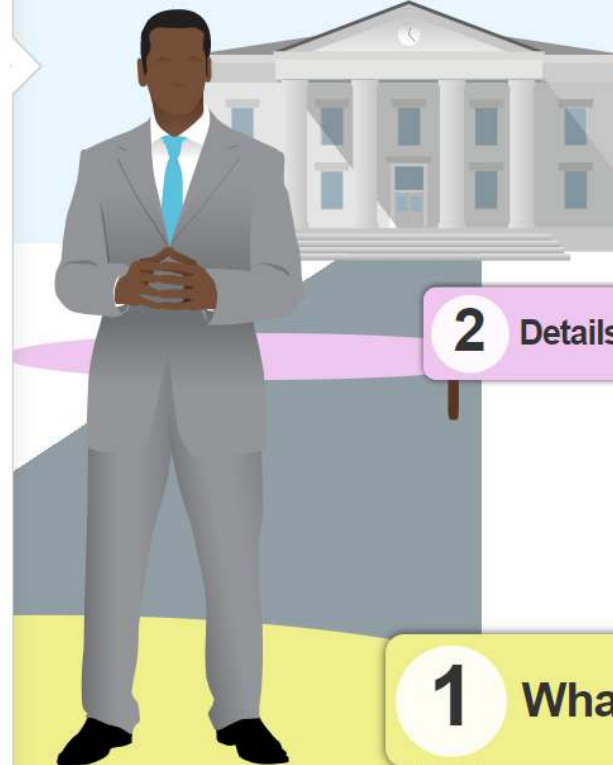
Sometimes family or friends may not say anything when they suspect elder abuse because:

- they don't know who to speak to
- they don't know what can be done
- they don't want to get involved
- they're not sure the older person is aware that they're being abused, and telling them could upset them
- the older person asks them not to say anything to anyone

These are only some reasons. If you have other reasons that you would like to add to your [personalized checklist](#), write them here:

☒ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



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MY PROGRESS:

There are other reasons why people...

SAVE AND EXIT



There are other reasons why people who provide help or services to clients in their own homes may not say anything about elder abuse.

For example:

- They may believe that they have a confidential relationship with their client and can't tell anyone else about what happens in their client's home.
- They might be afraid of the abuser.
- They might believe that the police can't help.
- They might think nothing can be done because the older person might deny the abuse is happening.

☐ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



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MY PROGR

SAVE AND EXIT



Some victims may not report abuse because:

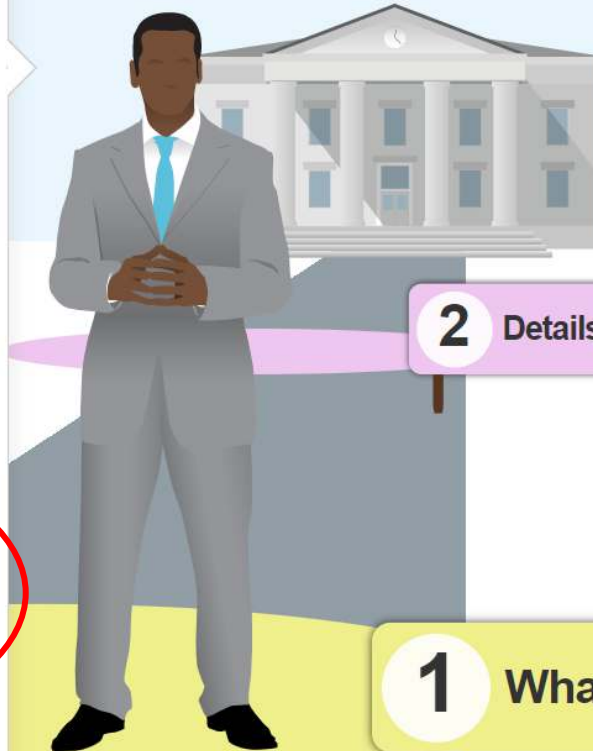
- they're afraid of what the abuser will do if they report
- they're completely under the control of the abuser and depend on the abuser for food, housing, clothing, and healthcare
- they're afraid they will be forced to move out of their home
- they're ashamed to tell anyone that someone is abusing them or stealing their money, especially if the abuser is a family member
- they think that the police and social agencies can't help them

These are only some reasons. If you have other reasons that you would like to add to your [personalized checklist](#), write them here:

No one close to me to call or tell or that I think would be willing to help me

☐ Add to my checklist

Continue



2 Details of abuse

1 What's elder abuse?



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Details about the abuse



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MY PROGRESS:

Signs and symptoms of abuse Some...

SAVE AND EXIT



Signs and symptoms of abuse

Some types of abuse are easy to identify. For example, if someone punches or kicks you, or kisses you in a sexual way without your consent, they're committing abuse. But it's not always easy to recognize, or admit that you're being abused.

People who have acted loving and supportive toward you in the past can become abusers.

Abuse is never your fault. No one has the right to abuse you.

☒ Add to my checklist

Continue

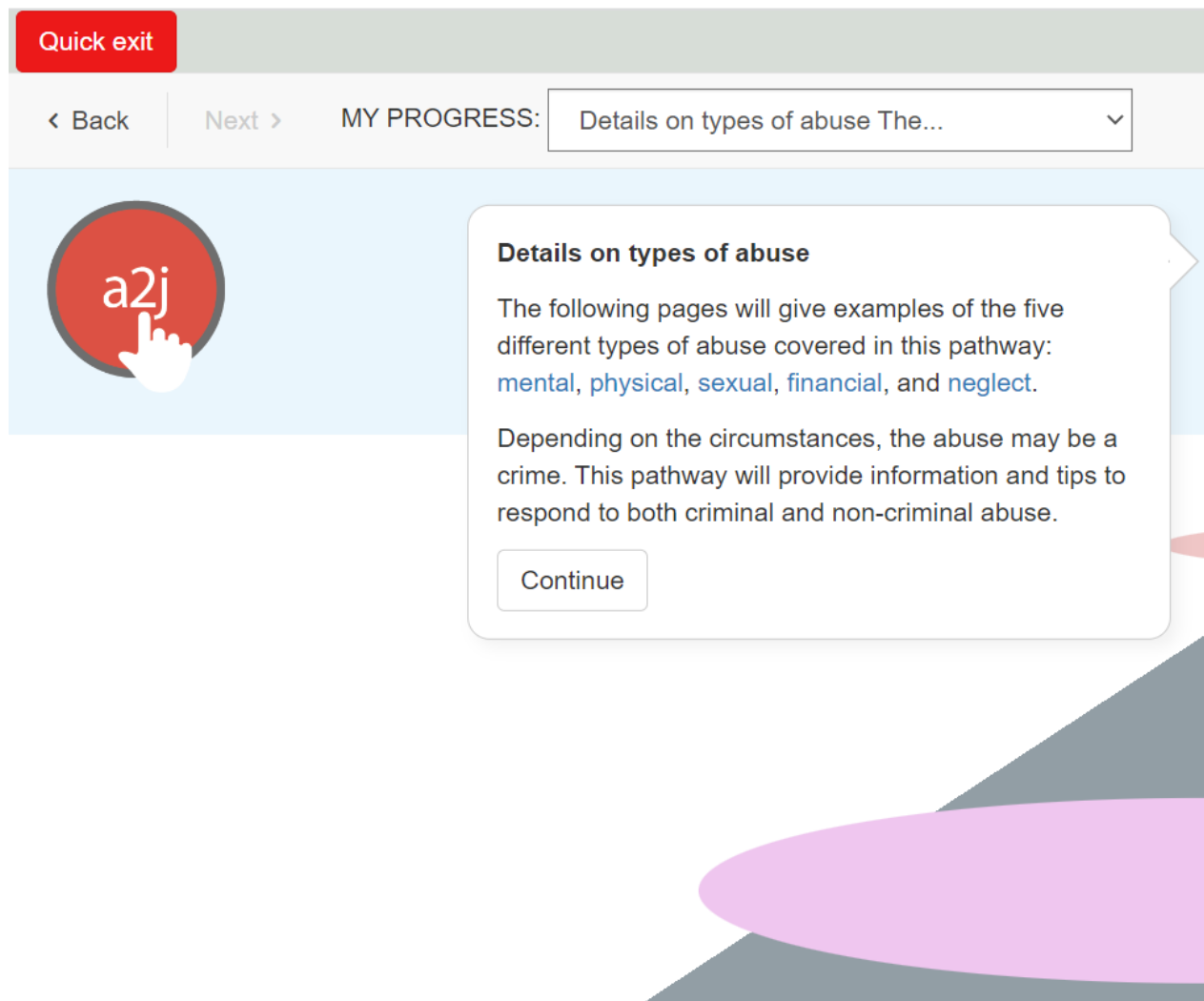


3

Preventing abuse and next steps

2

Details of abuse



1. Mental abuse
2. Physical abuse
3. Sexual abuse
4. Financial abuse
5. Neglect



ADDRESS: Examples of financial abuse... ▼

Examples of **financial abuse** include:

- forcing an older person to sell personal property
- stealing an older person's money, pension cheques, or other property
- tricking or threatening an older person into giving someone their money or property
- committing identity theft, such as using someone's bank account by pretending to be them
- someone using a [Power of Attorney](#) for their own benefit instead of for the benefit of the older person

Do you want to learn more about financial abuse?

☒ Yes

☐ No

Continue



A **Power of Attorney** is a legal document. It helps you make decisions about property and personal care if you need help making these decisions, or if you become [incapable](#) of making them. No one can force you to make a Power of Attorney.

There are two types of Powers of Attorney: Power of Attorney for Property, and Power of Attorney for Personal Care. The attorney does not need to be a lawyer.

If you make a Power of Attorney for Property, you appoint someone to help you manage your property (like money, real estate, or personal property), even if you're still mentally capable of doing so, or to manage your property if you become incapable of doing so.

If you make a Power of Attorney for Personal Care, you appoint someone to make decisions about your personal care, including medical treatment, other healthcare, housing, food, clothing, hygiene, and safety. The Attorney for Personal Care can only make these decisions if you're not capable of making them.

If you make a Power of Attorney, you may consider including a requirement that a [capacity assessor](#) or [formal capacity assessor](#) determines that you are mentally incapable of making a decision or type of decision before it comes into effect. A capacity assessment can help prevent possible abuse.



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MY PROGR

SAVE AND EXIT



Financial abuse

Financial abuse is the misuse or theft of your money or property. Financial abuse is the most common type of elder abuse.

Check off any of the examples below of financial abuse that might apply to your situation. These examples will be added to your [personalized checklist](#).

- ☐ misuse of your money or property
- ☐ theft, forgery, fraud or scams
- ☒ misuse of a [Power of Attorney](#) (the person acting as your attorney is using your money for their own benefit)
- ☒ signing or cashing cheques without your permission or knowledge
- ☐ sharing your home without paying a fair share of

Continue



3

Preventing abuse and next steps

2

Details of abuse



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Strategies for prevention



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MY PROGRESS: General information on responding...

SAVE AND EXIT



General information on responding to abuse

There are several things you can do to protect yourself from abuse. The following pages include some examples of how to help prevent different types of abuse and how to improve safety:

1. [Planning ahead](#)
2. [Preventing financial abuse](#)
3. [General safety](#)

Then there will be some information on the types of things a lawyer can help you with.

☐ Add to my checklist

Continue



4 Decision-making

3 Preventing abuse and next steps



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MY PROGR

SAVE AND EXIT



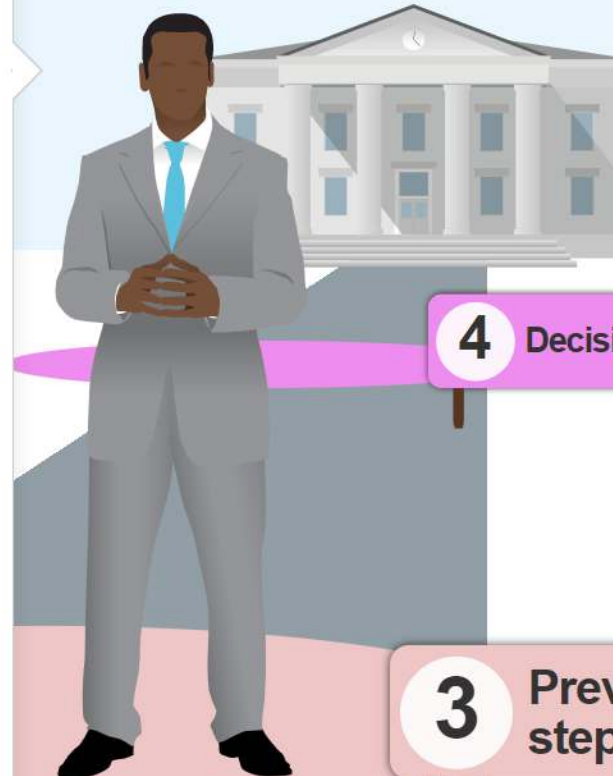
Planning ahead

As your life circumstances change, you might become more vulnerable to various types of abuse. There are some steps you can take to help protect yourself.

Check off any of the steps below you've already taken. These examples will be added to your [personalized checklist](#).

- ☒ Plan for the future, including preparing a will and making a [Power of Attorney](#) - if there's someone you trust to be your attorney.
- ☐ Select your beneficiaries, executors, and attorneys carefully, and discuss your wishes with your appointed attorneys.
- ☒ Maintain relationships with family, friends, and support networks, including groups in your community.
- ☐ Make a plan for care you might need in the future.

Continue



4 Decision-making

3 Preventing abuse and next steps



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MY PROGR

SAVE AND EXIT



Preventing financial abuse

Financial abuse is the most common type of elder abuse. There are some steps you can take to help protect yourself.

Check off any of the steps below you've already taken. These examples will be added to your [personalized checklist](#).

- ☐ Control and monitor your bank accounts.
- ☐ Understand all documents before signing them, never sign under pressure, and get legal advice if necessary.
- ☒ Be careful who you give banking and financial information to (never give out credit and debit card numbers or their passwords).
- ☐ Replace any credit or debit cards that an abuser might be able to use.
- ☐ Don't open joint bank accounts unless you

Continue



4 Decision-making

3 Preventing abuse and next steps



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MY PROGRESS: General safety There are steps you... ▼

SAVE AND EXIT



General safety

There are steps you can take to reduce the risk of abuse.

Check off any of the steps below you've already taken. These examples will be added to your [personalized checklist](#).

- ☐ Think carefully before having someone move in with you, or before moving in with someone.
- ☒ Change the locks if someone who is or was abusive has a key to your place.
- ☐ Have your own phone or another way to communicate.
- ☐ Have a [safety plan](#).
- ☐ Stay in contact with family and friends.

Continue



4 Decision-making

3 Preventing abuse and next steps



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MY PROGRESS:

Legal advice and assistance You...

SAVE AND EXIT



Legal advice and assistance

You don't have to [hire a lawyer](#) to help you or stop abuse. But a lawyer can help you understand your legal rights and responsibilities, and the options you have.

Some specialized legal services are available to older adults. They include the [Advocacy Centre for the Elderly \(ACE\)](#).

☐ Add to my checklist

Continue



4 Decision-making

3 Preventing abuse and next steps

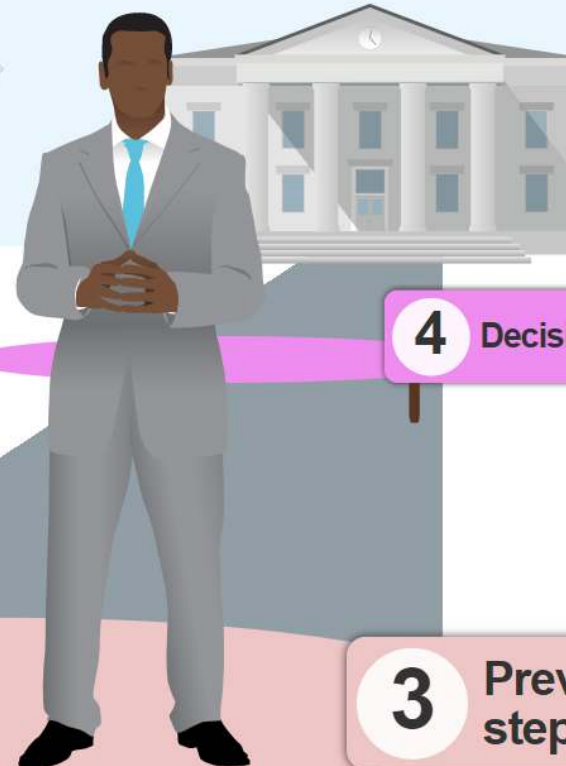
[Quick exit](#)[< Back](#)[Next >](#)

MY PROGR

SAVE AND EXIT**Legal advice and assistance**

A lawyer can help with a variety of things. Check off any of the options below that you might want to ask a lawyer about. These examples will be added to your [personalized checklist](#).

- ☒ Clarify that you or a loved one is a victim of a crime.
- ☒ Give you advice on the rules and process for contacting the police, or recovering your property (there will be more detail on this later in the pathway in both the criminal and non-criminal sections).
- ☐ Explain the different ways you can resolve your issues.
- ☒ Represent you in court.
- ☐ Represent you in mediation or other ways of resolving disputes.

[Continue](#)**4** Decision-making**3** Preventing abuse and next steps



Taking action: Next steps of interest

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1. Decision-making
2. Criminal abuse: police and justice system
3. Non-criminal abuse: potential remedies
4. Abuse in LTC or retirement homes
5. Help in the community
6. Safety plan

GRESS: Next steps of interest Select the... ▼

Next steps of interest

Select the areas below that you would like to learn more about. You can select as many as you want.

Each topic has more information that you can add to your [personalized checklist](#). If you do this, you can save or print it later.

☒ Decision-making

☐ Criminal abuse: involving the police and justice system

☒ Non-criminal abuse: potential remedies

☒ Abuse in long-term care homes or retirement homes

☐ Getting help in the community

☒ Creating a safety plan

Continue



A person is considered mentally capable of making a particular decision if they have the:

- [ability to understand](#) information relevant to making that decision; and
- [ability to appreciate](#) the foreseeable consequences of making or not making that decision.

Mental capacity can vary, depending on the kind of decision a person needs to make. For example, a person might be capable of making decisions about what to wear and what to eat, but not be capable of making decisions about healthcare. They may not be able to understand and appreciate the consequences of healthcare decisions.



The **criminal abuse** section of the pathway describes specific types of abuse that are considered crimes under the Criminal Code of Canada. This section also provides information about what to expect if the police become involved when a crime is reported.



The **non-criminal abuse** section of the pathway gives information about starting a lawsuit against abusers, and how to report abuse to regulatory authorities. This section is helpful if the abuse is not a crime or you're not ready to report the abuse to the police. It also provides links to the [Power of Attorney Guided Pathway](#).



This step of the pathway provides information about abuse happening in **long-term care or retirement homes**.



To learn more about **getting help in the community** select this option. You'll be able to access information about organizations and helplines for people dealing with abuse.



The **safety plan** will include information that you provide in the pathway, such as the names of trusted people and safe places. It will also include a checklist of general safety tips.



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Decision making



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MY PROGRESS:

Types of decision-making When we...

SAVE AND EXIT



Types of decision-making

When we talk about decision-making in law, and whether a person is **mentally capable** of making a particular type of decision, there are three main types of decisions:

- **Decisions about property and finances**
- **Decisions about healthcare and other personal care**
- **Decisions about long-term care and retirement homes**

Whether a person is capable of making a decision depends on the actual decision they need to make. For example, a person might be capable of deciding what to eat, but not capable of deciding what to do in a complicated healthcare situation.

☒ Add to my checklist

Continue



5 Criminal abuse

4 Decision-making



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MY PROGRESS: Mental capacity What type of...

SAVE AND EXIT



Mental capacity

What type of decision-making below would you like to learn more about? You can choose more than one. Information about these options will be added to your [personalized checklist](#).

- ☐ Decisions about property and finances
- ☐ Decisions about personal care or healthcare
- ☐ Decisions about long-term care or retirement homes

Continue



5 Criminal abuse

4 Decision-making



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Non-criminal abuse: remedies



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MY PROGRESS: Reporting abuse to regulatory...

SAVE AND EXIT



Reporting abuse to regulatory authorities

If the abuser provides services or supports, you may be able to report the abuse to organizations other than the police. If you're living in a [long-term care home](#) or [retirement home](#), the abuse can be (and in some cases, **must** be) reported to the appropriate government authority. There will be more detail about this in the next step on long-term care and retirement homes.

☒ Add to my checklist

Continue



7 Long-term care and retirement homes

6 Non-criminal abuse



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Community Legal Education Ontario
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MY PROGRESS: Agency complaints If the abuser...

SAVE AND EXIT



Agency complaints

If the abuser provides services and supports in the home or community, you may be able to report the abuse to an agency or a related organization.

This section of the pathway will help you learn how to get help with abuse or suspected abuse by service or support workers in Ontario.

It will also help you learn about agencies that can support older adults experiencing or at risk of abuse.

Continue



7 Long-term care and retirement homes

6 Non-criminal abuse



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MY PROGRESS:

Agency complaints Select what you...

SAVE AND EXIT



Agency complaints

Select what you want to learn more about. What you select will be added to your [personalized checklist](#).

- ☐ abuse or suspected abuse by people working in the home or community
- ☐ reporting abuse or making a complaint to the Ontario Ombudsman or another organization
- ☐ community resources or supports for older adults experiencing or at risk of abuse

Continue



7 Long-term care and retirement homes

6 Non-criminal abuse



Quick exit

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Next >

MY PROGRESS: Making a complaint about a regulated...

SAVE AND EXIT



Making a complaint about a regulated health professional

You can make a complaint about a health professional if you suspect them of abuse or neglect. If their profession is regulated (like doctors and nurses), you can make a complaint to the body that regulates them (also known as a [professional college](#)). Professional colleges help protect the public interest.

Before you make a formal complaint, you can contact the professional college to ask questions and get advice. The college can answer questions about the complaint process, and may suggest steps you can take to try to resolve your complaint informally first.

☒ Add to my checklist

Continue



7 Long-term care and retirement homes

6 Non-criminal abuse



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MY PROGRAM

SAVE AND EXIT



Making a complaint about professional services

The next few pages provide contact information for different types of professionals. The health professions in this list are governed by professional colleges. Lawyers and accountants are as well. The other professionals in this list have obligations set out by law, but there is not a specific professional college for that profession.

To learn how to make complaints about the professions below, select which you're interested in (list continues on next page). This information will be added to your [personalized checklist](#).

☐ Nurses

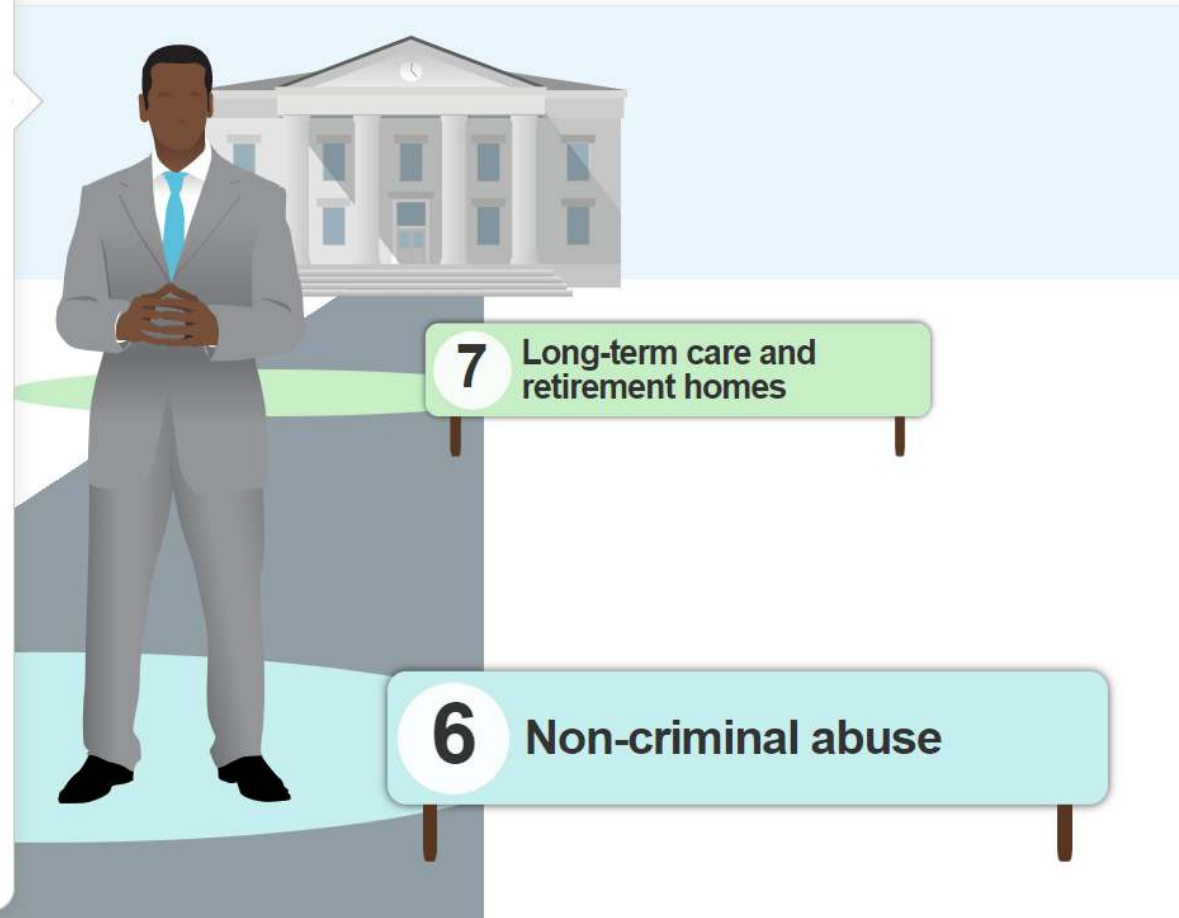
☒ Doctors

☐ Physiotherapists

☐ Social workers

☐ Occupational therapists

Continue





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MY PROGRESS: Making a complaint about a regulated... ▾

SAVE AND EXIT



Making a complaint about a regulated health professional and other health professional services continued

- ☐ Psychologists
- ☐ Chiropractors
- ☐ Staff employed at long-term care homes
- ☐ Staff employed at retirement homes
- ☐ Lawyers and paralegals
- ☐ Financial planners and advisors
- ☐ Accountants

Continue



7 Long-term care and retirement homes

6 Non-criminal abuse



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Community Legal Education Ontario
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MY PROGRESS:

Doctors Doctors are regulated by the...



SAVE AND EXIT



Doctors

Doctors are regulated by the College of Physicians and Surgeons of Ontario. You can call the College at **416-967-2603**, or **1-800-268-7096, extension 603**, or email feedback@cpso.on.ca to ask questions about making a complaint. For information about the complaint process, see their [webpage here](#).

☒ Add to my checklist

Continue



7 Long-term care and retirement homes

6 Non-criminal abuse



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Community Legal Education Ontario
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MY PROGRESS:

Suing the abuser (starting a...



SAVE AND EXIT



Suing the abuser (starting a lawsuit)

Depending on the nature of the abuse, you may be able to start a lawsuit against the abuser. A [civil lawsuit](#) can be a way to recover property or be awarded [damages](#). You can start a lawsuit at the same time that criminal proceedings are underway.

Before starting a lawsuit, you should [talk to a lawyer](#).

Would you like to learn more about starting a lawsuit?

☐ Yes

☒ No

Continue

If you're filling out this pathway for someone else

Learn More

7 Long-term care and retirement homes

6 Non-criminal abuse



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MY PROGRESS:

Alternatives to starting a...



SAVE AND EXIT



Alternatives to starting a lawsuit

Before starting a lawsuit, you may want to try other ways of resolving the dispute, or recovering money or property. The benefits of doing so may include:

- finding a solution more quickly than through a lawsuit
- finding a solution at a lower cost
- exploring solutions with a neutral person, such as a mediator, without the risk of a judgment or costs order against you

☒ Add to my checklist

Continue



7

Long-term care and retirement homes

6

Non-criminal abuse



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MY PROGRESS: Mediation Mediation is a way to

SAVE AND EXIT



Mediation

Mediation is a way to resolve a dispute or issue either before a trial (if a lawsuit has been started) or without starting a lawsuit. A mediator is a neutral person who has no personal interest in your case. A mediator is not a judge and will not decide who wins.

If you do go to mediation, you don't have to reach an agreement. Mediation isn't always successful. Whether or not mediation provides a solution to your dispute, anything said in mediation is confidential and cannot be referred to in court.

Do you want to learn more about mediation? This information will be added to your [personalized checklist](#) that you can download at the end of this pathway.

☐ Yes

☒ No

Continue



7 Long-term care and retirement homes

6 Non-criminal abuse



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Long-term care homes and retirement homes



ADDRESS: What type of living situation are you... ▼

What type of living situation are you interested in learning about?

☒ a long-term care home

☐ a retirement home

☐ other

Continue

Long-term care homes

Learn More

8 Community Legal Education Ontario

Other living situations include:

- living as a **tenant**
- living as a boarder
- living in a family member's home
- owning your own home

If a person lives in a **retirement home** or a **long-term care home**, there are specific rules for reporting abuse. These other living situations have different approaches to managing and reporting abuse.



In Ontario, **long-term care homes** are licensed homes where adults can live when they need access to nursing care and personal care 24 hours a day. Most residents of long-term care need help with most or all daily activities, such as eating, bathing, and dressing.

Residents in long-term care homes pay for their room and board. The provincial government sets the fees and they're the same in for-profit and not-for-profit homes. The government pays the cost of residents' healthcare. Residents have to pay for extra services, such as hairdressing, dental care, and private personal support workers.



In Ontario, **retirement homes** are licensed, privately-owned homes where at least 6 people live. The residents are not related to the operator or landlord of the home.

The residents rent a place to live, and pay for care and services to support their daily lives. Retirement homes don't get money from the government. Residents pay the full cost of their housing and services.

All residents of retirement homes are tenants and have the same rights as tenants living in rental apartments. Retirement homes are regulated by the Retirement Homes Act and the Residential Tenancies Act.

Long-term care and retirement homes



Quick exit

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MY PROGRESS: Reporting abuse in long-term...

SAVE AND EXIT



Reporting abuse in long-term care

Residents of a long-term care home are not required to report abuse, but they can if they want to.

Anyone else who suspects or knows about abuse is **legally required** to report it to the Ministry of Long-Term Care. If they believe the abuse is a criminal offence and the resident is at risk of serious harm, they may also be required to report the abuse to the police.

☒ Add to my checklist

Continue



8 Community help

7 Long-term care and retirement homes



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MY PROGRAM

SAVE AND EXIT



Reporting abuse in long-term care

To report abuse, contact the [Long-Term Care ACTION Line](#). You can call **1-866-434-0144**, 8:30 am to 7 pm, 7 days a week. You don't have to give your name.

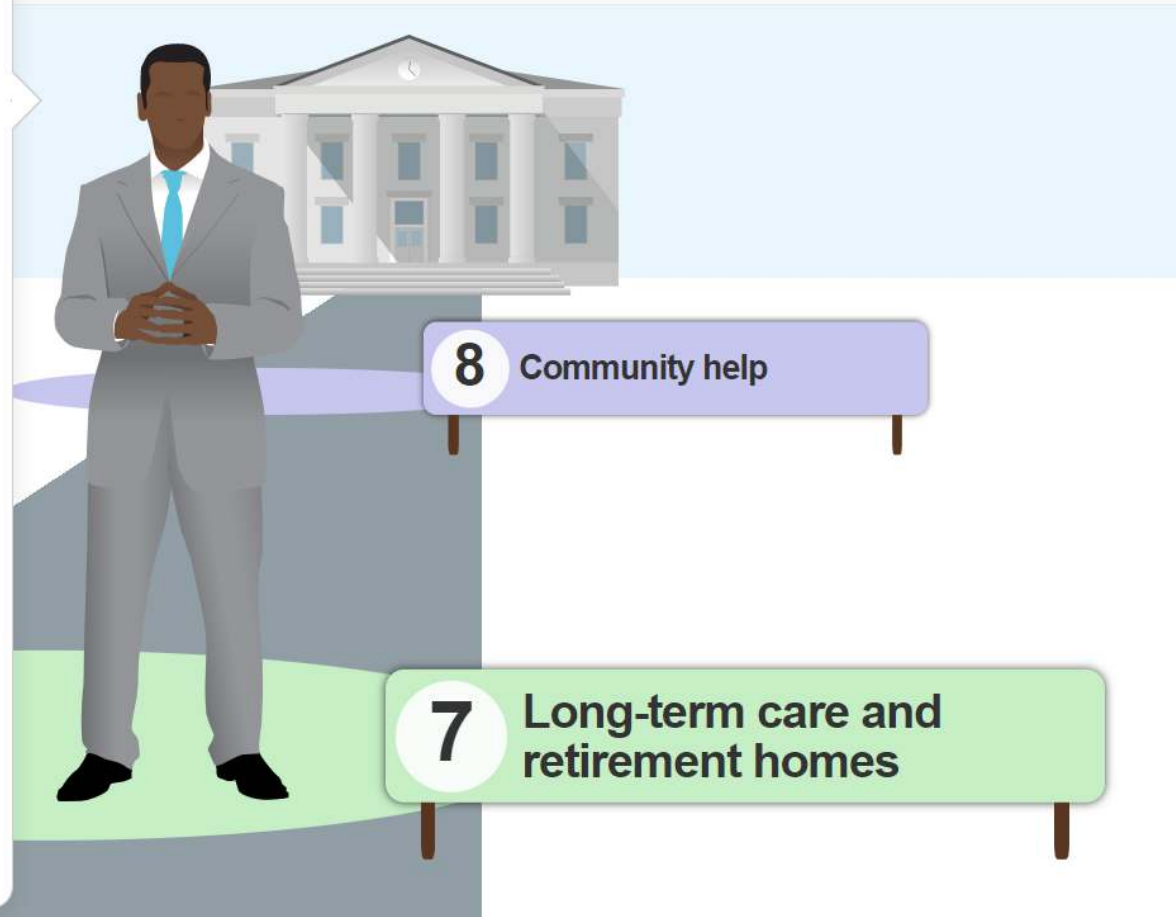
Give as much as information as you can. This makes it easier for your report to be investigated. You'll be asked to give:

- the name of the home
- the address of the home, including the town or city it's in
- a description of what happened, including whether it happened once or is an ongoing problem
- when and where it happened if it's a specific event, for example, inside or outside the home
- who was involved

If you contact the police, you'll need to give similar information.

☒ Add to my checklist

Continue





Quick exit

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MY PROGR

SAVE AND EXIT



Workers at long-term care homes

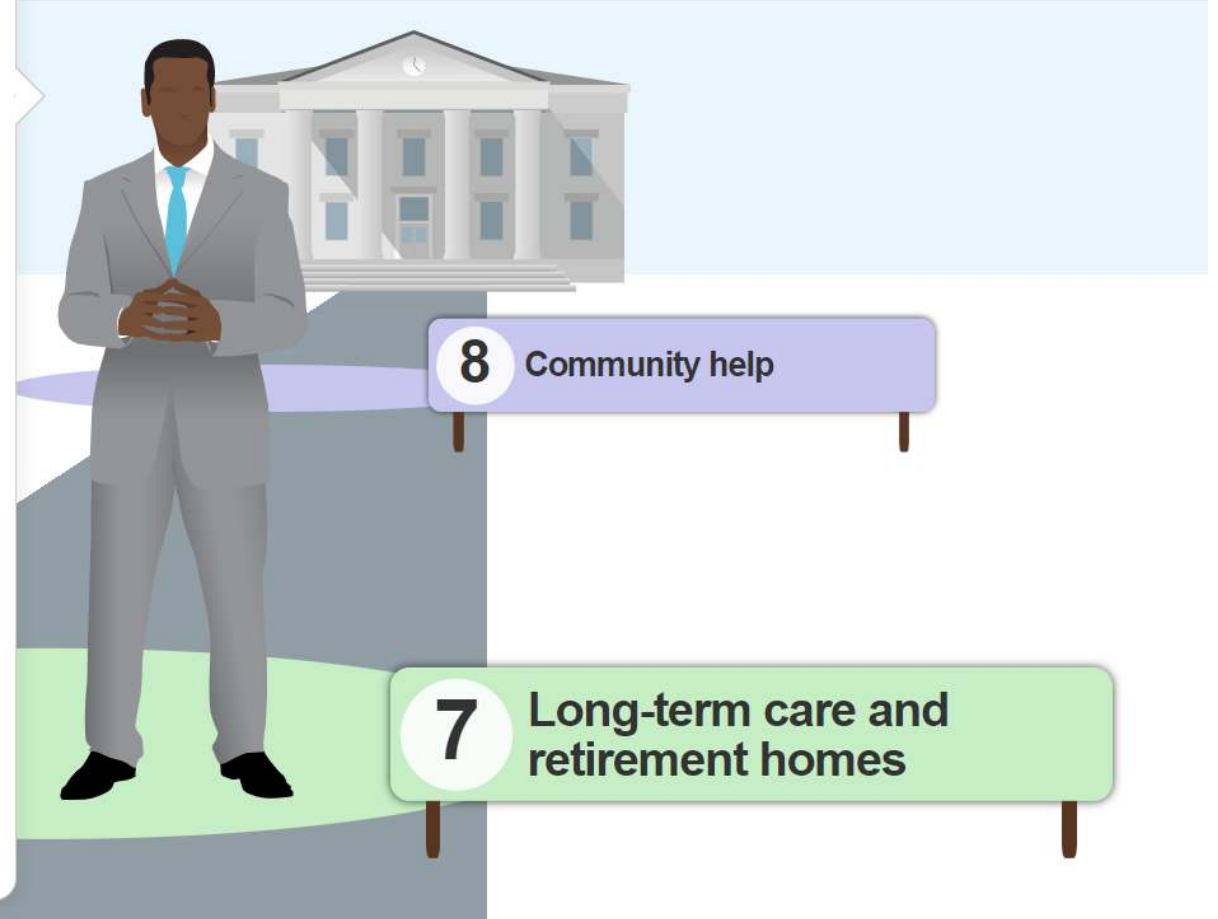
People employed at long-term care homes must report elder abuse and neglect that's happening, happened, or that's suspected.

This duty applies even if the report is based on information that would normally be confidential, such as personal information about a resident's health. For example, abuse must still be reported by members of a [regulated health profession](#), or members of the [Ontario College of Social Workers and Social Service Workers](#).

If the law says that abuse must be reported and it is not, the person with knowledge of the abuse may be guilty of an offence and be fined. This applies to everyone who works at a long-term care home, and anyone who provides health, social work, or social services to a resident. It does not apply to contract staff or agency staff who occasionally provide maintenance or repair services.

☒ Add to my checklist

Continue





Quick exit

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MY PROGRESS: What happens after you report...

SAVE AND EXIT



What happens after you report abuse?

If you give your name, address, and phone number:

- a ministry employee will follow up with you to get your full report, usually within 2 business days
- the two of you can discuss the next steps
- you'll get a report explaining what was done about the problem

☐ Add to my checklist

Continue



8 Community help

7 Long-term care and retirement homes



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Safety plan



RESS: Safety planning A safety plan...

SAVE AND EXIT

Safety planning

A safety plan can help you or your loved ones stay safe from abuse. A good safety plan lays out, step-by-step, how to leave your home or help prevent further abuse in the safest way possible.

1. Fill in the blanks with information that applies to you. If a question does not apply, just leave it blank.
2. Use the "To do" lists in this plan.
3. Make extra copies of your plan to share with trusted support people.

This information will be reflected in the [safety plan](#) document that you can download at the end of this pathway.

Continue

How do I know if I'm safe?

Learn More

How do I know if I'm safe?

Feeling **physically safe** means you aren't afraid someone will hurt or injure you. It also means you don't feel trapped where you live.

Feeling **emotionally safe** means you're secure and comfortable within yourself and your relationships. You can express what you want and what you're feeling without being afraid.

You're the best judge of whether you feel safe where you live and if you need a safety plan. But feelings can be complicated. If you want to talk to someone about whether you're feeling emotionally and physically safe, call the [Seniors Safety Line: 1-866-299-1011](#). Their counsellors are trained to help you with these kinds of questions.



The **safety plan** will include information that you provide in the pathway, such as the names of trusted people and safe places. It will also include a checklist of general safety tips.



PROGRESS: Is the abuse you're facing a result... ▾

SAVE AND EXIT

Is the abuse you're facing a result of a relationship or from an intimate partner?

☐ Yes

☒ No

Continue

Where can I get more resources on intimate partner violence?

Learn More

Where can I get more resources on intimate partner violence?

When abuse happens in an intimate relationship, the abuse usually follows a pattern and gets more serious over time. To learn more about intimate partner violence, visit the websites below:

- For information about woman abuse: <https://lukesplace.ca/resources/what-is-woman-abuse/>
- For information about abuse in same-sex relationships: <https://www.rainbowhealthontario.ca/resource-library/abuse-in-same-sex-relationships-information-and-resources/>

Safety plan

Intimate partner violence is abuse that happens during an intimate relationship, a breakup, or after a relationship ends. A partner can be a spouse, common-law partner, boyfriend, or girlfriend. Intimate partner violence happens in both heterosexual and same-sex relationships. In most cases, women are the victims of intimate partner violence.

When abuse happens in an intimate relationship, the abuse usually follows a pattern and gets more serious over time.

Abusers try to gain and maintain power and control over their partner. All types of abuse have one thing in common: they create fear.



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MY PROGRESS:

Things that usually trigger abuse or...

SAVE AND EXIT



Things that usually trigger abuse or that happen before my abuser hurts me:

They get angry about their own financial problems and get upset with me if I refuse to give them money

Continue

What are triggers for abuse?

Learn More

10 Conclusion

9 Safety plan



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MY PROGRESS:

My code word to tell family and...



SAVE AND EXIT



My code word to tell family and friends that I need help is:

Penguin

Continue



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MY PROGRESS:

This is the safest way to enter or...

SAVE AND EXIT



This is the safest way to enter or leave my home:

Through condo door and to the right into stairwell going down

Continue



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9 Safety plan



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MY PROGRESS:

If I need to call for help, phones...

SAVE AND EXIT



If I need to call for help, phones are located in these places:

In my purse. In my neighbours apartment across the hall. In the condo managers office. At the local library.

Continue



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9 Safety plan



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MY PROGRESS:

People I can call for help (besides...



SAVE AND EXIT



People I can call for help (besides 911) - family, friends, neighbours, professionals (like doctors and nurses):

Name:

Kathleen my neighbour

Phone number:

416 705 3xxx

Name:

Dr. Gold my GP

Phone number:

604 824 xxxx

Name:

Fatima my friend

Phone number:

905 224 xxxx

Continue



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9 Safety plan



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MY PROGRESS:

Places I can call for...

SAVE AND EXIT



Places I can call for help

- **Advocacy Centre for the Elderly** - a community-based legal clinic for low-income older adults: **416-598-2656**, or **1-855-598-2656**.
- **911** - if you're in immediate danger
- **211** - to find programs and services in your community.

Continue



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MY PROGRESS:

To do list There are a few things...

SAVE AND EXIT



To do list

There are a few things you can do to help keep yourself safe, including:

- Hide originals of important documents.
- Keep copies of all court orders with you at all times.
- Practise leaving where you live and getting your emergency bag.
- Add phone numbers of support people to your cell phone.
- Memorize important phone numbers in case you can't get to your cell phone.
- Tell your friends and family your [code word](#).

If you have other thoughts, you can include them in the textbox below:

Talk to bank manager and ask whether some kind of block to be put on my accounts to require a call to me if a person other than me is trying to take funds

Continue

What about financial security?

Learn More

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MY PROGRESS:

To do list If you don't live with...



SAVE AND EXIT



To do list

If you don't live with your abuser there are a few things you can do to improve your safety:

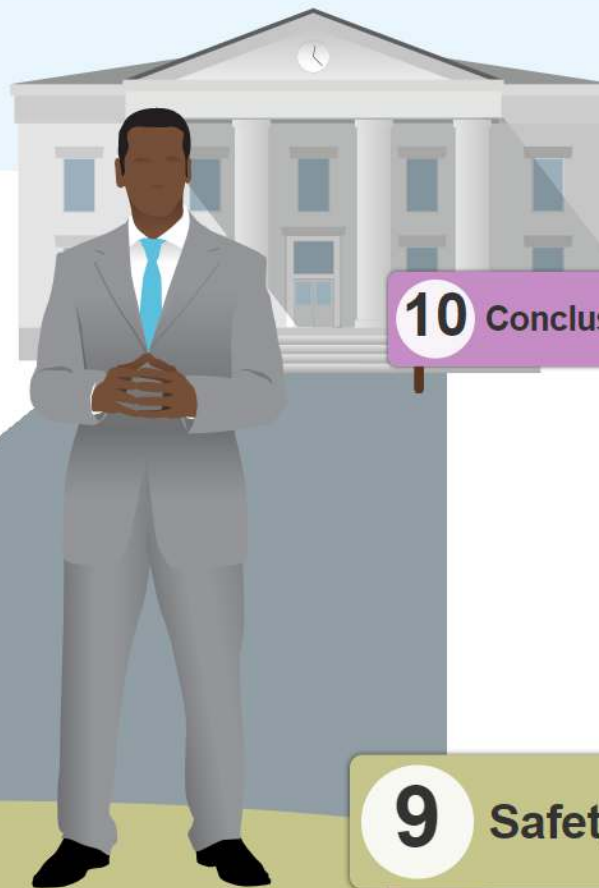
- Change the locks on your home if your abuser has a key.
- Add extra security such as an alarm system.
- Let someone know when you get home safely.
- Tell friends, family, and employers not to share your phone number or address.
- Tell neighbours to call for help if they see your abuser near your home.

If you have other thoughts, you can include them in the textbox below:

Ask my condo manager whether I can get any help from onsite staff if my abuser is trying to get into my apartment



Continue



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MY PROGRESS:

If I can't leave my home, I can go to...



SAVE AND EXIT



If I can't leave my home, I can go to these rooms if I'm in danger:

Downstairs bathroom because the door locks and it's nearest the front door and right beside the hallway exterior to my unit . If I make noise there either by

Continue

How to pick a room

Learn More

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Next >

MY PROGRESS:

Places I should avoid:



Places I should avoid:

Unsafe places near or in my home that I can avoid when I'm alone:

The outside walking path on the condo easement because too isolated. In the
condo mail room in basement in the evening

Places my abuser might be:

Continue

How do I know if a place is unsafe?

Learn More

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SAVE AND EXIT



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MY PROGRESS:

A safe place close by that I can go...

SAVE AND EXIT



A safe place close by that I can go if I don't have access to a car:

Seniors centre a block away My neighbour Kathleen's apartment down the hall

Continue

How do I know where to go?

Learn More

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MY PROGRESS:

A friend or family member I can stay...



SAVE AND EXIT



A friend or family member I can stay with overnight:

My neighbour Kathleen

Continue



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9 Safety plan



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MY PROGRAM

SAVE AND EXIT

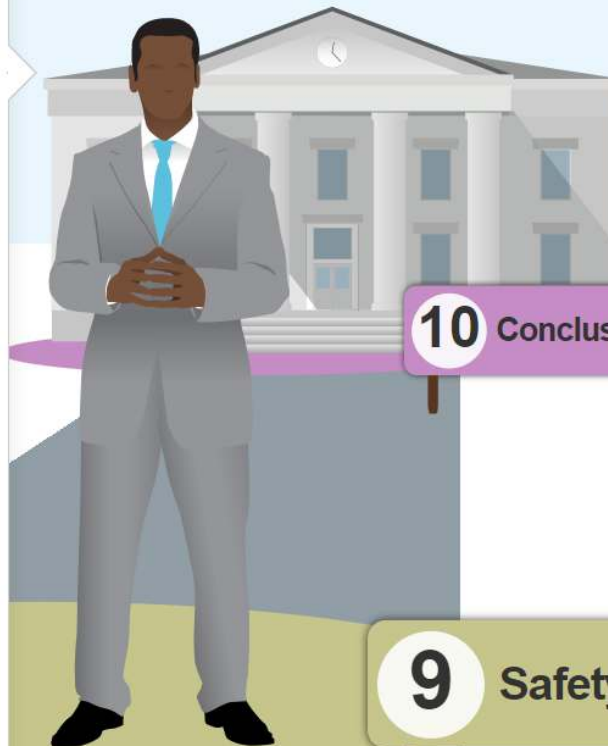


Staying safe online and when using my phone to do list:

- If you live with your abuser, use a computer at another location.
- Change passwords for online bank accounts and emails.
- Delete your social media and make new accounts.
- Limit what you share on social media.
- Don't share your location.
- Make your phone number unlisted and block your phone number before making calls.
- Block your abuser's phone number.
- Don't accept calls from private or blocked numbers.
- Set an anonymous voicemail message.

If you have other thoughts, you can include them in the textbox below:

Continue



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9 Safety plan



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ADDRESS: Do you want more information added to... SAVE AND EXIT

Do you want more information added to your safety plan on how to stay safe online and when using your phone? If you select "Yes," it will be included in your safety plan that you can download at the end of the pathway.

☒ Yes
☐ No

Continue

Why is this important?
Learn More

10 Conclusion

Why is this important?

Abusers might try to monitor your emails, website activity, or phone calls. They can use technology to spy on you, track where you are, harass, or threaten you.

Technology abuse is serious. Threats made online or in texts are real.

Luke's Place tells you how to stay safe online and on your phone. See www.lukesplace.ca/resources/keep-safe-online.



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Quick exit

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Next >

MY PROGRESS:

Staying safe in daily life and in public

SAVE AND EXIT



Staying safe in daily life and in public

Who can I tell about my abusive situation in the places that I normally go:

My bank manager
Coordinator at the seniors centre where I go swimming daily

How to contact security, my coworkers, or staff people if I feel unsafe while outside my home:

Need to check this and add to my safety plan

Other notes on staying safe in public:

Limit going out after dark unless I'm with someone I trust

Continue

10 Conclusion

9 Safety plan



Quick exit

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Next >

MY PROGRESS:

Staying safe in daily life to do...

SAVE AND EXIT



Staying safe in daily life to do list:

- Avoid stairwells.
- Ask someone to walk with me to work.
- Ask people not to share my contact information.
- Ask someone to screen my calls.
- Show security at places I normally go a photo of my abuser.

If you have other thoughts, you can include them in the textbox below:



Continue



10 Conclusion

9 Safety plan



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Quick exit

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Next >

MY PROGRESS: Staying safe in my car

SAVE AND EXIT



Staying safe in my car

If my abuser is following me I can drive to this location:

Other notes for staying safe in my car:

Continue



10 Conclusion

9 Safety plan



Quick exit

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MY PROGRESS:

Emergency bag You should pack an...

SAVE AND EXIT

a2j

Emergency bag

You should pack an emergency bag and keep it somewhere safe in your home or with a trusted friend or family member. You should leave immediately if you have safety concerns. Only get your bag if you're able to do so safely.

Things to include in your emergency bag:

- copies of important documents
- extra sets of keys
- medications and prescriptions
- change of clothes
- special or valuable items
- wallet or purse with important cards and some cash

Any other items that you would like to include in your emergency bag:

Pair of walking shoes, My spare knee brace, A folded up hiking pole to steady my walking

Continue

10 Conclusion

9 Safety plan



Quick exit

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MY PROGRESS:

Distress line information Find the...

SAVE AND EXIT



Distress line information

Find the number of a local distress line and note it below. This information will appear in your safety plan that you can download at the end of the pathway.

Visit 211's [website here](#) and search for a distress line in your region:

- Enter topic **Distress line**
- Enter location **Where you live or can travel to** (though this isn't necessary as you can call from anywhere)

Name of distress line:

Help line

Number:

416 206 xxxx

Notes:

Continue



10 Conclusion

9 Safety plan



Quick exit

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Next >

MY PROGRAM

SAVE AND EXIT



Shelter information

Find the number of a local shelter and note it below.
This information will appear in your safety plan that
you can download at the end of the pathway.

Visit [211's website here](#) and search for a shelter in
your region:

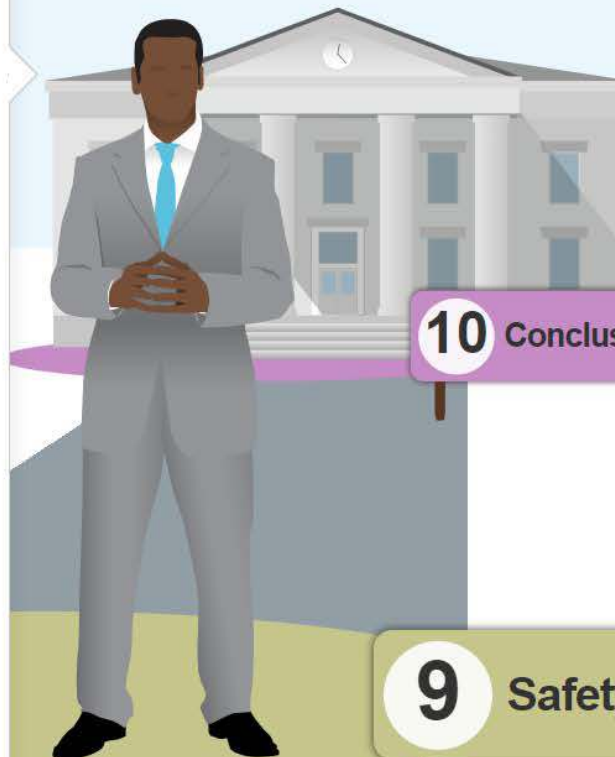
- Enter topic **Shelter**
- Enter location **Where you live or can travel to**

Name of shelter:

Number:

Address:

Continue



10 Conclusion

9 Safety plan



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Quick exit

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Next >

MY PROGRESS:

Any other notes you would like to add... ▼

SAVE AND EXIT



Any other notes you would like to add to your safety plan:

Continue



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9 Safety plan



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Quick exit

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Next >

MY PROGRESS:

Would you like to go back and see any...

SAVE AND EXIT



Would you like to go back and see any of the information pages you skipped?

☐ Yes

☒ No

Continue



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Finishing



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Quick exit

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MY PROGRESS: Follow up Guided Pathways Enter the... ▼

SAVE AND EXIT

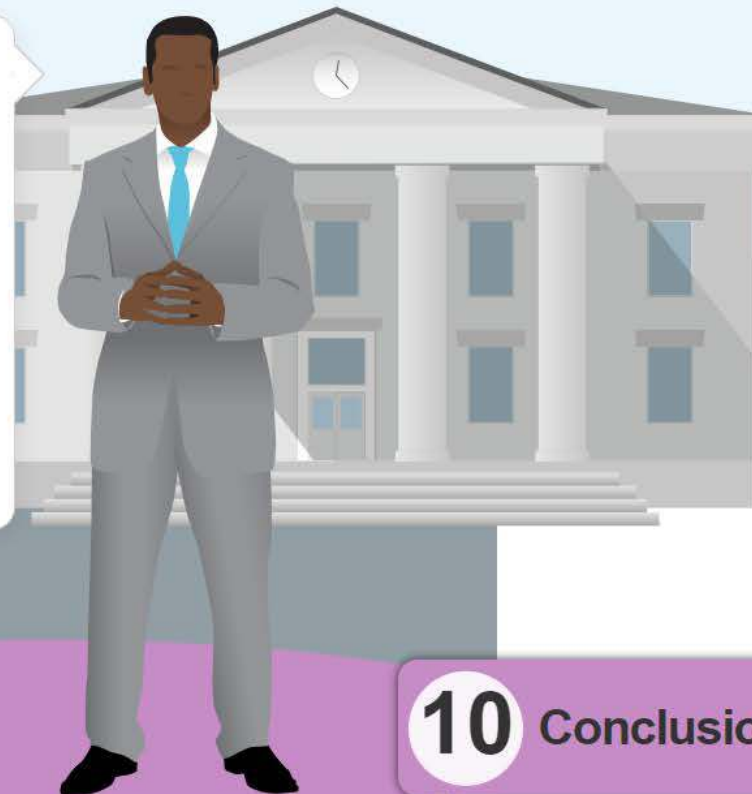


Follow up Guided Pathways

Enter the email address where you want the links to be emailed.

You'll receive one email with links to all of the additional pathways you requested.

Continue



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Quick exit

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MY PROGR

SAVE AND EXIT



Getting your feedback

You've now completed the pathway. The next page explains how to download your documents.

We hope that you'll first take a few minutes to answer the 3 questions below. They help us improve the pathway tool.

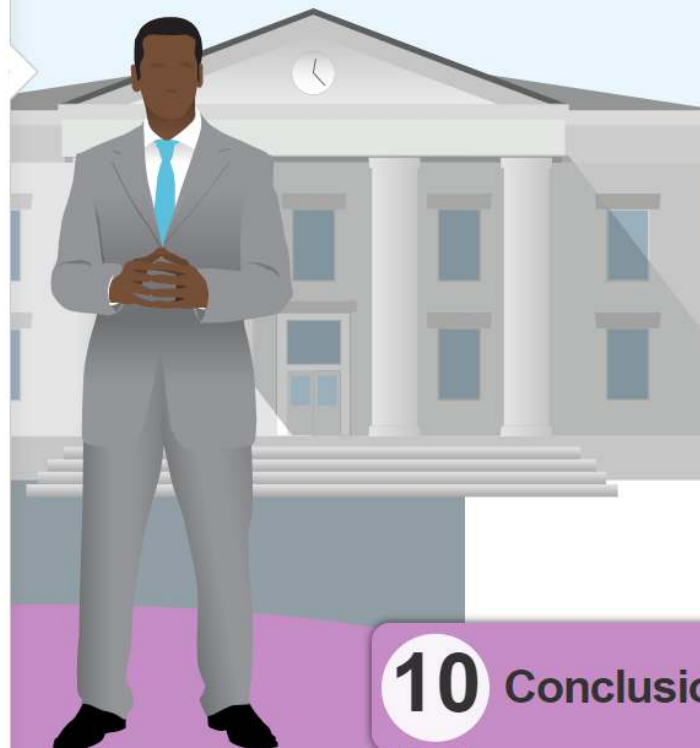
If you don't want to answer the questions, just click **Continue** to go to the downloading instructions.

What part of the pathway was most helpful?

What part of the pathway was most difficult?

Enter anything else you want to tell us about using the pathway:

Continue



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MY PROGRESS:

You've completed this pathway After...

SAVE AND EXIT

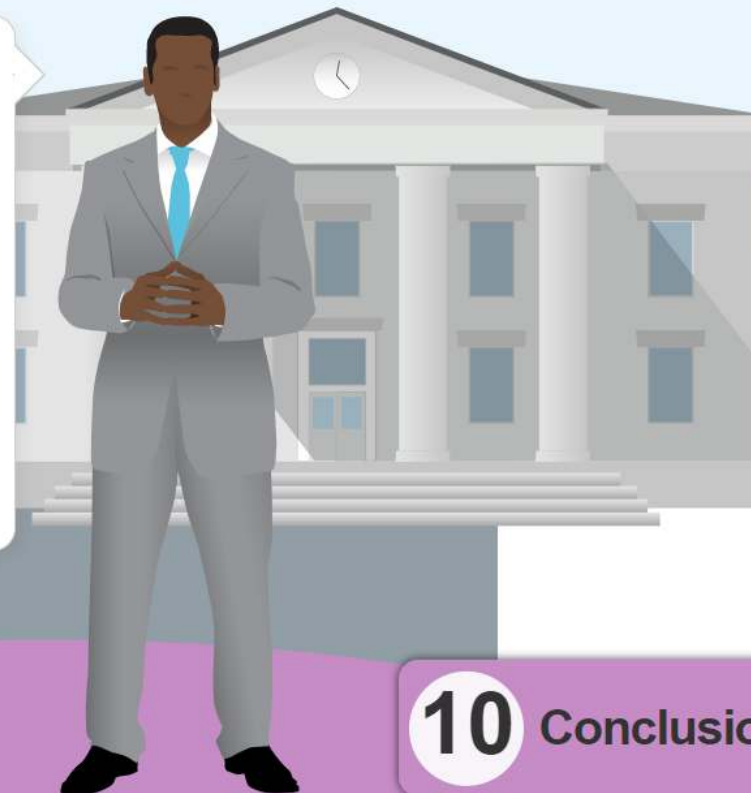


You've completed this pathway

After you click the **"End"** button, you'll be taken to a confirmation page where you can see information about your safety plan and personalized checklist, and how to download them.

If you created an account, you can also download your documents from your account dashboard. Click on the CLEO logo at the top of the confirmation page to go to your dashboard.

End



10 Conclusion





Your interview is now complete.

Interview Details

Interview Title	Responding to Elder Abuse	Date Created	Feb 27, 2023 04:42 PM
Answer Set Number	ITV-068771	Interview ID (Version)	INT-001193(11872)

Downloads

Documents

File #	Downloads	Select
1	Personalized checklist	 <input type="checkbox"/>
2	My Safety Plan	 <input type="checkbox"/>

[Download All](#) [Download Selected](#) 



Personalized checklist

The information here is what you selected to add to your personalized checklist. Blue and underlined text are defined in the glossary at the end of the document.

You can download, save, and print this document to re-read it when you want.

Safety information

If anyone is in immediate danger, call **911**.

If you call **911**, police will be sent to your home or other location. Once the police arrive, they decide what to do. You do not decide. If someone has hurt you, the police may arrest that person and charge them with a crime.

If you're being abused, there are community and social services to help you. You can call the Victim Support Line at **1-888-579-2888**, or dial **211** to ask about services near you.

A safety plan can help you stay safe at home, at work, in public, or online. It can include a list of safe places, plans to escape your location, a list of organizations that can help you, and a list of things to keep in an emergency bag if you need to leave home quickly.

Here are some ideas to create a [safety plan](#) in case you ever need one:

- Have an emergency escape plan.
- Pack an emergency bag in case you have to leave home quickly.
- Make a list of important documents, and put them, or copies of them in a safe place.
- Ask neighbours or friends to call the police if they think you're being harmed.

What is elder abuse?

Abuse can be mental, physical, sexual, or financial. Neglect is also a form of abuse.

Elder abuse is violence or harm done to an older person. Someone who commits elder abuse usually has control or influence over the older person. Victims of elder abuse often know and trust their abuser.

There's no single definition of elder abuse because it covers a range of behaviours and situations. But elder abuse usually goes beyond a single isolated incident.

Elder abuse is often a crime, but not all abuse is criminal. For example, if a caregiver tells someone they're worthless, that's abuse, but not a crime under the *Criminal Code of Canada*. If a caregiver hits an older adult, that's a crime.

If the abuse is a crime, the police may get involved if the abuse is reported or if you call 911.

Why does abuse happen?

Abuse may be more likely to happen if an older person is isolated from the community, social services, and even from other family members. Isolating an older person can itself be a form of emotional or mental abuse.

Victims of elder abuse are often dependent on their abuser in some way. For example, someone who is being abused may live in the same house as their abuser, and depend on them to shop for food or take them to the doctor.

A person can rely on their abuser even if they're [mentally capable](#) or physically able. But if you have a mental or physical disability, you're more vulnerable to abuse.

Abuse can happen to any older person. But the greatest physical harm is most often done to women.

CLEO's Do you know a woman who is being abused? A legal rights handbook includes help and referral information for women who are experiencing [intimate partner \(or domestic\) violence](#). View the handbook on CLEO's website at: <https://www.cleo.on.ca/en/publications/handbook>

Marginalized groups

Members of marginalized communities, such as Indigenous peoples, people with disabilities, and racialized groups, may be more vulnerable to abuse. They are often subject to discrimination, poverty, and exclusion.

Elder abuse can be a type of [systemic abuse](#). For example, [LGBTQ+](#) older adults might face discrimination, social isolation, or neglect because of their sexual orientation. They may be neglected by a caregiver because of homophobia, or may be at risk of self-neglect because of internalized homophobia.

Why some people do not report abuse

Some victims do not report abuse because:

- they're afraid of what the abuser will do if they report
- they're completely under the control of the abuser and depend on the abuser for food, housing, clothing, and healthcare
- they're afraid they'll be forced to move out of their home
- they're ashamed to tell anyone that someone is abusing them or stealing their money, especially if the abuser is a family member
- they think that the police and social agencies cannot help them

My notes: No one close to me to call or tell or that I think would be willing to help me

You should know.

- You don't deserve to be abused.
- Abuse is not your fault.
- You have a right to live without fear.
- You have the right to a safe, healthy environment, and healthy relationships.
- Abuse often gets worse over time.
- You have the right to control your own life and make your own decisions.

- You're not alone—many other people have experienced abuse.

You may or may not want to take any action, but it's important to know your options and that help is available.

To get help, you could:

- tell someone you trust about what's happening
- ask others for help if you need it
- ask the police for help if someone is hurting you or you don't feel safe
- find out about services in your community
- talk to your bank or someone you trust to make sure you have enough money to live on and can access it
- find out if there's somewhere else you can live if you need to leave your home
- make a safety plan in case you have to leave your home quickly

Sometimes family or friends may not say anything when they suspect elder abuse because:

- they don't know who to speak to
- they don't know what can be done
- they don't want to get involved
- they're not sure the older person is aware that they're being abused, and telling them could upset them
- the older person asks them not to say anything to anyone

My notes:

There are other reasons why people who provide help or services to clients in their own homes may not say anything about elder abuse. For example:

- They may believe that they have a confidential relationship with their client and cannot tell anyone else about what happens in their client's home.
- They might be afraid of the abuser.
- They might believe that the police cannot help.
- They might think nothing can be done because the older person might deny the abuse is happening.

Types of abuse

Examples of **mental or emotional abuse** include:

- humiliating, insulting, frightening, threatening, or ignoring an older person
- treating an older person like a child
- isolating an older person

Examples of **physical abuse** include:

- assaulting someone, such as hitting, slapping, pushing, or scratching them
- forcing someone to stay in their home, or a room, bed, or chair
- giving medication improperly, or withholding medication

Examples of **sexual abuse** include:

- any form of sexual activity that a person does not want
- sexual assault

Examples of **financial abuse** include:

- forcing an older person to sell personal property



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My Safety Plan

Use this Safety Plan as a guideline to prevent abuse

1. Print out a copy of this plan and share with trusted support people
2. The details are filled in based on your responses in the Guided Pathway. If there is any additional information or needed modifications, you can make changes directly on this page.

Staying safe at home

- Things that usually trigger abuse or that happen before my abuser hurts me:
They get angry about their own financial problems and get upset with me if I refuse to give them money
- This is the safest way to enter or leave my home:
Through condo door and to the right into stairwell going down
- If I can't leave my home, I can go to these rooms if I'm in danger:
Downstairs bathroom because the door locks and it's nearest the front door and right beside the hallway exterior to my unit . if I make noise there either by shouting or by banging on the pipes my neighbours or condo onsite staff might hear that . I can also hide some noisemakers in the wall access space to the water pipes so that I have things to help me make noise.
- Places near or in my home that I can avoid when I am alone:
The outside walking path on the condo easement because too isolated. In the condo mail room in basement in the evening
- If I need to call for help, telephones are located in these places:
In my purse. In my neighbours apartment across the hall. In the condo managers office. At the local library.
- A safe place close by that I can go if I cannot access a car:
Seniors centre a block away My neighbour Kathleen's apartment down the hall
- A friend or family member I can stay with overnight:
My neighbour Kathleen

- People I can call for help (besides 911):
First person: Kathleen my neighbour Contact information: 416 705 3xxx
Second person: Dr, Gold my GP Contact information: 604 824 xxxx
Third person: Fatima my friend Contact information: 905 224 xxxx

- My code word to tell my family and friends that I need help is:
Penguin

Information from 211:

The distress line in my region: Help line
Distress line phone number: 416 206 xxxx
Note:

Name of shelter:
Number:
Address:
Note:

Other notes:

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Organizations I can contact for help

The Assaulted Women's Helpline:**1-866-863-0511 (English)**
www.awhl.org**Fem'aide:****1-877-336-2433 (Français)**
www.frmaide.ca**Ontario's Victim Support Line:**

If you are a victim of crime and would like to speak to an information and referral counsellor

1-888-579-2888 (English, French, and other languages through an interpreter)
www.ovc.gov.on.ca**Talk 4 Healing:**

If you are an Indigenous woman living in Northern Ontario and Speak English, Ojibway, Oji-Cree, or Cree

1-855-554-4325
www.talk4healing.com**Ganohkwasra Family Assault Support Services:**

If you are part of the Six Nations of the Grand River community

1-519-445-4324
www.ganohkwasra.ca

Staying safe at home

To do:

- ☐ Hide originals of important documents in a safety deposit box or with a trusted friend
- ☐ Keep copies of all court orders, like a restraining order or peace bond, with me at all times
- ☐ Practice leaving my place of residence and getting my emergency bag. See the last page of this safety plan for a checklist of things to pack.
- ☐ Add telephone numbers to my cell phone for support people.
- ☐ Memorize important telephone numbers in case I can't get to my cell phone.
- ☐ Tell family and friends my code word for when I need help, and tell them what I want them to do.
- ☐ Other: Talk to bank manager and ask whether some kind of block be put on my accounts to require a call to me if a person other than me is trying to take funds from my account by talking to a teller

Other things to do if I do not live with my abuser:


- ☐ Change the locks on my home if I think my abuser may have a key. Note: If you're married to your abuser and living in the home you shared with them, you might need a court order or agreement before you can do this.
- ☐ Add extra security, such as an alarm system, more locks, or window bars.
- ☐ Let someone know when I get home safely.
- ☐ Tell friends, family, and employers not to share my contact information or tell my abuser where I am.
- ☐ If there is no reason for my abuser to come to my home, tell neighbours to call me or call for help if they see my abuser near my home. Show or give them a picture of my abuser.
- ☐ Other: Ask my condo manager whether I can get any help from onsite staff if my abuser is trying to get into my apartment



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Staying safe in daily life


- 
- Who can I tell about my abusive situation in the places that I normally go: My bank manager
Coordinator at the seniors centre where I go swimming daily
 - How to contact security, my coworkers, or staff people if I feel unsafe while outside my home: Need
to check this and add to my safety plan

To do:

- ☐ Avoid stairwells and other quiet areas when I'm alone
- ☐ Ask someone to walk with me to work or to my car
 - ☐ Ask my employer, coworkers, or other people I regularly interact with not to share my contact
information or tell my abuser where I am
 - ☐ Ask someone to screen my calls
- ☐ Show security of places where I normally go a photo of my abuser
- ☐ Other:

Staying safe in public

- ☐ Have my cell phone and charger with me at all times.
- ☐ Ask someone to come with me.
- ☐ If I have to be somewhere alone, call Kathleen my neighbour (or another trusted friend) when I
leave or arrive safely.
- ☐ If I use public transit, sit near the driver or near the emergency alarm.
- ☐ Avoid places my abuser might be, such as:
- ☐ Change any routines that might make it easy for my abuser to find me (for example, grocery stores I
go to and the hours that I usually go).
- ☐ Learn the exits of the places I normally visit.
- ☐ Learn the address for the police stations nearby.



Other: Limit going out after dark unless I'm with someone I trust



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Staying safe in my car

- ☐ Check the back seat before getting into my car.
- ☐ Check if there is a GPS tracking device on my car.
- ☐ Check if my car's navigation system tracks where I go and if I can delete that history.
- ☐ Have someone walk me to my car.
- ☐ Keep my keys in my hand when going to my car.
- ☐ Make sure my gas tank is full.
- ☐ Know different routes to get home, work, or other places I normally go.
- ☐ If my abuser is following me I can drive to:
- ☐ Other:

Staying safe online and when using my phone

- ☐ If I live with my abuser, I will use a computer at another location instead of at home.
- ☐ Change passwords for online bank accounts, emails, etc., that my abuser knows or can easily figure out.
- ☐ Delete my social media accounts (including Facebook, Twitter, Instagram, etc.). Make new accounts if I want to stay on social media.
- ☐ Limit what I share on social media and make my account settings as private as possible so that my abuser can't keep track of what I'm doing or saying, or where I am.
- ☐ Not share my location on social media, and ask people I'm with to do the same.
- ☐ Turn off or disable the GPS function on my cell phone and tablet.
- ☐ Call my phone company to have my phone number unlisted and to change my phone plan if my abuser has access to my records.
- ☐ Block my phone number by dialing *67 before I make calls.
- ☐ Block my abuser's phone number.
- ☐ Not accept calls from private or blocked numbers.
- ☐ Set an anonymous voicemail message or have someone else set one for me.
- ☐ Other:



My Emergency bag checklist

Use this checklist to help you pack a bag in case you need to leave your home quickly.

Keep this bag somewhere safe in your home or with a trusted friend or family member. You should leave immediately if you have safety concerns. Only get your bag if you are able to do so safely.

☐ Copies or photographs of important documents

- Birth certificate
- Marriage certificate
- Car registration
- Mortgage or lease documents for home and car
- Medical records
- Insurance documents
- Copies of court documents
- Immigration papers
- Passport

☐ Extra sets of keys that I need, like home, car, and work keys

☐ Medications and prescriptions

☐ Change of clothes

☐ Special or valuable items, like family photos, important jewellery, small gifts from my family

☐ Other: Pair of walking shoes My spare knee brace A folded up hiking pole to steady my walking

☐ Keep my wallet and purse in a spot where I can get them quickly. Make sure I have my:

- Credit cards
- Debit cards
- some cash
- Health card
- Driver's license
- Cheque book
- Social Insurance Number (SIN) card
- Cell phone and charger



Guided Pathways

Fill Out Your Legal Forms.

Use CLEO's free online interviews to fill out legal forms, draft letters, and identify your next steps.

The Guided Pathways ask you questions and then use your answers to fill in the forms and letters you need. When you are done, you can save and print your papers.



Abuse and Family Violence

Learn about elder abuse and how to prevent it.



Family Law

Fill out the court forms you need for your family law case.



Housing Law

Fill out the Landlord and Tenant Board forms you need for your rental housing case.



Immigration Law

Fill out draft forms to apply for an open work permit in Canada.



Nonprofit Bylaws

Create bylaws for a nonprofit corporation in Ontario.



Wills and Powers of Attorney

Make a will or power of attorney, or cancel an existing power of attorney.



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-  Nonprofit Bylaws
-  Wills and Powers of Attorney



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Tell us what you are looking for

 LIVE CHAT



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About Guided Pathways for Wills and Powers of Attorney

CLEO's Guided Pathways for wills and powers of attorney are a series of online interviews that ask you questions and create legal documents based on your answers. Each question includes information that explains how to answer it. The pathways are free to use.

If you already have an account, you can access your saved work here:

 **Login**

Preparing a Will

 **Make a Will**
using CLEO's Guided Pathways

Use this if you want to create a simple will and appoint an executor for that will.

Making a Power of Attorney

 **Make a Power of Attorney**
using CLEO's Guided Pathways

Use this if you want to:

- make a power of attorney that gives another person the power to manage your property
- make a power of attorney that gives another person the power to make decisions about your personal care
- cancel an old power of attorney

When you've completed a pathway, you can save or print your documents. You'll also get instructions and information about what to do next.

Wills and Power of Attorney Guided Pathways

- [Wills and Powers of Attorney Guided Pathways](#)
- [Making a will](#)
- [Preparing a power of attorney](#)

CLEO's Guided Pathways

- [About Guided Pathways](#)
- [Abuse and Family Violence](#)
- [Family Law](#)
- [Housing Law](#)
- [Immigration Law](#)
- [Nonprofit Bylaws](#)
- [Wills and Powers of Attorney](#)
- [Need help?](#)



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Guided Pathway for making a will

CLEO's Guided Pathways now include an interactive interview to help you prepare a simple will. All of the pathways are free to use.

You can use the pathways to:

- create a simple will, if you're someone who has a small or modest amount of property
- appoint an executor to pay your final bills, do your final tax return, and distribute the property in your estate



Make a Will

using CLEO's Guided Pathways

The Guided Pathways ask you a series of questions about your situation, give you information to help answer them, and create documents based on your answers.

**Last Will and Testament of John Smith**

This is the last will and testament of me, John Smith, currently living at 12 Jones Ave, Toronto, Ontario, Canada.

Previous Wills

I revoke all wills and codicils that I made in the past.

Executor

I appoint the following to be the Executor of my will and Trustee of my estate:

Name: Debby Smith

Relation to me: spouse

Address: 12 Jones Ave, Toronto, Ontario, M4K 1P8, Canada

"Executor" refers to each Executor and Trustee of my will, whomever is acting in this role, whether they are the original Executor or a substitute Executor.

If any Executor named in this will, whether original or a substitute, who is acting as Executor, is found to be incapable of managing property or is declared bankrupt, they immediately:

- stop being an Executor and Estate Trustee, and
- are said to have retired.

Directions to the Executor

I give all of my property of every kind, wherever it is, including any property over which I may have a general power of appointment, to my Executor on the following trusts:

1. Debts, taxes, funeral expenses, and expenses related to the proper administration of my estate

I direct my Executor to pay out of and charge to the capital of my estate, my funeral expenses and expenses related to the proper administration of my estate, my legal and valid debts and obligations, and my income taxes and taxes of any kind.

2. My pets

If Alexander Smith dies before me, or is not willing or able to care for my pet, my Executor will give my pet to any of my family members, friends, or neighbours or anyone else who will provide my pet with a loving and healthy home for the rest of my pet natural lifetime.

After my Executor has delivered my pet, they do not have to monitor how the person cares for the pet.

3. Cash gifts

I direct my Executor to give the following cash gift out of the capital of my estate:

(a) \$20000 to Debby Smith, my spouse, if they are alive when I die.

If Debby Smith is not living at the time of death, or not willing to accept this gift, I direct my Executor to give this gift to Alexander Smith, my Son.

4. Residue

I am using the words "descendant", in place of the word "issue" as a class of beneficiaries in this section of my will and am defining the word "descendant" to include descendants that are not just in the blood line of a beneficiary.

I am using the word "descendant" and "descendants" to include any person, either below, or at, or above the age of majority, who is a child of my beneficiaries of the residue:

- by direct blood line, or
- by adoption, or
- that any beneficiary of the residue did show a settled intention to treat as their own family, except under an arrangement where the child is placed for compensation in a foster home by a person having lawful custody.

I direct my Executor to divide the residue of my estate equally among Debby Smith, and Alexander Smith, if living on the fifteenth (15th) day following the date of my death.

If any of these beneficiaries of the residue of my estate die before me, or are not living on the fifteenth (15th) day following the date of my death, leaving descendants surviving that deceased beneficiary, then my Executor shall divide the share that the deceased beneficiary would have been entitled to receive amongst their descendants in equal shares per stirpes.

Realization of My Estate

I give my Executor the power to use their discretion in the realization of my estate. This includes the power to



Instructions for completing your will

Contents

Step 1: Check, print, and sign your will	2
Step 2: Sign the affidavit	4
Step 3: Store your will.....	5
Step 4: Prepare other important documents	6
Step 5: Arrange your estate	9
Step 6: Update your will, if necessary	12

You have completed a **will**. There are a few things you have to do before your will is official. These are explained in the steps below.

Getting more information or legal help

If you need legal help or to talk to a lawyer at any point during the process, there's information about this at www.cleo.on.ca/en/publications/power/getting-legal-help. It is a good idea to ask for a lawyer that works with wills and Powers of Attorney. Lawyers often call this “estates law.”

Check your document

Read through your will. Make sure that the information in it is correct. If any information is incorrect, or you want to change anything in it, delete the document.

Print your documents

Once you're sure that the information in the will is correct, print all the documents produced in the interview. You should only print one copy of the will.

Cross out any blank space

If there is any blank space left on the last page of the will, draw a line diagonally like this “/” across the space and put your initials at each end of the line. This is done to prevent anyone from adding any text to your will and to show that you crossed out that space.

Sign and date your will

You have to sign your will. You put your signature and the date in the section that says “Signature.”

You must sign your will in front of two witnesses. These witnesses must be 18 years of age or older. Your witnesses also **cannot** be someone who gets part of your property in the will.

Your two witnesses must also sign the will. They sign under the section that says “Witness Signature.”

All three of you have to be present for this whole process of signing and witnessing the will.



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Guided Pathway to preparing a power of attorney

CLEO's Guided Pathways now offer interactive interviews to help you make powers of attorney. The Guided Pathways are free to use.

You can use the guided pathways to:

- Make a Continuing Power of Attorney for Property that gives another person the power to manage your property for you. Property is anything you own or have the sole right to use, like money, a rental apartment, or furniture.
- Make a Power of Attorney for Personal Care that gives another person the power to make decisions about your personal care, if you can't make them yourself. Personal care includes things like healthcare, housing, food, clothing, hygiene, and safety.
- Cancel an old Power of Attorney.

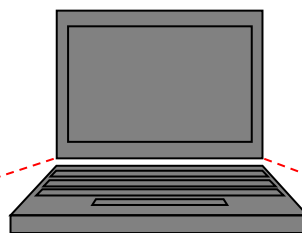


**Make a Power of
Attorney**

using CLEO's Guided Pathways



Powers of Attorney, revocation etc.



Continuing Power of Attorney for Property
Jane Doe
(Made in accordance with the Substitute Decisions Act, 1992)

REVOCATION
I, Jane Doe, hereby revoke any previous Power of Attorney for Property made by me, whether a General Power of Attorney for Property or a Continuing Power of Attorney for Property.

APPOINTMENT
I APPOINT the following to be my attorneys for property in accordance with the Substitute Decisions Act, 1992:

Name: Bruce Gary Wayne
Address: 59 East Lake Ave., Ottawa, Ontario, K2N 2K2, Canada
Name: Selma Kule
Address: 536 Kilex Cat Avenue, Windsor, Ontario, N9C 3C3, Canada
Name: Richard Grayson
Address: 87 Goodwin Drive, Thunder Bay, Ontario, R6A 4H4, Canada

SUBSTITUTE ATTORNEY
If the persons I have appointed, or any one of them, cannot or will not be my attorney because of refusal, resignation, death, mental incapacity, removal by the Court, or any other reason I SUBSTITUTE:

Name: Alfred Thompson
to act as my attorney for property with the same authority as the person they are replacing.

HOW ATTORNEYS MAKE DECISIONS
I authorize my attorneys for property to act together (JOINTLY) and any or either of them to act alone (SEVERALLY) when making decisions about my property for me.

GENERAL AUTHORITY
I AUTHORIZE my attorneys for property to do on my behalf anything in respect of property that I may lawfully do by an attorney subject to any conditions or restrictions that are included in this document. I do not authorize my attorneys to make a will for me. I further authorize my attorneys to execute and deliver all such documents and to do all such other acts and things as in the opinion of my attorneys may be necessary or desirable in connection with the management of my property.

Page 1 of 4

Continuing Power of Attorney
for Property

Power of Attorney for Personal Care
Jane Doe
(Made in accordance with the Substitute Decisions Act, 1992)

REVOCATION
I, Jane Doe, hereby revoke any previous Power of Attorney for Personal Care made by me.

APPOINTMENT
I APPOINT the following to be my attorneys for personal care in accordance with the Substitute Decisions Act, 1992:

Name: Bruce Gary Wayne
Address: 59 East Lake Ave., Ottawa, Ontario, K2N 2K2, Canada
Name: Selma Kule
Address: 476 Kilex Cat Avenue, Windsor, Ontario, N9C 3C3, Canada
Name: Richard Grayson
Address: 87 Goodwin Drive, Thunder Bay, Ontario, R6A 4H4, Canada

HOW ATTORNEYS MAKE DECISIONS
I authorize my attorneys for personal care to act together (JOINTLY) and any or either of them to act alone (SEVERALLY) when making decisions about my personal care for me.

SUBSTITUTE ATTORNEY
If the persons I have appointed, or any one of them, cannot or will not be my attorney because of refusal, resignation, death, mental incapacity, removal by the Court, or any other reason I SUBSTITUTE:

Name: Alfred Thompson
Address: 88 East Lake Ave., Ottawa, Ontario, K2N 2K2, Canada
to act as my attorney for personal care in the same manner and subject to the same authority as the person they are replacing.

AUTHORITY OF THE ATTORNEYS
I give my attorneys the AUTHORITY to make any personal care decision for me that I am not mentally capable of making for myself, meaning any decisions about my healthcare, housing and shelter, nutrition, clothing, hygiene, and safety. This includes the giving or refusing of consent to any matter to which the Health Care Consent Act, 1996, applies, subject to the Substitute Decisions Act, 1992, and any wishes, instructions, conditions or restrictions contained in this form.

Page 1 of 4

Power of Attorney for Personal
Care

Revocation of a Power of Attorney for Property
(Made in accordance with the Substitute Decisions Act, 1992)

I, Jane Doe, of Toronto, in the Province of Ontario, hereby revoke the Power of Attorney for property created by me on 04/04/2019 and which appointed Bruce Gary Wayne as my attorney.

Bruce Gary Wayne has (the authority to act on my behalf) and any authority conferred on Bruce Gary Wayne by that Power of Attorney herein described is revoked, cancelled, and terminated on the date of the signature of this document.

SIGNATURE: _____ **DATE:** _____
(Sign your name here, in the presence of two witnesses.)

ADDRESS: 123 King Street Apt 45, Toronto, Ontario, M5X 1A1, Canada

We have signed this revocation of a Power of Attorney in the presence of the person whose signature appears above and in the presence of each other.

We confirm that we are both age 18 or older, are not the attorney or the spouse or partner of the attorney, are not the spouse or partner of the grantor, are not the children of the grantor nor a person towards which the grantor has demonstrated an intention to treat as their child, and are not persons whose property is under guardianship nor persons that have guardians of the person.

Witness #1: **Signature:** _____ **Date:** _____
Print Name: James Gordon
Address: 34 Commissioner Court, Niagara, Ontario, N2A 2B5, Canada

Witness #2: **Signature:** _____ **Date:** _____
Print Name: Lila Lane
Address: 6441 Kensington Avenue, Toronto, Ontario, M2C 3C4, Canada

Page 1 of 1

Revocation of a Power of
Attorney

Notice of Revocation of a Power of Attorney for Property

I have first enclosed a signed revocation of the Power of Attorney for property of Jane Doe.

This letter is notice to all banks managing the assets of me, Jane Doe, and all their managers, employees, and staff that my Power of Attorney for Property, dated 01/06/2018, naming Bruce Gary Wayne was revoked by me on _____ (write date of revocation)

I confirm that at the time of revocation, I was over the age of eighteen, was capable of revoking the Power of Attorney for Property, and signed the revocation voluntarily.

Should any employees, staff, management of this bank:

a) transfer any funds held in any form at the bank to the attorneys named in the revoked Power of Attorney for Property or

b) take any directions from the former attorneys concerning my funds held in any form at the bank, or

c) provide the former attorneys with a bank card for any of my accounts or any information about my accounts and other financial holdings at this bank.

Proceedings may be commenced against this bank to recover any loss of funds or breach of privacy that results from these actions.

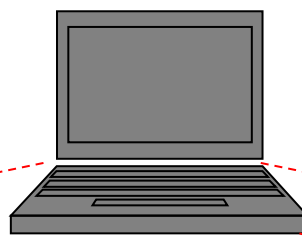
SIGNATURE: _____ **DATE:** _____
ADDRESS: 123 King Street Apt 45, Toronto, Ontario, M5X 1A1, Canada

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Notice of Revocation of a
Power of Attorney



Instructions booklets



Instructions for using your Power of Attorney for Property

Contents	
Step 1: Check, print, and sign your Power of Attorney	2
Step 2: Tell your banks and your family	3
Step 3: Talk to your attorney about your property	7
Step 4: When your attorney can start making decisions for you	9
Step 5: Other issues	10

Based on the answers you gave in the [interview](#), you've completed a **Continuing Power of Attorney for Property**. There are a few things you have to do before your Power of Attorney is official. These are explained in the steps below.

Getting more information or legal help

If you need legal help or to talk to a lawyer at any point during the process, there's information about this at www.cleo.on.ca/en/publications/power/getting-legal-help. It is a good idea to ask for a lawyer that works with wills and Powers of Attorney. Lawyers often call this "estates law."

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Instructions for using your Power of Attorney for Personal Care

Contents	
Step 1: Check, print, and sign your Power of Attorney	2
Step 2: Tell your family and personal care providers	3
Step 3: Talk to your attorney about your personal care	6
Step 4: While you're still mentally capable	8
Step 5: When you're no longer mentally capable	10

Based on the answers you gave in the interview, you've completed a **Power of Attorney for Personal Care**. There are a few things you have to do before your Power of Attorney is official. These are explained in the steps below.

Getting more information or legal help

If you need legal help or to talk to a lawyer at any point during the process, there's information about this at www.cleo.on.ca/en/publications/power/getting-legal-help. It is a good idea to ask for a lawyer that works with wills and Powers of Attorney. Lawyers often call this "estates law."

Page 1 of 11

Instructions for using your Revocation of a Power of Attorney for Property

Contents	
Step 1: Check, print, and sign your document	2
Step 2: Tell friends, family, and banks	4

Based on the answers you gave in the interview, you've completed a **Revocation of a Power of Attorney for Property**.

There are a few things you have to do before your Revocation is official. These are explained in the steps below.

Getting more information or legal help

If you need legal help or to talk to a lawyer, there's information about this at www.cleo.on.ca/en/publications/power/getting-legal-help. It is a good idea to ask for a lawyer that works with wills and Powers of Attorney. Lawyers often call this "estates law."

Instructions for Being an Attorney for Property

Contents	
What's a Power of Attorney for Property?	2
When do I start making decisions for the grantor?	3
What types of decisions will I have to make?	5
Are there rules for making decisions?	8
What happens when there's more than one attorney?	9
Keeping records	10

This document is designed to help you understand your new powers and duties as an attorney for property. It's important to also read the Power of Attorney document, as it might include more specific instructions about these powers and duties.

It's possible that your duties start immediately. It is also possible that you don't have to do anything also right now. Look at the section called "When do I start making decisions for the grantor?" for more information about when your duties start.

Getting more information or legal help

If you need legal help or to talk to a lawyer about your role, there's information about this at www.cleo.on.ca/en/publications/power/getting-legal-help. It is a good idea to ask for a lawyer that works with wills and Powers of Attorney. Lawyers often call this "estates law."

Page 1 of 11

Instructions for Being an Attorney for Personal Care

Contents	
What's a Power of Attorney for Personal Care?	2
When do I start making decisions for the grantor?	3
What types of decisions will I have to make?	5
Are there any rules for making decisions?	7
Keeping records	10

This document is designed to help you understand your new powers and duties as an attorney for personal care. It's important to also read the Power of Attorney document, as it might include more specific instructions about these powers and duties.

You don't have to do anything else right now. But later, you might have to make a wide range of decisions. So you'll want to be ready for taking on these responsibilities.

Getting more information or legal help

If you need legal help or to talk to a lawyer about your role, there's information about this at www.cleo.on.ca/en/publications/power/getting-legal-help. It is a good idea to ask for a lawyer that works with wills and Powers of Attorney. Lawyers often call this "estates law."

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Instructions for using your
Power of Attorney

Instructions for using your
Revocation

Instructions for being an
Attorney



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Feedback and questions

Erik Bornmann

erik.bornmann@cleo.on.ca