Elder Abuse Ontario
Stop Abuse - Restore Respect

Elder Abuse Screening, Intervention and Response Guide for Health Care Providers

Elder Abuse Suspected or Disclosed?
Assess the severity of the situation.

- Is the senior safe in their current environment?
- Is medical treatment required?
- Has a criminal offence occurred?
- Are there indicators the caregiver needs support?

Is there need for ***immediate*** response due to imminent safety risks or harm to the senior?

YES

Contact 911 Emergency Services
- Police
- Ambulance
- Mobile Crisis Units (Mental Health)

Report to supervisor/ manager to advise of situations and actions to be taken.

NO

Is the senior *competent* to make decisions and able to seek assistance on his or her own?

Who Can Assess Capacity?
CCAC (placement decisions), Capacity Assessors, Psychiatrists, Physicians

Competent

Is the senior or Power of Attorney willing/consenting to receive assistance?
- Discuss situation and options
- Review risks
- Consider privacy issues

YES

NO

- If unwilling to receive help and imminent safety risks or harm to the senior exist, call Police/Mobile Crisis Units, or Office of the Public Guardian and Trustee if POA refusing services.

Not Competent

Is there a Power of Attorney (POA)/ Substitute Decision Maker?

YES

NO

Discuss concerns about the seniors' safety and risks with:
- Office of the Public Guardian and Trustee 1-800-366-0335
- Long Term ACTION Line 1-866-434-0144
- Retirement Homes Regulatory Authority 1-855-275-7472

Support Senior with Appropriate Resources
- Hospital/Emergency Services
- Home Care Support Services (Community Care Access Centre)
- Police non-emergency number
- Crisis bed placement/shelter
- Victim Services
- Alzheimer's Society of Ontario (First Link, Caregiver support)
- Mental Health Services/Mobile Crisis Units
- Ontario Network of Sexual Assault/ Domestic Violence Treatment Centres
- Legal Services
- Service Canada (Pensions)

Information and Referral Services
- **Seniors Safety Line** 1-866-299-1011
- **ServiceOntario** 1-800-267-8097
- **Seniors' INFOline** 1-888-910-1999
- **ConnexOntario** 1-866-531-2600
- **Victim Support Line** 1-888-579-2888

Follow-up Intervention Strategies
- Develop a Safety Plan
- Discuss intervention options
- Police Wellness check
- Offer counselling services for senior and/or caregiver/POA
- Link caregiver with support programs
- Arrange appointment with Family Physician/Family Health Team/Geriatric Assessment Services
- Discuss options for protecting finances
- Provide housing options
- Legal support and advocacy
- Follow-up with senior/POA

Intervention Actions