



Elder abuse is a single or repeated act (or lack of appropriate action), which causes harm or distress in an older person. This abuse or neglect occurs in a relationship where there is an expectation of trust (The World Health Organization, June 2021).

## What are the different types of abuse and neglect?

- Physical, verbal, sexual, spiritual, and/or financial abuse
- Psychological and/or emotional
- Abandonment and/or neglect
- Violation of rights

## What are some examples?

- Hitting, slapping, poking, shaking, or roughly handling an older person, even if there is no injury
- Insulting, intimidating, or humiliating an older person
- Threatening, coercing, or tricking an older person out of their money or property
- Withholding or blocking support that the older person is unable to provide themselves
- Restricting medication or over medicating an older person
- Forcing or manipulating an older person to engage in sexual activity

## What are some of the risk factors?

- Physical and/or cognitive decline in health
- Mental health challenges and/or substance abuse
- Social isolation and/or lack of safe space
- Presence of financial dependants
- A prior history of abuse
- Little or no supports

## What are some warning signs?

- Unexplained signs of injury
- Self-isolation or social withdrawal
- Inaccurate financial statements
- Changes in behaviour or personality
- Invitations from the older person to talk about abuse and neglect
- Presence of controlling behaviours such as manipulation and/or constant criticism



## What can you do?

It is important to know the warning signs. Seek support if you think someone is at risk. Report acts of abuse or neglect. To learn more, visit. <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/health-risks-safety/how-identify-elder-abuse/pub1-eng.pdf>.

Caregiver training and support are important strategies in preventing elder abuse and neglect. Examples include stress management, counselling, and respite programs. Contact The Dementia Society or your dementia care coach for more information. <https://dementiahelp.ca/>

## Where do I report abuse or neglect?

- The Ottawa Police Victim Support Unit (VSU) provide information, crisis counselling and resources to vulnerable persons and victims of elder abuse. (613) 236-1222, ext. 2223. <https://www.ottawapolice.ca/en/about-us/Elder-Abuse.aspx>
- The VSU Crisis counsellors also support the Elder Abuse Information Line. The Elder Abuse Information Line is a non-emergency information line with available resources for victims of elder abuse as well as guidance on how to file a complaint of abuse with the police. (613) 236-1222 ext. 2400. <https://www.ottawapolice.ca/en/about-us/Elder-Abuse.aspx>
- Community Legal Education Ontario (CLEO) offers information on when and how to report in long Term Care Homes and Retirement Homes. <https://www.cleo.on.ca/en/publications/elderab/when-does-elder-abuse-have-be-reported>
- To report a crime and file a report with the police, call (613)-236-1222 or for emergencies, call 911

## Where can I get information and support?

- The Elder Abuse Response and Referral Service (EARRS) - (613) 596-5626 ext. 230. <https://nrocr.org/how-nrocr-can-help/elder-abuse-response-and-referral-service-earrs>
- Older Adult Protection Services - Renfrew Victoria hospital – providing care and support to seniors experiencing abuse, seniors at risk of harm and their caregivers in Renfrew County. <https://renfrewhosp.com/olderadultprotectionservices>
- The Elder Abuse Prevention and the Senior Safety Line (24/7). Service offered in 150 languages at 1-866-299-1011. <https://www.ontario.ca/page/information-about-elder-abuse#:~:text=The%20Seniors%20Safety%20Line%20is,911%20or%20your%20local%20police.>

## More reading:

- <http://www.ohrc.on.ca/en/time-action-advancing-human-rights-older-ontarians/elder-abuse-neglect>
- <https://www.canada.ca/en/public-health/services/publications/health-risks-safety/how-identify-elder-abuse.html>
- <https://www.cleo.on.ca/en/publications/elderab#full>
- [https://www.ottawapolice.ca/en/about-us/resources/Sections-and-Units/elderabuse\\_english\\_web.pdf](https://www.ottawapolice.ca/en/about-us/resources/Sections-and-Units/elderabuse_english_web.pdf)
- <https://www.who.int/news-room/fact-sheets/detail/elder-abuse>

**Ottawa:** 613-523-4004 **Renfrew-County:** 1-888-411-2067 | [info@dsorc.org](mailto:info@dsorc.org) | [DementiaHelp.ca](http://DementiaHelp.ca)

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