

# **Prevention of Elder Abuse:** A Nelson & Area Resource Manual



## INTRODUCTION

### **The Nelson & Area Elder Abuse Prevention Project**

We would like to first take this opportunity to thank the Nelson & 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 meet the manual's intention of being the most "user friendly"; the committee apologizes in advance if an organization or resource has been missed. It is hoped that a Nelson and area elder abuse prevention web page can be developed in the future and information for additions or edits are invited for consideration of inclusion at that time.

Finally, I would like to thank the Elder Abuse Prevention Project 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 Project (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  
[http://www.cnpea.ca/mission\\_statement.htm](http://www.cnpea.ca/mission_statement.htm)

## ***Guiding Principles***

In all activities:

- ♦ 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"  
[http://www.phac-aspc.gc.ca/seniors-aines/nfaguide3\\_e.htm](http://www.phac-aspc.gc.ca/seniors-aines/nfaguide3_e.htm)

### **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.

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## **ABOUT ABUSE**

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## ABOUT ABUSE

### WHAT IS ABUSE OF OLDER ADULTS?<sup>1</sup>

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,
- ♦ or 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.

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<sup>1</sup> <http://www.justice.gc.ca/eng/pi/fv-vf/facts-info/old-age.html>

*Abuse 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.<sup>1</sup> “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.”<sup>2</sup>

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.<sup>1</sup> 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.**<sup>2</sup> 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
- ♦ Managing financial affairs <sup>3</sup>

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.<sup>4,5</sup>

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

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

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

<sup>3,4,5</sup> 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.

<sup>6</sup> 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.<sup>1</sup>

- ♦ About 80% of abuse or neglect of older adults is hidden or goes undetected. Only about one in five cases of abuse come to the attention of community agencies or authorities.
- ♦ 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.<sup>2</sup>

There are four types of abuse described in this section: emotional, physical, sexual and financial. Financial abuse is considered the most common. There is an element of emotional abuse in all abuse situations.

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

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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 calling, 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”
- ♦ Broken eyeglasses
- ♦ 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

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<sup>1,2</sup> world elder abuse awareness day, fact sheet 2. *What is Abuse of Older Adults?*

## **What Might You See With Financial Elder Abuse or Exploitation?**

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In financial abuse you may see some of the emotional symptoms previously. 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 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
- ♦ Sudden sale or change in property title
- ♦ Withdrawal, or threat of withdrawal, of sponsorship for immigrants

## WHAT YOU MIGHT SEE IN NEGLECT AND SELF NEGLECT

### What is Elder Neglect?

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

### What is Self Neglect?

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“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.”<sup>2</sup>

### What You Might See With Neglect or Self Neglect

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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
- ♦ 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

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

<sup>2</sup> 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 Abuse<sup>1</sup>

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- ◆ 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 Rights<sup>1</sup>

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- ◆ 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

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<sup>1</sup> *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. <sup>1</sup> 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. <sup>2</sup> 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** about abuse and risk factors, options for 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, protecting ones rights, and supports “keeping in charge of me”. Knowledge is power.

**Educating our community:** The Nelson and area agencies, businesses and organizations that are listed in this manual were aware of situations of elder abuse. These same individuals also 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 and knowing what they are may help identify high risk situations before they proceed to abuse and 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 a disabled parent 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 to augment 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, other forms of dementia, or elders who are severely physically disabled.

Caregiver support groups 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 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.<sup>3</sup>

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

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<sup>1,2</sup> *Abuse and Neglect of Older Adults: A Discussion Paper*, copyright: Her Majesty the Queen in Right of Canada, 2000.

<sup>3</sup> *Elder Abuse and Neglect: In Search of Solutions* <http://www.apa.org/pi/aging/elabuse.html>

## 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”, page 42.*

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, page 23.*

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”, page 27.*

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”, page 57.*

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”, page 59.*

If you feel a situation is an emergency or 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”, page 63.*

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.<sup>1</sup> 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 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 “Patient Care Quality Officer “ to assist you (for the Kootenay Boundary Patient Care Quality Officer call 250-364-3461 or for the IHA Central Patient Care Quality Office call 1-877-442-2001). The Patient Care Quality Officers assist 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.”<sup>2</sup>
3. If the Patient Care Quality Officer 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.<sup>3</sup> The Review Board will only review complaints that have first been taken to the local health authorities’ Patient Care Quality Office. To contact the Provincial Patient Care Quality Review Board office phone: 1-866-952-2448.
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:

1. **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

2. Community Care Licensing - Residential Care (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*. These staff monitor over two hundred residential care facilities and inspect 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 in 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

250-505-7245

### 3. Association of Advocates for Care Reform (ACR)

A non-profit society concerned with improving the quality of life and care for people living in long-term, residential care in British Columbia. Work includes information, materials, and support for the development of Family Councils to help provide a voice for long-term care residents; advocacy and education to create awareness and facilitate dialogue and consultation around issues of care and quality of life for those living in residential care homes; sharing of information on Care Standards; links to other advocacy efforts.

Contact information:

[www.acrbc.ca](http://www.acrbc.ca)

### 4. Your MLA

Toll free through ENQUIRY BC at

1-800-663-7867

### **To help with the process, call:**

The Advocacy Centre, Nelson

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

Certified Seniors' Advocates  
Kaslo, Nelson & Area

250-352-6008

Patient Quality Care Officer  
Kootenay Boundary Health Service Area

250-364-3641

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

<sup>2</sup> Interior Health Patient Care Quality Office <http://www.interiorhealth.ca/information.aspx?id=6480>

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

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## **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) having 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**

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**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**

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**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. Phone 811.**

**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. Phone 811.**

**Dietician: to ask about nutrition consultations and healthy eating advice. Dieticians are available Monday to Friday 9 am to 5 pm. Phone 811.**

**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 811.**

Translation services are available on request.

For deaf and hearing-impaired assistance (TTY), call 711

Contact 811 or  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

## **Faith Communities**

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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.

<b>Ascension Lutheran Church</b> 1805 Silver King Road Nelson, BC V1L 5T4	<b>Pastor</b> 250-352-2515
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<b>Balfour Evangelical Covenant Church</b> 7741 Upper Balfour Road Balfour, BC V0G 1C0	<b>Pastor</b> 250-229-2301
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<b>Bethel Christian Centre</b> 623 Gordon Road Nelson, BC V1L 6Z7	<b>Pastor</b> 250-352-9322
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<b>Bridge Christian Church</b> 810 - 10 <sup>th</sup> Street Nelson, BC V1L 3C7	250-354-4677
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<b>Cathedral of Mary Immaculate, Catholic</b> 813 Ward Street Nelson, BC V1L 1T4	<b>Father</b> 250-352-7131
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<b>Church of Jesus Christ of Latter Day Saints</b> <b>President</b> 815-9 <sup>th</sup> Street Nelson, BC V1L 3C1	<b>Branch</b> 250-352-9100
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<b>First Baptist Church</b> 611 - 5 <sup>th</sup> Street Nelson, BC V1L 5T4	<b>Pastor</b> 250-352-3212
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<b>Eleos Centre Ministries</b> 711-10 <sup>th</sup> Street Nelson, BC V1L 3C5	250-352-0300
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**Jehovah's Witnesses  
Balfour Congregation  
Nelson Congregation**

**Elders  
250-825-4239  
250-352-7639**

**Kootenay Christian Fellowship  
812 Silica Street  
Nelson, BC V1L 1N7**

**Pastor  
250-352-7700**

**Kootenay Shambhala Meditation Centre  
514 Hoover Street  
Nelson, BC V1L 4W9**

**250-352-6559**

**Nelson 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**

**Nelson Vineyard  
1631 Granite Road  
Nelson, BC V1L 4N1**

**Reverend  
250-354-4005**

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

**Reverend  
250-354-4085**

**Salvation Army  
601 Vernon Street  
Nelson, BC V1L 4E9**

**Major  
250-352-3488**

**Shalom House  
2302 Choquette  
Nelson, BC V1L 5V1**

**250-352-7416**

**Union of Spiritual Communities of Christ  
Director  
Box 760  
Grand Forks, BC V0H 1H0  
c/o the Brilliant Culture Centre  
ext. 21**

**Executive  
  
250-442-8252  
  
250-365-3613**

**Unity Centre of the Kootenays  
Leader  
806-6<sup>th</sup> Street  
Nelson, BC V1L 2Z2**

**Spiritual  
  
250-352-3715**



## **Senior Citizens' Associations of BC (SCA of BC)**

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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**

**Annelies Blauhut  
250-229-5321**

**Harrop/Procter Branch 118**

**Talk to the locals  
at this time**

**Kaslo Branch 81**

**Hugh Walker  
250-353-2610**

**Nelson Branch 51**

**250-352-7078**

**Passmore Branch 116**

**Joan Deans  
250-226-6943**

**Riondel Branch 96**

**Marg Kehler  
250-225-3525**

**Salmo Branch 108**

**Ivy – 250-357-9667  
Janice: 250-357-**

**9638**

## **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**

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**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.**

**Contact Information** 1-877-452-6788

**In Nelson, call** 250-352-6788

**Dementia Helpline** 1-800-936-6033

**[www.alzheimerbc.org](http://www.alzheimerbc.org)**

### **ALS (Amyotrophic Lateral Sclerosis) Society**

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**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.**

**Contact Information** 1-800-708-3228  
**[www.alsbc.ca](http://www.alsbc.ca)**

## **ANKORS (Kootenay Boundary AIDS Network Outreach and Support Society)**

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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  
(toll free)

## **CNIB (Canadian National Institute for the Blind)**

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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.

Contact Information: 1-800-563-2642  
[www.cnib.bc](http://www.cnib.bc)

West Kootenay Services  
Kamloops Service Centre 1-250-374-8080

## **Heart and Stroke Foundation**

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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  
[www.heartandstroke.bc.ca](http://www.heartandstroke.bc.ca)

## **Multiple Sclerosis Society**

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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 OR  
1-866-352-3997

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### **Nelson & District Seniors Coordinating Society**

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This umbrella organization encompasses the Senior Resource Centre, Home Help Services, Community Service events and the Grocery Run bus service. The purpose of the society is to support persons who are isolated, provide information on services to seniors, provide assistance with completion of applications including income tax forms for those on a limited income.

Office  
www.seniors.kics.bc.ca

250-352-6008

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### **Nelson Mental Health & Addictions, Elder Services**

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To reduce factors leading to problems, Elder Services offers individual counselling, caregiver support and caregiver groups (Nelson and Salmo) and referrals for seniors, caregivers and family members.

Elder Services Program

250-505-7248

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### **Parkinson Society of BC**

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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  
3330

1-800-668-

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### **Veterans Affairs Canada**

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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**

**www.vac-acc.gc.ca**

**email: [information@vac-acc.gc.ca](mailto:information@vac-acc.gc.ca)**

**1-866-522-2122  
(English)  
1-866-522-2022  
(French)**

**Women's Outreach Services**

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**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: BC Housing Subsidized**

---

In partnership with BC Housing, the following non-profit societies offer subsidized rental housing. The rental is 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**

Nelson

Caretaker  
250-354-4041

**Nelson & District Housing Society**

Nelson

250-352-1608

**Passmore, Slocan Valley Seniors' Housing Society**

Slocan Valley Seniors' Housing Society  
(Passmore Lodge)

Caretaker  
250-226-7136

**Salmo Senior Citizens' Society**

Salmo Senior Citizens' Society  
9638  
(Salmo Seniors' Villa)

Janice: 250-357-  
Ivy: 250-357-9667

## **Nelson CARES Society (for adults with developmental disabilities)**

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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

Director  
250-352-6011

## **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)

3938  
Vancouver

1-800-639-

604-731-5733

## **Shelter Aid for Elderly Renters (SAFER)**

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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 a SAFER brochure or get an application form mailed to you, call  
1-800-257-7756.

To obtain an application online,  
[www.bchousing.org/resources/Applicant/SAFER\\_app\\_form\\_Eng.pdf](http://www.bchousing.org/resources/Applicant/SAFER_app_form_Eng.pdf)

For information contact  
7756

1-800-257-

## **Keeping Healthy**

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### **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**

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 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.

**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.

**Strong Bodies – Strong Bones:** Beginner friendly fitness program for those who are looking for a great place to start. An ideal program for those who have, or are concerned about developing osteoporosis.

**Gentle Aquafit:** A gentler version of aquafit, perfect for those just starting out, or seniors that are just starting out. This lower intensity low-impact workout will focus on functional strength, range of motion, balance and fun.

Contact Information  
[www.rdck.bc.ca](http://www.rdck.bc.ca)

250-354-4386

## **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

### **Walking and Exercise Program**

Winter Walking Program weekly at Mary Hall gym.

Healthy Movement Program at Cedar Grove Seniors Residence weekly

Programs run during the winter months. For information:

Nelson & District Seniors Coordinating Society

250-352-6008

## **Nelson & District Home and Community Care Programs**

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HCC 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, HCC provides appropriate options for those whose needs would be better met in an alternate setting such as assisted living, residential care or hospice support.

HCC 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 Complex 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 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.

## **Social Work Services**

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

For information on all programs, call  
354-1401

250-

### 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

([www.worksafebc.com](http://www.worksafebc.com) or 1-888-922-2768 and follow the directions to register a new firm).

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 at 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  
[www.lifeline.ca](http://www.lifeline.ca)

1-888-832-6071

## **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 – Kaslo, Nelson & Area, 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

250-353-7691

Salmo Victim Services

250-357-2692

## **Supported Socializing**

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### **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.

For information, call

250-354-1401

### **Friendly Visitor Program**

The Friendly Visitor Program offers support to socially isolated seniors who are living in the community by means of volunteer companionship. Volunteers who have been screened are "matched" with at home seniors and can offer social activities, social stimulation, companionship as well as respite for a caregiver. The program is accessed through Home & Community Care Programs, local offices:

Nelson/Lower Slocan Valley  
East Shore  
9019  
Kaslo  
Salmo

250-352-1401  
250-227-  
250-353-2291  
250-357-0109

## **Transportation**

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### **Bus Pass Program**

The B.C. Bus Pass Program provides a yearly bus pass at a reduced cost to low income seniors. It allows travel without additional cost on BC Transit routes; it is not valid on the handyDART buses. The bus pass is valid January 1 to December 31<sup>st</sup>.

For information, call

1-866-866-0800  
Toll Free  
(Press 4, then 3)

**Central Kootenay Bus Services**  
(Transit Seniors' Fare Discount)

BC Transit funds bus routes throughout the Central Kootenays. For the discount fare passengers 65 years or over are required to show their BC Gold Care card. For bus routes and schedules, contact:

Nelson and North Shore to Balfour 250-352-8201

Arrow Lakes and North Kootenay Lake 1-877-843-2877  
Press 0

[www.nelson.ca/html/transit.html](http://www.nelson.ca/html/transit.html) (see tab Maps & Schedules)  
(for Arrow Lakes & North Kootenay Lakes, click on link "Arrow & Slocan Lakes Community Services")

**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

**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 1-877-843-2877  
(Press 0)

## **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**

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**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 west side of the building)**

**Fridays: 8:00 pm – the Conference Room (#108) at 601 Front St. Emporium (downstairs)**

### **Alzheimer's Society of BC**

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**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.**

**Contact information:  
Dementia Helpline  
[www.alzheimerbc.org](http://www.alzheimerbc.org)**

**1-877-452-6788  
1-800-936-6033**

**In Nelson, call**

**250-352-6788**

### **Caregiver Support Groups, Nelson Mental Health Elder Services**

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**If you are care giving to a senior or are a senior care giving to someone else, Caregiver Support Groups offer a time and place to also look after you. Groups are held in Nelson and Salmo.**

**Nelson Elder Services**

**250-505-7248**

### **Nelson & District Hospice Society**

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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  
[www.nelsonhospice.org](http://www.nelsonhospice.org)

250-352-2337

### **West Kootenay Living Well Cancer Support Group**

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Support and education for cancer patients, their families and caregivers.

“Want to talk?” Drop in Thursdays, 12:00 to 2:00 p.m. at the Seniors  
Coordinating  
Society, 719 Vernon Street, Nelson

For more information, call  
[www.westkootenaylivingwellsociety.com](http://www.westkootenaylivingwellsociety.com)

250-551-1785

## **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**

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#### **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

#### **Certified Seniors' Advocates – Kaslo, 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. Some counselling is also available.

Seniors' Resource Centre  
[www.seniors.kics.bc.ca](http://www.seniors.kics.bc.ca)

250-352-6008

#### **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  
[www.dialalaw.org](http://www.dialalaw.org)

1-800-565-5297

## **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 disabled.

How do accounts “in trust” work?

What can the financial branch do if you want to set up specific account safeguards?

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

**Assistant Manager**  
250-354-2113

**CIBC**  
459 Baker Street  
Nelson, BC V1L 4H7

**Branch Manager**  
250-352-8700  
ext 222

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

**Manager: Member Services**  
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

**Manager: Member Service**  
250-359-7221

**Nelson & District Credit Union**  
Branch 2, 16030 Highway 3A  
Crawford Bay, BC V0B 1E0

**Branch Manager**  
250-227-9221

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

**Member Service Representative**  
250-352-7207

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

**Branch Manager**  
250-354-5000  
(Reception)

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

Personal Banking  
Manager  
250-354-5594

### **Senior Citizen Counsellor Program – East Shore, Salmo**

Senior Citizen Counsellors are seniors appointed to assist other seniors and is a program supported by the Interior Health Authority. These Counsellors can put people in touch with service agencies, help complete applications for pensions and other senior's benefits, and provide information on programs such as Shelter Aid for Elderly Renters (SAFER), bus passes, seniors' housing and consumer services. Contacts:

East Shore, Contact Marg for the current counsellor's number  
250-225-3525

Salmo, Betty Graeper  
250-357-9509

## **Planning Tools**

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### **BC Seniors Advocacy Network (BC SAN)**

The BC Seniors Advocacy Network (BC SAN) is a network of trained volunteer advocates who volunteer with seniors who are facing a variety of complicated situations and require supports and information. Advocates provide practical assistance by working with seniors to help identify issues, resolve problems, and connect people with needed resources.

Advocates assist seniors who are dealing with:

Quality of care in residential facilities including long term care, assisted living, supportive housing, family care homes, etc

Residential disputes including evictions and other tenancy issues

Access to affordable housing

Access to income programs, appropriate health services and other services for seniors

Issues related to abuse including financial fraud

Access to assistance in arranging social supports and legal advice in the event of a spouse dying

Assistance with Representation Agreements, applying for various benefits, taxes and simple wills.

These advocacy services are free of charge to seniors in British Columbia. If you require the support of an advocate contact the BC SAN Coordinator:

Contact Information

604-684-8171



Email: [gschiller@411seniors.bc.ca](mailto:gschiller@411seniors.bc.ca)

(ext. 239)

[www.411seniors.bc.ca](http://www.411seniors.bc.ca)

### **My Voice Advance Care Program**

“My Voice” is a planning booklet designed to help a capable adult have discussions about future health care choices and to make their wishes known by creating an Advance Care Plan. For the document (with permission of the Fraser Health Authority), go the Internet website and print the 15 pages.

[www.fraserhealth.ca/Services/HomeandCommunityCare/AdvanceCarePlanning/Documents/WEB\\_fh-myvoice-workbook-Oct\\_07.pdf](http://www.fraserhealth.ca/Services/HomeandCommunityCare/AdvanceCarePlanning/Documents/WEB_fh-myvoice-workbook-Oct_07.pdf)

### **Nidus Personal Planning Resource Centre and Registry**

Nidus is dedicated to advance planning through the use of legal tools and in support of Representation Agreements. Nidus provides/sells Representation Agreement self-help kits that include legal forms, detailed information and registration of documents. Nidus also provides education on Enduring Powers of Attorney and Living Wills/Advance Directives.

Contact Information:

604-408-7414

Email: [info@nidus.ca](mailto:info@nidus.ca)

[www.nidus.ca](http://www.nidus.ca)

Nidus operates a centralized Registry in partnership with the Law Society of BC's Juricert Program. Currently the Registry can register Enduring Powers of Attorney and Representation Agreements including Revocations. To access the Registration Resource Centre, for registration or to look up a record,

Email: [registry@nidus.ca](mailto: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

[www.publiclegaled.bc.ca](http://www.publiclegaled.bc.ca)

## **EARLY DETECTION AND INTERVENTION**

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## 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 negative 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 Information  
[www.nelsoncares.ca](http://www.nelsoncares.ca)

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

#### Certified Seniors' Advocates – Kaslo, 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. Some counselling is also available.

Seniors' Resource Centre  
[www.seniors.kics.bc.ca](http://www.seniors.kics.bc.ca)

250-352-6008

#### 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  
Nelson  
Salmo  
[www.bccrns.ca](http://www.bccrns.ca)

Elaine  
Heather  
Betty

250-353-7666  
250-352-6813  
250-357-9509

## **Nelson & District Home and Community Care Programs**

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HCC 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, HCC provides appropriate options for those whose needs would be better met in an alternate setting such as assisted living, residential care or hospice support.

HCC 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 Complex 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 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.

### **Social Work Services**

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

For information on all programs, call  
354-1401

250-

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### **West Kootenay Boundary Regional Crisis 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. Serves the entire Kootenay/Boundary area 7 days a week, 24 hours a day.

Phone:  
email:crisisline@trailfair.ca  
www.trailfair.ca

1-800-515-6999

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### **Financial Institutions**

Statistics tell us up to 8% of 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 establishing a “track friendly” account. 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  
Manager  
298 Baker Street  
Nelson, BC V1L 4H3**

**Assistant  
250-354-2113**

**CIBC  
459 Baker Street  
Nelson, BC V1L 4H7**

**Branch Manager  
250-352-8700  
ext 222**

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

**Manager:  
Services  
250-353-2217**

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

**Branch  
250-357-2281**

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

**Manager:  
Member Service  
250-359-7221**

**Nelson & District Credit Union  
Manager  
Branch 2, 16030 Highway 3A  
Crawford Bay, BC V0B 1E0**

**Branch  
250-227-9221**

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

**Member  
Representative  
250-352-7207**

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

**Branch  
250-354-5000  
(Reception)**

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

**Personal Banking  
Manager  
250-354-5594**

## **HealthLink BC**

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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 recommend whether you should see a health professional. The Nurse line is available 24 hours every day. Phone 811.

**Pharmacist:** to ask your medication questions the Pharmacist line is available every night 5pm to 9am when your community pharmacist may not be available. Phone 811.

**Dietician:** to ask about nutrition consultations and healthy eating advice. Dieticians are available Monday-Friday 9am to 5pm. Phone 811.

**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 811.

Translation services are available on request.

For deaf and hearing-impaired assistance (TTY), call 711

Contact 811 or  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

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### **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**

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#### **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

### **Elder Services, Nelson Mental Health & Addictions**

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Elder Services is available to assess situations where abuse 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.

Elder Services Program

250-505-7248

### **Faith Communities**

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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

Pastor  
250-352-2515

Balfour Evangelical Covenant Church  
7741 Upper Balfour Road, Balfour

Pastor  
250-229-2301

Bethel Christian Centre  
623 Gordon Road, Nelson

Pastor  
250-352-9322

Bridge Christian Church  
810 – 10<sup>th</sup> Street, Nelson

250-354-4677

Cathedral of Mary Immaculate, Catholic  
813 Ward Street, Nelson

Father  
250-352-7131

Church of Jesus Christ of Latter Day Saints  
President  
815-9<sup>th</sup> Street, Nelson

Branch  
250-352-9100



<b>Eleos Centre Ministries</b> <b>711 – 10<sup>th</sup> Street, Nelson</b>	<b>250-352-0300</b>
<b>First Baptist Church</b> <b>611 – 5<sup>th</sup> Street, Nelson</b>	<b>Pastor</b> <b>250-352-3212</b>
<b>Jehovah's Witnesses</b> <b>Balfour Congregation</b> <b>Nelson Congregation</b>	<b>Elders</b> <b>250-825-4239</b> <b>250-352-7639</b>
<b>Kootenay Christian Fellowship</b> <b>812 Silica Street, Nelson</b>	<b>Pastor</b> <b>250-352-7700</b>
<b>Kootenay Shambhala Meditation Centre</b> <b>514 Hoover Street, Nelson</b>	<b>250-352-6559</b>
<b>Nelson Covenant Church</b> <b>702 Stanley Street, Nelson</b>	<b>Reverend</b> <b>250-352-9613</b>
<b>Nelson Vineyard</b> <b>1631 Granite Road, Nelson</b>	<b>Reverend</b> <b>250-354-4005</b>
<b>Nelson United Church</b> <b>602 Silica Street, Nelson</b>	<b>Reverend</b> <b>250-352-2822</b>
<b>St. Saviour's Pro-Cathedral, Anglican</b> <b>723 Ward Street, Nelson</b>	<b>Reverend</b> <b>250-354-4085</b>
<b>Salvation Army</b> <b>601 Vernon Street</b> <b>Nelson, BC V1L 4E9</b>	<b>Major</b> <b>250-352-3488</b>
<b>Shalom House</b> <b>2302 Choquette, Nelson</b>	<b>250-352-7416</b>
<b>Union of Spiritual Communities of Christ</b> <b>Director</b> <b>Box 760</b> <b>Grand Forks, BC V0H 1H0</b> <b>c/o the Brilliant Culture Centre</b> <b>ext. 21</b>	<b>Executive</b>  <b>250-442-8252</b>  <b>250-365-3613</b>
<b>Unity Centre of the Kootenays</b> <b>Leader</b> <b>806-6<sup>th</sup> Street</b> <b>Nelson, BC V1L 2Z2</b>	<b>Spiritual</b>  <b>250-352-3715</b>

## **Kootenay Lake Hospital, Social Work Services**

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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**

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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](http://www.nelsonhospice.org)

## **Parkinson Society of BC**

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Provides information and services to people with Parkinson's Disease as well as their family, friends and professionals; educational DVDs and books available to loan; informative quarterly newsletter. Actively lobbies government agencies for improved medical care, better Pharmacare coverage and other relevant issues (advocacy).

### **Counselling and Support**

Offers confidential counselling by phone with a registered clinical counsellor. Free to members. Phone toll free to book sessions.

Contact Information 1-800-668-3330  
[www.parkinson.bc.ca](http://www.parkinson.bc.ca)

## **Women's Counsellor, Nelson Community Services**

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

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### **Women's Outreach Services**

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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

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### **Women's Centre**

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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

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## **SHELTER**

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### **Aimee Beaulieu Transition House**

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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

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### **Stepping Stones for Success**

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Stepping Stones for Success 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 567 Ward Street, Nelson (lower level).

**Contact information:**

**Shelter Supervisor  
250-352-9876**

## **PREVENTION OF FURTHER ABUSE**

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## **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  
[www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)

8-1-1

#### **Nelson & District Home and Community Care Programs**

Home & Community Care Programs 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 HCC programs listed previously become part of that support plan.

For information, call

250-352-1401

## **Lawyer Referral Service & Dial-A-Law**

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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  
www.dialalaw.org

1-800-565-5297

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 Mental Health & Addictions, Elder Services**

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Elder Services accepts referrals for elder abuse concerns – either as a “Designated Agency” or as a community mental health services agency. Elder 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.

Elder Services Program

250-505-7248

Fax: 250-505-7246

## **Nelson Police Department**

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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)**

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“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.”

(From: [www.trustee.bc.ca/pdfs/STA/abuseneglect.htm](http://www.trustee.bc.ca/pdfs/STA/abuseneglect.htm))

For PGT Assessment and Investigation Services call  
7576

1-250-712-

## **Victim Services**

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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

## **West Kootenay Boundary Regional Crisis Line**

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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. Serves the entire Kootenay/Boundary area 7 days a week, 24 hours a day.

Phone: 1-800-515-6999

email: [crisisline@trailfair.ca](mailto:crisisline@trailfair.ca)  
[www.trailfair.ca](http://www.trailfair.ca)

## **DESIGNATED AGENCIES**

Any resident of British Columbia may report concerns about adult abuse of neglect or 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:

Home & Community Care (HCC)	
Ainsworth	250-353-2744
Balfour	250-352-1401



<b>Boswell</b>	<b>250-227-9019</b>
<b>Crawford Bay</b>	<b>250-227-9019</b>
<b>Crescent Valley</b>	<b>250-352-1401</b>
<b>East Shore</b>	<b>250-227-9019</b>
<b>Grey Creek</b>	<b>250-227-9019</b>
<b>Kaslo</b>	<b>250-353-2744</b>
<b>Kootenay Bay</b>	<b>250-227-9019</b>
<b>Nelson</b>	<b>250-352-1401</b>
<b>Riondel</b>	<b>250-227-9019</b>
<b>Salmo</b>	<b>250-352-1401</b>
<b>Slocan Valley</b>	<b>250-352-1401</b>

**Nelson Mental Health & Addictions** **250-505-7248**  
**(includes all the above communities)**

**Community Living BC** **1-800-668-2249 or**  
**(for adults with developmental disabilities)** **250-365-8558**

**Community Care Licensing** **250-505-7200**  
**(for adults who live in a Licensed Community Care Facility)**

**For more information on Designated Agencies and contact information for all  
of Interior Health go to [www.interiorhealth.ca/health-services.aspx?id=8596](http://www.interiorhealth.ca/health-services.aspx?id=8596)**

## **OTHER LOCAL RESOURCES**

### **Advocacy Centre**

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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 Information  
[www.nelsoncares.ca](http://www.nelsoncares.ca)

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

### **Counselling Services, Nelson Community Services**

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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

### **Nelson CARES Society (for adults with developmental disabilities)**

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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

Director  
250-352-6011

### **West Kootenay Boundary Regional Crisis 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. Serves the entire Kootenay/Boundary area 7 days a week, 24 hours a day.

Phone:

1-800-515-6999

email: [crisisline@trailfair.ca](mailto:crisisline@trailfair.ca)  
[www.trailfair.ca](http://www.trailfair.ca)

## **Women's Outreach Services**

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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**

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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 for Success**

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Stepping Stones for Success 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 567 Ward Street, Nelson (lower level).

Contact information:

Shelter Supervisor  
250-352-9876

# URGENT RESPONSE

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## **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.

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 is governed by legislation and laws that guide their practise and actions.

#### **Nelson & District Home and Community Care Programs**

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**Home & Community Care 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 HCC programs listed previously become part of that support plan.**

**For information or to make a referral, call**

**250-352-1401**

#### **Nelson Mental Health & Addictions, Elder Services**

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**As a Designated Agency, Elder Services can provide urgent response as may be required, possibly also including the police and/or the Public Guardian and Trustee of BC (PGT). Elder 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**

## **Nelson Police Department**

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

Contact

911 OR  
250-354-3919

## **Royal Canadian Mounted Police**

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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.

Contact

911 OR  
250-352-2156

## **Public Guardian and Trustee of BC (PGT)**

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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  
[www.trustee.bc.ca](http://www.trustee.bc.ca)

1-250-712-7576

## **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:

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Meals and essentials

Information and referrals

Follow-up services

Practical assistance

Counselling for women

Contact Information:	250-354-HELP or 250-354-4357
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### **Stepping Stones for Success**

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Stepping Stones for Success 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 567 Ward Street, Nelson (lower level).

Contact information:	Shelter Supervisor 250-352-9876
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## HANDOUTS