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- Responding to Elder Abuse in the County of Huron (R.E.A.C.H. Committee)



To Our Community...

Ageism: “an attitude that makes assumptions about older persons and their abilities and puts labels on them. Ageism is also a tendency to view and design society on the basis that everyone is young. Age discrimination is a consequence of ageist attitudes.”

“Nobody has a shelf life. Let's stop ageism and age discrimination now.” *Ontario Human Rights Commission*



Report

**We all have
a right to be
free from abuse.**



**“Preventing elder abuse
in an aging world is
everybody’s business.”**
World Health Organizations 2002



Elder abuse is a crime.

**“Ageing is a privilege
and societal achievement.”**
*Toronto Declaration on the Global
Prevention of Elder Abuse*

“Older persons are a resource for their families, their communities and the economy.” *WHO Brasilia declaration 1996.*

“As the adult population increases so will the incidence of elder mistreatment...if we don't take action.” *Anonymous*

Reach For Safety

A Safety Guide for Older and Vulnerable Adults

Ontario's Strategy to Combat Elder Abuse was launched in March 2002 to create awareness and protect vulnerable seniors from harm. The Ontario Seniors' Secretariat, the Ministry of the Attorney General and the Ontario Network for the Prevention of Elder Abuse (ONPEA) are partners in the implementation of the strategy. In August 2004 The Dementia Network for Huron County met locally to discuss the issue of elder abuse and neglect of older adults in Huron County. As a result it was recognized that the issue of the mistreatment of elders needed to be addressed in our community.

A Committee was established called R.E.A.C.H. - ***Responding to Elder Abuse in the County of Huron***. Representatives from organizations and agencies providing service to older and vulnerable adults became members of this committee. In the fall of 2005, this group of dedicated persons held public and professional education sessions to address the issue of abuse of elders.

In the same year the committee was successful in obtaining funding from the Ministry of the Attorney General to operate a one year elder abuse project. The project included the creation of a safety guide for older and vulnerable adults. Focus groups with seniors and individual interviews were conducted to gather input for the safety guide. This guide has been produced in various formats, including print (booklet), audio (cd and cassette), and is accessible online at www.elderabusehuron.ca.

It contains information to assist older and vulnerable adults and provides general information to identify and prevent elder abuse. "Reach for Safety" is not a substitute for obtaining legal advice.



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Introduction

“Her daughter wouldn’t let her visit anywhere. She (older adult) looked so unhappy.”

“I saw the women pinch her every time she (the elder person) wanted to speak”

“If it were not for neighbours, I wouldn’t see anyone for days.”

“What’s it cost to say ‘hello’ ...a little bit of oxygen.”

From seniors in Huron County



Elder abuse is a crime that is often unrecognized or acknowledged. Research tells us that abuse of older and vulnerable adults is under-reported. It occurs primarily in relationships where one person is dependent upon another. Dependency may be the result of an illness, frailty, or a disability. Elder abuse may occur for a number of reasons and in various ways.¹⁰

The Purpose of the R.E.A.C.H. committee is to prevent, educate and respond to elder abuse in Huron County. This guide is one step in the goal to prevention.

Visit our website at www.elderabusehuron.ca



This Key symbol is throughout the booklet to suggest prevention tips.

What is Elder Abuse?

Elder abuse is the mistreatment of older and vulnerable persons. It is harm done by someone in a position of trust or authority. “Abuse is a complex issue that may be impacted by other aging related issues, including health, housing, transportation, care giving, addictions, age discrimination and financial security.” *(Expect Respect Brochure)*

The Ontario Network for the Prevention of Elder Abuse (www.onpea.org) defines elder abuse as, ***“Single or repeated acts, or lack of appropriate action, occurring within a relationship where there is an expectation of trust, which causes harm or distress to an older person.”*** (WHO 2002)

Health Canada has defined it as ***“the physical, psychosocial or financial mistreatment of a senior”***

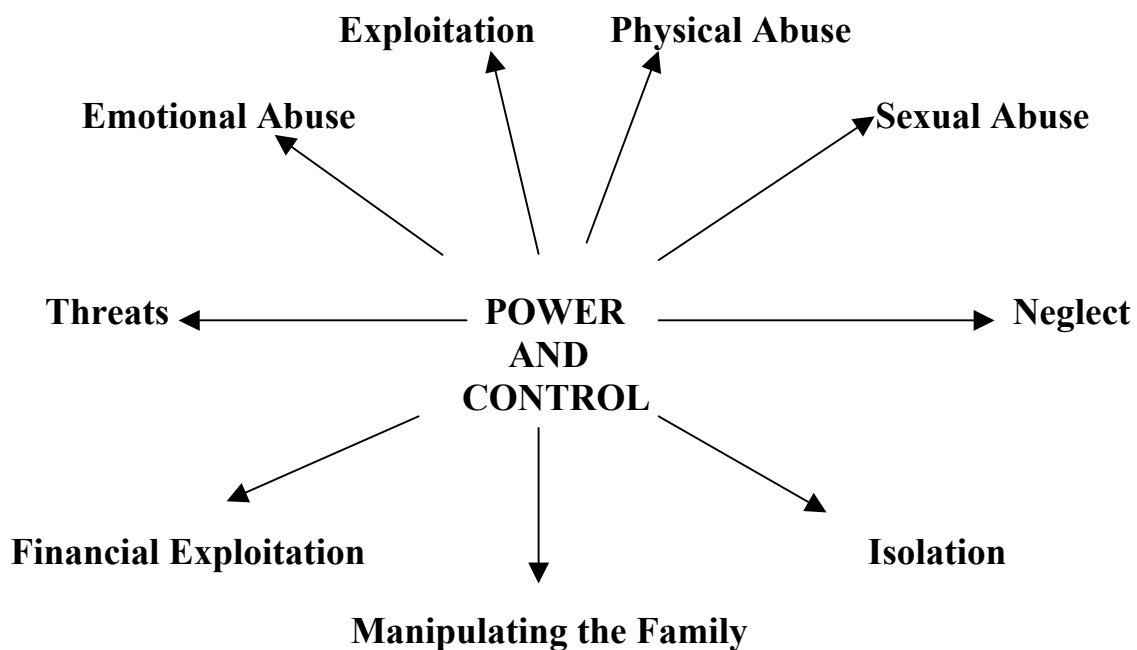
The Ontario Citizenship fact sheet defines elder abuse as, ***“Any act or omission that harms a senior or jeopardizes his/her health or welfare.”***

Who are the Abusers?

‘There is no excuse for abuse. The personal circumstances or problems of the abuser do not excuse abuse to the older person. These problems may be factors in the abuse, but they do not justify it.’² ACE, CLEO *Elder Abuse the Hidden Crime*

An abuser might be a friend, a family member, a neighbour, staff of a care facility or a stranger. A person “who commits elder abuse usually has control or influence over the older person.”² (1991 ACE, CLEO).

An abuser may use a number of different strategies to exert this power and control over victims. Abuse may happen once or it may occur in a repeated and escalating pattern over months or years.



Victims of Abuse

Abuse can happen to any older person. Many victims are isolated from their friends, neighbours and other family members. The victim often knows and trusts the abuser and may be in a dependant relationship with him/her. “No one should jump to conclusions, but signs and symptoms need to be taken seriously.”² (1991 ACE, CLEO)

Signs of Abuse

- Depression, fear, anxiety, or passivity
- Unexplained physical injuries
- Dehydration or malnourishment
- Poor hygiene, pressure sores
- Over sedation
- Repeated “accidental injuries” or injuries that do not match the explanation
- Missed medical appointments
- Little or no contact outside the abusive relationship
- Reference to the anger/temper of the abuser
- Suicidal thoughts/attempts
- Changes in personality

Statistics

“Huron County has one of the largest proportions of seniors in all of Ontario. The population continues to grow as the baby boomers age.” (Times Change: 2004)

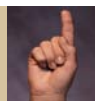
The population of older adults in Huron County is “...aging more rapidly than the provincial average” (dmA, 2001) “...making this county...the third oldest’ population in Canada” (Huron Business Development Corp, 2002)

17% of the population is comprised of people aged 65 years and older. Further, 25% is aged 45-64 (Statistics Canada, 2001)

The General Social Survey on Victimization (1999) reports that approximately 7% of the sample of more than 4,000 adults 65+ in Canada reported that they had experienced some form of emotional or financial abuse.

- Emotional abuse (7%)
- Financial abuse (1%)
- 1% reported experiencing physical or sexual abuse.
- Almost 2% experienced more than one type of abuse.

Statistics Canada reveals that 4% of all elders suffer from some type of abuse. Subsequently, in Huron County alone, almost 2,400 seniors are being abused.



One is too many!

Types of Abuse

Physical Abuse

What is it? “It is rough treatment which may cause injury or physical discomfort.”^{1(ACE)}

Physically assaulting or forcibly confining a person is a crime and should be reported to the police. Examples include hitting, slapping, pushing, choking, shaking, kicking, burning, punching and using unnecessary restraint.

Signs and Symptoms: unexplained physical injuries, anxiety, fearfulness, depression, passivity, malnourishment.



- Maintain social contacts with neighbours, friends and family
- Seek counseling to empower and educate yourself
- Link yourself to community support services
- Have regular medical and dental check-ups
- Contact Crime Stoppers 1-800-222-8477
- In time of crisis, call the emergency number 9-1-1

Psychological / Emotional / Mental Abuse

What is it? It is any behaviour, verbal or non verbal that negatively impacts a person’s psychological / emotional / mental well being. Intimidation and uttering threats are crimes and should be reported. Examples include social isolation, humiliation, verbal abuse, ignoring, threatening, name calling, treating the adult like a child.

Signs and Symptoms: feelings of hopelessness or helplessness, agitation, tearfulness, low self esteem, no visitors, no outings, exclusion from family gatherings, difficulty sleeping or excessive sleep. Emotional abuse intimidates and dehumanizes, diminishing the person's sense of identity, dignity and self worth.



- Talk with someone you trust for support
- Contact Community Services for help (list of services at the back of this guide)
- For immediate help, call 9-1-1
- **Contact Crime Stoppers to anonymously report a crime 1-800-222-8477**

Medication Abuse

What is it? Giving someone too much or not enough medication; not providing required medication; inappropriate use of drugs; denying or delaying medical care.



- Call a local health care professional (doctors, hospital)
- Call the Advocacy Centre for the Elderly 416-598-2656

Sexual Abuse

What is it? It is sexual contact with an elder without the person's consent. In a case of dementia or cognitive illness this issue of consent becomes more complex. A support system is essential in these cases. Sexual assault is a crime and includes, touching, fondling, sexual harassment, sexual comments or jokes and pressuring an elder for intimacy.

Signs and Symptoms: changes in behaviour, habits and health, bruising, genital bleeding, infections, change in sleeping/eating patterns, denial, fear, guilt, anxiety, shame, isolation, depression.



- For immediate help, call **9-1-1**
- Contact your doctor or health care worker
- Call Victim Services 519-524-4108 or 1-888-646-9540
- Alzheimer's Society 1-800-334-8529
- Contact Crime Stoppers **1-800-222-8477**

Neglect

What is it? It is “intentional withholding of basic necessities or care or not providing basic necessities or care because of a lack of experience, information or ability.” *Ministry of Citizenship and Immigration*

Failure to provide the necessities of life is a crime. Contact the Police if you suspect this is occurring. Examples include withholding of food and water, inappropriate housing/shelter, abandonment, confinement, withholding clothing and/or personal care, limiting or not allowing visits with family/ friends, deprivation of spiritual needs.

Signs and Symptoms: dehydration, malnutrition, extreme hunger, untreated health or medical problems, unsafe living conditions, poor hygiene, unsuitable clothing.



Call police **1-888-310-1122**

- For immediate help call **9-1-1**
- Contact your doctor or health care worker
- Call Victim Services **519-524-4108** or **1-888-646-9540**

Note: **Self Neglect** is not caring about your own health or safety. This can lead to serious illness or injury.

Many adults who are of ‘sound mind and memory’ and have an understanding of their actions may choose to deny themselves some health or safety benefits. This is a personal choice which does not constitute self neglect.

Financial Abuse / Material Abuse / Property Abuse

What is it? It is the misuse of money, property or other assets by a relative or a person in a position of trust, without the elder person’s permission or knowledge. Examples may include the misuse of money/assets or the misuse of the Power of Attorney for the elder person’s assets, stealing money, cheques or possessions, cashing checks, diverting income, mismanaging funds, forging a signature, making or changing a will, selling or giving away property or possessions against a person’s will or without permission, tricking, threatening or persuading a person out of money, property or possessions, charging excessive prices for goods or services. If you suspect financial abuse contact the police at 1-888-310-1122.

Banking



- When asked to sign anything, **be careful!** Have someone you trust review the document if you are unsure of the contents.
- Use direct deposit for all cheques.
- Sign your own cheques. Do not sign “blank cheques”.
- Establish a relationship with the personnel at your bank.
- Get a trusted third person to review your bank statement.
- Put all financial instructions in writing and be specific.
- Keep accurate and complete financial records of all transactions.

Power of Attorney

It is a legal document that gives someone the right to make decisions on your behalf. There are two types, a Power of Attorney for Property and a Power of Attorney for Personal Care.



- Execute a Power of Attorney that will grant financial decision-making power to a trusted friend, relative or attorney. Make sure you know and trust this person. Give your bank a copy of this.
- Do not sign over money or property to anyone, even family or friend, in return for care, without having the agreement reviewed by an attorney.



- Do not make donations to charities you do not know.
- Do not leave your valuables in plain view.
- Do not lend any money in return for a general promissory note.
- Gather important documents together (wills, insurance policies, bank account information) and tell someone you trust, where these documents are kept.



- Cultivate friends of all ages so you maintain a strong support network.
- Seek legal advice.

Fraud / Scams

What is it? It is a scheme to take things that belong to you, such as money.

Seniors are often targeted by con artists because the senior may be more trusting, live alone, and may have a more disposable income. Con artists may appear to be trustworthy, friendly and helpful. Con artists can be male or female, young or old, and often work in teams. These con artists can be very persuasive. Don't be scammed!

Bank Inspector Fraud

This is when a person acts as an investigator (employee) of a bank and phones for financial information or requests you to give them money.



- Do not give out information to these people.
- Immediately call your bank manager and the police. (Note: These con artists will say you do not need to call your bank manager). **CALL YOUR BANK MANAGER AND THE POLICE immediately!**

Home Renovation Frauds

This is when people arrive at your door to make home improvements, claiming special discounts for seniors. The work that they complete will be of substandard quality, or they may not complete the job and demand full payment.



- Do not let strangers into your home.
- Contact friends or family members to seek their opinion before hiring.
- Do not let strangers work on your property.
- Get several estimates before you have any work done.

- Do not pay for work in advance of its completion.
- Do not pay cash.
- If you have concerns, report them to the police at **1-888-310-1122**.
- Call Crime Stoppers at **1-800-222-8477**.

Telemarketing Scams

This is when you receive a phone call requesting some form of payment for a service, to claim a prize or to have your name entered in a contest. Legitimate businesses do not use these practices.



- Ask the caller to send you written material to review before you make a purchase.
- Talk to family members and friends (people you trust) to get advice before you make a purchase or investment.
- Do not give a credit card number to callers unless you placed the call and know the person to whom you are speaking.
- Do not give out your Social Insurance Number or bank account numbers.
- Do not buy lottery tickets over the phone.
- Never send money in advance for a prize, reward, article, bonus gift.
- If a telemarketer calls, you may want to ask them to remove your name from their list.
- Be aware of e-mail scams. People will send self addressed stamped envelopes to you to have you mail a cheque or cash to them. Do not respond.
- If you have concerns, call Phone Busters at 1-888-495-8501.
- Call Crime Stoppers at 1-800-222-8477.

Long Term Care Facilities, Retirement Homes

Long Term Care facilities or retirement homes are not free from abuse. The abuse can take many forms: physical, emotional or sexual abuse, neglect, or financial exploitation. The National Clearing house on Family Violence (1999) defines abuse of older adults in Long Term Care settings as *“any action that takes advantage of a relationship between the health care worker and the older adult...(where the) abuse is used to the advantage of the user and to the disadvantage of the abused”*.

Long Term Care facilities and retirement homes have a responsibility to ensure that there are steps in place to reduce the risk of abuse to the older adult.

Some abuse and neglect of older adults residing in care facilities can be effectively prevented and dealt with by focusing on the residents themselves. A watchful eye for signs and symptoms can alert us.

Recognize Signs of Abuse

A reputable Long Term Care facility is important. Keep watch on the quality of care given to the older adult.

Signs and Symptoms:

- A lack of clean bedding or clothing.
- Over medication or under medication of the older person.
- A noticeable weight loss, dehydration.
- Unexplainable bruises or bedsores.
- Injuries on the face.
- Broken or missing glasses, dentures, hearing aids.
- The older adult shows signs of fear, anxiety, depression, confusion, and/or agitation.

- A noted change occurs in the older adult when staff enters the room.
- The story shared by the older adult doesn't match the staff's story.
- Money has gone missing.
- A prescription has not been filled and provided to the elder in a timely manner.



- Visit regularly and at different times and/or days of the week.
- Observe the environment for noticeable changes.
- Monitor the care provided by the staff.
- Ask about the model/philosophy of care that is in place.
- Maintain good communication with the older adult.
- Keep communication lines open with the staff involved in taking care of your loved one.
- Have knowledge of the Bill of Rights for residents in the care facility or home. Webpage: <http://www.health.gov.on.ca>
- Become involved in the activities and meetings that take place for the elder.
- Find out what the investigative procedures are re: responding to reported incidents of abuse.
- Have knowledge of the signs and types of abuse (page 8-14).

Safety in the Home

Domestic Abuse is when one person in the relationship is trying to gain power and control over another person. The behavior may include physical, sexual, emotional, financial abuse or neglect. Leave your home if it is unsafe.



- Leave a set of spare keys to your home, with a trusted friend.
- Arrange a signal with a trusted person to let them know when you need help.
- Get medical help if you have been injured.
- Prepare and keep an emergency ‘get away kit’ in a safe place (cash, medications, important papers, etc.).



- Use a door viewer to see who is at the door.
- Keep the door closed and locked. Check the identity of the visitor by talking through the door.
- If someone you do not know comes to the door and wants to make a phone call **do not** let them in. Offer to make the phone call for them.
- Install locks on your doors and windows.

*Some of these suggestions may make you feel uncomfortable.
You may feel you are being rude. YOU'RE NOT!
Safety comes first. Loved ones understand.*

Emergency Preparedness



Be ready in case of emergencies such as power outages, fire, and evacuation. Have a prepared emergency kit on hand.

Include:

- Emergency phone numbers
- Cash (include coins for phone calls or a phone card)
- Extra clothing
- A list of the medications, name and phone number of pharmacy
- Glasses, hearing aides and other assistive devices
- Preplan your escape route from the house
- Plan a safe place to go in the event of an emergency (in and outside the house)
- Copies of relevant documents including, identification (Social Insurance Number), marriage certificate, will, income tax information, cheque books and credit cards, lease or house deed, bankbook, health card, passport, house, car, and safety deposit box keys and any other important items.

Safety on the Street

Be aware of your surroundings when you're heading outdoors.



- When possible walk with friends or family instead of alone.
- Let others know where you are going and call them when you get home to let them know you arrived home safely.
- Avoid carrying large amounts of cash with you.
- Don't leave your purse or wallet unattended.
- Be aware of your surroundings



Barriers to Reporting Abuse

Recognizing the signs and symptoms of abuse, neglect and exploitation is not always easy. A person may not be aware that what they are experiencing is in fact abuse. It is also important to understand that there are other barriers that can get in the way of reaching out for help and these may impact a person's willingness to report.

What are they?

- Denial of the fact that they are being abused.
- Concern re. what community, friends and family members may think.
- Feelings of shame or humiliation.
- Religious beliefs or commitment to traditional values.
- Financial constraints.
- Fear that no one will take care of them.
- Fear of further abuse or that the abuse will become worse after a report is made.
- Fear that they could lose their beloved pet.
- Fear of loss of family, friends and treasured possessions.
- Fear of being placed in an institution.
- Fear of not being believed.
- Feelings of guilt if the abuser is physically dependent on them, especially if there is a concern that the abuser will be put in jail.
- Isolation in rural areas, with no access to travel or to a support person or group.
- Doubt that the situation will improve, even if reported.



- Talk with someone you trust and feel comfortable with (doctor, social worker, member of your church). This may help you decide what you can do.
- Education increases awareness. Visit the library to inform yourself about various types of abuse. Information can be found on the internet. Type in some key words such as ‘abuse, elder abuse, elder safety’.
- Information can be found on our **Community Contacts** list on page 23. Agencies with toll free numbers are on page 27, 28.
- Attend an Elder Abuse workshop and information meeting in your area.

If You Suspect Abuse ...

The victim wants the abuse to stop. The victim may need to find a place of safety. Access to financial resources, home support or housing may be needed. Some adults are in need of emotional support, counseling and community contacts. Obtaining information about the law and justice system may help the victim of abuse find the support they need.

- **Believe the person.** Do not question what they tell you. Listen. You may be the first person they have ever told.
- **Do not judge.** Listen to what they say. Do not tell them what to do or promise things you can not do or feel comfortable doing.
- **Educate yourself** on resources available.
- **Do not deny** what is happening. Be a listener.
- **Encourage** the person to seek help.
- **Be willing** to accompany the person.
- **Do not confront** the perpetrator. This could put you and the adult in an awkward and dangerous position.



Reporting Abuse ... You May Save a Life!

Where to Report:

In case of emergency, call **9-1-1**

Police **1-888-310-1122**

TTY for the deaf **1-888-310-1133**

Crime Stoppers **1-800-222-tips (8477)**

What to Report:

If an elder is being abused or you suspect abuse, call now!

When making a report, it is important to provide clear and detailed information. Have the following information ready:

Elder's name: _____

Street address / location: _____

Phone number (area code): _____

Age: _____

Gender: _____

Description of abuse, neglect or exploitation, including any signs of harm or injuries:

Description of victim's physical, mental or behavioral disability / ill-health: _____

Name of the person responsible for the abuse:

Relationship to the victim: _____

Community Contacts

Community Care Access Centre Huron 519-527-0000
32 Centennial Drive, Seaforth Ontario, N0K 1W0 1-800-267-0535
www.ccachuronperth.ca

It can provide a single and simple access to many services in the county. Services may help a victim of abuse live more independently. It may help a senior get emotional support and the necessary links to their community.

Alzheimer Society of Huron County 519-482-1482
Caregiver Support Groups 1-800-561-5012
317 Huron Rd. Box 639 Clinton, Ontario, N0M 1L0
www.alzheimerhuron.on.ca

Office of the Public Guardian and Trustee 1-800-891-0504
Ontario Ministry of the Attorney General
401 Clarence St. 3rd Floor
London, Ontario N6A 3M6
www.attorneygeneral.jus.gov.on.ca
The Guardianship Investigations Unit will investigate situations where an incapable person may be at risk of abuse or neglect.

Ontario Provincial Police (Huron) 519-524-8314
79437 Bluewater Highway, Box 6 1-888 310-1122
Goderich Ontario N7A 3Y5 TTY1-888-310-1133

Wingham Police 519-357-1212
274 Josephine Street,
Wingham, Ontario N0G 2V0

Family Services Perth-Huron 142 Waterloo Street South Stratford, Ontario N5A 4B4 Provides information and assistance for the older adult and their family members regarding a variety of issues, including elder abuse	519-273-1020 1-800-268-0903
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Victim Services (Huron) 79437 Bluewater Highway, Box 500 Goderich, Ontario N7A 4C7	519-524-4108
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Emergency/Transitional Housing Counseling and short term or transitional housing for abused women. 1-800-265-5506 Women's Shelter and Second Stage Housing Counseling Services of Huron	519-524-5333 519-524-6245
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Huron Perth Crisis Intervention Program	1-888-829-7484 519-524-1113
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Huron Perth Community Legal Clinic 44 North Street, Goderich, Ontario N7A 2T4 Offers free legal services to those who financially qualify in Huron and Perth County	519-524-4406 1-866-867-1027
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Advocacy Centre for the Elderly (ACE)	416-598-2656
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Victim/Witness Assistance Program 1 Courthouse Square, Goderich, Ontario N7A 1M2 Provides services to victims and witnesses of crime after criminal charges are laid	519-524-4085 1-866-226-0896
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Ways to approach a person if you think they are being abused:



- Respectfully ask if any abuse is occurring.
- Encourage the individual to contact others such as a doctor, lawyer, or care-giver.
- Discuss the possibility of programs or benefits that could help them become more independent.
- Provide information about counseling services.
- Dispel the myth that “protecting an abuser’s reputation does not help an abuser change.”
- Help the elder understand that no one deserves to be abused.
- Share or provide a copy of this guide.

Care for the Caregiver

Avoid burnout! Watch for signs of becoming anxious, over-tired, irritated, and exhausted. Caregivers need to look after themselves and accept their limitations.



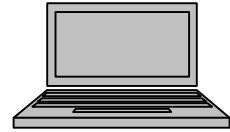
Caregiver Supports:

- Agency home support providers may be able to help with some of the personal care of the elder and various household chores.
- Access adult day programs for the older adult. This gives them an opportunity to socialize and provides you with relief.
- Retirement homes and Long Term Care facilities may offer ‘respite care’.
- Access the transportation supports that are available for seniors.
- Keep connected to your supports in your community.

Websites

Ontario Network for the Prevention of Elder Abuse:

<http://www.onpea.org>



Ontario Senior's Secretariat:

<http://www.citizenship.gov.on.ca/seniors/index.html>

National Clearinghouse on Family Violence:

www.phac-aspc.gc.ca/ncfvcnivf/familyviolence/bilingual.htm

International Network for the Prevention of Elder Abuse

www.inpea.net

R.E.A.C.H.: www.elderabusehuron.ca

Agencies that Assist Seniors

Ontario Toll – Free Numbers



Emergency 911

Provincial Police **1-888-310-1122**

ARCH: Legal resource centre for
persons with disabilities
 1-866-482-2724
 TTY1-866-482-2728

Alzheimer Society **1-800-265-0203**

Arthritis Society **1-800-321-1433**

Assaulted Women’s Helpline
 1-866-863-0511
 TTY1-866-863-7868

Assistive Devices Program
 1-800-268-6021

Association of Non-Profit Homes and
Services for Seniors **1-800-361-7254**

Canadian Mental Health Association
 1-800-875-6213

Canada Revenue Agency
Help with taxes **1-800-979-8281**

Corporation **1-866-296-6722**

Credit Counseling **1-888-746-3328**

Crime stoppers **1-800-222-8477**

Doctor Search **1-800-268-7096**

Drug Alcohol Registry Treatment
 1-800-565-8603

Government of Canada
Programs and Services
 1-800-622-6232
 TTY1-800-926-9105

Human Rights Commission
 1-800-387-9080

Law Society of Upper Canada
 1-800-668-7380

Legal Aid **1-800-668-8258**
 TTY1-866-641-8867

Long Term Care Action line
 1-866-434-0144

Member of Parliament
 1-800-465-1726

Ministry of Health and Long Term Care
 1-800-268-1154
 TTY1-800-387-5559

Ministry of the Attorney general's
Victim Support Line
1-888-579-2888

Ombudsman Ontario
1-800-263-1830

Old Age Security,
Canada Pension Plan **1-800-277-9914**

Office of the Public Guardian and
Trustee **1-800-891-0504**

Ontario Palliative Care Association
1-888-379-6666

Problem Gambling Hotline
1-888-230-3505

Property Standards Enforcement for
Tenants **1-800-387-4451**

Phone Busters **1-888-495-8501**

Retirement Home Complaints Response
And Information Service
1-800-361-7254

Telehealth Ontario
1-866-797-0000
TTY-1-866-797-0007

Veteran Affairs Canada

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

Women's Shelter **1-800-265-5506**
Goderich

Reach For Safety

Emergency 911

Ambulance: _____

Police: _____

Hospital: _____

Doctor: _____

Pharmacy: _____

Emergency Contact Person: _____

Transportation Contact: _____

Other: _____



Together we can be helping hands to build a safe community for all.