

Resource List: Elder Abuse

Created by the **Senior Protection Partnership**, below is information about what Elder Abuse is, as well as resources that can address abuse and neglect. These resources include services needed by those experiencing Elder Abuse, have concerns about Elder Abuse, and to help enhance the older adult and their caregiver’s wellbeing.

What is Elder Abuse?

The World Health Organization (2020) defines Elder Abuse as:

“a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person”

Types of Elder Abuse:

Financial: Taking advantage (living rent-free), stealing money, misusing debit/credit cards when provided for a specific purpose.

Emotional: Yelling, crazy-making (amplifying or alleging memory loss), name-calling

Neglect: Not providing basic necessities (food, clothing, shelter, medical care)

Physical: Hitting, pushing, biting, grabbing inappropriately

Sexual: Includes inappropriate/unwelcome touch when providing assistance (e.g. bathing)

Medication: Over/under-medicating of older adults, taking medication for own use

Elder Abuse Supports

Resource	Service Offered	Contact Information
Edmonton Police Service (EPS)	<ul style="list-style-type: none"> - Responds to concerns of imminent danger or recent Elder Abuse (physical assault, neglect). - Investigates concerns of Theft by Power of Attorney. 	Emergency: 911 Complaint line: 780-423-4567
Elder Abuse Intake Line	<ul style="list-style-type: none"> - Takes calls concerning Elder Abuse Monday-Friday from 9am-4pm - Connects callers with most appropriate resources and makes referrals to interventions services (EARS/SPP) - Provides consultation for Elder Abuse. 	780-477-2929

Elder Abuse Resource & Supports (EARS)	<ul style="list-style-type: none"> - Provides individual support to seniors experiencing low-moderate risk abuse (financial, emotional). - Provides court support to seniors requiring restraining orders - Connects seniors to additional resources 	780-477-2929
Senior Protection Partnership (SPP)	<ul style="list-style-type: none"> - Serves seniors with complex needs and experiencing high-risk abuse (neglect, physical) - Educates the community on abuse prevention. - Provides needed geriatric mental health support. 	780-477-2929
Safe House	<ul style="list-style-type: none"> - Provides temporary housing for 60 days in a furnished apartment for seniors experiencing abuse. Meals and basic necessities are also provided. - On-site staff support seniors in finding long-term housing and meeting other needs (taxes). 	780-702-1520
Seniors Abuse Help Line	<ul style="list-style-type: none"> - Provides confidential, short-term crisis intervention to those experiencing or concerned about Elder Abuse. - Provides support 24/7 	780-454-8888
Emergency Protection Order (EPO) Program	<ul style="list-style-type: none"> - Provides assistance in court office Monday to Friday 9am-4pm. - Legal counsel assess eligibility for an EPO, refers to other legal options, and represents clients in applying for EPOs. - Call EPS for support in applying for an EPO outside of above hours. 	780-422-9222 1-866-845-3425
Protection for Persons in Care	<ul style="list-style-type: none"> - Takes reports of abuse concerning an adult in a publically funded institution. - Investigations result in recommendations made to the institution to enhance patient safety. - Not a crisis response. Emergent concerns should be reported to police. 	1-888-357-9339
Office of the Public Guardian and Trustee	<ul style="list-style-type: none"> - Investigates complaints made about court-appointed guardians and trustees or agents under a Personal Directive. - Can become the legal guardian or trustee for an adult lacking capacity to make decisions when there are no other individuals available. 	Guardianship: 780-427-0017 Trusteeship: 780-427-2744
Relationships With Your Adult Children	<ul style="list-style-type: none"> - Serves seniors in unhealthy relationships with adult children/grandchildren. - Provides education on dealing with guilt, setting boundaries, and more. - Gives participants space to share their story and support one another. 	780-477-2929

Health Care Support

Resource	Service Offered	Contact Information
Home Care	<ul style="list-style-type: none"> - Completes in-home assessments for personal care support. - Assesses for and assists with obtaining necessary equipment (e.g. walker). - Facilitates referrals to day programs. 	780-496-1300
Community Geriatric Psychiatry	<ul style="list-style-type: none"> - Nurses and Psychiatrists support seniors with mental health concerns by providing assessment and treatment. - Other services may also be provided, such as Social Work, day program, and counselling. 	780-342-9100
Access 24/7	<ul style="list-style-type: none"> - Provides urgent care such as crisis intervention and short-term support. Non-urgent care is also provided. - Single point of access to all addiction and mental health services 	780-424-2424

Financial Assistance

Resource	Service Offered	Contact Information
Emergency Financial Assistance	<ul style="list-style-type: none"> - Provides short-term support when you the necessary financial resources putting you at risk. - Accessible 24/7 for urgent concerns. - Can assist with medications, food, utility arrears, eviction payments, and more. 	1-877-644-9992 After hours: 1-866-644-5135
Escaping Abuse Benefit	<ul style="list-style-type: none"> - Can provide short-term accommodation in a hotel, and other support as determined until alternative supports are obtained (e.g. shelter). - Provides a one-time payment to assist you in starting a new home due to having left your previous residence as a result of abuse. 	1-877-644-9992 After hours: 1-866-644-5135
Alberta Seniors Benefit	<ul style="list-style-type: none"> - Provides additional income for those 65 years and older, who receive Old Age Security, and meet low income requirements. 	www.alberta.ca/alberta-seniors-benefit.aspx
Special Needs Assistance	<ul style="list-style-type: none"> - Access this additional funding through applying for Alberta Seniors Benefit. - If eligible, funding can be provided to assist with prescription costs, diabetic supplies, utility arrears, furniture/appliances, and more. 	www.alberta.ca/seniors-special-needs-assistance.aspx

Caregiver Supports

Resource	Service Offered	Contact Information
Caregivers Alberta	<ul style="list-style-type: none"> - Provides support to caregivers through one-on-one and group options. - Supports caregivers in looking after themselves, providing care to their loved one, and navigating the system. 	<p>780-453-5088</p> <p>1-877-453-5088</p>
Alberta Health Services Dementia Advice Line	<ul style="list-style-type: none"> - Provides advice to caregivers caring for loved ones with dementia and Alzheimer's - Can connect you with a specialized dementia nurse 	811
Alberta Caregiver College	<ul style="list-style-type: none"> - Provides courses to assist caregivers in learning how to provide for their family member - Has a specific course on caregiving for older adults 	<p>780-735-8283</p> <p>www.caregivercollege.ca</p>
Alzheimer's Society	<ul style="list-style-type: none"> - Supports caregivers and those living with Alzheimer's disease or dementia through providing information, resources, education, support, and counselling. 	<p>780-488-2266</p> <p>1-866-950-5465</p>

For additional resources, please see:

Directory of Seniors Services

- Published annually by Sage Seniors Association
- Includes information on housing, caregiving supports, seniors centers, and more.
- 780-423-5510
- www.mysage.ca

211 Resources Lists

- Published by Canadian Mental Health Association Edmonton
- Updated twice a year
- Lists based on needs and life stage
- 780-482-4357
- <https://edmonton.cmha.ca>