

ELDER ABUSE



An Alberta Directory of Victim Services for Older Adults

*Canadian Research Institute
for Law and the Family*



2006

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Background

This document was prepared by Leslie MacRae, B.A. and Monica Pauls, M.A., of the Canadian Research Institute for Law and the Family (CRILF). CRILF is a non-profit, independent institute undertaking and promoting multidisciplinary research, education and publication on law and the family.

The service directory was developed as part of the project, “Victim Focused Services for the Elderly: Access and Effectiveness in Alberta.” This one-year study reviewed the legislation, reporting practices, and services in Alberta that address the issue of elder abuse, in order to identify gaps in legislation and service and to increase understanding of the experiences of the victims who access these services. The project was funded by Justice Canada’s Family Violence Initiative, the Alberta Solicitor General’s Victims of Crime Fund, and the Alberta Law Foundation.

Services in Calgary, Edmonton, Medicine Hat, Lethbridge, Fort McMurray, Grande Prairie and Red Deer were identified in consultation with advisory groups, key informant interviews with services providers, and public information. Once identified, services were grouped according to four criteria:

- 1. Victim Focused Services for Older Adults:** Services (law enforcement, counselling, treatment, intervention, emergency/non-emergency residential) specifically targeting older adult victims of abuse or neglect. Service must have the protection of abused older adults as their primary mandate.
- 2. Services for Older Adults – Provides Victim Services:** Services (seniors’ organizations, seniors’ centres, seniors’ services, seniors’ outreach) that provide activities, care, and/or resources for older adults/seniors. While supporting older adult victims is not their primary mandate, these organizations have the capability to do so due to the availability of counselling, outreach, resources, and/or referral services.
- 3. Victim Services – Includes Older Adult Victims:** Services (shelters, victim assistance, family violence/crisis centres) that provide support, counselling, referrals, intervention, and/or care to all victims of trauma (crime, abuse, assault, etc.). These services must be found to both serve, and have the means to serve, older adult clientele.
- 4. Community Initiatives Addressing Elder Abuse:** Initiatives that bring various members of the professional community and/or the public together to address issues surrounding elder abuse. These community initiatives have the prevention of elder abuse as their primary mandate.

Service maps, depicting service categories and composition of the older adult population, are provided for each city. Service descriptions provide information on the target recipient, service provider, goals and objectives, activities and contact information for each agency.

What is Elder Abuse?

Elder Abuse is the maltreatment of an older person by someone in a position of trust, such as a family member, caregiver, or other close acquaintance. Abuse is any deliberate action or lack of action that causes harm to an older adult. Abuse is used to control others and is a violation of rights. It can be in the form of:

- Physical abuse (includes sexual abuse)
- Psychosocial abuse (verbal abuse and behaviour intended to cause emotional pain)
- Financial abuse
- Medication abuse
- Neglect

**Taken from the Kerby Centre brochure, "Elder Abuse is Wrong in Any Language"

Profile of Older Adults in Alberta



In 2005, adults age 55 and older comprised nearly 20% of Alberta's population.

The older adult population in Alberta is growing at a faster rate than the rest of the population.

Alberta also attracts more seniors than any other province.

The majority of Alberta seniors reside in urban areas.

(Fact Sheet: A Portrait of Alberta Seniors 2004; Alberta Regional Population Outlook 2005)

"Victim Focused Services for the Elderly: Access and Effectiveness in Alberta" examined the seven major urban areas in the province. These centres vary in population, and consequently, in their population of elderly citizens:

- Calgary's population reached 956,078 in 2005, with 17% being adults 55 and over (Calgary City Census, 2005).*
- Edmonton's older adult population was slightly higher, comprising 20% of its population of 712,351 (Edmonton Municipal Census, 2005).*
- Similarly, the proportion of older adults in Red Deer in 2005 reached close to 20% of its population of 79,082.*
- Medicine Hat showed the highest proportion of older adults among the cities under study, with 25% of its population of 56,048 being adults 55 and older (Medicine Hat City Census, 2005).*
- Lethbridge, at a population of 77,202, was comparable, with 23% of its citizens being age 55 + (Lethbridge City Census, 2005).*
- Conversely, Fort McMurray had the lowest proportion of older adults among the major cities, with 8.5% of its population of 58,150 being 55 and older (Regional Municipality of Wood Buffalo Census, 2005).*
- Grande Prairie also showed a relatively low proportion of older adults, with 12% of its 44,631 citizens being age 55 and older (Grande Prairie City Census, 2005).*

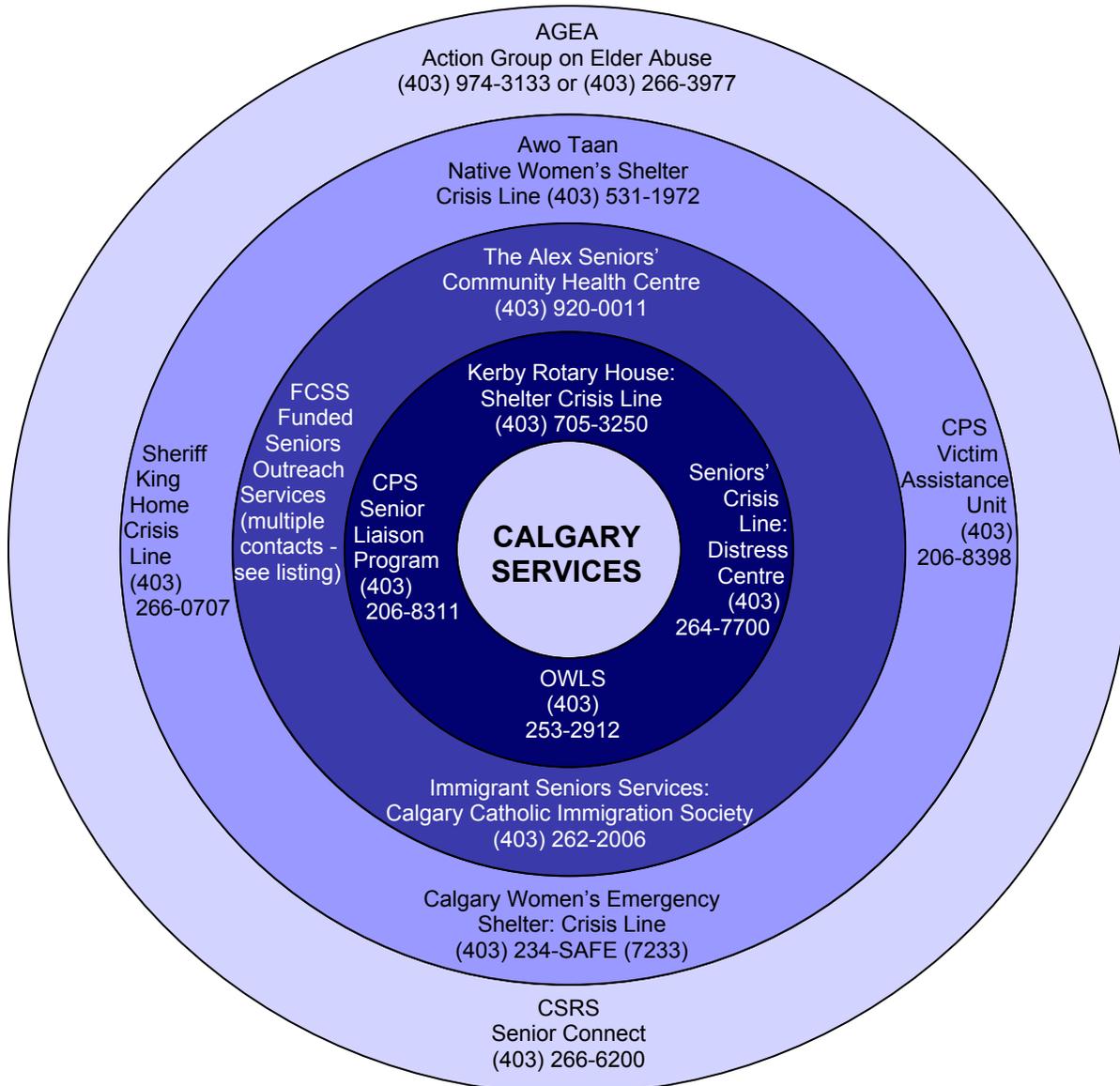
COMMUNITY SERVICE DIRECTORIES

CALGARY



Victim Services for Older Adults

Community Service Map



Victim Focused Services for Older Adults

Services (law enforcement, counselling, treatment, intervention, emergency/non-emergency residential) specifically targeting older adult victims of abuse or neglect. Service must have the protection of abused older adults as their primary mandate.

Services for Older Adults – Provides Victim Services

Services (seniors' organizations, seniors' centres, seniors' services, seniors' outreach) that provide activities, care, and/or resources for older adults/seniors. While supporting older adult victims is not their primary mandate, these organizations have the capability to do so due to the availability of counselling, outreach, resources, and/or referral services.

Victim Services – Includes Older Adult Victims

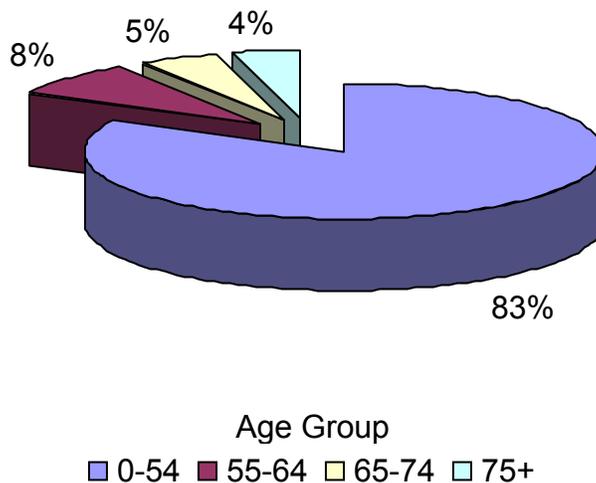
Services (shelters, victim assistance, family violence/crisis centres) that provide support, counselling, referrals, intervention, and/or care to all victims of trauma (crime, abuse, assault, etc.). These services must be found to both serve, and have the means to serve, older adult clientele.

Community Initiatives Addressing Elder Abuse

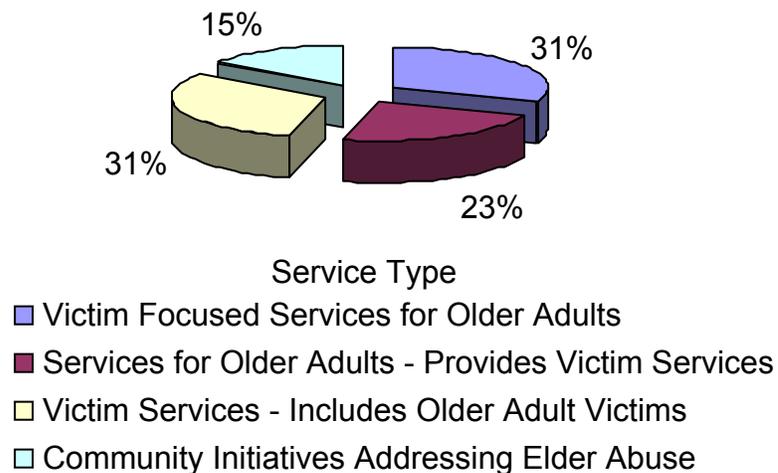
Initiatives that bring various members of the professional community and/or the public together to address issues surrounding elder abuse. These community initiatives have the prevention of elder abuse as their primary mandate.

Community Service Map

❖ *Proportion of Older Adults (age 55+) in Calgary (From 2005 City of Calgary Census)*



❖ *Proportions of Identified Services (by service type)*



Service Information

1. Victim Focused Services for Older Adults

Title	Kerby Rotary House Shelter
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Older adults aged 60+ years
Service Provider(s)	<ul style="list-style-type: none"> ▪ Crisis Counsellors
Goals/Objectives	<ul style="list-style-type: none"> ▪ To directly address family violence affecting older adults using a psychosocial model of intervention: communal living, crisis intervention and referrals ▪ Client driven: decisions made by clients themselves ▪ Clients may access shelter by referral or self-referral
Activities	<ul style="list-style-type: none"> ▪ Based on a 24-hour crisis model, offering safe, secure shelter to both men and women experiencing abuse ▪ Residential services: 24 beds (crisis and transitional); length of stay is dependant on individual situations ▪ 24-hour crisis line available ▪ Assist individual in establishing independent living in the community ▪ Provide drop-in counselling
Contact Information	<ul style="list-style-type: none"> ▪ 24-Hour Crisis Line: (403) 705-3250 ▪ Information: (403) 265-0661

Title	OWLS (Older Women's Long Term Survival Project): Calgary Women's Emergency Shelter
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women 50 years and older
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Worker
Goals/Objectives	<ul style="list-style-type: none"> ▪ To help older women deal with the long-term effects of domestic violence that may be related to past or ongoing abuse in their lives
Activities	<ul style="list-style-type: none"> ▪ Twenty week program meeting once a week for women who are currently experiencing abuse, or have experienced abuse in the past ▪ Psychoeducational and experiential group activities ▪ Focus is on the dynamics of abuse, storytelling, and change directed at minimizing the long term effects of abuse ▪ Offer follow-up support
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 253-2912

Victim Focused Services for Older Adults

Title	Senior Liaison Program: Calgary Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Adults 60 years and older and their families ▪ Front-line professionals: police, health, care workers, social workers, businesses, community agencies and associations that are involved with older adults
Service Provider(s)	<ul style="list-style-type: none"> ▪ Senior Liaison Officers, Diversity Resources Unit
Goals/Objectives	<ul style="list-style-type: none"> ▪ To enhance awareness of seniors' issues within the police service and the community at large ▪ To act in an advisory capacity and resource in relation to elder abuse and neglect ▪ To develop and share information ▪ To provide support for seniors who are either victims or potential victims
Activities	<ul style="list-style-type: none"> ▪ Provide advice to seniors who are dealing with scams, fraud and abuse ▪ Present educational seminars to seniors and front-line workers about warning signs of abuse and crime trends ▪ Serve as a resource to community professionals ▪ Provide in-house training for police officers ▪ PACT (Police and Community Telephone System) for Seniors: alerts community to latest scams and crime trends that are targeting senior citizens ▪ Participate in inter-agency committees
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 206-8311

Title	Seniors' Crisis Line: Distress Centre
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors ▪ Families ▪ Caregivers
Service Provider(s)	<ul style="list-style-type: none"> ▪ Trained volunteers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide 24-hour support for seniors, families and caregivers
Activities	<ul style="list-style-type: none"> ▪ 24-hour crisis line support for loneliness, elder abuse, alcohol or drug abuse, family concerns, depression, and grief or loss ▪ Professional, no fee, face-to-face counselling also available to assist people in stabilizing and, where possible, resolving the crisis situation ▪ Connecting individuals with resources available in the community (e.g., Senior Connect), making information easily accessible
Contact Information	<ul style="list-style-type: none"> ▪ Seniors' Crisis Line: (403) 264-7700 ▪ Information: (403) 266-1601

2. Services for Older Adults - Provides Victim Services

Title	The Alex Seniors' Community Health Centre
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Adults 55 years and older who face multiple barriers ▪ Caregivers of older adults
Service Providers	<ul style="list-style-type: none"> ▪ Licensed Practical Nurses ▪ Nurse Practitioner ▪ Recreation Therapist ▪ Crisis & Resource Specialist ▪ Seniors Outreach & Support Worker ▪ Physicians
Goals/Objectives	<ul style="list-style-type: none"> ▪ To work together as a team to improve the health of seniors ▪ To make health care accessible, responsive, interdisciplinary and participatory ▪ To use a holistic approach to treatment by treating physical, financial, psychological, social and spiritual aspects of life ▪ To provide clients with the knowledge and resources to facilitate independence for as long as possible
Activities	<ul style="list-style-type: none"> ▪ Ongoing medical care provided by physicians, nurse practitioners, nurses and other health care providers ▪ In situations of abuse or neglect, the client is referred to the internal Crisis & Resource Worker who conducts an assessment, develops a safety plan, and connects the client with the appropriate specialists, agency and/or resources ▪ Crisis & Resource Worker also works with caregivers of older adults, and connects them with resources in the community
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 920-0011

Services for Older Adults

Title	Immigrant Seniors Services (ISS): Calgary Catholic Immigration Society
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Calgary immigrant seniors
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To use a community development approach to facilitate reciprocal integration and access to community services for immigrant seniors ▪ To ensure that cultural diversity is considered and reflected in the work of the Action Group on Elder Abuse ▪ To increase awareness of both immigrant seniors and the public on elder abuse and the services available to abused or neglected immigrant seniors
Activities	<ul style="list-style-type: none"> ▪ Provide case management for immigrant seniors experiencing elder abuse ▪ Provide public education on cultural diversity and elder abuse (guest speakers for conferences and workshops) ▪ Work with the Kerby Centre to provide education and shelter tours in immigrant seniors' first languages to enhance their awareness of elder abuse and improve their access to relevant services
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 262-2006

Services for Older Adults

Title	Seniors Outreach Services (funded by Family and Community Support Services)	
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Adults 50 years or older ▪ Concerned families of older adults 	
Service Provider(s)	<ul style="list-style-type: none"> ▪ 28 Outreach/Social Workers situated in 12 affiliated agencies 	
Goals/Objectives	<ul style="list-style-type: none"> ▪ To network various agencies to connect seniors to resources in the community ▪ To assist seniors and their families in addressing financial, housing, mental health, abuse and aging concerns ▪ To advocate for seniors in the health care system ▪ To assist older persons in maintaining as independent a lifestyle as possible ▪ Referrals taken from family, home care, doctors, family, etc. 	
Activities	<ul style="list-style-type: none"> ▪ Home visits and monitoring of seniors at risk ▪ Provide information, resources and referral services to various agencies: homecare, financial assistance, Meals on Wheels, housing, recreation/social events activities ▪ Offer individual and family counselling on care-giving, grief, elder abuse, and depression to any senior person and/or family member ▪ If elder abuse is suspected, an assessment is conducted, concerns are expressed to client and/or family, and options are provided. If client refuses options, worker continues to support the client by offering resources ▪ Information, training and support programs: topics include aging, widowhood, loss and grief, abuse/family violence, adult child/aging parent relationships, care giving 	
Contact Information	<ul style="list-style-type: none"> ▪ Bow Cliff Seniors: (403) 240-2213 ▪ Bowmont Seniors Assistance Association: (403) 286-1811 ▪ Calgary Chinese Elderly Citizens Association: (403) 269-6122 ▪ Communities in Action for Seniors Outreach Services: West Hillhurst: (403) 270-0826 Hillhurst Sunnyside: (403) 283-0554 ext.233 Parkdale: (403) 283-7334 	<ul style="list-style-type: none"> ▪ Calgary Seniors Resource Society: (403) 266-6200 ▪ Golden Age Club: (403) 262-6342 ext.222 ▪ Greater Forest Lawn Seniors: (403) 272-4661 ▪ Jewish Family Service Calgary: (403) 287-3510 ▪ Kerby Centre Outreach: (403) 265-0661 ▪ Ogden House Senior Citizens Club: (403) 279-2030

3. Victim Services - Includes Older Adult Victims

Title	Awo Taan Native Women's Shelter
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women of any age or culture, and their children, who have suffered family violence and/or any form of abuse
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Worker ▪ On-site Counsellors
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide services and programs to women and children from all cultures who have suffered from family violence and all forms of abuse, in a uniquely Aboriginal atmosphere
Activities	<ul style="list-style-type: none"> ▪ 24-hour, 27-bed, full emergency shelter for up to three weeks ▪ In-house and outreach crisis, healing and prevention programs ▪ On-site counselling available 24 hours per day ▪ Healing Circles: for women of all ages; use education, intervention, and awareness from an Aboriginal perspective; use of peer modeling and mentoring
Contact Information	<ul style="list-style-type: none"> ▪ Crisis Line: (403) 531-1972 ▪ Outreach Worker: (403) 531-1970 ext. 215 ▪ Information: (403) 531-1970

Title	Calgary Women's Emergency Shelter
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women and children leaving abusive situations
Service Provider(s)	<ul style="list-style-type: none"> ▪ Professional Counsellors ▪ Health Nurse ▪ School Liaison Worker ▪ Social Services Worker ▪ Community Crisis Counsellors
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assist women and children seeking safety and support after leaving an abusive situation
Activities	<ul style="list-style-type: none"> ▪ 21-day crisis accommodation; food, clothing, and transportation provided at no cost; fully equipped for clients with disabilities ▪ Counselling and referral services provided ▪ Offer advice on housing, safety plans, and long-term shelters ▪ Community Crisis Counselling: shelter collaborates with other agencies in the community to provide access to housing, food banks, schools, medical services, child welfare and legal/court systems ▪ Outreach services for 4-6 months following stay to assist women in building informal support networks. Connection building is facilitated by picnics, parties, adopt-a-family program, etc.
Contact Information	<ul style="list-style-type: none"> ▪ Crisis Line: (403) 234-7233 (SAFE) ▪ Administration and Outreach: (403) 290-1552 ▪ Men's Crisis Service: (403) 299-9680

Victim Services

Title	Sheriff King Home
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women of all ages, with or without children, who are in an abusive relationship
Service Provider(s)	<ul style="list-style-type: none"> ▪ Crisis Counsellors ▪ Victorian Order of Nurses Registered Nurse
Goals/Objectives	<ul style="list-style-type: none"> ▪ To support women, children, and men who have witnessed, experienced, or have been in an abusive relationship ▪ To deliver services in an integrated, innovative, culturally sensitive, multifaceted, and professional context designed to meet family needs ▪ To assist women and their families in establishing healthy, violence-free lifestyles, with an ultimate purpose of ending the intergenerational transmission of abuse
Activities	<ul style="list-style-type: none"> ▪ 24-Hour Crisis Line ▪ Provides 21-day emergency shelter, food, and clothing ▪ Emergency crisis counselling (individual, group), advocacy and referral services ▪ Follow-up services: individual and group counselling, advocacy, and information support as family makes the transition for the shelter back into the community ▪ Community based services: court preparation, outreach services, and Community Safe Visitation program
Contact Information	<ul style="list-style-type: none"> ▪ 24-Hour Crisis Line (for women, children, men): (403) 266-0707 ▪ General Information: (403) 266-4111

Title	Victim Assistance Unit: Calgary Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims of crime or tragedy
Service Provider(s)	<ul style="list-style-type: none"> ▪ Calgary Police Service ▪ Victim Support Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide information, support and referrals to victims of crime and tragedy
Activities	<ul style="list-style-type: none"> ▪ Provide information on case status, police policies and procedures, and the criminal justice system ▪ Provide practical and emotional support through telephone contact ▪ Provide referrals to community agencies (e.g., counselling services, distress/crisis lines and bereavement support) ▪ Victim Assistance Support Team: provides immediate support at the scene, home or hospital at the request of police personnel ▪ Court Support Program provides preparation, orientation and accompaniment for victims/witnesses who must testify in court
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 206-8398

4. Community Initiatives

Title	Action Group on Elder Abuse (AGEA)
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors ▪ Families ▪ Service Providers ▪ Caregivers ▪ Professionals
Service Provider(s)	<ul style="list-style-type: none"> ▪ Consists of representatives from various Calgary-based organizations who share a mutual concern for seniors experiencing abuse in family, community, or institutional settings
Goals/Objectives	<ul style="list-style-type: none"> ▪ To work together to enhance and coordinate responses to abuse of older adults ▪ To increase Calgary's capacity to respond to the abuse of older adults
Activities	<ul style="list-style-type: none"> ▪ Research ▪ Raising awareness ▪ Identifying and addressing existing service gaps ▪ Service enhancement ▪ Legislative change ▪ Advocacy
Contact Information	<ul style="list-style-type: none"> ▪ Rob Wiles City of Calgary, Seniors Services Division Phone: (403) 974-3133 ▪ Karen Walroth Action Committee Against Violence Phone: (403) 266-3977

Community Initiatives

Title	Senior Connect: Calgary Seniors Resource Society (CSRS)
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Businesses and organizations that serve seniors (i.e., postal workers, meter readers) ▪ Seniors' groups concerned for their members ▪ Community groups who interact with seniors ▪ Anyone concerned with the health and welfare of seniors
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ Education-based program designed to heighten awareness of at-risk seniors in the community ▪ Teaches participants to recognize the signs and symptoms of any type of abuse, including self-neglect ▪ Goal to put care and concern back into the community
Activities	<ul style="list-style-type: none"> ▪ One-hour training ▪ Foundation is TLC: Train, Look and Listen, Call ▪ Citizens provided with the seniors' help line number (264-7700) to report concerns; caller may remain anonymous ▪ CSRS social worker follows up with senior and provides options
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 266-6200

Note: Although Senior Connect is not a service specifically for older adults, it is an important and innovative program supporting the prevention of elder abuse through community education

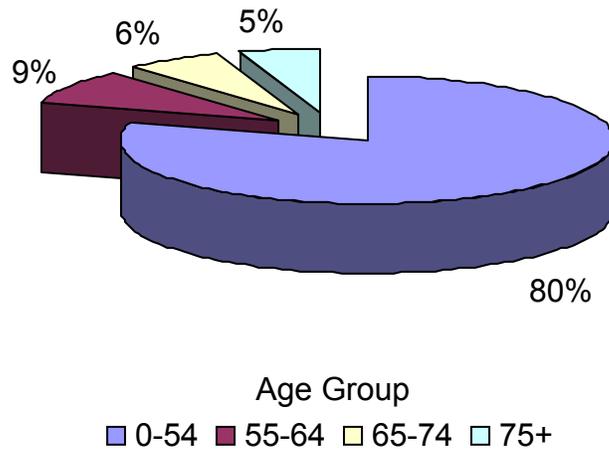
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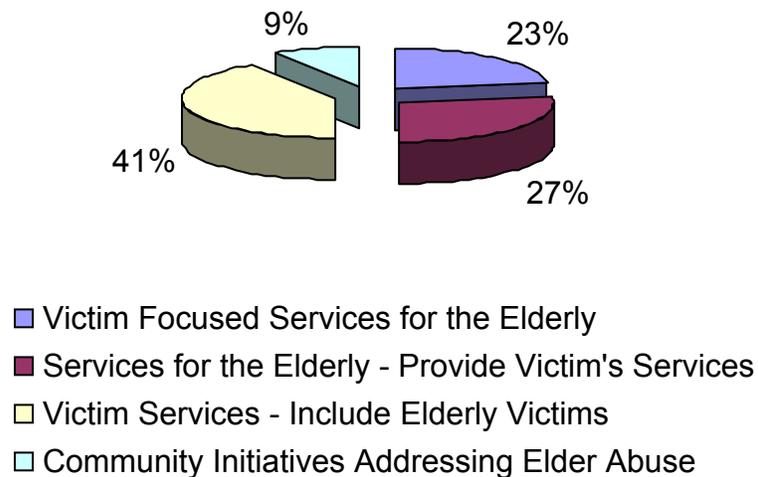
Victim Services for Older Adults

Community Service Map

❖ Proportion of Older Adults (age 55+) in Edmonton (2005 City of Edmonton Census)



❖ Proportions of Identified Services (by service type)



Service Information

1. Victim Focused Services for Older Adults

Title	55+ Abused Women's Group: City of Edmonton Community Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women age 55 and older who are experiencing abuse
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Worker ▪ Trained Volunteer
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide support and information about abuse to older women ▪ To help older abused women to understand the dynamics of abuse, the cycle of abuse, and provide support in the process
Activities	<ul style="list-style-type: none"> ▪ Monthly drop-in group: provides support and information ▪ Eight week group (if demand is high enough): course on understanding the cycle of violence
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 496-5930

Title	Edmonton Senior's Safe Housing: Society for the Retired and Semi-Retired
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Adults 55 years of age or older
Service Provider(s)	<ul style="list-style-type: none"> ▪ Case Coordinators
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide accommodation and support for seniors who are in need of safety and security from an abusive situation ▪ Help seniors to maintain independence, while providing them with the support they need ▪ Accept referrals from various community agencies, and self-referrals
Activities	<ul style="list-style-type: none"> ▪ Housing in a safe and furnished suite free of charge ▪ 60-day maximum stay ▪ Meals and snacks ▪ Peer support ▪ Intense case management ▪ Connect seniors with professional assistance – support, information, outreach, follow-up ▪ Offer practical assistance (e.g., finances, housing, legal services) ▪ Also address isolation, social needs, spirituality, etc.
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 702-1520

Victim Focused Services for Older Adults

Title	Elderly Adult Resource Service (EARS): Catholic Social Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Older Adults ▪ Concerned members of the community
Service Provider(s)	<ul style="list-style-type: none"> ▪ Seniors' Resource Staff
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assist older adults who are in abusive, or potentially abusive, situations ▪ To raise awareness on elder abuse in the community ▪ To establish partnerships among community agencies (Edmonton Community Services, Edmonton Police Service, Elder Abuse Intervention Team) to prevent and respond to elder abuse ▪ Accept referrals from clients, family members, friends and neighbours, and care professionals
Activities	<ul style="list-style-type: none"> ▪ Client assessment ▪ Emotional support ▪ Referrals to community resources/agencies/programs ▪ Assist organizations housing older adults in addressing safety needs ▪ Provide information on elder abuse to the community ▪ Act as a referral source ▪ Offer presentations, consultation, education ▪ Network with other agencies to share information ▪ Collect data on elder abuse in order to better the community's understanding
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 471-1122

Victim Focused Services for Older Adults

Title	Elder Abuse Intervention Team
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Abused/neglected adults 65 years of age or older who reside in Edmonton
Service Provider(s)	<ul style="list-style-type: none"> ▪ City of Edmonton Community Services Social Workers ▪ Edmonton Police Service ▪ Catholic Social Services Seniors Resource Coordinators
Goals/Objectives	<ul style="list-style-type: none"> ▪ “To prevent and respond to elder abuse by working in partnership with the community thereby enhancing the well being of older adults”
Activities	<ul style="list-style-type: none"> ▪ Assessment ▪ Emotional support ▪ Development of a safety plan ▪ Referrals to appropriate community agencies (e.g., Victorian Order of Nurses, Senior’s Safe Housing) ▪ Presentations ▪ Involvement in activities and committees
Contact Information	<ul style="list-style-type: none"> ▪ Intake/Consultation Line: (780) 477-2929 ▪ Community Development and Education Police Constable: (780) 414-5001 Social Worker: (780) 496-5932

Title	Seniors’ Abuse HelpLine: The Support Network, City of Edmonton Community Services, Elder Abuse Intervention Team, Society for Retired and Semi-Retired Seniors’ SafeHouse, United Way
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors experiencing abuse or neglect ▪ Concerned family members or offenders
Service Provider(s)	<ul style="list-style-type: none"> ▪ Volunteers
Goals/Objectives	<ul style="list-style-type: none"> ▪ Support seniors in times of personal and family crisis ▪ Provide seniors with the opportunity to discuss their concerns in a non-judgemental, confidential, anonymous environment
Activities	<ul style="list-style-type: none"> ▪ 24-hour distress line ▪ Provides supportive listening, risk assessment, problem solving assistance and human service information (i.e., referrals to counselling, support groups) ▪ Follow-up telephone call by EAIT
Contact Information	<ul style="list-style-type: none"> ▪ Helpline: (780) 454-8888 ▪ Information (The Support Network): (780) 482-0198

2. Services for Older Adults - Provides Victim Services

Title	Outreach: Westend Seniors Activity Centre
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors 55 and older ▪ Families of seniors in need of support
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Worker ▪ Volunteers
Goals/Objectives	<ul style="list-style-type: none"> ▪ “To contribute to the healthy aging of seniors by providing opportunities for involvement and healthy living”
Activities	<ul style="list-style-type: none"> ▪ Support and advocacy on behalf of seniors needing services ▪ Referrals to appropriate services in the community ▪ Information about programs and services that may benefit ▪ Health and wellness information sessions ▪ Friendly visits
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 483-1209

Title	Outreach Program: Edmonton Seniors Centre
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Older adults, 45 years of age and older, in the Edmonton area
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Coordinator
Goals/Objectives	<ul style="list-style-type: none"> ▪ “To improve the quality of life in later years by empowering individuals to remain physically active and involved” ▪ To promote activity and productivity ▪ Offer preventative programs and services to meet the social, recreational, and educational needs of older adults
Activities	<ul style="list-style-type: none"> ▪ Work with the client to assess their individual difficulties, needs and concerns ▪ Explain possible service options, work toward finding more options if necessary; client decides which options or services are a best fit for their situation ▪ Maintain contact with clients and service providers to ensure a continuous support system ▪ Provide a place (the centre) for clients to meet with external service providers ▪ Network with other seniors agencies
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 482-8625 or (780) 482-8627

Services for Older Adults

Title	Outreach Services: Calder Seniors Drop-in Society
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Edmonton seniors, age 55 years and older
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Coordinator
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide facilities, services, activities and programs that will enable seniors to live out their lives with health, dignity, happiness and extension of their active lives
Activities	<ul style="list-style-type: none"> ▪ Wellness programs ▪ Advocacy ▪ Information and referrals ▪ Friendly home and hospital visits ▪ Supportive counselling ▪ Help to fill out forms ▪ Family violence presentations
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 451-1925

Title	“Relationships with your Adult Children” Group: City of Edmonton Community Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Adults 60 years and older
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Worker(s)
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide a safe environment that is professionally facilitated to address issues facing parents and their adult children using a psycho-educational format ▪ To create different choices in resolving family issues
Activities	<ul style="list-style-type: none"> ▪ Drop-in group meetings ▪ Connect participants with others who are experiencing challenges with adult children ▪ Provide education and information that will aid in making changes in participants’ relationships ▪ Provide an opportunity for participants to discuss personal life situations
Contact Information	<ul style="list-style-type: none"> ▪ Pat Power, City of Edmonton Community Services Phone: (780) 944-5453 ▪ Jeannette Wright, City of Edmonton Community Services Phone: (780) 496-5942

Services for Older Adults

Title	Seniors' Outreach Program: Native Seniors' Centre
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors 55 and over, Aboriginal seniors in particular
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ Assists seniors in maintaining social and cultural connections, and community awareness ▪ To connect with and support seniors who require assistance in the community (including seniors who have been abused or neglected)
Activities	<ul style="list-style-type: none"> ▪ Referrals followed up with a phone call and/or appointment for a visit at the Centre or the individual's place of residence ▪ Provide information on Centre's programs and services ▪ Provide information on community programs, services, resources, and agencies ▪ Provide information on health, safety, finances ▪ Referral to health care services ▪ Crisis intervention ▪ Advocacy
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 476-6595

Title	South East Edmonton Seniors Association Outreach
Service Recipient(s)	<ul style="list-style-type: none"> ▪ People 55 years and older living in the south east quadrant of Edmonton
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Worker
Goals/Objectives	<ul style="list-style-type: none"> ▪ To help persons over the age of 55 years to maintain their quality of life by providing social, recreational and support programs and services in a membership based environment that is welcoming and participatory based on the abilities and interest of the individual. The Outreach Program strives to empower seniors by providing indirect and direct support to increase wellness and decrease isolation.
Activities	<ul style="list-style-type: none"> ▪ Home support ▪ Links to resources ▪ Bereavement counselling and drop-in support group ▪ Home and hospital visits ▪ "Walking with Widows": widow's support group ▪ "Social Circle": social group ▪ Co-facilitates program "Relationships with Adult Children", designed to identify unhealthy relationships, how to say no to adult children, types of abuse, and support to abused seniors
Contact Information	<ul style="list-style-type: none"> ▪ Kim Boyd Phone: (780) 468-1985

3. Victim Services - Includes Older Adult Victims

Title	Assessment and Short-Term Counselling (ASTC): City of Edmonton
Service Recipient(s)	<ul style="list-style-type: none"> ▪ All citizens of Edmonton
Service Provider(s)	<ul style="list-style-type: none"> ▪ Registered Social Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide free referral or counselling to all citizens of Edmonton
Activities	<ul style="list-style-type: none"> ▪ Both family and short-term counselling and groups for adults impacted by family violence ▪ Provide information, referral, advocacy and support ▪ Work with client to develop a plan ▪ Assist in connecting individual with other community agencies
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 496-4777

Title	Changing Together: A Centre for Immigrant Women
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Edmonton and area immigrant women
Service Provider(s)	<ul style="list-style-type: none"> ▪ Family Services Coordinator ▪ Community Worker
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide a place for immigrant women to meet and work together in solving their problems ▪ To increase knowledge of family violence issues and how to prevent violence from occurring or reoccurring in their families
Activities	<ul style="list-style-type: none"> ▪ Provide free help to immigrant women and their families through non-therapeutic counselling and information on resources regarding financial issues, legal issues, immigration issues ▪ Drop-in support group for abused women (including seniors) ▪ Prevention of Family Violence workshop: information on the different types of abuse and laws in Canada
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 421-0175

Victim Services

Title	Counselling and Consulting Services: Aboriginal Consulting Services Association of Alberta
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Individuals from both the Aboriginal and non-Aboriginal communities
Service Provider(s)	<ul style="list-style-type: none"> ▪ Consultants ▪ Counsellors
Goals/Objectives	<ul style="list-style-type: none"> ▪ To promote growth and healing that honours spiritual, emotional, physical and mental aspects of the individual ▪ To provide professional services that honour Aboriginal traditions and lifestyles ▪ To provide accessible, individualized services ▪ To link Aboriginal and non-Aboriginal communities ▪ To provide innovative, creative services
Activities	<ul style="list-style-type: none"> ▪ Individual and family counselling ▪ Circle of Safety Program: family violence counselling and support ▪ Dating violence counselling and support ▪ Individual and group counselling for men and women on parole ▪ Aboriginal early intervention programs for children, youth and families ▪ Elder support services ▪ Community education workshops and presentations that focus on issues faced by Aboriginal children, youth and families ▪ Creative Healing Concerts: use songs, poetry, story telling and drama to explore issues and healing
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 448-0378

Title	Counselling Services: Catholic Social Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Individuals and their families experiencing personal, marital and family issues, including older adults
Service Provider(s)	<ul style="list-style-type: none"> ▪ Chartered Psychologists ▪ Registered Social Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide therapeutic counselling to individuals and their families who are experiencing personal, marital and family issues
Activities	<ul style="list-style-type: none"> ▪ Therapeutic counselling: offered on a sliding fee scale based on household dependents and family income
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 420-1970

Victim Services

Title	Edmonton Protection Order Program: Edmonton Family Law Office
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Family members experiencing any form of family violence
Service Provider(s)	<ul style="list-style-type: none"> ▪ Lawyers ▪ Support Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assist families who are victims of family violence to obtain protection
Activities	<ul style="list-style-type: none"> ▪ Provide information about protection options ▪ Risk assessment ▪ Safety planning ▪ Provide referrals to supporting agencies (e.g., Legal Aid) ▪ Assist with Emergency Protection Order applications and other court-related documents ▪ Provide representation during court proceedings ▪ Serving protection orders
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 422-9222

Title	Edmonton Women's Emergency Shelter
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women with or without children who have experienced physical, emotional, economic, or spiritual abuse from their husbands or intimate partners
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Workers ▪ Outreach Workers ▪ Crisis Counsellors
Goals/Objectives	<ul style="list-style-type: none"> ▪ To further non-violent relationships and environments for women with or without children
Activities	<ul style="list-style-type: none"> ▪ Provide temporary shelter (21 days), food and personal necessities ▪ 24-hour support and information line ▪ Short-term crisis intervention: crisis counselling, intervention, supportive listening, information, referrals (i.e., Elder Abuse Intervention Team, Seniors' Safehouse) about the effects of family violence ▪ Support groups for shelter residents ▪ Primary health care provided by a visiting member of the Victorian Order of Nurses ▪ Outreach services to assist those who leave the shelter in strengthening their support systems and meeting goals for independence
Contact Information	<ul style="list-style-type: none"> ▪ 24-Hour Crisis Line: (780) 479-0058 ▪ Information: (780) 471-6709

Victim Services

Title	Family Violence Prevention Centre: John Howard Society
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Individuals fleeing from abusive situations (including seniors) ▪ Individuals seeking information on family violence
Service Provider(s)	<ul style="list-style-type: none"> ▪ Community Outreach Workers (multi-lingual)
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide assistance and support to individuals fleeing abusive situations ▪ Referrals accepted from clients, and other organizations and agencies
Activities	<ul style="list-style-type: none"> ▪ Conduct assessments ▪ Provide crisis intervention, emotional support, safety planning ▪ Provide information on family violence, community resources, victim's rights, and the criminal justice system ▪ Consultation and referrals to other agencies in the community ▪ Court preparation and support ▪ Advocacy ▪ Practical assistance with legal and financial aid, housing
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 423-1635

Title	Victim Services Unit: Edmonton Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims of crime and major traumatic events
Service Provider(s)	<ul style="list-style-type: none"> ▪ Edmonton Police Service ▪ Victim Advocates (volunteers)
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide support services to victims of crime and trauma
Activities	<ul style="list-style-type: none"> ▪ On-site crisis intervention ▪ Provide information on case progress, personal safety, suicide awareness, home security, community programs and services ▪ Provide assistance with Victim Impact Statements, applications for Victim Benefits and Restitution ▪ Provide court preparation and court accompaniment
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 421-2218

Victim Services

Title	Victorian Order of Nurses: People in Crisis Program
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women, seniors (male and female), youth (male and female) and children (male and female) who are victims of abuse and neglect and who reside in homes, shelters and agencies in Edmonton ▪ Caregivers; Health practitioners
Service Provider(s)	<ul style="list-style-type: none"> ▪ Nurses ▪ <i>Elder Abuse Resource Nurse</i>: specifically designated to the Elder Abuse Intervention Team
Goals/Objectives	<ul style="list-style-type: none"> ▪ To collaborate with other agencies in the development and delivery of client-driven nursing services ▪ To provide supportive environments where healthy lifestyle changes can occur ▪ To empower people to make decisions to improve their health using a holistic approach – social, emotional, spiritual, and physical dimensions
Activities	<ul style="list-style-type: none"> ▪ Review physical and mental health concerns of clients ▪ Treat minor medical problems ▪ Refer to appropriate services ▪ Individual and group counselling offered ▪ Advocate on behalf of residents, liaise with public health units ▪ Provide education and consultation on various physical and mental health concerns ▪ Conduct healthy relationships seminars ▪ Family violence workshops for health care professionals ▪ Medication administration workshops
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 466-0293

4. Community Initiatives

Title	Elder Abuse Consultation Team
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Edmonton community
Service Provider(s)	<ul style="list-style-type: none"> ▪ 29 professionals representing 26 agencies
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide a channel by which various professionals can come together to network, share expertise, discuss cases, facilitate problem-solving, and expedite the referral process for their clients ▪ Aid the Edmonton community to identify gaps in service and develop strategies to move elder abuse from the realm of “private troubles” to the larger issue of creating social change ▪ Encourage social change
Activities	<ul style="list-style-type: none"> ▪ Meets monthly to address and fulfill the above goals/objectives
Contact Information	<ul style="list-style-type: none"> ▪ Treena L. Schmidt Community Development Social Worker, City of Edmonton Phone: (780) 496-5932

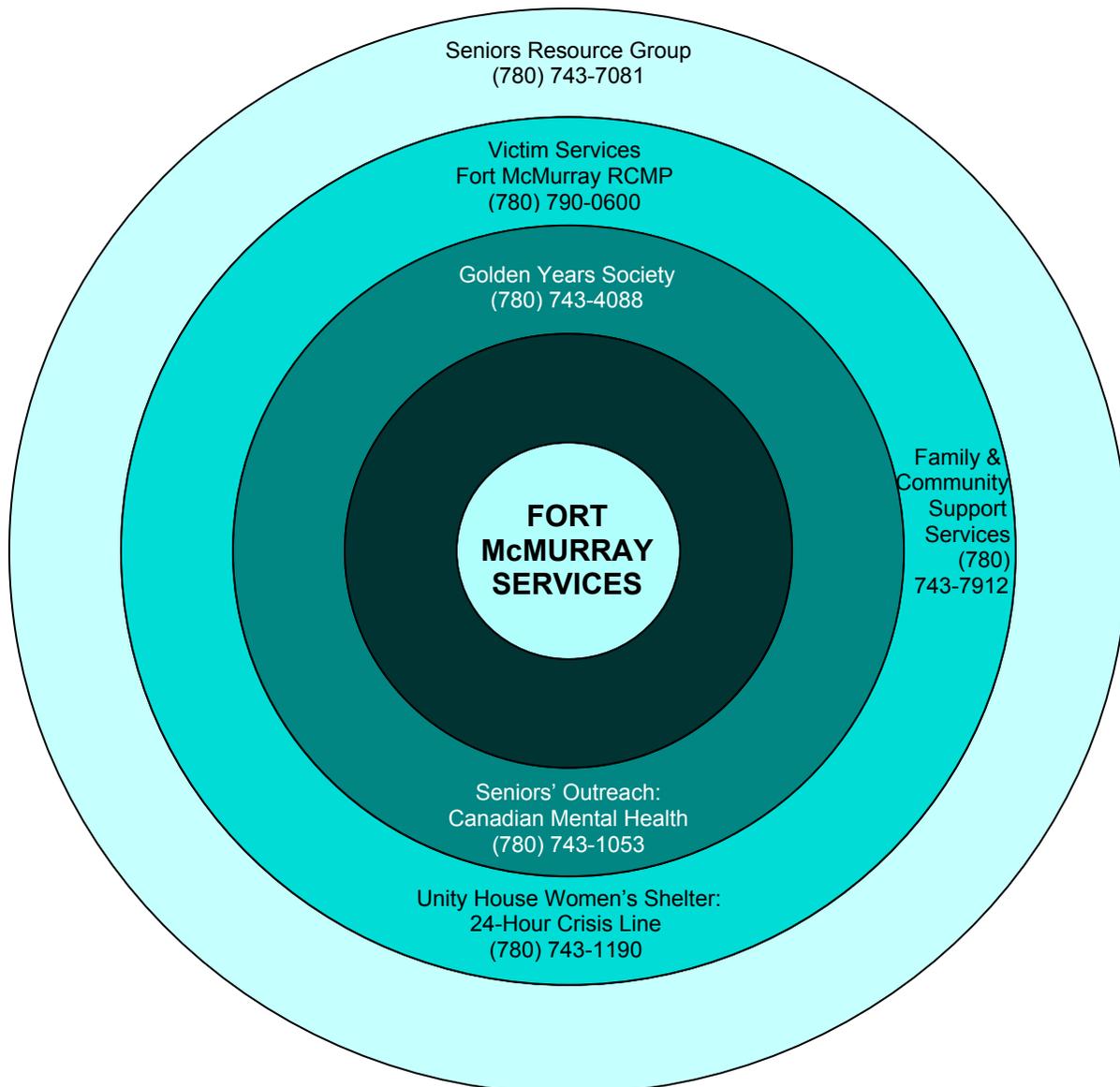
Title	Edmonton Community Action Committee on Elder Abuse
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors ▪ Service providers
Service Provider(s)	<ul style="list-style-type: none"> ▪ Retired persons concerned about elder abuse
Goals/Objectives	<ul style="list-style-type: none"> ▪ To address issues related to elder abuse in Edmonton: legislation, poverty, accessing services, and navigating the system for victims and families
Activities	<ul style="list-style-type: none"> ▪ Participation in committees, community meetings, and focus groups addressing elder abuse ▪ Assist professional community in addressing the various issues surrounding the abuse and neglect of elders
Contact Information	<ul style="list-style-type: none"> ▪ Treena L. Schmidt Community Development Social Worker, City of Edmonton Phone: (780) 496-5932

FORT McMURRAY



Victim Services for Older Adults

Community Service Map



Victim Focused Services for Older Adults

Services (law enforcement, counselling, treatment, intervention, emergency/non-emergency residential) specifically targeting older adult victims of abuse or neglect. Service must have the protection of abused older adults as their primary mandate.

Services for Older Adults – Provides Victim Services

Services (seniors' organizations, seniors' centres, seniors' services, seniors' outreach) that provide activities, care, and/or resources for older adults/seniors. While supporting older adult victims is not their primary mandate, these organizations have the capability to do so due to the availability of counselling, outreach, resources, and/or referral services.

Victim Services – Includes Older Adult Victims

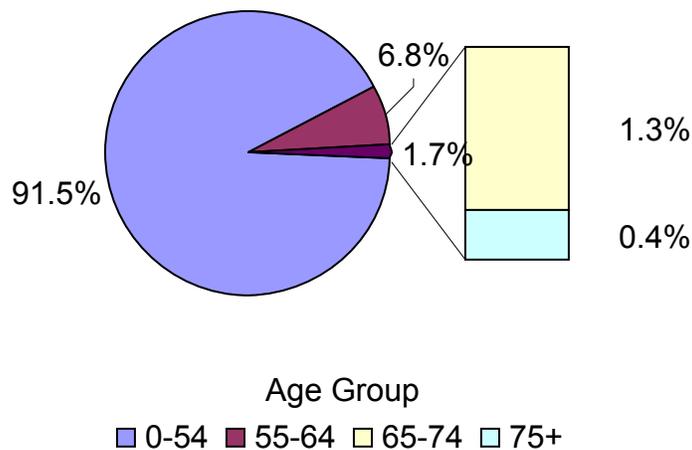
Services (shelters, victim assistance, family violence/crisis centres) that provide support, counselling, referrals, intervention, and/or care to all victims of trauma (crime, abuse, assault, etc.). These services must be found to both serve, and have the means to serve, older adult clientele.

Community Initiatives Addressing Elder Abuse

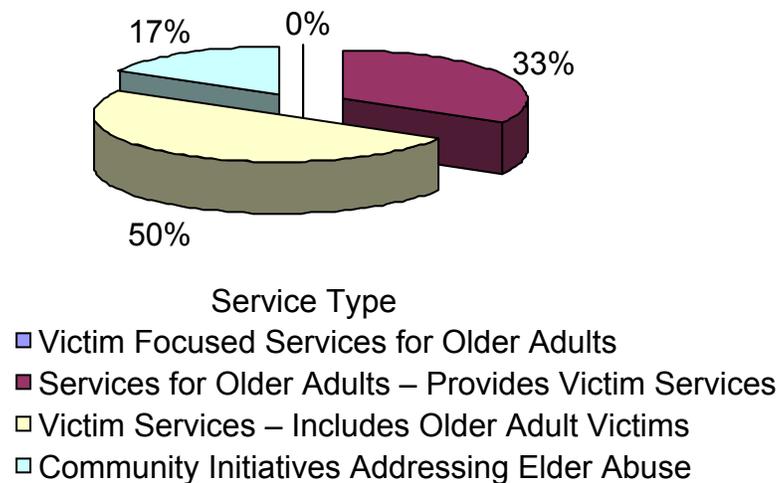
Initiatives that bring various members of the professional community and/or the public together to address issues surrounding elder abuse. These community initiatives have the prevention of elder abuse as their primary mandate.

Community Service Map

❖ *Proportion of Older Adults (age 55+) in Fort McMurray (2005 Regional Municipality of Wood Buffalo Census)*



❖ *Proportions of Identified Services (by service type)*



Service Information

1. Victim Focused Services for Older Adults - None

2. Services for Older Adults - Provides Victim Services

Title	Golden Years Society
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Adults 50 years and older
Service Provider(s)	<ul style="list-style-type: none"> ▪ Coordinator
Goals/Objectives	<ul style="list-style-type: none"> ▪ To promote wellness and fellowship through activities to all seniors ▪ To enhance the quality and quantity of life by providing a preventative social program
Activities	<ul style="list-style-type: none"> ▪ Activity/recreation centre ▪ Seniors Advisory Program: provide assistance with completion of application forms and information on government programs; provide support to seniors experiencing difficulty ▪ For older adults experiencing abuse, provide support and information
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 743-4088

Title	Senior's Outreach: Canadian Mental Health Association
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Adults 65 and older
Service Provider(s)	<ul style="list-style-type: none"> ▪ Crisis Workers ▪ Therapists ▪ Outreach Worker
Goals/Objectives	<ul style="list-style-type: none"> ▪ To ensure that older adults are able to access and receive all necessary resources for daily living
Activities	<ul style="list-style-type: none"> ▪ In-home visits ▪ Accompaniment to medical appointments ▪ Assistance in accessing the food bank ▪ In the case of elder abuse: provide support, contact police, make appropriate referrals to community agencies
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 743-1053

3. Victim Services - Includes Older Adult Victims

Title	Family and Community Support Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Individuals, families, community
Service Provider(s)	<ul style="list-style-type: none"> ▪ Resource Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To enhance, strengthen and stabilize individual, family and community life by assisting persons to identify and act on their own social needs ▪ To develop locally driven, preventative social initiatives to enhance the well-being of individuals, families and communities
Activities	<ul style="list-style-type: none"> ▪ Support and referral ▪ Counselling
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 743-7912

Title	Unity House Women's Shelter
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women and children who are victims of domestic violence
Service Provider(s)	<ul style="list-style-type: none"> ▪ Crisis Intervention Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide shelter and support services to women and children who are victims of domestic violence
Activities	<ul style="list-style-type: none"> ▪ 25 bed communal shelter ▪ Provide food, basic needs and support services at no cost ▪ 24-hour crisis line
Contact Information	<ul style="list-style-type: none"> ▪ Crisis Line: (780) 743-1190 ▪ Information: (780) 743-4691

Title	Victim Services: Fort McMurray RCMP
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims and witnesses of crime or trauma
Service Provider(s)	<ul style="list-style-type: none"> ▪ Victim Services Volunteers ▪ RCMP
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assist victims of crime or trauma in their time of crisis and in the days and weeks following ▪ Accept referrals from RCMP, other agencies, victims
Activities	<ul style="list-style-type: none"> ▪ Volunteers talk to the victim and provide emotional support ▪ Provide information about community resources, make referrals to shelters, counselling and support services, etc. ▪ Provide court preparation services, support on the day of court, and will update individual/family as to proceedings ▪ Make recommendations to court for testimonial aids ▪ Provide information about and forms for Victim Impact Statements and Financial Benefits and Restitution
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 790-0600

4. Community Initiatives

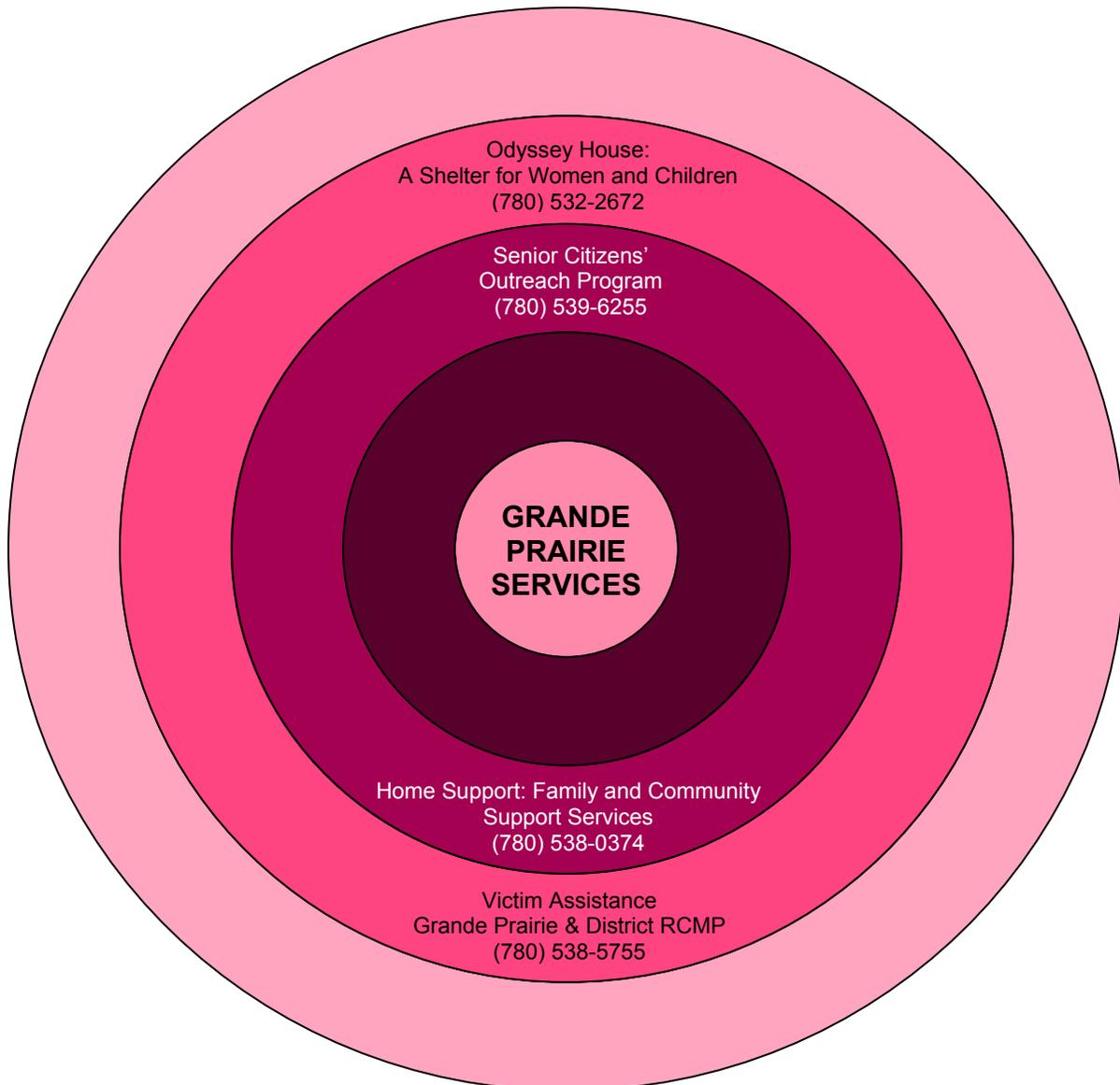
Title	Seniors Resource Group
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Community
Service Provider(s)	<ul style="list-style-type: none"> ▪ Representatives from 14 agencies that provide services to seniors
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assist citizens and agencies in recognizing and reporting elder abuse
Activities	<ul style="list-style-type: none"> ▪ Meet to discuss resource development, address agency and community needs, and discuss challenges ▪ Developed the <i>Elder Abuse Community Guide</i>
Contact Information	<ul style="list-style-type: none"> ▪ Heather Evasiuk, Coordinator Family and Community Support Services Regional Municipality of Wood Buffalo Phone: (780) 743-7081

GRANDE PRAIRIE



Victim Services for Older Adults

Community Service Map



Victim Focused Services for Older Adults

Services (law enforcement, counselling, treatment, intervention, emergency/non-emergency residential) specifically targeting older adult victims of abuse or neglect. Service must have the protection of abused older adults as their primary mandate.

Services for Older Adults – Provides Victim Services

Services (seniors' organizations, seniors' centres, seniors' services, seniors' outreach) that provide activities, care, and/or resources for older adults/seniors. While supporting older adult victims is not their primary mandate, these organizations have the capability to do so due to the availability of counselling, outreach, resources, and/or referral services.

Victim Services – Includes Older Adult Victims

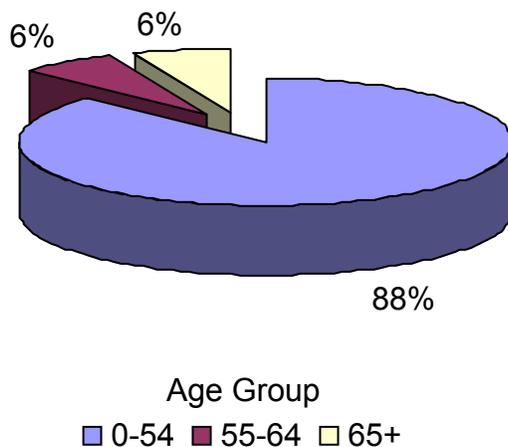
Services (shelters, victim assistance, family violence/crisis centres) that provide support, counselling, referrals, intervention, and/or care to all victims of trauma (crime, abuse, assault, etc.). These services must be found to both serve, and have the means to serve, older adult clientele.

Community Initiatives Addressing Elder Abuse

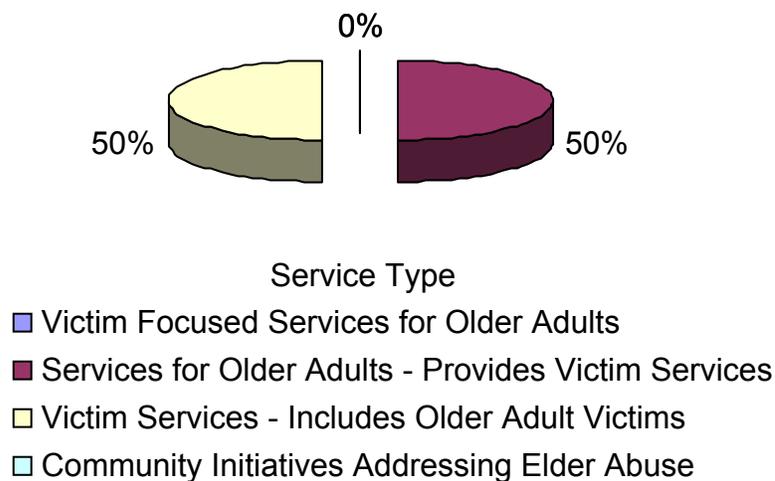
Initiatives that bring various members of the professional community and/or the public together to address issues surrounding elder abuse. These community initiatives have the prevention of elder abuse as their primary mandate.

Community Service Map

❖ *Proportion of Older Adults (age 55+) in Grande Prairie (2005 City of Grande Prairie Census)*



❖ *Proportions of Identified Services (by service type)*



Service Information

1. Victim Focused Services for Older Adults - None

2. Services for Older Adults - Provides Victim Services

Title	Home Support: Family and Community Support Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Individuals and families experiencing disruptions to their normal family routine
Service Provider(s)	<ul style="list-style-type: none"> ▪ Home Support Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ Prevent family breakdown and the institutionalization of the aged, ill and disabled ▪ Enable people to influence their own well-being by providing them with information, education, and affordable home support services that build self-esteem, social and life skills and support them in making healthy choices.
Activities	<ul style="list-style-type: none"> ▪ Companionship, driving to appointments ▪ Developing home management skills ▪ Reporting and follow-up (referrals, support) when abuse is suspected
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 538-0374

Title	Senior Citizens' Outreach Program
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors in need or in abusive situations
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To ensure that seniors have continued participation in family and community life, maximum independence and choice, and involvement in planning, developing and assessment of services for seniors
Activities	<ul style="list-style-type: none"> ▪ Provide information on elder abuse ▪ Referral service and assistance in accessing available agencies ▪ Identify needs of seniors in the community who are not receiving available services ▪ Provide communication with agencies and organizations serving senior citizens ▪ Identify gaps in services for senior citizens and make needs known to agencies and government
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 539-6255

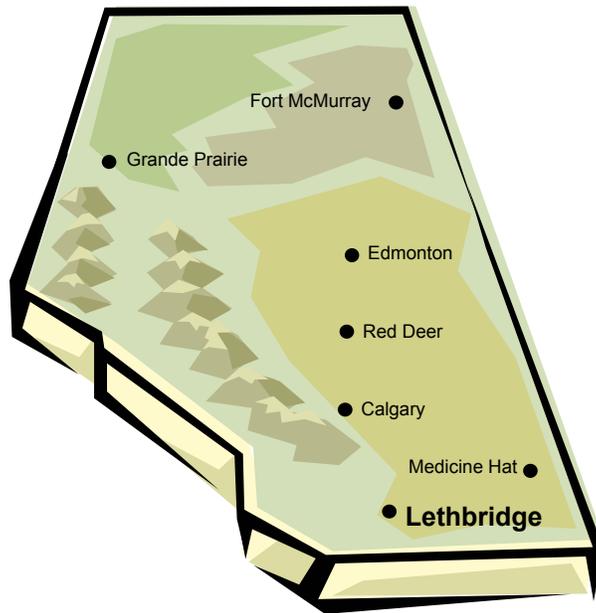
3. Victim Services - Includes Older Adult Victims

Title	Odyssey House: A Shelter for Women and Children
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women (and children) in crisis or abusive relationships
Service Provider(s)	<ul style="list-style-type: none"> ▪ Community Outreach Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To have women, children, and their families free from violence
Activities	<ul style="list-style-type: none"> ▪ 21-day emergency shelter for women and children (24 beds) ▪ Support women regardless of what stage they are in their relationship ▪ Provide options and supports ▪ Provide food, basic personal needs, and clothing ▪ Telephone or one-on-one support and counselling ▪ Abuse information groups ▪ Transportation to shelter ▪ Community outreach support to women without partners ▪ Presentations on abuse to businesses, schools and community groups
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 532-2672

Title	Victim Assistance: Grande Prairie and District RCMP
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims of crime or tragedy
Service Provider(s)	<ul style="list-style-type: none"> ▪ Support Workers ▪ RCMP
Goals/Objectives	<ul style="list-style-type: none"> ▪ To reduce the impact of a crime/tragedy on individuals, families, and communities ▪ To improve awareness of victims' rights and entitlements ▪ To aid in the prevention of crime and revictimization
Activities	<ul style="list-style-type: none"> ▪ Community referrals ▪ Emotional support ▪ Victim advocacy ▪ Police/victim liaison ▪ Provide Victim Impact Statement forms ▪ Provide restitution and financial benefit forms ▪ Crisis intervention ▪ Home/business security checks ▪ Exhibit returns ▪ Critical Response Team ▪ Court Preparation/Accompaniment ▪ Public Education/Crime Prevention
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (780) 538-5755

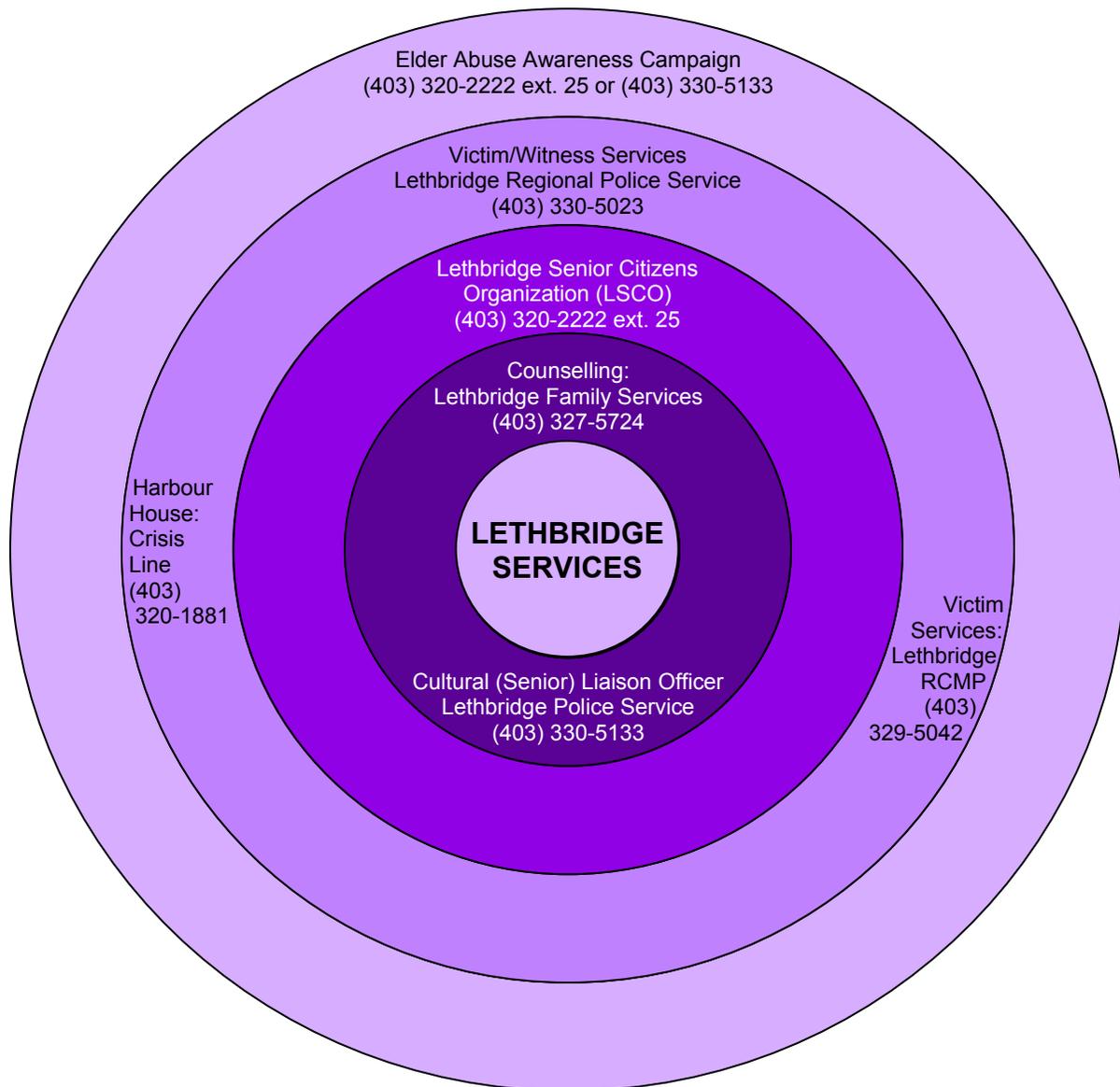
4. Community Initiatives - None

LETHBRIDGE



Victim Services for Older Adults

Community Service Map



Victim Focused Services for Older Adults

Services (law enforcement, counselling, treatment, intervention, emergency/non-emergency residential) specifically targeting older adult victims of abuse or neglect. Service must have the protection of abused older adults as their primary mandate.

Services for Older Adults – Provides Victim Services

Services (seniors' organizations, seniors' centres, seniors' services, seniors' outreach) that provide activities, care, and/or resources for older adults/seniors. While supporting older adult victims is not their primary mandate, these organizations have the capability to do so due to the availability of counselling, outreach, resources, and/or referral services.

Victim Services – Includes Older Adult Victims

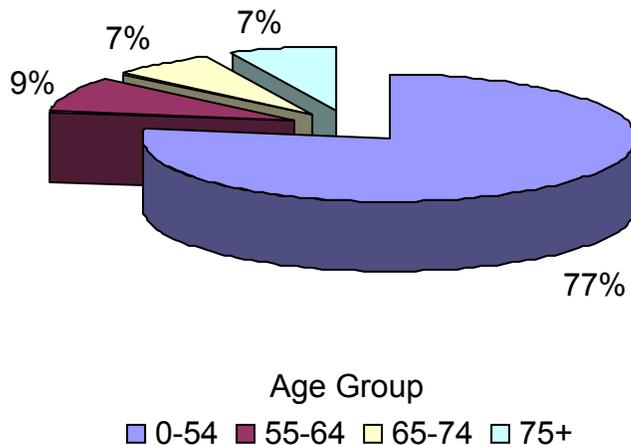
Services (shelters, victim assistance, family violence/crisis centres) that provide support, counselling, referrals, intervention, and/or care to all victims of trauma (crime, abuse, assault, etc.). These services must be found to both serve, and have the means to serve, older adult clientele.

Community Initiatives Addressing Elder Abuse

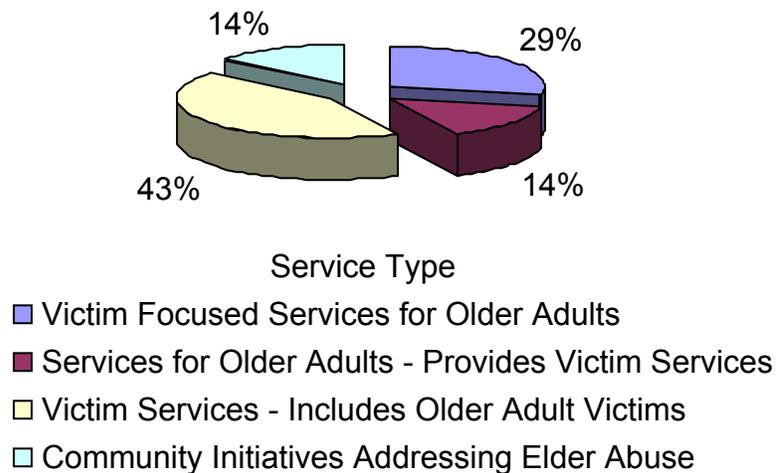
Initiatives that bring various members of the professional community and/or the public together to address issues surrounding elder abuse. These community initiatives have the prevention of elder abuse as their primary mandate.

Community Service Map

❖ *Proportion of Older Adults (age 55+) in Lethbridge (2005 City of Lethbridge Census)*



❖ *Proportions of Identified Services (by service type)*



Service Information

1. Victim Focused Services for Older Adults

Title	Counselling: Lethbridge Family Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Older adults in crisis
Service Provider(s)	<ul style="list-style-type: none"> ▪ Gerontological Counsellor
Goals/Objectives	<ul style="list-style-type: none"> ▪ Provide services to those in need, regardless of economic status ▪ To take an active role in the development of societal conditions which encourage healthy family life through inter-agency cooperation and community planning
Activities	<ul style="list-style-type: none"> ▪ Counselling services: counsellor specializing in gerontology is notified of any referrals (from community agencies, police, clients), arranges counselling appointments with individual ▪ Make referrals to other agencies/services in the community ▪ Offer groups for abused individuals (1-2 times per year)
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 327-5724

Title	Cultural (Senior) Liaison Officer: Lethbridge Regional Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors ▪ Caregivers ▪ Schools ▪ Community Groups
Service Provider(s)	<ul style="list-style-type: none"> ▪ Lethbridge Regional Police Service
Goals/Objectives	<ul style="list-style-type: none"> ▪ To increase awareness of elder abuse in the community ▪ To educate seniors on fraud targeting seniors
Activities	<ul style="list-style-type: none"> ▪ Elder Abuse – Let’s Talk About It Program: elder abuse awareness presentation ▪ Follow-up on reported cases of elder abuse ▪ Provide elderly victims with referrals to services in the community
Contact Information	<ul style="list-style-type: none"> ▪ Constable George Carscadden Phone: (403) 330-5133

2. Services for Older Adults - Provides Victim Services

Title	Lethbridge Senior Citizens Organization
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Senior citizens
Service Provider(s)	<ul style="list-style-type: none"> ▪ Support Coordinator
Goals/Objectives	<ul style="list-style-type: none"> ▪ To enlighten the lives of seniors by providing them with interaction, programs and activities, resources and a sense of family ▪ Specific to elder abuse, to provide support, referrals, and public education
Activities	<ul style="list-style-type: none"> ▪ Provide in-centre support ▪ Connect individuals with appropriate services in the community ▪ Partner with Lethbridge Police on “Elder Abuse – Let’s Talk About It” Program ▪ Provide recreational activities, support groups, programs
Contact Information	<ul style="list-style-type: none"> ▪ Marlene Van Eden, Senior Support Coordinator ▪ Phone: (403) 320-2222 ext. 25

3. Victim Services - Includes Older Adult Victims

Title	Harbour House: YWCA
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women and children escaping abusive relationships
Service Provider(s)	<ul style="list-style-type: none"> ▪ Crisis Counsellors ▪ Outreach Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide safe and secure support services to women and their children escaping abusive relationships ▪ To provide the necessities of life for women and children fleeing abusive situations ▪ Accept referrals from clients, police, community agencies
Activities	<ul style="list-style-type: none"> ▪ Emergency residential service in a secure facility (21 day maximum stay) ▪ 24-hour crisis line ▪ Outreach services: home visits, support, counselling, referrals, aid in securing housing, advocacy and skills development ▪ Education and public awareness of the impacts of family violence
Contact Information	<ul style="list-style-type: none"> ▪ Crisis Line: (403) 320-1881 ▪ Information: (403) 329-0088

Victim Services

Title	Victim Services: Lethbridge RCMP
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims of abuse or violence
Service Provider(s)	<ul style="list-style-type: none"> ▪ Volunteers ▪ RCMP
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide 24-hour immediate, practical support and follow-up to victims of crime or trauma
Activities	<ul style="list-style-type: none"> ▪ Court preparation: education, stress reduction, tours ▪ Update family as to progress of court case ▪ Court support ▪ Assistance with Victim Impact Statements ▪ Assistance in seeking injury compensation ▪ Referral to other agencies
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 329-5042

Title	Victim/Witness Services: Lethbridge Regional Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims of crime or tragedy
Service Provider(s)	<ul style="list-style-type: none"> ▪ Crisis Support Workers ▪ Lethbridge Police Service
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide 24-hour crisis response and support after a crime or tragic event has occurred ▪ To provide an essential link between police and victims
Activities	<ul style="list-style-type: none"> ▪ Answer referrals from police only ▪ Support visits to crime scene or home ▪ Provide information regarding the status of investigations, court cases and trial dispositions ▪ Attend court with the victim ▪ Provide information regarding Victim Impact Statements, restitution and financial benefit programs
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 330-5023

4. Community Initiatives

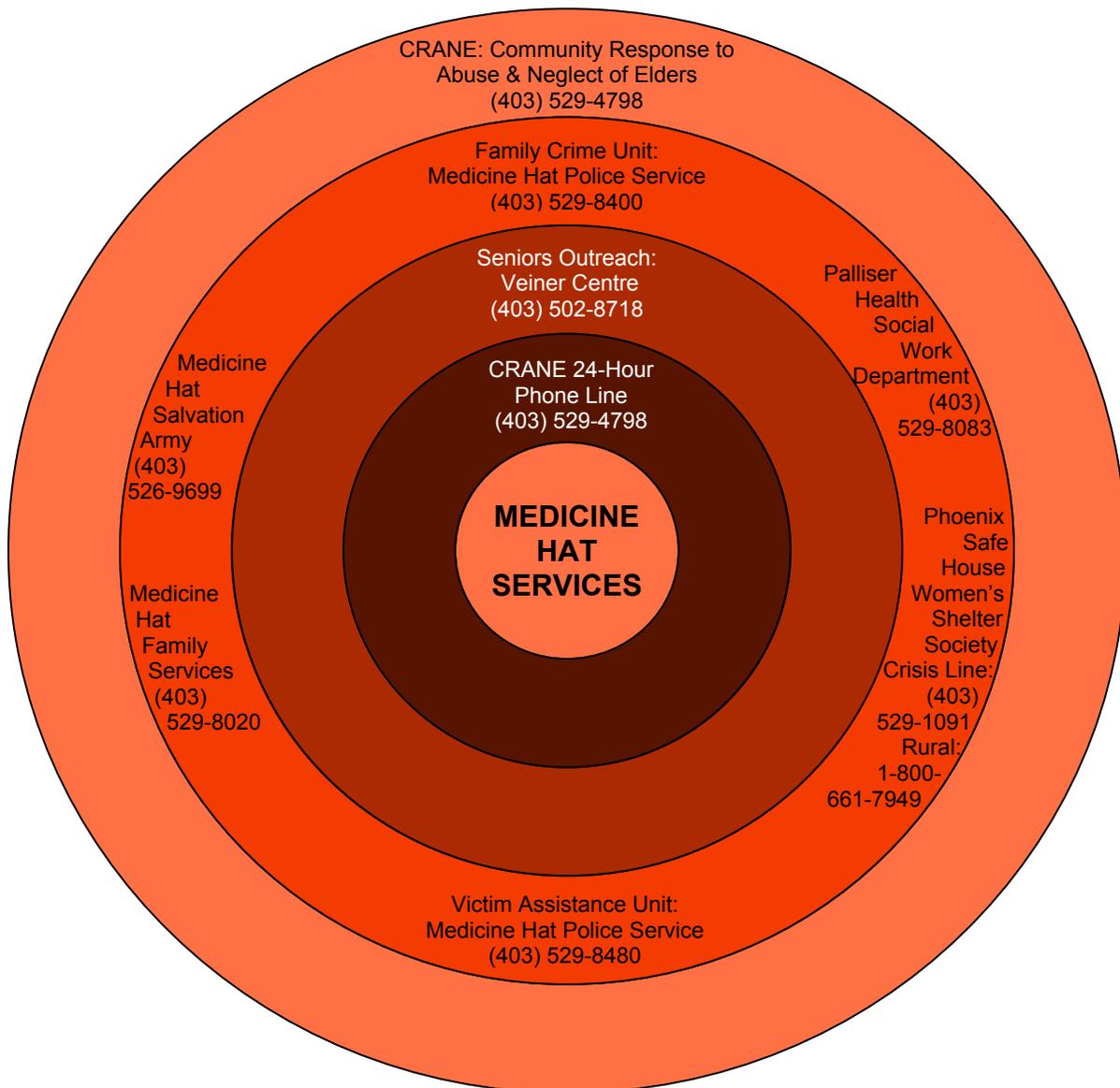
Title	Elder Abuse Awareness Campaign: Lethbridge Senior Citizen Organization Lethbridge Regional Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Lethbridge Seniors ▪ Interested community agencies/groups
Service Provider(s)	<ul style="list-style-type: none"> ▪ Volunteers ▪ LSCO Support Services Coordinator ▪ Lethbridge Regional Police Cultural Liaison Officer
Goals/Objectives	<ul style="list-style-type: none"> ▪ To raise awareness of abuse and neglect of elders in the community
Activities	<ul style="list-style-type: none"> ▪ Developed a video on identifying abuse and what to do about it ▪ Currently developing brochures and information pamphlets on elder abuse ▪ Presentations to schools, churches, community groups, Lethbridge Senior Citizen Organization, care facilities, seniors' centres ▪ Provide literature and information
Contact Information	<ul style="list-style-type: none"> ▪ Marlene Van Eden Senior Support Services Coordinator Lethbridge Senior Citizens Organization Phone: (403) 320-2222 ext. 25 ▪ Constable George Carscadden Cultural Liaison Officer Lethbridge Police Service Phone: (403) 330-5133

MEDICINE HAT



*Victim Services for
Older Adults*

Community Service Map



Victim Focused Services for Older Adults

Services (law enforcement, counselling, treatment, intervention, emergency/non-emergency residential) specifically targeting older adult victims of abuse or neglect. Service must have the protection of abused older adults as their primary mandate.

Services for Older Adults – Provides Victim Services

Services (seniors' organizations, seniors' centres, seniors' services, seniors' outreach) that provide activities, care, and/or resources for older adults/seniors. While supporting older adult victims is not their primary mandate, these organizations have the capability to do so due to the availability of counselling, outreach, resources, and/or referral services.

Victim Services – Includes Older Adult Victims

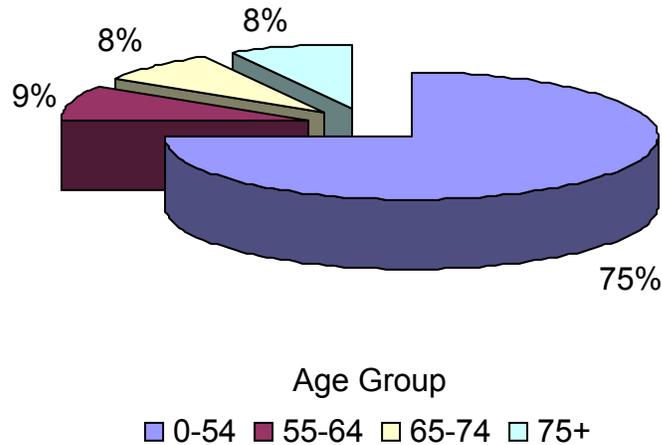
Services (shelters, victim assistance, family violence/crisis centres) that provide support, counselling, referrals, intervention, and/or care to all victims of trauma (crime, abuse, assault, etc.). These services must be found to both serve, and have the means to serve, older adult clientele.

Community Initiatives Addressing Elder Abuse

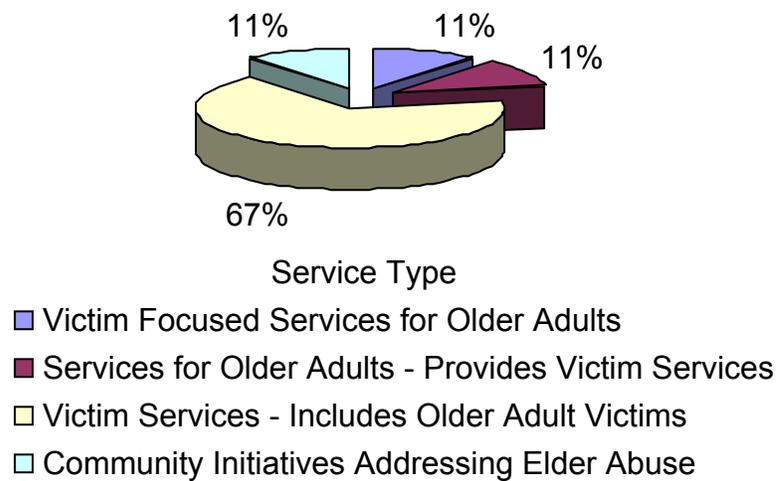
Initiatives that bring various members of the professional community and/or the public together to address issues surrounding elder abuse. These community initiatives have the prevention of elder abuse as their primary mandate.

Community Service Map

❖ Proportion of Older Adults (age 55+) in Medicine Hat (2005 City of Medicine Hat Census)



❖ Proportions of Identified Services (by service type)



Service Information

1. Victim Focused Services for Older Adults

Title	CRANE 24-Hour Phone Line (Community Response to Abuse and Neglect of Elders)
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Anyone age 50 and older ▪ Anyone interested in the well-being of older persons
Service Provider(s)	<ul style="list-style-type: none"> ▪ Victorian Order of Nurses – Alberta South (point of contact)
Goals/Objectives	<ul style="list-style-type: none"> ▪ To decrease elder abuse and neglect through a coordinated, collaborative community response ▪ Multidisciplinary partnership promotes access to information about crime prevention, family matters, housing or lodging, income support, mental health, nutrition, physical well-being, socialization/recreation, and transportation
Activities	<ul style="list-style-type: none"> ▪ 24-hour phone line ▪ Concerned individuals able to call CRANE; clients are interviewed to determine whether abuse or neglect is occurring ▪ Strong communication with key (multidisciplinary) stakeholders (see “Community Initiatives” entry for CRANE) enables quick referral to appropriate services
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 529-4798

2. Services for Older Adults - Provides Victim Services

Title	Seniors Outreach: Veiner Centre
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Older persons, and their families and friends ▪ Formal and informal caregivers ▪ Representatives from government, financial institutions, health care, home care, social services, advocacy groups ▪ Anyone interested in the well-being of older persons
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To connect seniors with resources ▪ To address issues affecting seniors in the community
Activities	<ul style="list-style-type: none"> ▪ Assist seniors and their families in connecting with community resources that best suit the situation ▪ Network of community partners works together to problem-solve and educate on issues about crime prevention, family matters, housing or lodging, income support, mental health, nutrition, physical well-being, recreation, and transportation
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 502-8718

3. Victim Services - Includes Older Adult Victims

Title	Family Crime Unit: Medicine Hat Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Families experiencing domestic violence ▪ Elders experiencing abuse ▪ Children experiencing abuse
Service Providers	<ul style="list-style-type: none"> ▪ Medicine Hat Police Service ▪ Child Protection Worker
Goals/Objectives	<ul style="list-style-type: none"> ▪ To respond to crimes involving family violence, sexual assaults, child abuse and elder abuse
Activities	<ul style="list-style-type: none"> ▪ Assess levels of risk and complete risk assessments in domestic violence cases ▪ Investigate crimes involving family violence, sexual assaults, child abuse and elder abuse
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 529-8400

Title	Medicine Hat Family Services
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors ▪ Caregivers
Service Providers	<ul style="list-style-type: none"> ▪ Counsellors ▪ Family Life Educator
Goals/Objectives	<ul style="list-style-type: none"> ▪ To develop, provide and maintain services that support family values and strengthen family relationships ▪ Accept referrals from a variety of agencies
Activities	<ul style="list-style-type: none"> ▪ Provide counselling, support groups and family life education on a broad range issues ▪ Wellness Plus Program: held at the Veiner Centre, provides education and one-on-one counselling for seniors in need of support ▪ Also provide education and support to caregivers
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 529-8020

Victim Services

Title	Medicine Hat Salvation Army
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Individuals in need of shelter, including older adults
Service Providers	<ul style="list-style-type: none"> ▪ Resource Worker ▪ Resource Counsellor ▪ Chaplain
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide emergency shelter, resources and support to individuals in need
Activities	<ul style="list-style-type: none"> ▪ Emergency shelter service: 30 bed short-term accommodation, food, clothing, medication assistance ▪ Resource worker assistance in goal planning ▪ Resource counsellor support ▪ In-shelter programs (i.e., Alcoholics Anonymous) ▪ Chaplain support ▪ Referral services
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 526-9699

Title	Palliser Health Social Work Department
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Clients and families experiencing problems as a result of illness or disability
Service Providers	<ul style="list-style-type: none"> ▪ Social Workers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide social work services to acute and continuing care clients
Activities	<ul style="list-style-type: none"> ▪ Assessments ▪ In-patient counselling ▪ Client and family education ▪ In cases where elder abuse is suspected, will contact police (investigation conducted) and provide psychosocial support while patient is in hospital ▪ Provide post-discharge referral to services in the community
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 529-8083

Victim Services

Title	Phoenix Safe House: Women's Shelter Society
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Abused women and children ▪ Women in crisis ▪ Women awaiting treatment and/or hospitalization and have no other accommodation
Service Providers	<ul style="list-style-type: none"> ▪ Family Outreach Worker ▪ Crisis Workers ▪ Public Education Worker ▪ Child Support Worker
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide a short term, safe, and supportive environment for abused women and children or women in crisis, and to provide an opportunity to learn about the services and alternatives for these women and their families that increase their safety and aid in decisions about their future
Activities	<ul style="list-style-type: none"> ▪ Residential program: provide shelter/basic needs (maximum 21 days); have one wheelchair accessible unit ▪ Crisis intervention: 24-hour crisis line offers emotional support, guidance, and referrals ▪ Drop-in: short-term counselling, support, information and referral ▪ Support groups for women 18+; support groups for children, ages 5 to 12. ▪ Children's Summer Recreational Program, ages 5 to 12. ▪ Outreach: one-on-one contact with victims in the community or shelter to assist in goal planning, and provide support, resources and referrals during the transition from shelter living to independent living in the community ▪ Educational programs: education, awareness, presentations
Contact Information	<ul style="list-style-type: none"> ▪ Crisis Line: (403) 529-1091 ▪ Business Line: (403) 527-8223 ▪ Rural Line: 1-800-661-7949

Victim Services

Title	Victim Assistance Unit: Medicine Hat Police Service
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims/witnesses of crime and/or tragedy
Service Providers	<ul style="list-style-type: none"> ▪ Medicine Hat Police Service ▪ Victim Assistance Volunteers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To offer support, information, and referral to victims of crime or trauma
Activities	<ul style="list-style-type: none"> ▪ Home/hospital visits ▪ Court accompaniment ▪ Bereavement, post trauma and/or emotional support ▪ Support to families of victims ▪ Information on Victim Impact Statements, court orientation, financial aid, home security, robbery trauma, funeral arrangements, crime prevention and restitution ▪ Referral to counselling agencies, social services, Crown Prosecutor's Office, medical assistance, and support groups
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 529-8480 or (403) 529-8400

4. Community Initiatives

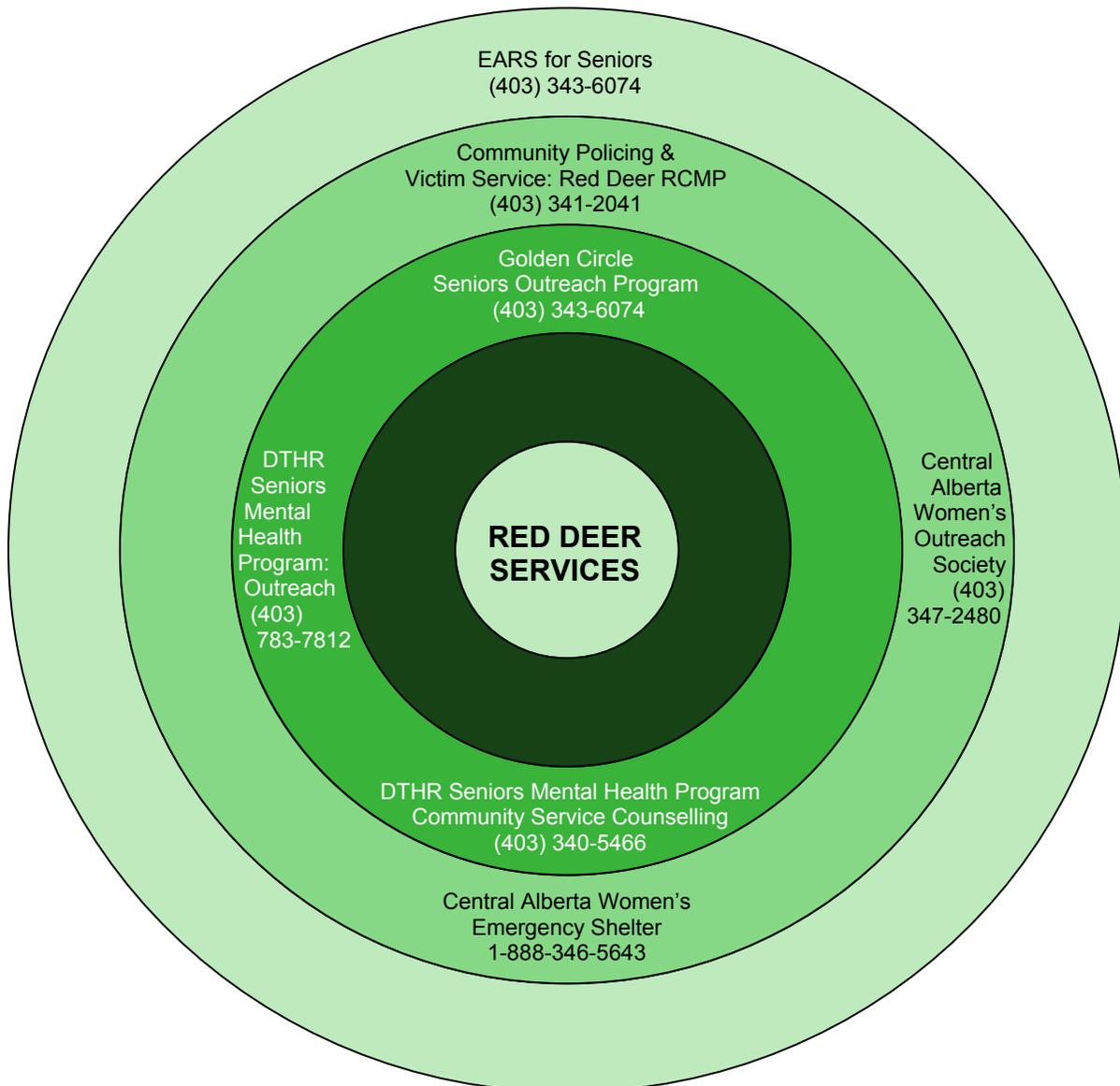
Title	CRANE (Community Response to Abuse and Neglect of Elders)
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Anyone age 50 and older ▪ Anyone interested in the well-being of older persons
Service Provider(s)	<ul style="list-style-type: none"> ▪ Representatives in CRANE's multidisciplinary partnership promoting access to information about crime prevention, family matters, housing or lodging, income support, mental health, nutrition, physical well-being, socialization/recreation, and transportation. Stakeholders include: AADAC Alberta Seniors Ministry Canadian Mental Health Association Citizens Advocacy Geriatric Education Network Gordon, Smith & Company Human Resources Development Canada Medicine Hat Family Services Medicine Hat Police Service Medicine Hat Regional Social Housing Agency Office of the Public Guardian Palliser Health – Community Therapist, Home Care, Social Work Department Phoenix Safe House Salvation Army Resource Centre Senior Citizens Advisory Committee Veiner Centre – Senior Services Support Programs Victims Assistance Unit Victorian Order of Nurses We Care Home Health Services 911 Communications
Goals/Objectives	<ul style="list-style-type: none"> ▪ To decrease elder abuse and neglect through a coordinated, collaborative community response by providing education, advocacy, and response to address the emotional, financial, physical, or sexual abuse, and neglect or self-neglect of older persons in the community
Activities	<ul style="list-style-type: none"> ▪ EAR Model: Education – Advocacy – Response ▪ Education: Group information sessions, public displays and speaking engagements ▪ Advocacy: Problem solving, connection to community resources ▪ Response: Intervention by those who can best meet needs
Contact Information	<ul style="list-style-type: none"> ▪ Jeannette Devore - Seniors Outreach Services, Veiner Centre Phone: (403) 502-8718 ▪ CRANE Intake Line: (403) 529-4798

RED DEER



Victim Services for Older Adults

Community Service Map



Victim Focused Services for Older Adults

Services (law enforcement, counselling, treatment, intervention, emergency/non-emergency residential) specifically targeting older adult victims of abuse or neglect. Service must have the protection of abused older adults as their primary mandate.

Services for Older Adults – Provides Victim Services

Services (seniors' organizations, seniors' centres, seniors' services, seniors' outreach) that provide activities, care, and/or resources for older adults/seniors. While supporting older adult victims is not their primary mandate, these organizations have the capability to do so due to the availability of counselling, outreach, resources, and/or referral services.

Victim Services – Includes Older Adult Victims

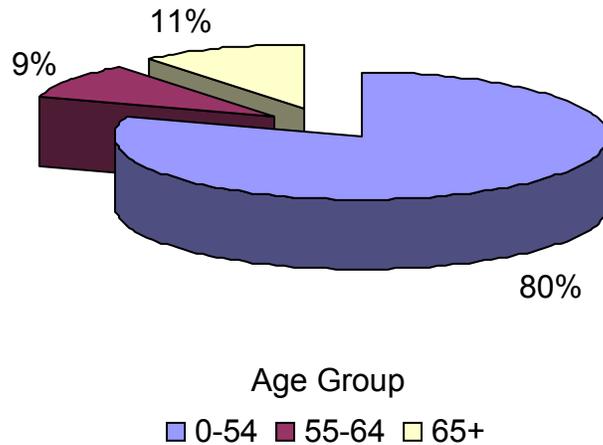
Services (shelters, victim assistance, family violence/crisis centres) that provide support, counselling, referrals, intervention, and/or care to all victims of trauma (crime, abuse, assault, etc.). These services must be found to both serve, and have the means to serve, older adult clientele.

Community Initiatives Addressing Elder Abuse

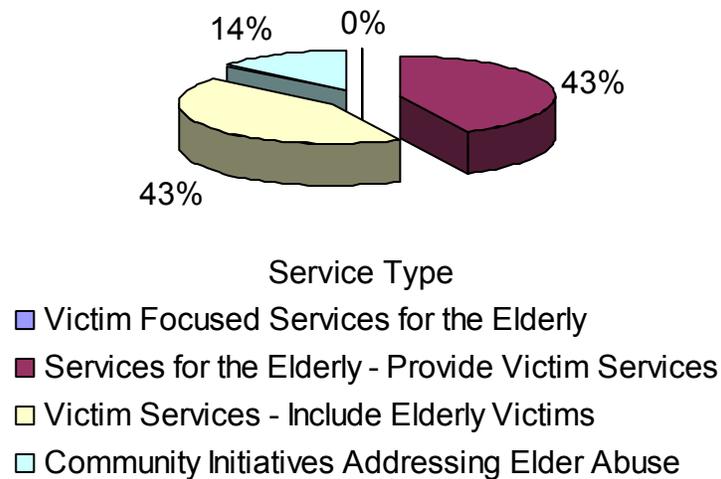
Initiatives that bring various members of the professional community and/or the public together to address issues surrounding elder abuse. These community initiatives have the prevention of elder abuse as their primary mandate.

Community Service Map

❖ Proportion of Older Adults (age 55+) in Red Deer (2005 City of Red Deer City Census)



❖ Proportions of Identified Services (by service type)



Service Information

1. Victim Focused Services for Older Adults - None
2. Services for Older Adults - Provides Victim Services

Title	David Thompson Health Region Seniors' Mental Health Program - Outreach
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors 65+
Service Provider(s)	<ul style="list-style-type: none"> ▪ Seniors Outreach Nurses
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assist seniors in remaining in their home community for as long as possible
Activities	<ul style="list-style-type: none"> ▪ Complete specialized and comprehensive mental health assessments, including mental status examinations, with the aid of medical, nursing and social histories ▪ Work in close collaboration with health care providers, community agencies, and families in doing assessment ▪ Work to educate patients, families and community agencies regarding the signs and symptoms of mental illness as it effects seniors and appropriate clinical interventions
Contact Information	<ul style="list-style-type: none"> ▪ Intake Coordinator: (403) 783-7812

Title	David Thompson Health Region Seniors' Mental Health Program Community Service Counselling
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors
Service Provider(s)	<ul style="list-style-type: none"> ▪ Social Worker
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide counselling to seniors and their partners whose needs cannot easily be met by community agencies
Activities	<ul style="list-style-type: none"> ▪ Counselling
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 340-5466

Services for Older Adults

Title	Seniors Outreach Program: The Golden Circle
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Retired and semi-retired individuals and their families
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Workers ▪ Volunteers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assist in creating a healthy and independent environment for the older adult to live in ▪ Referrals from family, community agencies, self-referrals
Activities	<ul style="list-style-type: none"> ▪ Home visits ▪ Provide seniors and their families with information (i.e., housing options) ▪ Provide emotional support and counselling ▪ Contact police and community agencies with consent of the client ▪ Support client in getting out of the abusive situation
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 343-6074

3. Victim Services - Includes Older Adult Victims

Title	Central Alberta Women's Emergency Shelter
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Battered women and their children
Service Provider(s)	<ul style="list-style-type: none"> ▪ Crisis Workers ▪ Volunteers
Goals/Objectives	<ul style="list-style-type: none"> ▪ To house, support and provide referrals to women who are battered (and their children) ▪ To take a preventive role in family violence through education ▪ Accept self referrals, or referrals from child welfare, police, hospital, family members
Activities	<ul style="list-style-type: none"> ▪ Safe, secure emergency accommodation: maximum 3 weeks, provided with meals, clothing, personal care products ▪ Crisis Counselling: 24-hour service for residents, telephone callers or walk-ins ▪ Crisis Intervention Program: information, support, intervention and education to residents ▪ Walk-in Services: crisis intervention, support and referrals ▪ Phone-in Services: toll free crisis line ▪ Public Awareness and Education Program ▪ Batterers' Treatment Program ▪ Adult Female Victims of Spousal Abuse Treatment Program ▪ Extension/follow-up program
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 346-5643 or Toll Free (Alberta) 1-888-346-5643

Victim Services

Title	Central Alberta Women's Outreach Society
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Women and families affected by poverty and/or abuse
Service Provider(s)	<ul style="list-style-type: none"> ▪ Outreach Workers ▪ Psychologist/Therapist
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide a unique community service for women, children and families in Central Alberta who are disadvantaged due to violence, abuse and/or poverty by assisting with support services and crisis management ▪ To facilitate access to resources by this target group ▪ To network with other community groups concerned with the same target groups and problems and work with them to establish and maintain resources for women and their families ▪ To enhance the independence of this target group by supporting their personal empowerment ▪ To enhance public understanding of the problems encountered by this target group ▪ To provide a centre and a suitable meeting place for various Society activities ▪ To provide all the necessary physical and people resources for carrying out objectives
Activities	<ul style="list-style-type: none"> ▪ Drop-in and Family Support: provides basic needs and emotional support for the entire family, as well as education in specific areas (domestic violence, family law, family crisis, etc.) ▪ Outreach Support Services: works to improve the safety, social, and emotional needs of women and their families through one-on-one discussions, information, referrals, support and public awareness. Outreach Support also supports women who are leaving a shelter or similar situation in finding safe and affordable housing ▪ Boundaries Group: three different sections designed to address the skills needed to create healthy boundaries, healthy relationships, and to express emotions in a healthy way (registration interview required, 8 week sessions, once per week) ▪ Domestic Violence Education and Support Group: drop-in group providing education and support to women who are, or have been involved in, abusive relationships
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 347-2480

Victim Services

Title	Community Policing/Victim Service: Red Deer RCMP
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Victims of crime or tragedy
Service Provider(s)	<ul style="list-style-type: none"> ▪ Volunteer Victim Services Advocates ▪ RCMP
Goals/Objectives	<ul style="list-style-type: none"> ▪ To provide education and awareness on crime prevention ▪ To lessen the impact of a crime on the victim ▪ To help victims cope with the effects of crime ▪ To provide free and confidential support to victims of crime and/or disaster ▪ To provide a link between victims and the criminal justice system, helping victims to obtain services and information
Activities	<ul style="list-style-type: none"> ▪ Immediate/Emergency Services: on-scene debriefing, next of kin notification, support, emergency transportation, support for assault victims ▪ Listen, provide emotional support, and assist in resolving issues that arise as a result of crime; provide information/referrals to community agencies ▪ Ongoing Services: debriefing, file status information, restitution ▪ Court Related Services: information on the justice system, court dates, Peace Bonds, and Restraining Orders; court accompaniment; assistance with Victim Impact Statements
Contact Information	<ul style="list-style-type: none"> ▪ Phone: (403) 341-2041

4. Community Initiatives

Title	E.A.R.S (Elder Abuse – Resources and Supports) for Seniors
Service Recipient(s)	<ul style="list-style-type: none"> ▪ Seniors ▪ Community ▪ Service Providers
Service Provider(s)	<ul style="list-style-type: none"> ▪ Seniors, Golden Circle Seniors Resource Centre
Goals/Objectives	<ul style="list-style-type: none"> ▪ To assess elder abuse resources, assist individuals in accessing resources, raise awareness, and advocate on behalf of seniors
Activities	<ul style="list-style-type: none"> ▪ Assessing: identifying services available to elderly victims; networking interested volunteers and agencies in Red Deer and Central Alberta ▪ Assistance: trained seniors direct at-risk seniors and public to resources and supports ▪ Awareness: presentations on elder abuse issues and resources ▪ Advocating for services and supports on behalf of seniors
Contact Information	<ul style="list-style-type: none"> ▪ Golden Circle Resource Centre: (403) 343-6074

Provincial Resources & Initiatives

❖ *Alberta Elder Abuse Awareness Network*

“A province-wide network of professionals dedicated to increasing community awareness around elder abuse and the resources available to address it.”

Information Available at:

<http://www.child.gov.ab.ca/whatwedo/familyviolence/page.cfm?pg=Elder%20Abuse%20>

❖ *Alberta Seniors*

Provides information on Alberta programs and services available for seniors.

Web Address: <http://www.seniors.gov.ab.ca/>

Alberta Seniors Information Line: 1-800-642-3853

❖ *Older Adult Knowledge Network (Oak-net)*

Website containing information on elder abuse, legal avenues, and support services available throughout Alberta.

Web Address: <http://www.oak-net.org/index.html>

❖ *Protection for Persons in Care Reporting Line*

Investigates abuse occurring in publicly funded institutions, with a focus on recommendations for change. To report cases of abuse that have occurred in publicly funded hospitals, seniors' lodges, group homes and/or nursing homes, call 1-888-357-9339.