

WHO CAN I CONTACT ABOUT ELDER ABUSE?

The **Klinic Crisis Line** is available **24/7** for anyone experiencing a crisis, such as elder abuse. It can be reached at **204-786-8686** (or toll-free at **1-888-322-3019**). Calls are free and confidential.

Klinic's Seniors Abuse Support Line can provide counselling and emotional support services to older adults in need, and family members looking for help. It can be reached at **1-888-896-7183** from Monday to Friday, 9 am to 5 pm.

In Manitoba, if you believe an older person in a personal care home or hospital is being abused, you have a duty to report it to the **Protection for Persons in Care Office (PPCO)**. The PPCO can be reached at **204-788-6366**, or **1-866-440-6366** (toll-free outside Winnipeg).

If you believe an older adult is being discriminated against because of their age or a disability, you can make a complaint with the **Manitoba Human Rights Commission**. The Human Rights Commission can be reached at **204-945-3007** or **1-888-884-8681** (toll-free outside Winnipeg).

If you believe an older person you know is the victim of a crime, such as physical abuse, sexual abuse, or financial abuse, you should contact the police.

YOU HAVE THE POWER TO PREVENT ELDER ABUSE.

FOR MORE INFORMATION

COMMUNITY LEGAL EDUCATION ASSOCIATION LAW PHONE-IN AND LAWYER REFERRAL PROGRAM:

Winnipeg: **204-943-2382**
Toll-free: **1-800-262-8800**

community@communitylegal.mb.ca
WWW.COMMUNITYLEGAL.MB.CA

A&O SUPPORT SERVICES FOR OLDER ADULTS:

Winnipeg: **204-956-6440**
Toll-free: **1-888-333-3121**

intake@aosupportservices.ca
WWW.AOSUPPORTSERVICES.CA

CANADIAN NETWORK FOR THE PREVENTION OF ELDER ABUSE:

WWW.CNPEA.CA

FOR INFORMATION ABOUT FINANCIAL SCAMS AND FRAUD

THE MANITOBA SECURITIES COMMISSION:

WWW.MBSECURITIES.CA

CANADIAN ANTI-FRAUD CENTRE:

WWW.ANTIFRAUDCENTRE-CENTREANTIFRAUDE.CA



COMMUNITY LEGAL EDUCATION ASSOCIATION



**ELDER ABUSE
GET THE FACTS**

WHAT IS ELDER ABUSE?

Elder abuse is harm done to an older person. Elder abuse is often committed by someone who has control or influence over the older person, or someone that the older person depends on for things like food, shelter, or transportation. Some examples include:

- A family member
- A caregiver
- A staff member at a care home, supportive housing, or hospital
- A friend

There is no specific criminal offence of elder abuse, but some types of elder abuse are crimes.

WHAT DOES ELDER ABUSE LOOK LIKE?

Elder abuse can take many different forms. Here are some examples:

PHYSICAL ABUSE includes any actions that injure or risk injuring an older person or cause them harm or physical pain. This includes:

- Slapping, hitting, rough handling
- Forced confinement or unnecessary physical restraint like making an older person stay in a room or a bed

Physical abuse is a crime and should be reported to the police.

SEXUAL ABUSE is any type of unwanted sexual conduct towards an older person, including where an older person is unable to give consent. **Sexual abuse is a crime and should be reported to the police.**

FINANCIAL ABUSE is misuse of an older person's funds or property through fraud, trickery, theft, or force. For example:

- Forcing them to sell property
- Gaining access to their bank accounts by tricking, threatening, or withholding something from them
- Forcing an older person to sign documents (such as a Will or Power of Attorney) they do not fully understand
- Misusing Power of Attorney Privileges

Financial abuse is a crime and should be reported to the police.

EMOTIONAL ABUSE is a way to control another person by using emotions to criticize, embarrass, shame, blame, or otherwise manipulate another person. This can include:

- Insults, threats, humiliation, isolation
- Ignoring an older person or withholding affection for manipulative purposes
- Refusing access to grandchildren
- Inappropriate control of activities

Some forms of emotional abuse are crimes, such as threatening to physically harm an older person. These should be reported to the police. Other forms of emotional abuse, such as insulting or humiliating an older person, may not be crimes — but they are still abuse.

NEGLECT includes leaving an older person on their own if they need to be cared for, or preventing them from getting something they need, like food, health care or clean clothes. It can also include withholding any items the older person needs to function, such as glasses, hearing aids, dentures, or mobility items like a wheelchair or walker.

Neglect can be a crime under certain circumstances.

WHAT ARE MY RIGHTS?

Under **Manitoba's Human Rights Code**, you have the right to not be discriminated against when receiving a service or accommodation.

This means that a service provider cannot treat you differently just because of your **age, a physical or mental disability, or a related characteristic**, such as needing a wheelchair or hearing aid. This law applies to people or companies that provide housing, long-term care, medical treatment, legal services, and many other types of services.

If you live in a personal care home, you also have the following rights under Manitoba law:

- ▶ The right to be treated with courtesy and respect
- ▶ The right to be cared for in a way that meets your needs
- ▶ The right to a safe and clean environment
- ▶ The right to a reasonable amount of privacy
- ▶ The right to give or refuse consent to medical treatment
- ▶ The right to meet with a legal representative in private
- ▶ The right to exercise freedom of choice about personal matters like visits from family or friends, what belongings are kept in your room, recreational activities, and clothing (subject to safety requirements and the privacy of other people living in the care home).

Personal care homes must have a policy in place to deal with allegations of abuse. Information about making a complaint must be prominently displayed and easy to access.