

BC Centre for Elder Advocacy and Support (BCCEAS) is committed to protecting the legal rights of older adults, preventing elder abuse, and supporting those who have been abused, through the following services:

- **Seniors Abuse and Information Line (SAIL)** is a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention. Hours are 8:00 am - 8:00 pm daily (except Statutory Holidays). Language interpretation and TYY (for the hearing impaired) available Monday to Friday, 9:00 am - 4:00 pm.
- **Elder Law Clinic and Legal Advocacy Program**, provides legal advice, advocacy and representation to people aged 55+ who are not able to access legal help due to low income or other barriers or legal issues involving abuse/neglect, financial exploitation, guardianship/capacity, debt, housing (residential tenancy and assisted living issues), government benefits and institutional care issues.
- **Victim Services Program** provides information, support and referrals to people aged 55+ who are victims of abuse, including family and sexual violence.

- **Free Workshops and Presentations** are available to provide training and information on elder abuse prevention, financial literacy, bullying prevention and residential tenancy. Workshops are listed on-line. To book a workshop, call **1-604-688-1927** ext. **225**.

Phone (toll-free): 1-866-437-1940 (Seniors' Abuse and Information Line)

Hearing impaired [TTY]: 1-855-306-1443

Assisted Living Registrar, Ministry of Health has the authority to respond to complaints about health and safety in assisted living residences. For concerns about care in a **private** assisted living facility, call the Assisted Living Registry. For concerns about care in a **publicly subsidized** assisted living facility, contact your Home Health Case Manager and/or the **Fraser Valley Patient Care Quality Office**. If the matter is not satisfactorily resolved after contacting these resources, contact the Assisted Living Registry.

Phone (toll-free): 1-866-714-3378

BC Association of Community Response Networks (BCCRNS) facilitates prevention and education activities with local stakeholders toward an end to abuse, neglect and self-neglect of adults in communities across B.C.

Website: bccrns.ca

Office of the Public Guardian and Trustee investigates reports of financial abuse, and can provide financial management services for adults incapable of managing their own affairs.

Phone (toll-free): 1-800-663-7867 and ask to be transferred to the Public Guardian and Trustee

Nidus: Personal Planning Resource Centre and Registry is a registered charity that supplies information on how to create a Representation Agreement, to appoint a substitute decision maker in the event that you become incapable of making your own health care and personal decisions. They also supply information on how to write a valid Advance Directive health care consent, and Enduring Power of Attorney to authorize someone to assist you or to act on your behalf to manage your financial and legal affairs.

Did You Know....

Abuse affects between 4% and 10% of older adults in Canada, yet it is estimated that only 20% of incidents of elder abuse are reported.

*Elder Abuse
Public Health Agency of Canada, 2012*

Free Representation Agreement forms are available to download as well as an online Registry where you can store your planning documents.

Phone (toll-free): 1-877-267-5552 (voicemail)

Legal Aid, Legal Services Society (LSS) offers legal services ranging from legal information and/or legal advice, to legal representation for people with low incomes. Clients must qualify under financial eligibility guidelines. Applications can be made in person on a first come first serve basis in Chilliwack on Tuesdays and Wednesdays from 9:00 am – 3:00 pm or by calling the province-wide Legal Services Society (LSS) at **1-866-577-2525**.

Phone: 604-793-7243

Chilliwack RCMP Victim Services Program provides support and information to people affected by crime or trauma. Services include emotional support, information on the status of a police investigation and/or court case, assistance with Victim Impact Statements and Crime Victim Assistance Program, referral to other community agencies for further assistance, and court orientation and accompaniment. Hours are Monday to Friday, 9:00 am – 4:00 pm.

Phone: 604-393-3020

VictimLink BC provides information, referrals and support for victims of family and sexual violence and other crimes.

Phone (toll-free): 1-800-563-0808

Emergency Preparedness Guides, Canadian Government are free guides containing practical information for preparing for an emergency.

Phone (toll-free): 1-800-830-3118