

IT'S EVERYBODY'S BUSINESS!

2ND EDITION - 2014

FREE!

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Manitoba Statistics on Older Adults

Canadian research suggests that between 4 and 10% of older adults experience one or more forms of abuse or neglect at some point in their later years (approximately 6,000 to 15,000 older Manitobans). It is likely a much larger problem as elder abuse often does not come to the attention of those who can help.

A & O: Support Services for Older Adults

A & O: Support Services for Older Adults is a social service agency that offers life enhancing programs and services to older adults. A & O's programs and services support and enhance the physical, intellectual, emotional, social and spiritual lives of older persons and actively promote participation in all aspects of community life.

What is Elder Abuse?

- Elder abuse is any action or lack of action by someone in a position of trust that harms the health or well-being of an older person.
- Abuse can be physical, psychological, or sexual. It can also exist in the form of neglect and financial exploitation.

Why is Elder Abuse Not Reported?

- Fear
- Shame
- Not knowing where to go for help
- Family loyalty

A & O's PROGRAMS & SERVICES

I. SAFETY & SECURITY

1. Elder Abuse Prevention Services
2. Safe Suite
3. Seniors Abuse Support Line
4. Older Victim Services
5. SafetyAid: Crime and Falls Prevention for Older Manitobans
6. This Full House

II. SOCIAL ENGAGEMENT

1. Connect Program
2. Senior Centre Without Walls
3. Entry Program for Older Adult Immigrants
4. Centres / Take out Meal Program

III. COUNSELLING SERVICES

1. Counselling
2. Information and Referral
3. Intake
4. Housing
5. Legal Clinics

What can I do if I'm worried about someone?

If you are concerned about the immediate safety of that person, call 911 or your local emergency number. If a person tells you they are being abused:

- Believe the person
- Listen to what they are saying to you
- Learn about the resources available to help
- Do not deny what is going on
- Encourage the person to seek help and assistance
- Do not confront the perpetrator yourself
- **Do not judge** the person. Tell them you care about them and offer support.
- **Understand** that making efforts to change an abusive relationship is extremely difficult.

Remember, if you or someone you know has been abused or is experiencing abuse, you are not alone – help is available.

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Canada 

WHO CAN I TALK TO?

- A trusted friend
- A trusted family member
- Your doctor
- Emergency room doctor
- Other health care providers
- Someone within your faith community
- Your bank or credit union
- Hospital social worker

WHEN SHOULD I CALL?

When should I call the Police?

The police should be contacted if you suspect that there is immediate or impending harm to an older person. Contact your local police agency should you have any concerns about safety and well-being issues of anyone in your community.

Winnipeg Emergency: **911**

Non-Emergency: **204.986.6222**

Outside Winnipeg: **911** or check local listings

When should I call A & O: Support Services for Older Adults?

At A & O, social workers are available to assist older adults who are experiencing abuse, neglect or exploitation by family members or others. They can also assist with providing temporary shelter for older adults leaving an abusive situation.

Winnipeg **204.956.6440**

Outside Winnipeg **1.888.333.3121**

When should I call the Protection for Persons in Care Office?

The Protection for Persons In Care Act is a law to help protect adults from abuse while receiving care in long term care facilities, hospitals or any other designated health facility.

Winnipeg **204.788.6366**

Outside Winnipeg **1.866.440.6366**

Preventing Elder Abuse:

The following can help you stay safe:

- Ask friends to visit you often
- Participate in community activities
- Have your own telephone, and receive and send your own mail
- Arrange to have your pension cheques or other income deposited directly into your **own** bank account
- Get legal advice about planning for your future and legal documents you should have
- Keep accurate records, accounts and lists of property/assets available for review by someone you trust
- Review your Will periodically and do not make changes to it without careful consideration and/or discussion with a trusted family member or friend
- Give up control of your property or assets only when you decide you can't manage them
- Ask for help when you need it
- Discuss your plans with your attorney, physician or family members

When should I talk to a Lawyer?

Don't wait until it's too late...plan ahead! It is very important for all adults to plan for their future. One of the ways to do this is to ensure that your wishes are known even when you are no longer able to express them. Key documents to consider are:

- Enduring Power of Attorney
- Health Care Directive
- Will

You should consult with a lawyer before signing any legal documents. In the case of a Health Care Directive you should consider talking to a medical professional as well. Never sign anything that you don't understand or agree with!

For assistance with legal questions, please contact the Law Phone-In and Lawyer Referral service, call:

Winnipeg **204.943.2305**

Outside Winnipeg **1.800.262.8800**

When should I call the Seniors Abuse Support Line?

To learn more about the abuse of older adults, and staying safe, remember that help is just a phone call away. The line has counsellors ready to discuss your concerns and questions. It is available 24 hours a day within Manitoba. Calls are free, confidential and the telephone counsellors are trained to help with issues facing older adults.

1.888.896.7183

When should I call the Public Trustee?

The Public Trustee is an office of last resort, which means they are only involved when required to because all other avenues have been exhausted. Most often the Public Trustee will be required to act on behalf of a person who is no longer capable of making financial or legal decisions. The Public Trustee provides other services as well.

For more information on the role of the Public Trustee call:

Winnipeg **204.945-2700**

Outside Winnipeg **1.800.282.8069**

Power of Attorney

Did you know?

- Must be in writing, signed and witnessed
- You must be legally competent at time of signing
- It allows the person you assign it to the ability to manage your financial affairs only
- It is not intended for medical or personal decisions
- It is no longer valid after your death
- It must be used to make decisions that are in your best interest, not anybody else

For more information, please see the Manitoba Legal Information Guide for Seniors at

www.gov.mb.ca/shas/publications/docs/guide_for_seniors.pdf

or phone **1.204.945.6565** to have a copy sent to you.

OTHER HELPFUL RESOURCES

A & O: Support Services for Older Adults

Winnipeg 204.956.6440

Outside Winnipeg 1.888.333.3121

www.ageopportunity.mb.ca

Aboriginal Health and Wellness Centre

204.925.3700

www.abcentre.org

Addictions Foundation of Manitoba

Winnipeg 204.944.6200

Outside Winnipeg 1.866.6382561

www.afm.mb.ca

Addictions Foundation of Manitoba Gambling Helpline

1.800.463.1554

Community Legal Education Association

Winnipeg 204.943.2382

www.communitylegal.mb.ca

Health Links/Info Santé

Winnipeg 204.788.8200

Outside Winnipeg 1.888.315.9257

Klinic

204.784.4090

www.klinic.mb.ca



Lawyer Referral Service

www.communitylegal.mb.ca

Legal Aid Manitoba

Winnipeg 204.985.8500

Outside Winnipeg 1.800.261.2960

www.legalaid.mb.ca

The Manitoba Public Trustee

Winnipeg 204.945.2700

www.gov.mb.ca/justice/publictrustee/index.htm

Mobile Crisis Unit

South 204.857.6369

Interlake 204.482.5376 or 1.866.427.8628

Winnipeg 204.940.1781

Protection for Persons in Care Office

Winnipeg 204.788.6366

Outside Winnipeg 1.866.440.6366

www.gov.mb.ca/health/protection/index.html

Public Trustee

publictrustee@gov.mb.ca

www.gov.mb.ca/justice/publictrustee

Residential Tenancies Branch

Winnipeg 204.945.2476

Outside Winnipeg 1.800.782.8403

www.gov.mb.ca/cca/rtb/detailde.html

Seniors & Healthy Aging Secretariat

Winnipeg 204.945.6565

Outside Winnipeg 1.800.665.6565

www.gov.mb.ca/shas/

Winnipeg Police Service

www.winnipeg.ca/police/

Manitoba Network for the Prevention of Abuse of Older Adults

The Manitoba Network for the Prevention of Abuse of Older Adults is a provincial interdisciplinary network of service providers, law enforcement and older adults that aims to increase awareness, and support communities in preventing the abuse of older Manitobans.

www.olderadultabuse.mb.ca



Did you know?

4-10% 

Canadian research suggests that 4-10% of older adults are affected by abuse - 6,000 to 16,000 older Manitobans.

 **95%**

of calls to the provincial Seniors Abuse Support Line identify financial or psychological abuse as a concern.

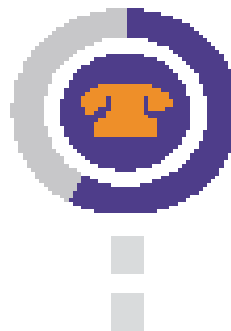


It is commonly recognized that only one in five incidents of elder abuse is ever disclosed to someone in a position to help.



Well substantiated risk factors for abuse of older adults

include: living with someone else, dementia and social isolation.



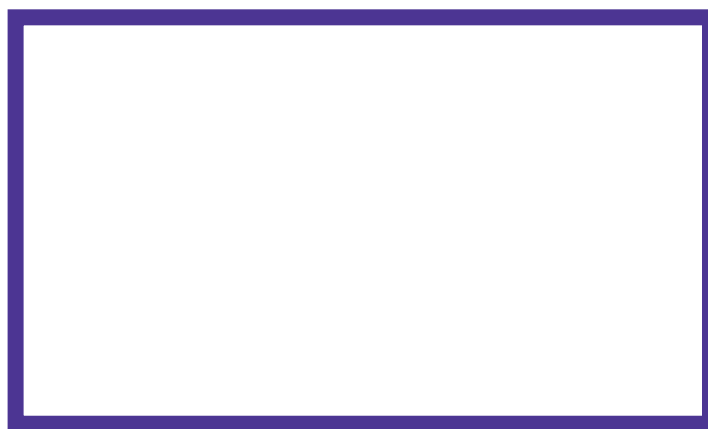
Over 1/3 of the calls to the provincial Seniors Abuse Support Line identify an adult child as the alleged abuser.

Seniors Abuse Support Line

In Manitoba, the provincial Seniors Abuse Support Line provides information and referral 24 hours/day.

1-888-896-7183

Do you recognize these stories?
These may be signs of elder abuse.
“It’s Everybody’s Business; help is available.”



A&O

A & O: Support Services
for Older Adults
200-280 Smith Street
Winnipeg, MB R3C 1K2
In Winnipeg: 204.956.6440
Toll-free: 1.888.333.3121
Fax: 204.946.5667
info@ageopportunity.mb.ca
www.ageopportunity.mb.ca

All calls are strictly confidential.

Every effort has been made to ensure the information contained within this guide was accurate at the time of printing. We apologize for any errors or omissions. Please report any changes to A & O: Support Services for Older Adults at 204.956.6440.