

Prevention of Elder Abuse: A Nelson & Area Resource Manual



Nelson & District Seniors
Coordinating Society

Friends of Nelson Elders

TABLE OF CONTENTS

INTRODUCTION	5
Mission Statement.....	6
Vision Statement	6
Guiding Principles	6
ABOUT ABUSE.....	8
WHAT IS ABUSE OF OLDER ADULTS?1	8
WHAT IS ABUSE AND NEGLECT OF OLDER ADULTS IN INSTITUTIONAL SETTINGS?	9
WHAT IS SELF NEGLECT?	9
WHAT YOU MIGHT SEE IN ELDER ABUSE	10
What Might You See With Emotional, Physical, or Sexual Elder Abuse?	10
What Might You See With Financial Elder Abuse or Exploitation?.....	11
WHAT YOU MIGHT SEE IN NEGLECT AND SELF NEGLECT	12
What is Elder Neglect?	12
What is Self Neglect?.....	12
What Might You See With Neglect or Self Neglect?.....	12
WHAT YOU MIGHT SEE IN ABUSE IN INSTITUTIONAL SETTINGS	13
Medical Abuse1	13
Violation of Rights1	13
HOW CAN WE PREVENT ELDER ABUSE, NEGLECT AND SELF NEGLECT?	14
WHAT CAN YOU DO ABOUT ELDER ABUSE, NEGLECT AND SELF NEGLECT?	15
SO WHAT ABOUT SYSTEMIC ABUSE	17
PREVENTION	23
STAYING HEALTHY AND STAYING CONNECTED	23
Family Physicians and Health Care Practitioners	23
HealthLink BC.....	23
Faith Communities.....	23
Learning in Retirement, Nelson	25
Senior Citizens' Associations of BC (SCA of BC)	25
SELF SUPPORTS AND FINDING INFORMATION	26
Alzheimer's Society.....	26
ALS (Amyotrophic Lateral Sclerosis) Society	26
ANKORS (Kootenay Boundary AIDS Network Outreach and Support Society)	26
CNIB (Canadian National Institute for the Blind).....	26

KB FETCH (Kootenay Boundary: For Everything That's Community Health)	27
Heart and Stroke Foundation	27
Multiple Sclerosis Society (MS)	27
Nelson CARES Society (Kootenay Seniors Home Support Services).....	27
Nelson & District Seniors Coordinating Society	27
Nelson Mental Health & Substance Use, Seniors' Mental Health Services	28
Parkinson Society of BC	28
Veterans Affairs Canada	28
Women's Outreach Services	28
SUPPORTING INDEPENDENCE	29
Housing: Seniors Low Income Housing	29
Nelson CARES Society (for adults with developmental disabilities).....	29
Home Adaptations for Seniors' Independence	30
Shelter Aid for Elderly Renters (SAFER).....	30
Keeping Healthy	30
Nelson & Area Home Health (HH) Programs 250-352-1433.....	31
Safety and Security.....	32
Supported Socializing	33
Transportation	34
CAREGIVER SUPPORTS	35
Al-Anon.....	35
Alzheimer's Society of BC.....	35
Caregiver Support Group, Nelson Seniors' Mental Health	35
Nelson & District Hospice Society	35
ORGANIZING YOUR AFFAIRS	35
Local Assistance.....	36
On-Line Resources.....	37
Planning Tools	38
EARLY DETECTION AND INTERVENTION	42
ADVOCACY AND INFORMATION	42
Advocacy Centre	42
Seniors Program Information and Application Assistance	42
BC Association of Community Response Networks.....	42
Nelson & Area Home Health (HH) Programs 250-352-1401.....	43
Kalein Hospice Centre	43
Kootenay Boundary Regional Crisis and Information Line	44
Financial Institutions.....	44
HealthLink BC.....	45
Victim Services – Nelson, Kaslo, Salmo	45
COUNSELLING AND SUPPORT	46
Counselling Services, Nelson Community Services.....	46
Faith Communities.....	46
Kootenay Lake Hospital, Social Work Services	47
Nelson & District Hospice Society	48
Kalein Hospice Centre	48

Parkinson Society of BC	48
Seniors' Mental Health Services, Mental Health & Substance Use	48
Women's Counsellor, Nelson Community Services	48
Women's Outreach Services	48
Women's Centre	49
SHELTER	49
Aimee Beaulieu Transition House	49
Stepping Stones	49
PREVENTION OF FURTHER ABUSE	52
ABOUT REGULATED SERVICE PROVIDERS	52
HealthLink BC	52
Interior Health - Toll Free Abuse Reporting Line	52
Lawyer Referral Service & Dial-A-Law	52
Nelson & Area Home Health (HH) Programs	53
Nelson Police Department	53
Public Guardian and Trustee of BC (PGT)	53
Seniors' Mental Health Services, Mental Health & Substance Use	53
1www.trustee.bc.ca	53
Victim Services	54
DESIGNATED AGENCIES	54
Nelson & Area Home Health (HH)	54
Nelson Mental Health & Substance Use	54
Community Living BC	54
Community Care Licensing	54
OTHER LOCAL RESOURCES	55
Advocacy Centre	55
Counselling Services, Nelson Community Services	55
Nelson CARES Society (for adults with developmental disabilities)	55
Kootenay Boundary Regional Crisis and Information Line	55
Women's Outreach Services	56
SHELTER	56
Aimee Beaulieu Transition House	56
Stepping Stones	56
URGENT RESPONSE	58
ABOUT THE RESPONDERS	58
Nelson & Area Home Health (HH)	58
Nelson Mental Health & Substance Use, Seniors' Mental Health Services	58
Community Care Licensing	58
Community Living BC	58
Nelson Police Department	58
Royal Canadian Mounted Police	59
Public Guardian and Trustee of BC (PGT)	59
Victim Services	59

SHELTER	59
Aimee Beaulieu Transition House	60
Stepping Stones	60

INTRODUCTION

The Nelson & Area Elder Abuse Prevention Program
719 Vernon Street, Nelson, BC V1L 4G3
Phone: 250-352-6008
Email: nelsonelderabuseprevention@gmail.com
Website: www.nelsonelderabuseprevention.ca

We would like to first take this opportunity to thank the Nelson and District Seniors Coordinating Society Board for supporting the development of this Manual, and the Friends of Nelson Elders for providing the funding. The Steering Committee guiding the project is a collective of volunteers including seniors' counsellors, seniors representing the Nelson & Area Seniors Coordinating Society, and recently retired elder health care professionals. It is the conviction of all involved that community development is the foundation for the prevention of elder abuse and that education, communication and advocacy are the building blocks.

The manual is intended to list resources and contacts that seniors may feel the most comfortable approaching or sharing information or concerns with. Because of this the actual number of identified resources is limited but hopefully meets the manual's intention of being user friendly. The committee apologizes in advance if an organization or resource has been missed. If you are such a resource please feel free to contact us for inclusion in the manual.

Finally, I would like to thank the Elder Abuse Prevention Program working group for the hours of time, energy, debate and dedication put in to the development of the manual. Thank you to Mary Audia, Christie Heuston, Gail Russell, and Alex Wallach.

Yvonne Shewfelt, Chairperson
Nelson & Area Elder Abuse Prevention Project Steering Committee

Note: The terms Elder Abuse, Older Adult Abuse or Senior's Abuse are interchangeable in the manual and reflect the articles or literature referenced.

Mission Statement

Through communication and collaboration, the Nelson & Area Elder Abuse and Prevention Program (EAPP) seeks to increase the societies' ability to recognize and prevent mistreatment of older people so all adults can be free from abuse, neglect and exploitation.*

*adapted from the Canadian Network for the Prevention of Elder Abuse Mission Statement www.cnpea.ca

Vision Statement

A sustainable, community-based initiative which will utilize awareness-raising activities, education, current resource listings and systems advocacy to reduce ageism and to increase knowledge for prevention, identification and reporting of elder abuse, neglect and self-neglect in Nelson and the surrounding communities.

Guiding Principles

In all activities we will strive to:

- respect seniors' rights to dignity, independence, participation, fairness and security;**
- liaise and share resources and information with all stakeholders;
- keep all personal information confidential;
- assist individuals struggling with diminished capacity to receive appropriate supports.

**taken from "The Principles of the National Framework on Aging"
publications.gc.ca/site/eng/97032/publication.html

Disclaimer

The Nelson & Area Elder Abuse Prevention Project has sought to ensure that all the information contained in this publication is accurate. This information is not in any way legal or professional advice and the authors cannot be held liable for actions arising from its use. In addition, the websites are provided for readers' convenience and the authors have no control over the websites' contents.

ABOUT ABUSE

WHAT IS ABUSE OF OLDER ADULTS?	8
WHAT IS ABUSE AND NEGLECT OF OLDER ADULTS IN INSTITUTIONAL SETTINGS?	9
WHAT IS SELF NEGLECT?.....	9
WHAT YOU MIGHT SEE IN ELDER ABUSE	10
What Might You See With Emotional, Physical or Sexual Elder Abuse?	10
What Might You See With Financial Elder Abuse or Exploitation?.....	11
WHAT YOU MIGHT SEE IN NEGLECT AND SELF NEGLECT	12
What is Elder Neglect?	12
What is Self Neglect?.....	12
What Might You See With Neglect or Self Neglect?.....	12
WHAT YOU MIGHT SEE IN ABUSE IN INSTITUTIONAL SETTINGS	13
Medical Abuse	13
Violation of Rights	13
HOW CAN WE PREVENT ELDER ABUSE, NEGLECT AND SELF NEGLECT?.....	14
WHAT CAN YOU DO ABOUT ELDER ABUSE, NEGLECT AND SELF NEGLECT?	16
SO WHAT ABOUT SYSTEMIC ABUSE	17

--

ABOUT ABUSE

WHAT IS ABUSE OF OLDER ADULTS?¹

Individuals may be abused at virtually any life stage – childhood, adolescence, young adulthood, middle age or old age.

The nature and consequences of abuse may differ depending on the individual's situation. Older adults' experiences of abuse, for example, may be related to their living arrangement (they may be living alone, with family members or others, or in an institution).

Their experiences may also be linked to their level of reliance on others, including family members or other care providers, for assistance and support in daily living.

There is fairly widespread agreement that abuse of older adults includes three main categories:

1. Abuse of older adults living either alone or with family members or others in private residences (including older adults receiving home care or community care), also called "Domestic Elder Abuse"
2. Abuse of older adults in institutions and
3. Self neglect by older adults

Abuse of older adults refers to violence, mistreatment or neglect that older adults living in either private residences or institutions may experience at the hands of:

- their spouses,
- children,
- other family members,
- friends
- caregivers,
- service providers,
- other individuals in situations of power or trust.

Abuse of older adults is sometimes described as a misuse of power and a violation of trust.

Abuse may be intentional or unintentional.

Abusers may use a number of different tactics to exert power and control over their victims.

Abuse may happen once or it may occur in a repeated and escalating pattern over months or years.

The abuse may take many different forms, which may change over time.

¹Abuse of Older Adults: A fact sheet from the Department of Justice Canada.

WHAT IS ABUSE AND NEGLECT OF OLDER ADULTS IN INSTITUTIONAL SETTINGS?

The term “institution” refers to a wide range of settings including hospitals, rehabilitation facilities, complex-care facilities (previously known as long term care facilities/nursing homes), and Assisted Living residences.¹ “The definition for institutional abuse by the *National Centre on Elder Abuse* is similar to the one for domestic abuse and neglect, except that the perpetrators of institutional abuse are usually persons who have a legal or contractual obligation to provide older adults with care and protection.”²

Elder abuse and neglect in an institution includes emotional, physical, sexual and financial, the same types of abuse described in the community. However, institutional abuse carries the additional categories of Medical Abuse and Violation of Rights.

WHAT IS SELF NEGLECT?

Self-neglect by older adults is a serious problem and may be the most common form of neglect among older adults.¹ An older adult’s right to choose how to live is an important consideration in any self-neglect situation. Finding a balance between ensuring safety, security and the well being of older adults while respecting their right to be as independent as possible can be a tremendous challenge.

Self neglect occurs when older adults, by choice or by lack of awareness, live in ways that disregard their health or safety needs, sometimes to the extent that this disregard also becomes hazardous to others.² Older adults who neglect themselves are not willing or not able to perform essential self-care tasks such as:

- Providing food, clothing, adequate shelter
- Obtaining adequate medical care
- Obtaining goods and services necessary to maintain physical and mental health, well-being, personal hygiene and general safety e.g. hoarding
- Managing financial affairs³
- Older adults who neglect themselves usually have certain characteristics. For example, older adults who neglect themselves are more likely to live alone, suffer from mental illness or physical illnesses such as Alzheimer’s disease, have decreased physical abilities, and/or have alcohol and drug problems.^{4,5}

Social support by family, community and formal care providers is very important in helping seniors remain safely in the community.⁶ By decreasing the likelihood of isolation of older adults, these support systems may help prevent self-neglect.

¹ *Self-Neglect by Older Adults*. Public Health Agency Canada, Information from The National Clearing House on Family Violence, ISBN 0-662-27998-0

² Murphy, N. (1994). Resource and Training Kit for Service Providers: Abuse and Neglect of Older Adults. Ottawa: Minister of Supply and Services Canada.

^{3,4,5} Longres, J.F. (1994). Self-neglect and social control: a modest test of an issue. *Journal of Gerontological Social Work*, 22(3/4), 3-20; Vinton, L. (1992). An exploratory study of self-neglectful elderly. *Journal of Gerontological Social Work*, 18(1/2), 55-67.

⁶ Keigher, S.M. (1991). Informal supportive housing for elders: a key resource for preventing self-neglect. *Journal of Elder Abuse & Neglect*. 3(2), 41-59.

WHAT YOU MIGHT SEE IN ELDER ABUSE

Abuse or neglect can happen to any older adult. In fact, contrary to commonly held beliefs, most older adults who experience abuse or neglect are mentally competent, are not dependent on other people, and do not require constant care.¹

- The prevalence for elder abuse in Canada for those *not* in residential facilities was determined to be 8.2% by a recent and comprehensive national study.²
- About 80% of abuse/neglect of older adults is hidden or undetected. Only about one in five cases of abuse come to the attention of community agencies or authorities.
- Adults with disabilities are 1.5 times as likely to be victims of violence.³
- Abuse is not limited to older adults of any particular culture, ethnic group, social background, or religion.
- Spousal abuse can “grow old”. It can start earlier in a relationship and continue into later life.
- Older women are the victims in about two-thirds of the cases of abuse or neglect that come to the attention of community agencies.⁴
- 4% of victims of police-reported family violence were 65 years or older (2014). Adults over age 65 are more likely to experience violence committed by an adult child or spouse than by other family members.⁵

There are four types of abuse described in this section: emotional, physical/sexual and financial. There is an element of emotional abuse in all abuse situations.

What Might You See With Emotional, Physical, or Sexual Elder Abuse?

You may see one or more of these signs in an abuse situation. If you sense something is wrong follow your instincts and ask for more information or contact someone who can investigate the situation.

- Adult’s report of being abused
- Elder seems nervous around the caregiver or avoids the caregiver
- Deference to the caregiver (e.g. waits for the caregiver to respond to all questions)
- Difficulty visiting or contacting the elder or the caregiver’s refusal to allow visitors
- Appears isolated and often makes excuses for social isolation
- A sudden change in behaviour
- Say or hint at being afraid
- Vague, chronic complaints
- Delay in seeking medical help
- Not following through on a treatment plan or medical care,
- Missing appointments
- Repeated “accidental” injuries or “falls”
- History of alcohol or drug use (including prescription drugs)
- Being “difficult”, agitated, or emotionally upset
- Being extremely withdrawn, non-communicative, non-responsive
- Feelings of helplessness and hopelessness
- Difficulty sleeping or needing excessive sleep
- Unusual behaviour such as sucking, biting, rocking
- Depression, fear, anxiety or passivity
- Talks about or attempts suicide
- Injuries to the scalp, evidence of hair pulling
- Signs of being restrained such as rope, belt or grip marks

- Injuries such as cuts, burns, bruises, swelling or restricted movement that do not match the explanation given by the elder or others

What Might You See With Financial Elder Abuse or Exploitation?

"Financial abuse means using a person's money or property without permission or in a fraudulent manner. Financial abuse can take away or limit an older person's resources, choices, and options. Financial abuse is the most commonly reported type of abuse that people may experience in later life. It accounts for over a half of elder abuse situations reported." ⁶

"Identity theft and financial scams are among the fastest growing crimes in North America. It can happen to anyone. Criminals and scam artists are becoming more sophisticated, using the latest trends and technologies to defraud average Canadians....you can protect yourself by ensuring the confidentiality and security of your personal information" ⁷

More information is available at the Canadian Anti-Fraud website:

www.antifraudcentre-centreantifraude.ca

In financial abuse you may see some of the emotional symptoms. Additionally you may see:

- Adult reports financial abuse
- Unexplained disappearance of money or valuable possessions
- Adult complains about not knowing where money/assets have gone
- Power of Attorney granted under unusual circumstances
- Family member or representative refuses to spend money on the elder's behalf
- Refusal to spend money without permission of caregiver
- Sudden appearance of previously uninvolved relatives
- Unexplained or sudden difficulty in paying bills; unpaid bills despite adequate funds
- Disproportionately high contribution toward household expenses
- No money for basic necessities
- Sudden accrual of debts
- Sudden changes in types and amounts of withdrawals
- Has given someone else credit card information, their Social Insurance Number and/or a bank card's PIN (personal identification number)
- Unexplained transfer of funds or large withdrawals to someone in or outside the family
- Sudden change in lifestyle and living conditions
- Absence of hearing aids, glasses, dentures, mobility aids
- Abrupt changes in wills/accounts
- Forged signature
- Inclusion of additional names on elder's bank signature card
- Withdrawal, or threat of withdrawal, of sponsorship for immigrants

^{1,4} world elder abuse awareness day, fact sheet 2. *What is Abuse of Older Adults?*

² cnpea.ca/ (Into the Light: National Survey on the Mistreatment of Older Canadians, NICE, 2015)

³ Hughes, K., Bellis, M.A., Joes, L., Wood, S., Bates, G., Eckley, L., et al., 2012

⁵ canada.ca/en/public-health/services/publications

⁶ healthlinkbc.ca/healthlinkbc-files/financial-abuse-older-adults

⁷ Learn More_Protect Yourself From Fraud" Canadian Credit Union Association Pamphlet (CCUA)

WHAT YOU MIGHT SEE IN NEGLECT AND SELF NEGLECT

What is Elder Neglect?

“Neglect is the failure of a caregiver to meet the needs of an older adult who is unable to meet those needs alone.”¹

What is Self Neglect?

“Self-neglect occurs when older adults, by choice or lack of awareness, live in ways that disregard their health or safety needs, sometimes to the extent that this disregard also becomes hazardous to others.”²

What Might You See With Neglect or Self Neglect?

You may see one or more of these signs in a neglect or self neglect situation. If you sense something is wrong follow your instincts and ask for more information or contact someone who can investigate the situation.

- Malnourished, emaciated or significant change in weight
- Dehydration
- Confusion
- Inadequate or inappropriate clothing
- Uncharacteristic neglect of pets
- Squalor, hazardous unsafe or unclean living conditions
- Evidence of hoarding - for more information on hoarding: nfpa.org
- Grossly inadequate housing and homelessness
- Signs of excessive drugging, refusal to take medication or other drug misuse
- Absence of required hearing aids, glasses, dentures or mobility aids
- Skin sores
- Poor personal hygiene
- Unattended or untreated health problems
- Unexplained or unexpected deterioration of health
- Report of the elder being abandoned or deserted at a shopping mall or other location

¹The National Clearinghouse on Family Violence. (1998). *Abuse and Neglect of Older Adults*. Canada: Health Canada

² Murphy, N. (1994). *Resource and Training Kit for Service Providers: Abuse and Neglect of Older Adults*. Ottawa: Minister of Supply and Services Canada.

WHAT YOU MIGHT SEE IN ABUSE IN INSTITUTIONAL SETTINGS

Medical investigations and treatment decisions are becoming much more complex. People of all ages have a right to person centered care, which reflects their wishes and historical life style. Ageism is discrimination against the elderly and can contribute to less rigorous or respectful care.

Elder abuse and neglect in an institution includes emotional, physical, sexual and financial, the same types of abuse described in the community. However, institutional abuse carries the additional categories of Medical Abuse and Violation of Rights. You may see one or more of these signs in an abuse situation. If you sense something is wrong follow your instincts and ask for more information or contact someone who can investigate the situation.

Medical Abuse¹

- Over or under treatment based on the care provider's bias or stereotyping
- Poor documentation of medical records
- Improper administration of drugs
- No reason for treatment given
- Excessive use of medications

Violation of Rights¹

- Difficulty visiting, calling, or contacting older person
- Not permitted to manage their own financial affairs
- Lack of choices in life
- Lack of privacy
- Resident not allowed to participate in decision making about their own affairs
- Lack of confidentiality in the use of health care information

¹ *Abuse and Neglect of Older Adults: A Discussion Paper* copyright: Her Majesty the Queen in Right of Canada, 2000.

HOW CAN WE PREVENT ELDER ABUSE, NEGLECT AND SELF NEGLECT?

Attitudes and values play a large role in how a community responds to the issue of abuse, neglect and self neglect of older adults. Before attitudes or values can change there must be acknowledgement that abuse and neglect occur in both the home and institutional settings in every community. It is important to accept that the issue is extremely complex and that there is no “quick fix” to empower individuals or to change ageist attitudes and violent behaviour.¹ The main focus of any community effort must be to promote the well-being of older adults and strengthen their right to self-determination, respect and dignity.²

The most effective ways the community can assist seniors is to support activities that promote independence and prevent isolation. Caregivers must also be supported. Education, communication and advocacy are ways to provide these supports. The foundations for these supports are already found locally but working together to integrate community responsiveness remains a challenge.

Educating older adults:

Educating about abuse and risk factors, options for personal advance planning and where to turn for help allows potential victims or victims to help themselves. This promotes a sense of self control and empowerment, protects ones rights, and supports “keeping in charge of me”.

Educating our community:

The Nelson and area agencies, businesses and organizations that are listed in this manual were aware of situations of elder abuse and identified a need for tools to assist vulnerable seniors. It is the goal of this manual to be educational; to facilitate communication between agencies, businesses and organizations; and to support seniors’ participation in creating a *whole community approach* to the prevention of elder abuse, neglect and self neglect.

Family situations:

Family factors can contribute to elder abuse/neglect. Knowing what the factors are may help identify high risk situations before they proceed to abuse and can enable early interventions.

Intergenerational and marital violence can persist into old age and become factors in elder abuse. In some instances, elder abuse is simply a continuation of abuse that has been occurring in the family for many years. Sometimes a spouse who has been abused for years may turn their rage on their spouse when his/her health fails. Sometimes an adult child may take the opportunity to “turn the tables” on an abusing parent but that doesn’t have to be the case – many adult children who were badly treated by their parents become attentive caregivers.

Sometimes the elder adults’ expectations are all consuming and lead to the caregiver becoming exhausted, stressed and short tempered. When an elder moves into a family member’s home, or visa versa, the stress of the lifestyle adjustments and other accommodations can be staggering.

Finances can play a major role in many abuse/neglect situations. Sometimes an adult child is dependent on the elder parent for income or augmentation of a particular lifestyle.

Social isolation can provide a clue that a family may be in trouble. Social isolation can be a risk factor for abuse/neglect. Social isolation can be the result of the stresses of caring for a dependent older family member or a strategy for keeping abuse/neglect a secret.

The idea that what happens in a person's home is "private" can be a major factor in keeping an older person locked in an abuse/neglect situation. Those outside the family who observe or suspect abuse/neglect may fail to intervene because they believe "it's a family problem and none of my business". Both of these assumptions allow social isolation and abuse/neglect to continue.

By raising community awareness and encouraging more open community dialogue on elder abuse/neglect we create an atmosphere that allows older adults to speak out about abuse/neglect and get help.

Supporting Caregivers:

Caregiver support is available. These supports can be informal (from family and friends), or formal (privately paid or organized through community programs).

- Respite Care - Having someone else care for the elder for periods of time on a regular basis *is essential in reducing caregiver and family stress*. Respite can take place in the home, daycentre or as a short stay in a care facility. Respite care is especially important for caregivers of people suffering from Alzheimer's Disease, other forms of dementia, or elders who have severe physical disabilities.
- Caregiver Support Groups – can offer peer support, a safe place to vent frustrations and can provide tremendous relief by gaining the knowledge one is "not alone". Support and counselling are also available to individuals and families to help cope with problems that could contribute to abuse.
- Social Contact and Support - can be a boon to the elderly, to the family members, and to caregivers. When other people are part of the elders social circle tensions are less likely to reach unmanageable levels. Having other people to talk to is an important part of relieving tensions and finding different solutions. Many times seniors or families in similar situations can band together to provide support for each other and to share solutions. In addition, when there is a larger social circle, abuse is less likely to go unnoticed.³

Sometimes trying a new resource can result in a different approach or shine a new light on the situation.

^{1,2} *Abuse and Neglect of Older Adults: A Discussion Paper*, copyright: Her Majesty the Queen in Right of Canada, 2000.

³ *Elder Abuse and Neglect: In Search of Solutions* apa.org/pi/aging/resources/guides/elder-abuse.aspx

WHAT CAN YOU DO ABOUT ELDER ABUSE, NEGLECT AND SELF NEGLECT?

Be prepared in the event you become frail or disabled. Talk with family and friends. There are tools to help you identify people you trust to make health care and/or financial decisions for you in case the time comes when you cannot. *See “Organizing Your Affairs” from page 36.*

Be proactive. Offer your support and encouragement to the older adult. Volunteer to help. Be aware of community resources that promote health and independence so you can direct the older adult and his/her caregiver to helpful programs. *See “Prevention” listings from page 21.*

If you suspect an older adult is at risk of abuse, neglect or self neglect, reach out and ask them about your concerns. Let them know they don’t deserve it and that confidential help is available. Review the manual’s resources and ask if they would like to contact any or have you make contact for them. *See “Self Supports and Finding Information” from page 26.*

If you suspect an older adult is being abused or neglected do not let your fear of meddling stop you from reporting your suspicions – you could be saving someone’s life or life’s assets. There are organizations and agencies with staff trained to work with people who are experiencing abuse; some are trained specifically to work with elder abuse; some are trained to work with the abuser. Decide you care enough to help. *See “Prevention of Further Abuse” from page 51.*

In British Columbia, if you report abuse, neglect or self neglect to what is called a “Designated Agency”, under Section 46 of the Adult Guardianship Act, your identity must not be disclosed and the situation must be investigated. *See “Designated Agencies” from page 52.*

If you feel a situation is an emergency or is urgent, call the police. They will investigate and act in criminal matters. They also have liaisons with other organizations that can provide help, protection and choices to the older adult. *See “Urgent Response” from page 55.*

If you are an older adult and feel you are being abused or neglected REACH OUT for help. You do not have to live with abuse or neglect. People care and help is available.

If you are an older adult and feel confused, lost or just overwhelmed at times, REACH OUT for help. You do not have to live in fear of what might happen to you. People care and help is available.

If you are a caregiver REACH OUT for help. The pressures of today are not easy for anyone; you are not alone in your difficulties.

SO WHAT ABOUT SYSTEMIC ABUSE

Institutions and community may also be the scene of systemic abuse and neglect. Systemic abuse refers to harmful situations created, permitted, or supported by procedures that are ostensibly designed to provide care.¹ Some examples of systemic abuse would be; lack of accessibility of services, long waits in hospital, lack of involvement in placement decisions, geographic separation from spouses, and neglect in facilities. Systemic abuse can be very frustrating and difficult to deal with, as most people feel helpless when confronting a problem that is the result of an organization and not a person. Some of the most common replies to complaints can be “that is the way we do things, we don’t have the time or the equipment, if you want that done you’re going to have to pay for it...” etc. Individuals or families might be fearful of retribution and feel reluctant to push the issue further.

So what can you do about systemic abuse? First and foremost, document your actions including date, the names of people involved and the content of the discussion.

In 2008, the Ministry of Health Services developed a new process to handle concerns about the delivery of health services; it is one approach to dealing with systemic abuse:

1. It is best to first deal with the concerns by approaching the agency staff directly. If you do not get results from the first staff, ask to speak with the person in charge.
2. If this is not effective in finding a solution then contact the “Interior Health Patient Care Quality Office” to assist you. The Patient Care Quality Office assists people through the complaints process and ensure they understand their rights and responsibilities as well as how to use the healthcare system to meet their needs.”²

Phone: 1-877-442-2001
Email: patient.concerns@interiorhealth.ca

3. If the Patient Care Quality Office cannot assist you in finding an acceptable solution you may appeal to the “Patient Care Quality Review Board”. The Review Board is independent of the Health Authority and is accountable to the Minister of Health.³ The Review Board will only review complaints that have first been taken to the Patient Care Quality Office. To contact the Provincial Patient Care Quality Review Board office:

Phone: 1-866-952-2448
Email: contact@patientcarequalityreviewboard.ca

4. If you are unsatisfied with the Provincial Patient Quality Review Board results the BC Ombudsman’s Office is available to accept and investigate your complaint at:

Phone: 1-800-567-3247

Other contacts to assist with systemic abuse concerns:

The Ombudsman can investigate provincial government ministries, crown corporations such as ICBC, hospitals, regional and local health agencies, health related agencies such as Pharmacare, BC Ambulance Service, Medical Services Plan, municipal & regional governments, and self regulating professions such as the College of Physicians & Surgeons, the Law Society, the College of Registered Nurses of BC, etc.

The Office of the BC Ombudsman: 1-800-567-3247

The Office of the Seniors Advocate “will monitor seniors’ services, promote awareness and work collaboratively with seniors, families, policymakers, service providers and others to identify solutions to systemic issues and make recommendations to government on ways to improve care for our aging population”⁴

The Office of the Seniors Advocate: 1-877-952-3181

Email: info@seniorsadvocate.ca

Website: seniorsadvocatebc.ca

Community Care Licensing (located in local Health Units)

Interior Health Licensing Officers ensure that children and adults in care are provided with a safe, quality and nurturing environment. Conducting inspections, responding to complaints, and investigating allegations are duties carried out by the Licensing Officers under the *Community Care and Assisted Living Act*. The staff monitors over two hundred residential care facilities and inspects all aspects of a care centre including:

- Staff qualifications
- Age of staff (age 19 years or older)
- Compliance with licensed capacity (the number of persons in care)
- The programs promote a nurturing environment
- Medication and hazardous products are kept locked and out of reach of those on care
- Any facility that does not meet the minimum standards required by legislation must take corrective action to protect the health and safety of persons in care.

Anyone having concerns about the care an individual is receiving in a licensed facility can contact a local health unit. Inspections are usually conducted on an unannounced basis.

Types of Care

- Adult (generally for seniors)
- Child/Youth
- Specialized (for persons living with developmental challenges or mental health or addiction issues)

Nelson & Area Community Care Licensing/Residential Care: 250-505-7200

Your MLA
Toll free through ENQUIRY BC: 1-800-663-7867

To help with the process call:

The Advocacy Centre, Nelson 250-352-5777
1-877-352-5777

Volunteer Seniors' Advocates
Nelson & Area 250-352-6008

Patient Quality Care Officer
Central Patient Care Quality Office 1-877-442-2001

¹ Spencer, C. (1994). Abuse and Neglect of Older Adults in Institutional Settings: An Annotated Bibliography. Ottawa, ON: Health Canada

² Interior Health Patient Care Quality Office <http://www.interiorhealth.ca/YourCare/PatientCareQualityOffice/Pages/default.aspx>

³ Patient Care Quality Review Boards, Frequently Asked Questions <http://www.patientcarequalityreviewboard.ca/faqs.html#Q1>

⁴BC Ministry of Health (March 19, 2014) News Release 2014HLTH0023-000333



NOTES

PREVENTION

STAYING HEALTHY AND STAYING CONNECTED	23
Family Physicians and Health Care Practitioners	23
HealthLink BC.....	23
Faith Communities.....	24
Learning in Retirement, Nelson	25
Senior Citizens' Associations of BC (SCA of BC)	25
SELF SUPPORTS AND FINDING INFORMATION.....	26
Alzheimer's Society.....	26
ALS (Amyotrophic Lateral Sclerosis) Society	26
ANKORS (Kootenay Boundary AIDS Network Outreach and Support Society)	26
CNIB (Canadian National Institute for the Blind).....	27
KB FETCH (Kootenay Boundary: For Everything That's Community Health)	27
Heart and Stroke Foundation	27
Multiple Sclerosis Society	27
Nelson CARES Society (Home Help Program)	27
Nelson & District Seniors Coordinating Society.....	27
Nelson Mental Health & Substance Use, Seniors' Mental Health	28
Parkinson Society of BC	28
Veterans Affairs Canada	28
Women's Outreach Services	28
SUPPORTING INDEPENDENCE	29
Housing: Seniors Low Income Housing.....	29
East Shore, Blue Bell Manor Society	29
Kaslo & District Senior Citizens' Shelter Society	29
Nelson Kiwanis Project Society.....	29
Nelson Affordable Housing, Nelson CARES Society.....	29
Passmore, Slocan Valley Seniors' Housing Society.....	29
Salmo Senior Citizens Housing Society.....	29
Nelson CARES Society (for adults with developmental disabilities).....	29
Home Adaptations for Seniors' Independence	30
Shelter Aid for Elderly Renters (SAFER).....	30
Keeping Healthy	30
Grocery Run Bus Service.....	30
Meals on Wheels	30
Nelson & District Community Complex.....	30
Salmo Recreation Commission	31
Slocan Valley Recreation Commission & Passmore Lodge.....	31
Nelson & Area Home Health Programs	31
Broader Horizons Adult Day Centre.....	31
Home Care Nursing	31
Home Support Services.....	31
Rehabilitation Programs	31
Respite Programs.....	32
Case Management Services.....	32
Safety and Security	32

Hiring Privately	32
Kootenay Lifeline	33
Nelson Community Policing	33
Royal Canadian Mounted Police	33
Victim Services – Kaslo, Nelson & Area, Salmo	33
Supported Socializing	33
Broader Horizons Adult Day Centre	33
Transportation	34
Government of BC Bus Pass Program	34
West Kootenay Transit/BC Transit	34
Health Connections	34
Kootenay Ride Share	34
HandyDART Bus Service	34
Grocery Run Bus Service	34
West Kootenay Seniors Transportation Coordinator	34
CAREGIVER SUPPORTS	35
Al-Anon.....	35
Alzheimer’s Society of BC.....	35
Caregiver Support Groups, Nelson Seniors Mental Health	35
Nelson & District Hospice Society	35
ORGANIZING YOUR AFFAIRS.....	36
Local Assistance.....	36
Advocacy Centre.....	36
Volunteer Seniors Advocates.....	36
Financial Institutions	36
On-Line Resources.....	37
Dial-A-Law	37
My-Law BC.....	37
Nidus Personal Planning Resource Centre and Registry	37
People’s Law School	38
Planning Tools	38
Nidus Personal Planning Resource Centre and Registry	38
Nelson and District Seniors Coordinating Society.....	39



PREVENTION

STAYING HEALTHY AND STAYING CONNECTED

Two important factors that reduce the risk of elder abuse and which are considered primary prevention activities for seniors are:

- 1) self-care and attention to physical and mental health needs,
- 2) social contacts and supports.

The following are a broad range of examples that can offer support in these areas.

Family Physicians and Health Care Practitioners

Keeping an open and honest relationship with your health care providers is important. Do not assume that what you believe you have cannot be treated or even reversed. Being as healthy as you can be is one of the best ways to maintaining your independence.

As there are many health care practitioners we have chosen not to list them.

HealthLink BC

Through the Ministry of Health's HealthLink BC programs and services, you can phone and get the information you need to manage your health concerns or those of your family.

Registered Nurse: to call about non-emergency health concerns, to discuss symptoms and procedures and to recommend whether you should see a health professional. The Nurse line is available 24 hours every day.

Pharmacist: to ask your medication questions the Pharmacist line is available every night 5 pm to 9 am when your community pharmacist may not be available.

Dietician: to ask about nutrition consultations and healthy eating advice. Dieticians are available Monday to Friday 9 am to 5 pm.

Health Service Representative: to help you find all the publicly funded health services you need, closest to where you live. Health Services Representatives are available 24 hours every day.

Contact HealthLink BC for any of these services (Translation services available on request):

Phone:	811
Phone: For deaf and hearing-impaired assistance (TTY)	711
Website:	healthlinkbc.ca

Faith Communities

Faith Communities are an important part of the existing community network. Often they are a comfortable and safe place for individuals to go. They offer support, companionship, practical aid, and information.

Ascension Lutheran Church 1805 Silver King Road, Nelson, BC V1L 5T4	Pastor 250-352-2515
Balfour Evangelical Covenant Church 7741 Upper Balfour Road, Balfour, BC V0G 1C0	Pastor 250-229-2301
Bethel Christian Centre 623 Gordon Road, Nelson, BC V1L 6Z7	Pastor 250-352-9322
Bridge Christian Church 810 - 10 th Street, Nelson, BC V1L 3C7	250-352-7872
Cathedral of Mary Immaculate, Catholic 813 Ward Street, Nelson, BC V1L 1T4	Father 250-352-7131
Church of Jesus Christ of Latter Day Saints 815-9 th Street, Nelson, BC V1L 3C1	Branch President 250-825-9303
First Baptist Church 611 - 5 th Street, Nelson, BC V1L 5T4	Office 250-352-3212
Jehovah's Witnesses Nelson Congregation	Elder 250-352-9511
Kootenay Christian Fellowship 812 Silica Street, Nelson, BC V1L 1N7	Pastor 250-352-1722
Nelson Evangelical Covenant Church 702 Stanley Street, Nelson, BC V1L 1N5	Reverend 250-352-9613
Nelson United Church 602 Silica Street, Nelson, BC V1L 4N1	Reverend 250-352-2822
St. Saviour's Pro-Cathedral, Anglican 723 Ward Street, Nelson, BC V1L 1T3	Reverend 250-352-5711
Salvation Army 601 Vernon Street, Nelson, BC V1L 4E9	Major 250-352-3488
Shalom House 2302 Choquette, Nelson, BC V1L 5V1	250-352-7131
Union of Spiritual Communities of Christ Box 760, Grand Forks, BC V0H 1H0 c/o the Brilliant Culture Centre	Executive Director 250-442-8252 250-365-3613 ext. 21

Learning in Retirement, Nelson

Learning in Retirement (LIR) offers the 50+ community the opportunity to explore old and new interests in a relaxed and stimulating learning environment. LIR, a volunteer not-for-profit organization, works in partnership with Community Education at Selkirk College to develop and provide a diverse program of speakers, courses and other activities for its members. The annual membership fee (valid from September 1st to August 31st) is \$15 plus tax. For more information:

Email:

nelson.lir2013@gmail.com

Senior Citizens' Associations of BC (SCA of BC)

The SCA of BC is organized with a provincial executive, regional boards and local branches. Each branch has its own program, which can be social, business and/or service oriented. The organization also promotes the interests of senior citizens in cooperation with other seniors' groups throughout Canada. The major focus of local branches is to provide a lot of social activities, support other community events and have guest speakers for special interest topics.

Balfour & District Branch 120
BSCA120@hotmail.com

Marven Pederson
250-354-3172

Harrop/Procter Branch 118

Sharon Boldt
250-229-5741

Kaslo Branch 81

Louise DePape
250-353-8108

Nelson Branch 51

250-352-7078

Passmore Branch 116

Jean Nelson
250-226-6929

Riondel Branch 96

Fran O'Rourke
250-225-3268

Salmo Branch 108

Heather Street
250-357-9553

SELF SUPPORTS AND FINDING INFORMATION

There are groups that can provide you with information and supports. Many of these have local representatives and many more are available through 1-800-phone numbers and reliable internet sites. Being educated about your health and your most likely future problems allows you to make choices and plans for your future.

Below are some useful listings:

Alzheimer's Society

Information, services and support for all stages of Alzheimer's disease and related dementias. There are Family Caregiver Support Groups and, in some areas, Early Stage Support Groups for the individual with Alzheimer's.

Phone:	1- 800-667-3742
Website:	www.alzheimerbc.org
Email:	info@alzheimerbc.org
First Link Dementia Helpline:	1-800-936-6033
West Kootenay Contact:	1-855-301-6742

ALS (Amyotrophic Lateral Sclerosis) Society

The primary goals of the ALS Society are: to fund research towards a cure for ALS (also known as Lou Gehrig's disease); to support local ALS societies to provide quality care; to provide direct supports to those affected by ALS, their families and caregivers. The ALS Society also manages equipment programs, support groups and engages in advocacy.

Phone:	1-800-708-3228
Website:	alsbc.ca

ANKORS (Kootenay Boundary AIDS Network Outreach and Support Society)

ANKORS provides service and support to people living and affected by HIV and HepC in the East/West Kootenay region as well as the Boundary region. They offer advocacy, education and prevention services, a resource library and drop-in support and outreach. As well, they provide harm reduction supplies at fixed sites in Nelson and Cranbrook and mobile services.

Contact Information:	
Nelson	250-505-5506
Cranbrook	1-800-421-2437

CNIB (Canadian National Institute for the Blind)

CNIB is Canada's primary source for informative and practical information, support and hope for all Canadians affected by vision loss. CNIB does practical in home assessments and teaching. They have an extensive range of innovative consumer products and the largest library for people with print disability.

Phone: 1-800-563-2642
Website: cnib.ca
West Kootenay Services 250-509-0611
Kamloops Service Centre 250-374-8080

KB FETCH (Kootenay Boundary: For Everything That's Community Health)

A "one-stop" online searchable database resource that includes information about health, social, community, economic, educational and many other resources and services for all ages in the region.

Website: www.kb.fetchbc.ca

Heart and Stroke Foundation

The goals of the H&S Foundations are to eliminate heart disease and stroke through advancement of research and its application; promotion of healthy living; and advocacy. They have excellent multicultural information available upon request.

Contact Information (BC & Yukon) 1-866-432-7833
Website: heartandstroke.ca

Multiple Sclerosis Society (MS)

For information on the West Kootenay groups, contact Lonnie at the listed numbers. As the MS Community Service Coordinator, she also is available for information, assistance with accessing government or community services, advocacy, and education sessions for family members or those newly diagnosed.

Lonnie 250-229-4994
1-866-352-3997

Nelson CARES Society (Kootenay Seniors Home Support Services)

Kootenay Seniors Home Support Services is available at an affordable price to anyone requiring assistance with everyday living. Some subsidies based on income are available to qualifying clients.

Phone: Lynn 250-551-7210
Email: lynn@nelsoncares.ca

Nelson & District Seniors Coordinating Society

This umbrella organization encompasses the Senior Resource Centre, Community Service events, the Grocery Run bus service, the Personal Advance Planning Program and the Nelson & Area Elder Abuse Prevention Resource Centre. The society is to support persons who are isolated, provide information on services to seniors and provide assistance with completion of applications including income tax forms for those on a limited income.

Office 250-352-6008
Website: www.nelsonseniors.ca

Nelson Mental Health & Substance Use, Seniors' Mental Health Services

Nelson Seniors' Mental Health Services offers individual counselling, caregiver support, a Nelson caregiver support group and referrals for seniors, caregivers and family members to other resources.

Seniors' Mental Health Services Program

250-505-7248

Parkinson Society of BC

The Parkinson's Self Help Support Group provides an atmosphere of mutual support and trust for persons with Parkinson's Disease and their families. Their goal is to share information, ideas and experiences and to enjoy social activities.

To obtain the Nelson contact number, call

1-800-668-3330

Veterans Affairs Canada

Veterans Affairs Canada provides pensions and support services to members of the Canadian Forces, their survivors and dependents, and to some civilian personnel. These services can include assistance with home and yard cleaning, meals, and subsidy for home support services such as bathing, medical supervision, etc. If you have been a member of the Forces, a spouse to a member, or a civilian employee, it is worth inquiring about eligibility for support as your health and abilities change.

Contact Information

1-866-522-2122 (English)

1-866-522-2022 (French)

email:

information@vac-acc.gc.ca

Website:

<https://www.veterans.gc.ca/eng>

Women's Outreach Services

Provides support to women who have experienced abuse or are experiencing abuse in a relationship. Can assist with:

- Identifying types and dynamics of abuse
- Emotional support to deal with the impact of abuse
- Safety planning
- Exploring options and supporting your choices
- Referrals to other community agencies

Nelson Community Services Centre

250-352-3504

SUPPORTING INDEPENDENCE

Knowing where to turn to in your community so you can continue to be as independent as possible is an important part of coping with changing abilities. As we age we may need to learn new ways of obtaining food, housing, transportation and socialization.

Housing: Seniors Low Income Housing

In partnership with BC Housing, the following non-profit societies offer subsidized rental housing. The rental is most often approximately 30% of the household's total gross income and based on the number of persons living in the home.

These non-profit societies are the landlord under the Residential Tenancy Act. An application form with financial information must be completed. Please contact the numbers provided for further information.

East Shore, Blue Bell Manor Society BlueBell Manor Society (BlueBell Manor)	Leslie 250-225-3359
Kaslo & District Senior Citizen's Shelter Society Kaslo & District Senior Citizen's Shelter Society (Abbey Manor)	Denis 250-353-2574
Nelson Kiwanis Project Society	Caretaker 250-354-4041
Nelson Affordable Housing, Nelson CARES Society	250-352-1608 lori@nelsoncares.ca
Passmore, Slocan Valley Seniors' Housing Society Slocan Valley Seniors' Housing Society (Passmore Lodge)	Caretaker 250-226-7136
Salmo Senior Citizens Housing Society Salmo Senior Citizens Housing Society (Salmo Seniors' Villa)	Janice 250-357-9638

Nelson CARES Society (for adults with developmental disabilities)

Supportive group living for adults with developmental disabilities. Supported residential accommodation with 24 hour-a-day care; services include food, shelter, personal care, and social activities. Referrals to these homes must come through Community Living BC at 1-800-668-2249.

Services for Community Living Program

Administrative Assistant
250-352-6011 Extension 11

Home Adaptations for Seniors' Independence

This program helps homeowners and/or landlords pay for minor home adaptations to support low-income seniors to continue to live more independently at home. There is a household income qualification as well as age, health status and loan forgiveness criteria. For full details contact:

Canada Mortgage and Housing Corporation (BC)

1-800-257-7756

Shelter Aid for Elderly Renters (SAFER)

Lower income seniors renting in the private market may be eligible to receive rental supplements through this program. This may include a portion of Assisted Living/Supported Housing unit rent.

To obtain information, a SAFER brochure, or to get an application form mailed to you:

Phone:

1-800-257-7756

Website:

www.bchousing.org/housing-assistance

Keeping Healthy

Grocery Run Bus Service

For local grocery shopping. On Thursdays, pick up is available after grocery shopping. For information and pre-booking, contact:

Nelson & District Seniors Coordinating Society

250-352-6008

Meals on Wheels and Dinners at Home

Meals on Wheels are available and delivered in Nelson 3 days a week. They provide a nutritious reasonably priced entrée for those who are unable to prepare their own.

Dinners at Home provides cases of 8 or 16 mixed frozen entrées. Meals can be reheated in the microwave or oven. For more information, phone:

Nelson Jubilee Manor

250-352-7053

Nelson & District Community Complex

Wheelchair accessible fitness facility with aquatic centre including leisure pool and hot tub. Wheelchair and assistance available with advance notice.

Beginner Friendly Fitness Programs: for those who are looking for a great place to start.

Complex Personal Training: Personal Trainers will assist individuals with their specific fitness goals. Individuals of all ages reach for maximum potential by improving their own personal health through a supervised and progressive exercise regime.

Gentle Aqua fit: A gentler version of aqua fit for all ages. Perfect for those just starting out, this lower intensity low-impact workout will focus on functional strength, range of motion, balance and fun.

Contact Information

250-354-4386 ext '0'

rdck.bc.ca/

Salmo Recreation Commission

The Salmo Fitness Centre has a variety of cardio and strength-training equipment to suit a wide range of workout programs. For program information, contact:

Salmo Recreation Coordinator – leave a message at 250-357-2320

Slocan Valley Recreation Commission & Passmore Lodge

For current programs for seniors and other program information, contact:

Recreation Coordinator 250-226-0008

Passmore Lodge – Seniors Fitness & Well Being

A variety of programs including Osteofit, Fitness Training, Chair Yoga, Restorative Yoga and Therapeutic Yoga.

Contact Activity Coordinator 250-226-7136

Nelson & Area Home Health (HH) Programs

250-352-1433

Home Health strives to support people over 18 years of age, with chronic health problems or disabilities, to remain independent and in their homes for as long as possible. At the same time, HH provides appropriate options for those whose needs would be better met in an alternate setting such as assisted living, residential care or hospice support.

HH has multiple programs and services, which generally require an assessment to ensure the participant's needs fit the program services and guidelines. Some of the programs have a charge to help cover costs.

Broader Horizons Adult Day Centre

Broader Horizons, the adult day centre, provides social stimulation, exercise, and a change of pace for their participants, and a period of respite for the caregiver. An assessment must be completed by a Community Care Nurse and there is a minimal fee to cover some of the meal and staffing costs. Broader Horizons is open Monday to Friday. Pick up and return bus services are available in the Nelson area.

Home Care Nursing

Home Care Nursing provides in-home care to clients who may need acute, chronic, palliative or rehabilitative nursing care. These nurses can also assess to see if you are eligible for Broader Horizons Day Care, Home Support worker assistance, respite care at home or in facility, and moving to either an Assisted Living apartment (supper and social activities are provided as part of your rent) or a Residential Care (nursing home) facility.

Home Support Services

Home Support Services provide help with activities of living such as bathing, dressing, preparing simple meals, safety checks, and some help with medications. An assessment must be completed by a Home Care Nurse and a fee based on income may be charged.

Rehabilitation Programs

Rehabilitation Programs support those recovering from physical losses related to disuse, illness or injury to regain optimum health and independence. The Occupational Therapist assesses the client, home, equipment and ongoing support needs. The Physiotherapist focuses on exercises for rehabilitation or maintenance of strength and balance.

Respite Programs

Respite Programs can be provided in the home, Broader Horizons Adult Day Centre, and short stays in a care facility to give the caregivers a break. An assessment must be completed by a Home Care Nurse and a fee based on income may be charged.

Case Management Services

Case management Services, to provide emotional and social support in complex situations, are available in some areas.

For information on all programs, call Central Intake:

250-352-1433

Safety and Security

Hiring Privately

As age affects our energy levels our priorities may need to shift and change. We need to choose where to invest our energies. For example is it more important to socialize with friends or family, keep a clean and tidy home, or do our yard and garden work? Where you choose to invest your energy is not about right or wrong but what is best for you.

Some people involve extended family. Other people re-evaluate their living conditions and let go of previous commitments or down size. Sometimes people choose to invest in hiring private help. When hiring someone to come to your home there are many factors to consider:

- What do you want done and how often?
- How much time will it take?
- How much should you pay?
- How will you pay? (Beware of those who only want cash)
- Who will provide the equipment?
- How will you handle breakage, damage or theft (check your household insurance policy)
- What about non-routine work? (windows, ovens, rototilling, etc.)
- Does this person carry their own Worker's Compensation coverage for injury or should you, as the employer, take out coverage from Work Safe BC: 1-888-922-2768 or www.worksafebc.com
- Should you hire from an agency that has Worker's Compensation coverage?
- Does this person have proof of a recent criminal record check; if you want support in pursuing criminal record information, you can contact the Nelson and District Seniors Coordinating Society @250-352-6008.

Bringing someone into your home is a big decision. It is important that you trust them and feel comfortable. If you feel uncomfortable after several visits you may want to discuss the situation with a trusted family member or friend. Do you want this worker or do you want to hire someone else?

Remember they are working for you and you are the "boss".

Kootenay Lifeline

An easy to use personal call system that allows you to summon help anytime of the day or night by pushing your personal help button, worn on your wrist band or neck pendant. A trained associate will ensure you get help fast. This can also be used as a medication reminder system for some people. You must have a home telephone line and agree to pay a monthly fee.

Contact Information

1-888-832-6071

Website:

www.lifeline.ca

Nelson Community Policing

Security checks for seniors upon request.

Nelson Police Department

250-354-3919

Royal Canadian Mounted Police

The RCMP can be utilized for prevention and education through group talks and/or presentation. Since these are rural detachments be prepared to leave a message for the “On Duty Member” of the day. Their response may not be the same day.

The RCMP non-emergency phone number:

250-352-2156

Victim Services –Nelson & Area, North Kootenay Lake/Kaslo and Salmo

Victim Services provides information, support and education to the community related to awareness and prevention of elder abuse. Kaslo Victim Services also works directly with the Kaslo Senior Citizen’s Association to foster stronger relationships through a variety of activities.

Nelson Victim Services

250-505-5657

Nelson RCMP Victims Services

250-354-5196

North Kootenay Lake/Kaslo Victim Services

250-353-7691

Salmo Victim Services

250-357-2692

Supported Socializing

Broader Horizons Adult Day Centre

Broader Horizons, the adult day centre, provides social stimulation, exercise, a change of pace for their participants, and a period of respite for the caregiver. An assessment must be completed by a Community Care Nurse and there is a minimal fee to cover some of the meal and staffing costs. Broader Horizons is open Monday to Friday. Pick up and return bus services are available in the Nelson area.

For information, call

250-354-1433

Transportation

Government of BC Bus Pass Program

There is an annual low cost bus pass for low-income seniors. To qualify you must be receiving Old Age Security and Guaranteed Income Subsidy.

For more information call: 1-866-866-0800
(Choose Option 2, then Option 2, then Option 1)

West Kootenay Transit/BC Transit

Rider's Guide bus routes for the Central Kootenay are available on all buses and at city hall. For step-by-step directions, consult the BC Transit Home page "Trip Planner". For Seniors' Fare Discount on the monthly pass you need to show valid ID. There is NO single fare ticket discount.

Kootenay Zone: Nelson, North Shore and Kootenay Connector.

Slocan Zone: Slocan Valley.

Columbia Zone: Castlegar, Trail, and Columbia Connector.

For general information, routes and schedules contact: 1-877-843-2877
Website for "Trip Planner": bctransit.com/west-kootenay

Health Connections

Available from Salmo, Nakusp and Kaslo to Nelson. Advance booking is required.

Leave a Message: 1-877-843-2877

Kootenay Ride Share

The Kootenay Ride Share website is quite easy to navigate. On the website, choose whether you are driving or need a ride and follow the pathway.

Website: kootenayrideshare.com

HandyDART Bus Service

HandyDART is a transportation service for persons who have a disability and are unable to use the regular transit service without assistance. One-time bookings require 24 hours advance notice. Routine pickups can be prescheduled.

For service and booking information 1-855-993-3100 (Press 0)
Website: <https://www.bctransit.com/west-kootenay/>

Grocery Run Bus Service

For local grocery shopping. On Thursdays, pick up is available after grocery shopping. For information and pre-booking, contact:

Nelson & District Seniors Coordinating Society 250-352-6008

West Kootenay Seniors Transportation Coordinator

For Seniors struggling with finding transportation. Information about getting around the West Kootenays.

For more information call: 250-352-2708 Ext 10
Cell Phone: 250-551-6950
Website: www.kootenayseniors.ca

CAREGIVER SUPPORTS

Giving care to someone, no matter how much you love them, can become stressful. Each care giving situation is unique. A good guideline for the caregiver is to be providing the needed care without becoming resentful. A caregiver has to look after themselves in order to be able to provide good care for someone else. The following is a list of supports that may be helpful.

Al-Anon

Al Anon provides support for anyone who has a family member or friend who is alcoholic or otherwise addicted and this problem is affecting your life. It is a place to share experience, strength and hope. Weekly meetings in Nelson.

Wednesdays: 12:00 noon at the ‘Cellar’ in the Civic Centre (downstairs on the west side)
Fridays: 8:00 pm – the Conference Room (#108) at 601 Front St. Emporium (downstairs)

Alzheimer’s Society of BC

The Alzheimer’s Society provides information, services and supports for all stages of Alzheimer’s disease and related dementias. There are scheduled education events, Family Caregiver Support Groups and, in some cases, Early Stage Support Groups for the individual with Alzheimer’s. For people who cannot leave their homes to attend support meetings, there is some one-to-one counselling and education, and some provincially scheduled telephone information sessions.

Website:	Alzheimer.ca/bc
Email:	info@alzheimerbc.org
Phone:	1-800-667-3742
First Link Dementia Helpline:	1-800-936-6033
West Kootenay Resource Centre:	1-855-301-6742

Caregiver Support Group, Nelson Seniors’ Mental Health

If you are care-giving to a senior or, are a senior care-giving to someone else, the Nelson Caregiver Support Group offers a time and place to also look after you.

Nelson Seniors’ Mental Health 250-505-7248

Nelson & District Hospice Society

Providing compassionate care and assistance to the terminally ill, the dying and the bereaved; in support of comfort, peace and dignity by providing care, support, respite and advocacy.

Hospice Coordinator 250-352-2337
www.nelsonhospice.org

ORGANIZING YOUR AFFAIRS

Having a plan for your financial and legal affairs is important. Making sure the significant people in your life are aware of your choices helps to ensure the plans you have made will be acted on. Below is a listing of some of the resources you can use to make and act on your financial and legal decisions.

Local Assistance

Advocacy Centre

Poverty law information, referral and advocacy including issues of abuse, disability, income assistance, tenancy, family law, some health care advocacy and other miscellaneous problems. By self-referral.

Contact Information

250-352-5777

1-877-352-5777

Volunteer Seniors' Advocates – Nelson & Area

A support program of the Nelson & District Seniors Coordinating Society. Trained volunteer advocates are available to help to advocate for seniors' rights, complete government forms, and provide information on services.

Seniors' Resource Centre

250-352-6008

Website:

www.nelsonseniors.ca

Financial Institutions

The following financial institutions have identified a staff position and phone number that seniors can call to consult. Consultations might include:

- How to set up your accounts so someone you trust can assist you should you become unable to speak for yourself.
- What can the financial branch do if you want to set up specific account safeguards?
- How do accounts “in trust” work?

Keep in mind that financial institutions cannot share information regarding another account holder without legal authorization.

Bank of Montreal

298 Baker Street, Nelson, BC V1L 4H3

Financial Services Manager

250-354-2120

CIBC

459 Baker Street, Nelson, BC V1L 4H7

General Manager

250-352-8700 Ext 222

Heritage Credit Union, Slokan Valley

3014 Highway 6, PO Box 39, Slokan Park, BC V0G 2E0

Branch Clerk

250-226-7212 Ext. 2221

Kootenay Savings Credit Union

Box 478, Kaslo, BC V0G 1M0

Branch Manager

250-353-2217

Kootenay Savings Credit Union

Box 242, Salmo, BC V0G 1Z0

Branch Manager

250-357-2281

Kootenay Savings Credit Union

2804 Highway 3A, RR #1, South Slokan, BC V0G 2G0

Branch Manager

250-359-7221

Nelson & District Credit Union

Branch Manager

Branch 2, 16030 Highway 3A, Crawford Bay, BC V0B 1E0

250-227-9221

Nelson & District Credit Union

Box 350, Nelson, BC V1L 5R2

Senior Manager

250-352-7207

Royal Bank of Canada

401 Baker Street, Nelson, BC V1L 4H7

Banking Advisor

250-354-5028

Scotia Bank

5-502 Baker Street, Nelson, BC V1L 4H9

Branch Manager

250-354-5595

On-Line Resources

Dial-A-Law

A library of scripts (verbal information) prepared by lawyers and available free by phone. General information is available but not legal advice. Subjects include Wills, Estates, Power of Attorney, family matters, health issues, lawyers, legal services plus many more.

Contact Information

1-800-565-5297

www.dialalaw.org

My Law BC

An internet site that provides "pathways" to help you find solutions to your legal problem. "Pathways" are: Separation, divorce & family matters; Abuse & family violence; Missed mortgage payments; Wills & personal planning.

www.mylawbc.com

Nidus Personal Planning Resource Centre and Registry

Nidus is a community –based, non-profit charitable organization devoted to personal planning. They provide information on Representation Agreements, Enduring Powers of Attorney, Health Care Consent, Advance Directives, Adult Guardianship and Abuse Prevention. Nidus has self-help videos and tools available, including forms for Representation Agreements and Enduring Powers of Attorney.

Contact Information:

1- 877-267-5552

Email:

info@nidus.ca

Website:

www.nidus.ca

Nidus also operates a centralized Registry in partnership with Juricert Inc. of the Law Society of B.C. Members of the public can register their personal documents online. The Registration Resource Centre can be accessed for registration or to look up a record.

Email:

registry@nidus.ca

People's Law School

Free plain language booklets on many legal topics available on their website. Link to “Publications”. Booklets are educational and can be printed for non-commercial purposes. Information is for such topics as Abuse of People with Disabilities, Being an Executor, A Death in Your Family, Power of Attorney, Scams to Avoid, Writing Your Will, etc.

Contact Information:

604-331-5400

publiclegaled.bc.ca

Planning Tools

On September 1, 2011, B.C.'s personal planning laws came into effect. Simple, cost-effective planning tools are available to capable adult British Columbians wanting to plan for a time when they are unable to make their own decisions.

By completing standardized forms, capable adults can appoint someone to make decisions on their behalf or record future instructions in the event they become incapable of deciding for themselves. This can include personal care, health care, financial and legal decisions. There are standard forms you can do yourself or a lawyer or notary can assist you.

Several reliable organizations have information and standard forms. For example:

MyLawBC mylawbc.com, Nidus Personal Planning Resource Centre nidus.ca

The use of these forms is optional and they may not be the right form for you (for example, some allow for appointing only one Representative or Attorney at a time when you may want two).

A Representation Agreement allows you to choose someone (or more than one) person to make your health care decisions in the event that you become incapable of deciding for yourself. This person (or persons) can make health care and personal care decisions on your behalf as per your directions.

An Advance Directive can be an adjunct to the Representation Agreement or an alternate legal document for those who do not have a representative. An Advance Directive is your written instructions for the health care you wish to consent to, or refuse, in case you are incapable when healthcare is needed.

Two other advance care planning tools for discussion with your doctor are Medical Orders for Scope of Treatment (MOST) and Medical Assistance In Dying (MAID).

Nidus Personal Planning Resource Centre and Registry

Nidus is a community-based, non-profit charitable organization devoted to personal planning. They provide information on Representation Agreements for Health and Personal Care, Enduring Powers of Attorney, Health Care Consent, Advance Directives, Adult Guardianship and Abuse Prevention. Nidus has self-help videos and tools available, including forms for Representation Agreements and Enduring Powers of Attorney.

Contact Information:

877-267-5552

Email:

info@nidus.ca

Website:

www.nidus.ca

Nidus also operates a centralized Registry in partnership with Juricert Inc. of the Law Society of B.C. Members of the public can register their personal documents online. The Registration Resource Centre can be accessed for registration or to look up a record.

Email:

registry@nidus.ca

Nelson and District Seniors Coordinating Society

The Nelson and District Seniors Coordinating Society offers a Personal Advance Planning Program to Nelson & Area residents. This Program provides free confidential individual assistance to anyone 19 years of age or older who would like help preparing their Personal Advance Planning Documents.

Contact Information:

(250) 352-6008

Email

sencoord@gmail.com

Website

www.nelsonseniors.ca

--

NOTES

EARLY DETECTION AND INTERVENTION

ADVOCACY AND INFORMATION	42
Advocacy Centre	42
Seniors Program Information & Application Assistance	42
BC Association of Community Response Networks.....	42
Nelson & Area Home Health Programs	43
Broader Horizons Adult Day Centre.....	43
Home Care Nursing	43
Home Support Services.....	43
Meals on Wheels	43
Rehabilitation Programs	43
Respite Programs.....	43
Case Management Services.....	43
Kalein Hospice Centre	44
Interior Crisis Line Network, West Kootenay Boundary	44
Financial Institutions	44
HealthLink BC.....	45
Victim Services – Nelson, Kaslo, Salmo	45
COUNSELLING AND SUPPORT	46
Counselling Services, Nelson Community Services.....	46
Faith Communities.....	46
Kootenay Lake Hospital, Social Work Services	47
Nelson & District Hospice Society	48
Kalein Hospice Centre	48
Parkinson Society of BC	48
Seniors Mental Health Services, Mental Health & Substance Use.....	48
Women’s Counsellor, Nelson Community Services	48
Women’s Outreach Services	49
Women’s Centre	49
SHELTER	49
Aimee Beaulieu Transition House	49
Stepping Stones for Success.....	49



EARLY DETECTION AND INTERVENTION

ADVOCACY AND INFORMATION

Most cases of abuse, neglect or self neglect develop over a period of time. In almost all cases the abuse, neglect or self neglect worsens as time goes by if nothing is done to change the situation. If something does not “feel right”, it is a good time to talk to someone about it. Below are listings of resources that may be able to help you examine a situation and how it might be changed for the better or what you might want to do differently.

Advocacy Centre

Victim assistance for victims of abuse in partner relationships.
Poverty law information, referral and advocacy including issues of abuse, disability, income assistance, tenancy, family law, some health care advocacy and other miscellaneous problems. By self referral.

Contact:

Phone

250-352-5777 or 1-877-352-5777

Website:

www.nelsoncares.ca

Seniors Program Information and Application Assistance

A support program of the Nelson & District Seniors Coordinating Society. Seniors' Counsellors provide information on government programs and help individuals with application forms such as; Pharmacare, Old Age Security, CPP, Guarantee Income Supplement, SAFER Rental Supplement and more.

Seniors' Resource Centre

250-352-6008

www.nelsonseniors.ca

BC Association of Community Response Networks

Provides support to local Community Response Networks for education and public awareness. Provides overall advocacy but not single care intervening; can help with referrals to appropriate agencies including Designated Agencies and/or RCMP (rural areas).

Kaslo

Elaine

250-353-7666

Nelson

Maxx

250-777-1110

Salmo

Nicole

250-357-2877

www.bccrns.ca

Home Health strives to support people over 18 years of age, with chronic health problems or disabilities, to remain independent and in their homes for as long as possible. At the same time, HH provides appropriate options for those whose needs would be better met in an alternate setting such as assisted living, residential care or hospice support.

HH has multiple programs and services, which generally require an assessment to ensure the participant's needs fit the program services and guidelines. Some of the programs have a charge to help cover costs.

Broader Horizons Adult Day Centre

Broader Horizons, the adult day centre, provides social stimulation, exercise, and a change of pace for their participants, and a period of respite for the caregiver. An assessment must be completed by a Home Care Nurse and there is a minimal fee to cover some of the meal and staffing costs. Broader Horizons is open Monday to Friday. Pick up and return bus services are available in the Nelson area.

Home Care Nursing

Home Care Nursing provides in-home care to clients who may need acute, chronic, palliative or rehabilitative nursing care. These nurses can also assess to see if you are eligible for Broader Horizons Day Care, Home Support worker assistance, respite care at home or in facility, and moving to either an Assisted Living apartment (supper and social activities are provided as part of your rent) or a Residential Care (nursing home) facility.

Home Support Services

Home Support Services provide help with activities of living such as bathing, dressing, preparing simple meals, safety checks, and some help with medications. An assessment must be completed by a Home Care Nurse and a fee based on income may be charged.

Meals on Wheels

Meals on Wheels are available and delivered in Nelson 3 days a week. They provide a nutritious reasonably priced entrée for those who are unable to prepare their own. Dinners at Home provides cases of 8 or 16 frozen mixed entrées. Meals can be reheated in the microwave or oven.

Rehabilitation Programs

Rehabilitation Programs support those recovering from physical losses related to disuse, illness or injury to regain optimum health and independence. The Occupational Therapist assesses the client, home, equipment and ongoing support needs. The Physiotherapist focuses on exercises for rehabilitation or maintenance of strength and balance.

Respite Programs

Respite Programs can be provided in the home, Broader Horizons Adult Day Centre, and short stays in a care facility to give the caregivers a break. An assessment must be completed by a Home Care Nurse and a fee based on income may be charged.

Case Management Services

Case management Services, to provide emotional and social support in complex situations, are available in some areas.

Kalein Hospice Centre

Kalein Hospice Centre provides some respite services.

Phone:
Email:

250-352-3331
info@kaleinhospice.org

Kootenay Boundary Regional Crisis and Information Line

Trained staff and volunteers are available to listen, provide information and support in an anonymous and confidential manner. Non-judgmental support during challenging times, referrals to community services, suicide intervention. 5 Crisis Lines in various communities in the southern BC interior, including the Kootenay Boundary, now work together to serve those in need 7 days a week, 24 hour a day.

Phone: 1-888-353-2273
Website: www.trailfair.ca

Financial Institutions

Statistics tell us that up to 1:4 seniors in BC have been financially abused. Are you considering or involved in a Power of Attorney, Pension Trusteeship, a legal Representative, Committee of Finance, etc.? If so, financial institutions can assist you in accessing the account and setting up a *legally required record keeping system*. Many people may not know that the Public Guardian & Trustee of BC has authority to request a report on the account activities if concerns of financial misuse/abuse are brought to them. The financial institution will require a copy of any documents that give permission to discuss financial affairs with anyone other than the account holder.

Bank of Montreal
298 Baker Street
Nelson, BC V1L 4H3

Financial Services
Manager
250-354-2120

CIBC
459 Baker Street
Nelson, BC V1L 4H7

General Manager
250-352-8700
ext 222

Heritage Credit Union, Slocan Valley
3014 Highway 6, PO Box 39
Slocan Park, BC V0G 2E0

Branch Clerk
250-226-7212
Ext. 2221

Kootenay Savings Credit Union
Box 478
Kaslo, BC V0G 1M0

Branch Manager
250-353-2217

Kootenay Savings Credit Union
Box 242
Salmo, BC V0G 1Z0

Branch Manager
250-357-2281

Kootenay Savings Credit Union
2804 Highway 3A, RR #1
South Slocan, BC V0G 2G0

Branch Manager
250-359-7221

Nelson & District Credit Union
Branch 2, 16030 Highway 3A

Branch Manager
250-227-9221

Crawford Bay, BC V0B 1E0

Nelson & District Credit Union
Box 350
Nelson, BC V1L 5R2

Senior Manager
250-352-7207

Royal Bank of Canada
401 Baker Street
Nelson, BC V1L 4H7

Banking Advisor
250-354-5028

Scotia Bank
5-502 Baker Street
Nelson, BC V1L 4H9

Branch Manager
250-354-5595

HealthLink BC

Through the Ministry of Health's HealthLink BC programs and services, you can phone and get the information you need to manage your health concerns or those of your family.

Registered Nurse: to call about non-emergency health concerns, to discuss symptoms and procedures and to recommend whether you should see a health professional. The Nurse line is available 24 hours every day.

Pharmacist: to ask your medication questions the Pharmacist line is available every night 5 pm to 9 am when your community pharmacist may not be available.

Dietician: to ask about nutrition consultations and healthy eating advice. Dieticians are available Monday to Friday 9 am to 5 pm.

Health Service Representative: to help you find all the publicly funded health services you need, closest to where you live. Health Services Representatives are available 24 hours every day.

Phone: (Translation services are available on request)

811

Phone: For deaf and hearing-impaired assistance (TTY)

711

Website:

www.HealthLinkBC.ca

Victim Services – Nelson, Kaslo, Salmo

Victim Services provides information, resources, referrals as needed, as well as emotional and practical support.

Nelson Victim Services

250-505-5657

Nelson RCMP Victims Services

250-354-5196

North Kootenay Lake/Kaslo

250-353-7691

Salmo Victim Services

250-357-2692

COUNSELLING AND SUPPORT

Counselling Services, Nelson Community Services

General Counsellor: Information, referral and counselling men and women and families. One-on-one counselling and/or group/family counselling.

Nelson Community Services Centre 250-352-3504

Faith Communities

Faith Communities are an important part of the existing community network. Often they are a comfortable and safe place for individuals to go. They offer support, companionship, practical aid, and information.

Ascension Lutheran Church 1805 Silver King Road Nelson, BC V1L 5T4	Pastor 250-352-2515
Balfour Evangelical Covenant Church 7741 Upper Balfour Road Balfour, BC V0G 1C0	Pastor 250-229-2301
Bethel Christian Centre 623 Gordon Road Nelson, BC V1L 6Z7	Pastor 250-352-9322
Bridge Christian Church 810 - 10 th Street Nelson, BC V1L 3C7	250-352-7872
Cathedral of Mary Immaculate, Catholic 813 Ward Street Nelson, BC V1L 1T4	Father 250-352-7131
Church of Jesus Christ of Latter Day Saints 815-9 th Street Nelson, BC V1L 3C1	Branch President 250-825-9303
First Baptist Church 611 - 5 th Street Nelson, BC V1L 5T4	Office 250-352-3212
Jehovah's Witnesses Nelson Congregation	Elder 250-352-9511
Kootenay Christian Fellowship 812 Silica Street	Pastor 250-352-1722

Nelson, BC V1L 1N7

Nelson Evangelical Covenant Church
702 Stanley Street
Nelson, BC V1L 1N5

Reverend
250-352-9613

Nelson United Church
602 Silica Street
Nelson, BC V1L 4N1

Reverend
250-352-2822

St. Saviour's Pro-Cathedral, Anglican
723 Ward Street
Nelson, BC V1L 1T3

Reverend
250-352-5711

Salvation Army
601 Vernon Street
Nelson, BC V1L 4E9

Major
250-352-3488

Shalom House
2302 Choquette Avenue
Nelson, BC V1L 5V1

250-352-7131

Union of Spiritual Communities of Christ
Box 760
Grand Forks, BC V0H 1H0
c/o the Brilliant Culture Centre

Executive Director
250-442-8252

250-365-3613 ext. 21

Kootenay Lake Hospital, Social Work Services

Kootenay Lake Hospital social work services are available to anyone who is in the hospital, has recently been in the hospital or who is receiving services on an outpatient basis. Anyone with concerns about possible abuse, neglect or self neglect of a vulnerable adult can contact the hospital social worker. This could be a senior on his/her own behalf, or a family member, friend or caregiver.

For in-hospital contact, advise the nursing station that you want to see the Social Worker or to have the Social Worker contact you. For out of hospital contact, phone the KLH switchboard and ask for the Social Worker's office.

Contact

250-352-3111

Nelson & District Hospice Society

Providing compassionate care and assistance to the terminally ill, the dying and the bereaved; in support of comfort, peace and dignity by providing care, support, respite and advocacy.

Hospice Coordinator
Website

250-352-2337
www.nelsonhospice.org

Kalein Hospice Centre

Kalein Hospice Centre is a campus dedicated to exploring and evolving how we live, how we learn, how we care for one another and how we die.

Phone:
Email:
Website:

250-352-3331
info@kaleinhospice.org
www.kaleincentre.org

Parkinson Society of BC

Actively lobbies government agencies for improved medical care, better Pharmacare coverage and other relevant issues (advocacy).

Provides information and services to people with Parkinson's Disease as well as their family, friends and professionals; educational DVDs and books available on loan; informative quarterly newsletter.

Confidential counselling is available by phone with a registered clinical counsellor. Free to members.

Phone toll free to book sessions.

Phone:
Website:

1-800-668-3330
www.parkinson.bc.ca

Seniors' Mental Health Services, Mental Health & Substance Use

Seniors' Mental Health Services is available to assess situations where abuse, neglect, or self-neglect may exist and offer interventions based on least intrusive practices. Supportive counselling for individuals and/or family may be very helpful at this stage as well.

Seniors' Mental Health Services Program

250-505-7248

Women's Counsellor, Nelson Community Services

Information, referral and counselling for women who have experienced various kinds of abuse. One-on-one counselling or group counselling.

Nelson Community Services Centre

250-352-3504

Women's Outreach Services

Provides support to women who have experienced abuse or are experiencing abuse in a relationship. Can assist with:

- Identifying types and dynamics of abuse
- Emotional support to deal with the impact of abuse
- Safety planning
- Exploring options and supporting your choices
- Referrals to other community agencies

Nelson Community Services Centre

250-352-3504

Women's Centre

The Women's Centre provides a safe place, free food and clothing, appropriate referrals, support and counselling for women of all ages, including senior women.

Contact Information

250-352-9916

SHELTER

Aimee Beaulieu Transition House

Provides emergency shelter and support services for women and their children who have experienced or are at risk of abuse, threats or violence. Provides:

- Confidential Service
- Crisis Intervention
- Temporary accommodation in a safe, supportive environment
- Meals and essentials
- Information and referrals
- Follow-up services
- Practical assistance
- Counselling for women

Contact Information:

250-354-HELP or 250-354-4357

Stepping Stones

Stepping Stones Emergency Shelter is open 24 hours a day and offers safe, secure shelter for up to 30 days. Support is available to address health, social, housing, financial, emotional, and employment issues. The shelter is located at 816 Vernon Street, Nelson.

Contact information:

Shelter Supervisor
250-352-9876

NOTES

PREVENTION OF FURTHER ABUSE

ABOUT REGULATED SERVICE PROVIDERS	52
HealthLink BC.....	52
Interior Health Toll-Free Abuse Reporting Line	52
Lawyer Referral Service & Dial-A-Law.....	52
Nelson & Area Home Health Programs	53
Nelson Police Department.....	53
Public Guardian and Trustee of BC (PGT)	53
Seniors' Mental Health Services, Mental Health & Substance Use,.....	53
Victim Services	54
Interior Crisis Line Network, West Kootenay Boundary	54
DESIGNATED AGENCIES	52
Nelson & Area Home Health (HH)	52
Nelson Mental Health & Substance Use.....	52
Community Living BC.....	52
Community Care Licensing.....	52
OTHER LOCAL RESOURCES	53
Advocacy Centre	53
Counselling Services, Nelson Community Services.....	53
Nelson CARES Society (for adults with developmental disabilities).....	53
Interior Crisis Line Network, West Kootenay Boundary	53
Women's Outreach Services	54
SHELTER	54
Aimee Beaulieu Transition House	54
Stepping Stones for Success.....	54



Prevention of Further Abuse

No one, of whatever age, should be subjected to violent, abusive, humiliating or neglectful behaviour. If you or someone you know is being treated badly there is something you can do about it.

ABOUT REGULATED SERVICE PROVIDERS

The following is a listing of some of the organizations and agencies with professional staff trained to work with people experiencing abuse. Staff is governed by legislation and laws that guide their practise and actions.

HealthLink BC

If you have concerns that you, or someone that you know, are experiencing elder abuse, neglect or self neglect, you can call HealthLink BC to discuss your concerns or get help to report your concerns. When you dial 811 you will get a brief recording and then be connected to a Service Representative. The Service Representative can provide the contact information for agencies in communities across British Columbia that have staff trained to investigate and assist in elder abuse, neglect or self neglect matters. If you are apprehensive or want to talk further about your concerns, the Service Representative can forward your call so you can speak directly with a Registered Nurse. These HealthLink services are available 24 hours a day, seven days a week.

HealthLink BC by phone

811

Website:

www.HealthLinkBC.ca

Interior Health - Toll Free Abuse Reporting Line

This is confidential toll free number to report mistreatment of older adults. You will be connected with an Interior Health staff member who is trained to respond to such situations. If a staff is not available at the time of your call you may leave a confidential message.

Staffed Hours: Monday to Friday 8:30 am – 4:30 pm

1-844-870-4754

Lawyer Referral Service & Dial-A-Law

Dial-A-Law is a library of scripts (verbal information) prepared by lawyers and available free by phone. General information is available but not legal advice. Subjects include Wills, Estates, Power of Attorney, family matters, health issues, lawyers, legal services plus many more.

Contact Information

1-800-565-5297

Website:

www.dialalaw.org

Lawyer Referral Service is a program that connects you with the right lawyer. Lawyers who participate in the program offer an initial consultation of up to 30 minutes at a small fee of \$25 plus taxes.

Contact Information:

1-800-663-1919

Nelson & Area Home Health (HH) Programs

Home Health Program professionals can work with the abused individual and their supporters to develop a plan to mitigate or eliminate the abuse, neglect, or self-neglect while respecting the individual's wishes and life style choices. Often some of the HH programs listed previously become part of that support plan.

For information, call

250-352-1401

Nelson Police Department

Nelson Police Department is available to investigate possible criminal acts, make referrals to other suitable agencies, and/or assist Designated Agencies (see below for information on Designated Agencies).

Contact

250-354-3919

Public Guardian and Trustee of BC (PGT)

“Each year thousands of people call the Public Guardian and Trustee (PGT) to find out what they can do to help a friend or relative who is not able to manage finances, legal matters and health and personal decisions on his or her own or to report possible abuse or neglect of an adult who may not be able to manage independently.

When the PGT receives reports or allegations of financial abuse, our staff will gather information, take steps to protect assets and determine if formal arrangements are required. Often the PGT will coordinate informal resolutions and recommend options and community resources rather than becoming directly involved. While the PGT can step in to assist, the most knowledgeable, caring and compassionate assistance often comes from a loved one.”¹

For PGT Assessment and Investigation Services call

1-250-712-7576

Seniors' Mental Health Services, Mental Health & Substance Use

Seniors' Mental Health Services accepts referrals for elder abuse concerns – either as a “Designated Agency” or as a community mental health services agency. Seniors' Mental Health Services provides assessment, treatment and interventions including advocacy, counselling and liaison with other services to provide supports (i.e. home supports, respite care, etc.) to reduce the impact and prevent recurrence of abuse, neglect or self neglect.

Seniors' Mental Health Services Program

250-505-7248

Fax: 250-505-7246

¹www.trustee.bc.ca

Victim Services

Victim Services provides 1:1 confidential support, information and referrals to other agencies, crisis intervention, information updates during police investigations, and support in the courtroom if required. To contact a Victim Service Worker phone:

Nelson Victim Services	250-505-5657
Nelson RCMP Victim Services	250-354-5196
North Kootenay Lake Community Services, Kaslo	250-353-7691
Salmo RCMP Victim Services	250-357-2692

DESIGNATED AGENCIES

Any resident of British Columbia may report concerns about adult abuse or neglect of a vulnerable adult to what is called a “Designated Agency” when the adult cannot seek help on their own. In the Nelson area the following are the Designated Agencies and their contact numbers:

Nelson & Area Home Health (HH)

Includes the communities of: Ainsworth, Balfour, Boswell, Crawford Bay, Crescent Valley, East Shore, Grey Creek, Kaslo, Kootenay Bay, Nelson, Riondel, Salmo, Slocan Valley.

Phone: 250-352-1433

Nelson Mental Health & Substance Use

Includes all the above communities 250-505-7248

Community Living BC

For adults with disabilities 250-365-8558
1-800-668-2249

Community Care Licensing

For adults who live in a Licensed Community Care Facility 250-505-7200

For information on Designated Agencies and Interior Health contact:

<http://www.interiorhealth.ca/YourHealth/AdultSeniorsHealth/AdultAbuseNeglect/Pages/GettingHelp.aspx>

OTHER LOCAL RESOURCES

Advocacy Centre

Victim assistance for victims of abuse in partner relationships.

Poverty law information, referral and advocacy including issues of abuse, disability, income assistance, tenancy, family law, some health care advocacy and other miscellaneous problems.

By self referral.

Phone

250-352-5777

1-877-352-5777

Website

nelsoncares.ca

Counselling Services, Nelson Community Services

Information, referral and counselling men and women and families. One-on-one counselling and/or group/family counselling.

Nelson Community Services Centre

250-352-3504

Nelson CARES Society (for adults with developmental disabilities)

Supportive group living for adults with developmental disabilities. Supported residential accommodation with 24 hour-a-day care; services include food, shelter, personal care, and social activities.

Referrals to these homes must come through Community Living BC

1-800-668-2249

Services for Community Living Program

Administrative Assistant

250-352-6011 ext. 11

Kootenay Boundary Regional Crisis and Information Line

Trained staff and volunteers are available to listen, provide information and support in an anonymous and confidential manner. Non-judgmental support during challenging times, referrals to community services, suicide intervention. 5 Crisis Lines in various communities in the southern BC interior, including the Kootenay Boundary, now work together to serve those in need 7 days a week, 24 hour a day.

Phone:

1-888-353-2273

Website:

www.trailfair.ca

Women's Outreach Services

Provides support to women who have experienced abuse or are experiencing abuse in a relationship. Can assist with:

- Identifying types and dynamics of abuse
- Emotional support to deal with the impact of abuse
- Safety planning
- Exploring options and supporting your choices
- Referrals to other community agencies

Nelson Community Services Centre

250-352-3504

SHELTER

Aimee Beaulieu Transition House

Provides emergency shelter and support services for women and their children who have experienced or are at risk of abuse, threats or violence. Provides:

- Confidential Service
- Crisis Intervention
- Temporary accommodation in a safe, supportive environment
- Meals and essentials
- Information and referrals
- Follow-up services
- Practical assistance
- Counselling for women

Contact:

250-354-HELP
250-354-4357

Stepping Stones

Stepping Stones Emergency Shelter is open 24 hours a day and offers safe, secure shelter for up to 30 days. Support is available to address health, social, housing, financial, emotional, and employment issues. The shelter is located at 816 Vernon Street, Nelson.

Contact:

Shelter Supervisor
250-352-9876

URGENT RESPONSE

ABOUT THE RESPONDERS	58
Nelson & Area Home Health Programs	58
Nelson Mental Health & Substance Use, Seniors` Mental Health Services.....	58
Community Care Licensing.....	58
Community Living BC.....	58
Nelson Police Department.....	59
Royal Canadian Mounted Police.....	59
Public Guardian and Trustee of BC (PGT)	59
Victim Services	59
SHELTER	60
Aimee Beaulieu Transition House	60
Stepping Stones for Success.....	60

URGENT RESPONSE

In an abuse, neglect, or self neglect emergency, when someone's safety or life is at risk, you can call the police emergency number for your community or 911.

If it is urgent but not an emergency and there is time to take action there are other community agencies and trained responders to contact.

ABOUT THE RESPONDERS

The following is a listing of some of the organizations and agencies with professional staff trained to intervene in urgent abuse, neglect and self neglect situations. Staff are governed by legislation and laws that guide their practise and actions.

Nelson & Area Home Health (HH)

Home Health is a Designated Agency in the Nelson Area. These Agencies have trained staff who are required by legislation to investigate reports of abuse, neglect and self-neglect of vulnerable adults. The Designated Agency works with the abused individual and their supporters to develop a plan to mitigate or eliminate the abuse, neglect, or self-neglect while respecting the individual's wishes and historic lifestyle choices. Often some of the HH programs listed previously become part of that support plan.

For information or to make a referral, call 250-352-1433

Nelson Mental Health & Substance Use, Seniors' Mental Health Services

As a Designated Agency, Seniors' Mental Health Services can provide urgent response as may be required, possibly also including the police and/or the Public Guardian and Trustee of BC (PGT). Seniors' Mental Health Services is also available to assist the police and the PGT if requested.

For information or to make a referral, call 250-505-7248
Fax: 250-505-7246

Community Care Licensing

For adults who live in a Licensed Community Care Facility 250-505-7200

Community Living BC

A Designated Agency for adults with developmental disabilities 250-365-8558
1-800-668-2249

Nelson Police Department

Nelson Police Department responds to 911 calls for immediate assistance regarding physical or financial abuse.

Emergency Contact: 911
Non-Emergency Contact: 250-354-3919

Royal Canadian Mounted Police

Nelson RCMP can investigate allegations of abuse, neglect, and self neglect. This includes criminal offences and the RCMP will work in cooperation with other support services in the rural areas to provide support and to prevent re-victimization. Referrals will be made to crown counsel for charge approval where there is evidence to support an offence.

Emergency Contact: 911
Non-Emergency Contact: 250-352-2156

Public Guardian and Trustee of BC (PGT)

While there are many options to assist a vulnerable adult, if there are concerns about the actions of a substitute decision maker or there appears to be a need for a substitute decision maker, the Public Guardian and Trustee (PGT) may assist. The Assessment and Investigation Branch investigates when:

- There is an immediate risk of harm to the adults' assets
- There is reason to believe that the adult is not capable of managing his/her financial or legal affairs and
- No other suitable person (family or friend) has the authority or is willing and able to act on the individual's behalf.

When the PGT receives reports or allegations of financial abuse, staff will gather information, take steps to protect assets and determine if formal arrangements are required. The PGT has a close working relationship with local Designated Agencies and will often liaise with local agency staff to help determine the least restrictive approach and the least authority required to provide the needed supports.

PGT Assessment and Investigation Services, Kelowna 1-250-712-7576
Website: www.trustee.bc.ca

Victim Services

Victim Services provides 1:1 confidential support, information and referrals to other agencies, crisis intervention, information updates during police investigations, and support in the courtroom if required. To contact a Victim Service Worker phone:

North Kootenay Lake Community Services, Kaslo 250-353-7691
Nelson Police Department 250-505-5657
Nelson RCMP Victim Services 250-354-5196
Salmo RCMP Victim Services 250-357-2692

SHELTER

Aimee Beaulieu Transition House

Provides emergency shelter and support services for women and their children who have experienced or are at risk of abuse, threats or violence. Provides:

- Confidential Service
- Crisis Intervention
- Temporary accommodation in a safe, supportive environment
- Meals and essentials
- Information and referrals
- Follow-up services
- Practical assistance
- Counselling for women

Contact Information:

250-354-HELP
250-354-4357

Stepping Stones

Stepping Stones for Emergency Shelter is open 24 hours a day and offers safe, secure shelter for up to 30 days. Support is available to address health, social, housing, financial, emotional, and employment issues. The shelter is located at 816 Vernon Street, Nelson.

Contact information:

Shelter Supervisor
250-352-9876