



What can Seniors First BC do for you?

Programs and Services

Presented by: Linda Yauk,
Public Education & Outreach

for Newton Seniors Computer Club

Land Acknowledgment

We acknowledge that Seniors First BC's head office is located on the traditional, unceded and ancestral territories of the x^wməθk^wəyəm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səlilwətał (Tseil-Waututh) Nations.

Seniors First BC operates throughout British Columbia, which spans the traditional and ancestral territories of over 200 First Nations. We thank them for stewarding these lands and waters since time immemorial.

Seniors First BC serves all seniors in BC and engages in dedicated outreach to Indigenous Elders.



Information Disclaimer



- This presentation discusses topics that may be emotionally sensitive and raise personal concerns, including abuse and specific examples.
- For personal concerns, please call our Seniors Abuse & Information Line
1-866-437-1940
or email us at **info@seniorsfirstbc.ca**

Learning Outline

1. Background: Seniors First BC
2. Overview of Elder Abuse & Neglect
3. Seniors First BC
-Programs and Examples
4. Website tour



1. Background – Seniors First BC

- Charitable, non-profit organization – operating over 30 years
- Provide information, legal advocacy, and support for older adults across BC with issues affecting their well-being.

Vision: Older adults in BC have the right to live with dignity, free from abuse of any kind.

Mission statements:

- Protect the legal rights of older adults;
- Increase access to justice for older adults;
- Inform the public about elder abuse; and
- Provide supportive programs for older adults who have been abused.



Overview: Elder Abuse & Neglect

Definitions



- **Abuse:** Deliberate mistreatment of an adult causing harm.
- **Neglect:** Failure to provide necessary care, assistance, guidance, or attention to an adult that is likely to cause harm.
- **Self-neglect:** any failure of an adult to take care of himself or herself that causes harm.

Is Elder Abuse a Crime?



- No crime called elder abuse under Criminal Code, but there are associated crimes
- **Criminal abuse:** assault, failure to provide necessities, stalking, theft, forgery.
- **Non-Criminal Abuse:** humiliation, insults, ignoring, infantilization, gaslighting, frightening

Risk Factors of Elder Abuse & Neglect

Abuse can happen to anyone; factors include:

- Social isolation
- Dependency
- Family conflict
- History of trauma/abuse
- Mental health and/or substance use issues
- Cultural factors
- Language/communication barriers
- Disability/health issues
- Caregiver stress



Elder Abuse & Neglect – can be done by anyone

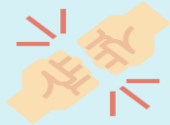
- Family Member
- Partner / Spouse
- Child / Grandchild
- Neighbor
- Friend
- Caregiver/
Personal Support Worker
- Landlord / Building Manager
- Doctor/Nurse
- Lawyer
- Substitute Decision-Maker
- Legal Guardian
- Anyone in position of
authority/control

Elder Abuse & Neglect Happen ...

- At home
- In a hospital
- In a care home
- In the community
- Online



Types of Elder Abuse & Neglect



Physical



Psychological /
Emotional



Financial



Self-Neglect



Neglect



Sexual

Reluctance to Report

Potential reasons:

- Embarrassment/Guilt/Self-Blame
- Fear of punishment/retaliation
- Fear of being institutionalized
- Fear of losing access to family members (e.g. grandchildren)
- Fear that disclosure reflects poorly on the family
- May lack mental capacity or not know action is unlawful
- Accessibility or technological barriers – unable to report (health conditions), isolated (no way to communicate)
- Mistrust / bad experience with police, healthcare, etc.



Barriers to Accessing Justice

- Being unaware of one's rights;
- Many areas are complex;
- Physical barriers, lack of accessibility to information, transportation, services;
- Financial barriers;
- Lengthy court proceedings;
- Language/communication barriers



2. Seniors First BC Programs

- Seniors Abuse and Information Line (**SAIL**)
- Victim Services
- Public Education and Outreach
- Legal Programs

Seniors Abuse and Information Line (SAIL)

A safe place for older adults and those who care about them to talk to someone about situations of abuse and mistreatment.

SAIL Support Services

- Identify caller's issues and needs.
- Complete intakes to SFBC programs if appropriate.
- Provide information and referrals to community resources.
- Provide information about abuse and neglect, escalation, and risk.
- Facilitate the reporting of abuse, neglect, and self-neglect.

Seniors Abuse and Information Line (SAIL)

604-437-1940 or **1-866-437-1940** (toll free)

Available 8am to 8pm weekdays (Mon-Fri)
excluding holidays

Language interpretation available, including ASL

Email: info@seniorsfirstbc.ca

Example of Call to SAIL

- Most commonly reported abuse:
financial, emotional, physical abuse,
and neglect
- Example: Neighbour calling SAIL about an older adult facing verbal abuse from an adult child.



Victim Services

Serves **older adults** who have been victims of abuse, family and/or sexual violence. Assists with:



Safety
planning



Liaise with
justice system
personnel



Assist with Crime
Victim Assistance
Program Applications



Information & referrals
including navigating
criminal justice system

Example of Victim Services Worker Support

- Example:
Older adult facing abuse from
son facing mental health issues.



Public Education and Outreach

We raise awareness about key issues affecting older adults through:



Presentations
& Events



Publications,
Newsletters



Digital Content
www.seniorsfirstbc.ca

Navigating Home Care & Senior Housing: An Advocacy Guide



Navigating Home Care and Senior Housing *An Advocacy Guide*

seniors
first
BC

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info@seniorsFirstBC.ca

- Information about:
 - supports in the community
 - entering, living in, and leaving assisted living and long-term care
 - rights and resolving problems
 - resources

Access online at:

www.seniorsfirstbc.ca/resources/publications

seniors first BC

Legal Services

We assist eligible older adults with select legal issues through our Elder Law Clinic, Legal Advocacy Program, Advance Planning clinics.



Legal
information
and referrals



Summary
advice



Drafting
legal documents



Full
representation

Legal Services

Some of the legal issues we may assist with:



Housing

(Residential tenancy, assisted living, long term care)



Debt



Gov. benefits

(Federal e.g. OAS/GIS
Provincial e.g. SAFER)



Financial exploitation



Family law



Guardianship



Age discrimination



Wills, Power of Attorney,
Representation
Agreement



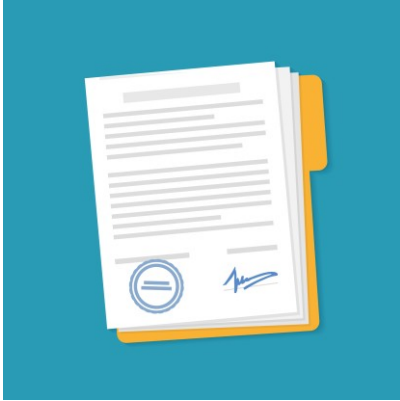
Other elder abuse



Criminal law



Legal Services Eligibility Criteria



- **Age: 55+**
- **Eligibility is based on income and all assets**
Income maximum (gross): **\$45,000** for 1 person
+ **\$20,000** per additional household member
Assets under \$250,000.
- *Eligibility in any case is determined by SFBC lawyers*
- Exceptions considered on a case-by-case basis

- Contact our SAIL Line for information and/or to arrange a consultation with our legal team.

Please note: the wait time for a call back from the legal team could be up to 4 weeks.

Legal Services - Examples



Example of how our lawyers assisted an older adult experiencing financial abuse.

Example of how our legal advocates helped an older adult client's issue with landlord.



Elder Law Clinic Locations

Surrey:

- **Newton Seniors Centre**
every 1st Tuesday, 10am-12pm

Vancouver:

- Seniors First BC Office (downtown)
- QMUNITY (2SLGBTQIA+) - 312 Main St.

New Westminster: Seniors' Services Society Office

Burnaby:

- Burnaby Neighbourhood House South House
- VCH Deaf Well-Being Program (with ASL interpretation)



Call our Seniors Abuse & Information Line for further information and to arrange an appointment.

Website Tour

<https://seniorsfirstbc.ca/>

seniors first BC



Thank you!

Any questions?

Seniors Abuse and Information Line

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1-866-437-1940 (toll free)

Language interpretation available

info@seniorsfirstbc.ca



Facebook

@seniorsfirstbcceas



Instagram

@seniorsfirstbc



LinkedIn

@Seniors First BC



Twitter

@seniorsfirstbc