



Age-Friendly Calgary

Calgary's Community
Response to Elder Abuse:
A networking guide for
service providers 2018

In partnership with

Calgary



Table of Contents

- Preamble3**
- Purpose of the document4**
- Communications with Key Stakeholders5**
 - Elder Abuse Response..... 5
 - Public Awareness 7
 - Professional Training..... 8
- Resource Inventory9**
 - Elder Abuse Response (listing in service categories) 9
 - Consider Consulting 9
 - Specialized Response 10
 - Semi-Urgent Response..... 11
 - Shelters 13
 - Mental Capacity 14
 - Legal 15
 - Social Services 16
 - Culturally Diverse Services 17
 - Health and Primary Healthcare Providers 20
 - Collateral Services and Help Lines 23
 - Elder Abuse Prevention – Public Awareness 27
 - Public Awareness - Face-to-face Presentation 27
 - Public Awareness - Online Training Opportunities 29
 - Public Awareness Presentation - In Diverse Languages 30
 - Elder Abuse Prevention – Professional Training 31
- Appendices33**
 - Elder Abuse Prevention - Online Resources 34
 - Acronyms 35
 - “Coordinated Community Response to Elder Abuse” Action Team Members 36

Preamble

Age-Friendly Calgary is a collaborative initiative of Calgary organizations and citizens preparing for Calgary's aging population. This work has been developed under the direction of the Age-Friendly Calgary Steering Committee and in partnership with The City of Calgary.

Prevention and Response to Elder Abuse is one of the priority areas under Calgary's Seniors Age-Friendly Strategy (SAFS)¹. To achieve the result of "Older adults are safe from abuse and neglect", short-term to long-term actions associated with the following areas are outlined in the implementation plan.

- A. Promote public awareness on how to identify, prevent, and respond to elder abuse and neglect;
- B. Ensure that professionals working with older adults are trained in how to identify, prevent, and respond to elder abuse and neglect; and
- C. Develop a coordinated community response to elder abuse.

The "Coordinated Community Response to Elder Abuse" Action Team² supports the implementation of the coordinated community response to elder abuse in Calgary. The team put together this document to facilitate increased collaboration, communication and coordination of elder abuse programs and services across the continuum from prevention and education to response. Team members contributed their knowledge and expertise in preparing this guide and will apply the materials in their practice.

Service providers are welcome to use the material/information as guidance for practice. The resource information provided is up to date as of April 2018.

¹ For additional information about Seniors Age-Friendly Strategy, visit www.calgary.ca/agefriendly

² The action team has representation from community stakeholders in the following areas: health, social services, legal, law enforcement, shelter, faith and immigrant serving agencies.

Purpose of the document

A coordinated community response³ involves an inter-professional approach to ensure that all key services in the area of abuse of older adults are linked. Access to a range of service providers will smooth the introduction of the older adult's needs to those who are best suited to help.

Elder abuse response and prevention require collaboration and coordination among community stakeholders. Service providers may need to access services external to their agencies in order to meet the diverse needs of the older adult. The document is designed to assist service providers to effectively coordinate and communicate with other service providers across the elder abuse continuum, from response to prevention. It outlines the communication process; as well as each partner's roles and responsibilities. Service providers will have information on what services to connect to, how to connect and who to connect for information and referral, consultation, etc.

Contents include:

- Service algorithm/flow charts for elder abuse response and prevention.
- Elder abuse response - comprehensive information of the different programs, such as service description, criteria, types of response, screening, risk assessment and intervention.
- Elder abuse prevention - information related to public awareness/education and professional training, such as topics, format and contact information.

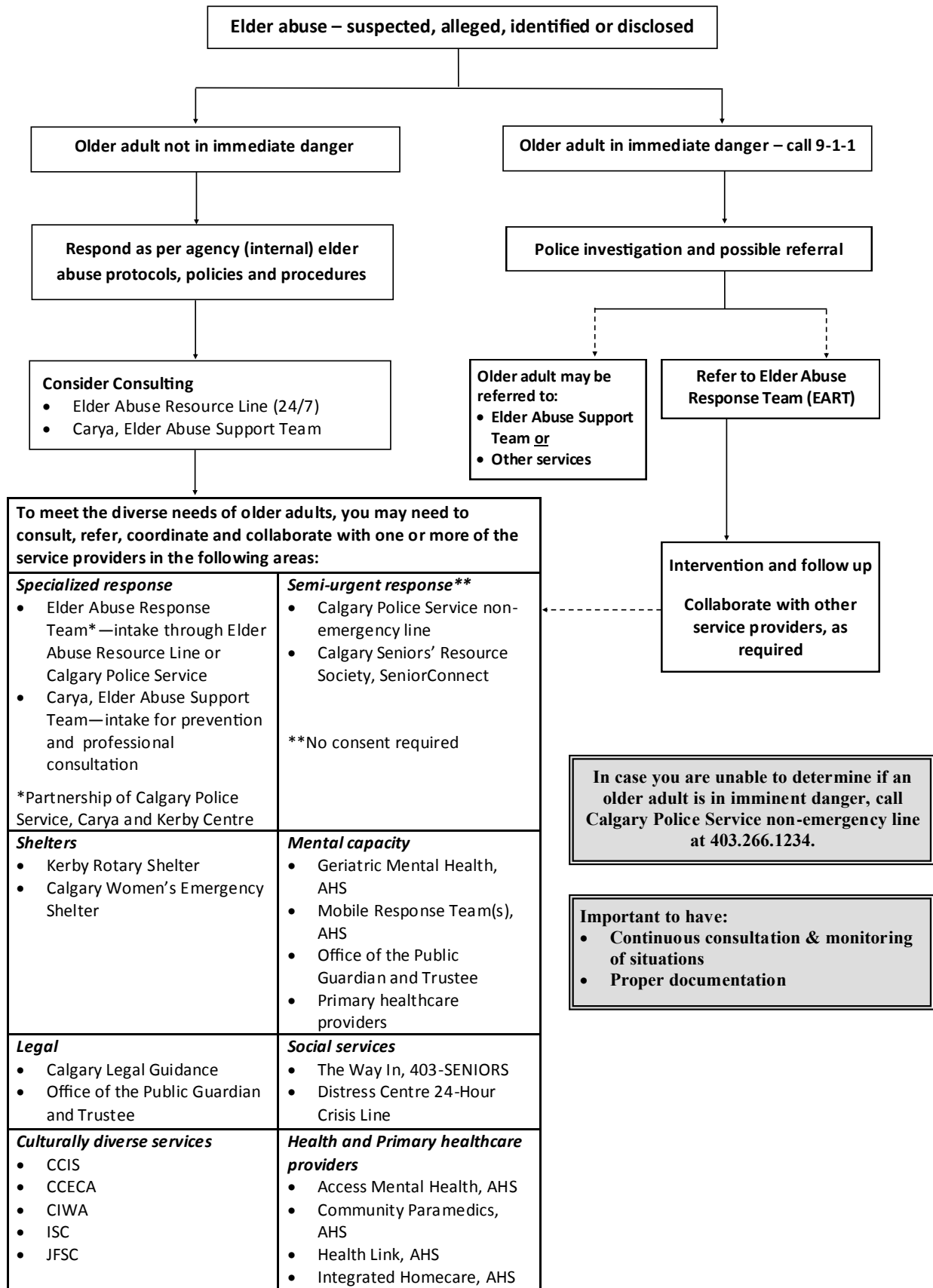
Information may be used as a general reference for working with older adults in suspected or confirmed cases of abuse or as an outline for the orientation and training of service providers. Each agency or organization will determine how the document can be adapted and used within their organization.

The services listed vary in degree of specialization in elder abuse response and prevention and are in no way complete. Community stakeholders will continue to work collaboratively to address the gaps in service and support older adults and their families.

³ Coordinated Community Response include legal services and systems; social service agencies; seniors' organizations, service providers, and groups; health services (i.e., physicians, community nurses, home care); counselling services; police; Aboriginal organizations; immigrant serving organizations; mental health services; seniors' housing services; government services; women's shelters and domestic violence service providers; victim services, etc.

Communications with Key Stakeholders

Elder Abuse Response



List of agencies and contact information from the flow chart on page 5

Focus area	Agency/Program	Contact number
Consider consulting	Elder Abuse Resource Line	403.705.3250 (24/7)
	Carya, Elder Abuse Support Team	403.705.7560
Specialized response	Elder Abuse Response Team, intake through Elder Abuse Resource Line	403.705.3250 (24/7)
	Carya, Elder Abuse Support Team	403.705.7560
Semi-urgent response	Calgary Police Service non-emergency line	403.266.1234 (24/7)
	Calgary Seniors' Resource Society, SeniorConnect	Distress Centre 403.266.4357 (24/7)
Shelters	Kerby Rotary Shelter	403.705.3250 (24/7)
	Calgary Women's Emergency Shelter	403.234.7233 (24/7)
Mental capacity	Geriatric Mental Health, Alberta Health Services (AHS)	Referral through Access Mental Health, 403. 943.1500
	Mobile Response Team(s), AHS	Distress Centre 403.266.4357 (24/7)
	Office of the Public Guardian and Trustee	403.297.3364
Legal	Calgary Legal Guidance, Elder Law Program	403.716.6489
	Office of the Public Guardian and Trustee	403.297.3364
Social services	The Way In, intake through 403-SENIORS	403.736.4677
	Distress Centre 24-Hour Crisis Line	403.266.4357 (24/7)
Culturally diverse services	Calgary Catholic Immigration Society (CCIS)	403.262.2006
	Calgary Chinese Elderly Citizens' Association (CCECA)	403.269.6122
	Calgary Immigrant Women's Association (CIWA)	403.263.4414
	Immigrant Services Calgary (ISC)	403.265.1120
	Jewish Family Service Calgary (JFSC)	403.287.3510
Health and Primary Healthcare Providers	Access Mental Health, AHS	403. 943.1500
	Community Paramedics, AHS	1.855.491.5868
	Health Link, AHS	811 (24/7)
	Integrated Homecare, AHS	403.943.1920

Public Awareness

Inquiries/Requests for general public elder abuse awareness information session

Presentation format
Face-to-face
<ul style="list-style-type: none">• Calgary Catholic Immigration Society—403.262.2006• Calgary Chinese Elderly Citizens’ Association, Chinese Community Response to Family Violence—403.261.7956• Calgary Legal Guidance, Elder Law Program—403.716.6489• Calgary Police Service—403.428.2186• Calgary Seniors’ Resource Society, SeniorConnect and Take care, be aware!—403.266.6200• Canadian Bankers Association, apply online at http://yourmoney.cba.ca/seniors/contact_us/• Carya, Elder Abuse Support Team—403.705.7560• Kerby Centre, Kerby Rotary Shelter—403.705.3250• Office of the Public Guardian and Trustee—403.297.3364
Online
<ul style="list-style-type: none">• Calgary Seniors’ Resource Society, SeniorConnect—403.266.6200• Carya—403.705.7560
In diverse languages
<ul style="list-style-type: none">• Cantonese and Mandarin (Calgary Chinese Elderly Citizens’ Association)—403.269.6122• Hebrew and Russian (Jewish Family Service Calgary)—403.287.3510• Spanish (Calgary Seniors’ Resource Society)—403.266.6200• Tagalog (Calgary Catholic Immigration Society)—403.262.2006

Professional Training

Inquiries/Requests for professional training and information

Organization	Description/Program	Contact
Calgary Catholic Immigration Society	Elder abuse and other topics	403.262.2006
Calgary Chinese Elderly Citizens' Association	Chinese Community Response to Family Violence (service providers' training and elder abuse education)	403.261.7956
Calgary Legal Guidance	Elder Law Program	403.716.6489
Calgary Police Service	Elder Abuse Response Team services	403.428.2186
Calgary Seniors' Resource Society	SeniorConnect (in-person and online training available); Take care, be aware!	403.266.6200
Canadian Bankers Association	Financial abuse, Your Money Seniors seminars	Request online, http://yourmoney.cba.ca/seniors/contact_us/
Carya	Elder Abuse education (in-person and online training); Elder Abuse Response Team	403.705.7560
Kerby Centre	Kerby Rotary Shelter Elder Abuse Resource Line	403.705.3250
Office of the Public Guardian and Trustee	Presentations on decision making options available under the Adult Guardianship and Trusteeship Act (AGTA) and Personal Directives Act (PDA)	403.297.3364

Resource Inventory

The resource inventory consists of comprehensive information about elder abuse response and prevention programs and services in Calgary. The information provided enables service providers to identify, communicate and coordinate with other service providers to meet the diverse needs of older adults and their families.

Elder Abuse Response (listing in service categories)

(In accordance with the flow chart on page 5)

Consider Consulting

Organization	Program	Service Description	Criteria	Types of Responses ⁴			Website/Contact
				Intake/Screening	Assessment	Intervention	
Kerby Centre	Elder Abuse Resource Line (EARL)	Information and reporting suspected cases of elder abuse	Anyone can call	<ul style="list-style-type: none"> - Over the phone - Provides referrals to Elder Abuse Response Team (EART) 	Over the phone or in person with Community Caseworker	<ul style="list-style-type: none"> - Consultation - Support - Referrals - Connecting with Community Caseworker - Information - Linking to services - Housing 	403.705.3250 24-hour line; interpretation services available
Carya	Elder Abuse Support Team	Professional consultation and support for non-criminal cases of elder abuse	<ul style="list-style-type: none"> - Over 65 - Non-criminal cases - Residing in Calgary - Professional involvement or a referral from Calgary Police Service 	<ul style="list-style-type: none"> - Over the phone - Professional referrals only 	Phone consultation and direct support alongside service providers for people at risk of elder abuse	<ul style="list-style-type: none"> - Consultation - Support - System Navigation - Joint case visits - Referrals - Information - Support - Linking to services 	403.705.7560

⁴ Response may include crisis lines, an information referral number, protocols, screening tools, case management, providing shelters or a safe place, safety planning, developing a multidisciplinary team, and group work with seniors, etc.

Specialized Response

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Calgary Police Service, Carya, Kerby Centre	Elder Abuse Response Team (EART)	The team includes 1 police sergeant, 1 social work manager, 2 social workers, 4 police officers, and 1 Team Lead. The team conducts risk assessments, investigates high-risk criminal cases and makes referrals to community, counselling, health and legal services.	<ul style="list-style-type: none"> - Age 65 and over - Trusting relationship with the abuser (spouses, adult children, grandchildren, caregivers) - Residing in Calgary - A criminal offence has or may be perpetrated against the adult by the abuser (emotional/ psychological, financial, physical, sexual, neglect, misuse of medication) 	<ul style="list-style-type: none"> - EARL intake workers or Calgary police do initial screening (See Assessment) 	<ul style="list-style-type: none"> - All police reports that involve an older adult aged 65 and over are risk assessed by the Calgary Police Service Risk Assessors of the Domestic Conflict Unit - The file is then forwarded to the Sergeant of the Elder Abuse Response Team for review 	<ul style="list-style-type: none"> - Social workers and police team intervention or police only (financial abuse) - Attempts will be made to engage the older adult and the family and intervene as appropriate and necessary when the older adult is at risk (a criminal offence has or is about to occur) 	<p>Elder Abuse Resource Line, 403.705.3250</p> <p>For immediate danger, call 9-1-1</p> <p>For non-emergency, call 403.266.1234</p>
Carya	Elder Abuse Support Team	Professional consultation and support for non-criminal cases of elder abuse	<ul style="list-style-type: none"> - Over 65 - Non-criminal cases - Residing in Calgary - Professional involvement or a referral from Calgary Police Service 	<ul style="list-style-type: none"> - Over the phone - Professional referrals only 	Phone consultation and direct support alongside service providers for people at risk of elder abuse	<ul style="list-style-type: none"> - Consultation - Support - System Navigation - Joint case visits - Referrals - Information - Support - Linking to services 	403.705.7560

Semi-Urgent Response

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Calgary Police Service	Non-emergency line	Calgary 9-1-1 takes all non-emergency calls for the Calgary Police Service on 403.266.1234	Anyone can call	<ul style="list-style-type: none"> - When warranted a report will be submitted by frontline patrol - The occurrence report will then be forwarded to the Domestic Conflict Unit where it will be risk assessed by the domestic conflict unit risk assessors - The file is then forwarded to the Sergeant of the Elder Abuse Response Team for review 			www.calgary.ca/cps/Pages/home.aspx 403.266.1234
Calgary Seniors' Resource Society (CSRS)	Senior Connect	<ul style="list-style-type: none"> - A social emergency response and assessment for seniors who may be at risk, or in crisis, in the community - Address immediate concerns, stabilize a crisis, 	55+ older adults who may be at risk, or in crisis, in the community, requiring semi-urgent assessment and intervention	<ul style="list-style-type: none"> - Referral via 24-hr help line of Distress Centre Or direct contact with office - Elder Abuse screening 	General risk assessment	<ul style="list-style-type: none"> Semi-urgent response and intervention via cold call - Safety planning and stabilization - Counselling - Referral - Access to basic/ immediate needs, help to flee to shelter 	Referral via Distress Centre 24-hr Help Line 403.266.4357 To contact the team directly, call The SeniorConnect Professional Line 403.269.5445

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
		and secure ongoing community supports – After-hours and out-of-area response available				– Caregiver/family support Short term case management	

Shelters

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Kerby Centre	Kerby Rotary Shelter	Short term housing for those fleeing abuse	Age 55 and over Clients must have: – No active addictions – Be Medically stable – Independent	– Screening over the phone or in person at the Kerby Centre – Provides referrals to community resources and supports	In person assessment at the Kerby Centre to determine eligibility	– Safety planning, case management – Follow up with Outreach Caseworker after discharge	403.705.3250
Calgary Women's Emergency Shelter (CWES)	Community Services Counsellor - Older Adult	Provide short and long term counselling to women who are experiencing family violence and abuse and/or have experienced family violence and abuse in the past year	Clients are at least 50 years or older	Access program through Connect, Family Violence and Abuse Helpline	Complete an assessment to determine clients' safety needs and next steps. Once the clients' safety needs and next steps are determined, a referral may be completed to Community Services Counsellor - Older Adult.	Provides individual family violence and abuse counselling, safety planning, case planning, parenting strategies, education, awareness, information and navigation to community resources. <i>Follow up:</i> Meet regularly with client, depending on client need. Client can be with the program for up to a year. Will meet with clients at CWES office location and/or in a safe location in the community.	Connect, Family Violence and Abuse Helpline 403.234.SAFE (7233)

Mental Capacity

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Alberta Health Services	Geriatric Mental Health	<ul style="list-style-type: none"> – Community Teams – Consulting Teams – Kerby Transitions Team 	Over 65 or functionally geriatric with moderate to severe mental health concerns. Different criteria depending on which services.				All referrals are triage through Access Mental Health, 403.943.1500
Alberta Health Services	Mobile Response Team (MRT)	Assistance for those experiencing a crisis related to mental health, addictions, family, relationships, social and personal problems.	Services provided to the general public as well as professionals in need of support. Access is by telephone, through the Distress Centre.	<ul style="list-style-type: none"> – Provide urgent suicidal risk assessment and make referrals re: abuse if indicated. – Referrals made to community resources, including Emergency department. 		<ul style="list-style-type: none"> – As part of suicidal intervention – Referrals to medical and community resources 	Distress Centre at 403.266.4357 For professional referrals, call 403.297.2940
Office of The Public Guardian and Trustee (OPGT)		Investigate complaints about private guardians (AGTA) and agents (PDA).	If a represented adult is at risk of physical or mental harm because of decisions the guardian or agent are making, a complaint can be made.	If the complaint is screened in then representative(s) from OPGT office will investigate.		The response to a founded investigation will vary based on the severity of the situation (from making suggestions to resolve the complaint to requesting Surrogate Court to grant guardianship/trusteeship to OPGT office).	http://humanservices.alberta.ca/guardianship-trusteeship/complaints-how-it-works.html 403.297.3364

Legal

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Calgary Legal Guidance	Elder Law Program	Legal information, advice, and referrals in the areas of estate planning, enduring powers of attorney, personal directives, adult guardianship and trusteeship, and elder abuse	<ul style="list-style-type: none"> – Low-income seniors – Eligibility for individual services based on income and asset assessment 	<ul style="list-style-type: none"> – Income and asset screening – Referrals to Legal Aid, PBLA Volunteer Lawyer Service, or Lawyer Referral Service – Referrals to EART, The Way In, Kerby Rotary Shelter, OPGT, The Distress Centre, PPIC, etc. 	<ul style="list-style-type: none"> – Assess legal vs. non-legal issues – Assess area of law 	<ul style="list-style-type: none"> – Brief legal services depending on complexity of legal issues and available resources – Legal information and advice (opinion about available legal remedies and likelihood of success, information about court process, etc.) 	www.clg.ab.ca/elder-law-program 403.716.6489
Office of The Public Guardian and Trustee		Investigate complaints about private guardians (AGTA) and agents (PDA)	If a person believes that a represented adult is at risk of physical or mental harm because of decisions the guardian or agent are making, a complaint can be made.	If the complaint is screened in then representative(s) from OPGT office will investigate.		The response to a founded investigation will vary based on the severity of the situation (from making suggestions to resolve the complaint to requesting Surrogate Court to grant guardianship/trusteeship to OPGT office).	http://humanservices.alberta.ca/guardianship-trusteeship/complaints-how-it-works.html 403.297.3364

Social Services

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
The Way In Network: Carya, JFSC, CSRS, CCECA	The Way In, 403-SENIORS (403-736-4677)	Assisting with services and preventative measures to create healthier family dynamics; connecting to resources, setting up presentations/ education in ethno-cultural communities as requested	Age 65 and over; services offered at no cost	<ul style="list-style-type: none"> - Standardized screening questions during intake - Referral to appropriate services depending on needs 	General assessment, not limited to elder abuse	<ul style="list-style-type: none"> - Safety planning, supportive counselling, connections to other services - Follow up contact pending on needs, frequency may vary 	www.thewayincalgary.ca For more information or to make an appointment, call 403.736.4677 Telephone interpretation is available
Distress Centre	24-Hour Crisis Line	Crisis line, online crisis chat, crisis-focused short-term counselling	Services are free and available to anyone in Calgary and Area	24 hour crisis lines and online chat are responded to by highly trained volunteers with professional support staff	Provide risk and needs assessments	<ul style="list-style-type: none"> - Provide immediate crisis intervention support - Connect those requiring additional support with emergency services, mobile teams or relevant community services 	www.distresscentre.com 403.266.HELP (4357)

Culturally Diverse Services

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Calgary Catholic Immigration Society (CCIS)	Immigrant Seniors Services/ Legal Education Services	Provide educational presentation/ information sessions to seniors	All seniors regardless of age	Senior self-disclosed	By service providers	<ul style="list-style-type: none"> - Referral to service providers - Follow up with seniors and service providers following referral. No particular timeframe 	www.ccisab.ca 403.262.2006
Calgary Chinese Elderly Citizens' Association (CCECA)	Chinese Community Response to Family Violence	<ul style="list-style-type: none"> - Intervention services - Service providers' training and elder abuse education - Bi-cultural, tri-lingual (English and Chinese - Cantonese, Mandarin) care workers 	Program serves victims and their families. Program areas include child abuse, spousal abuse and elder abuse	<ul style="list-style-type: none"> - Elder abuse in family context - Victim of family violence - Referring out to meet identified needs 	Danger assessment	<ul style="list-style-type: none"> - Emotional support - Emergency Protection Order (EPO) - Safety planning - Legal aid - Court assistance, help see lawyer - Basic needs, etc. - Follow up as required 	http://www.ccrfv.ca/services.html Email: hearne@telus.net 403.261.7956

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Calgary Immigrant Women's Association (CIWA)	Family Conflict Program	Provide one-one-one counselling for females and their family member who they are having conflict with	Clients are required to have an immigrant background			<ul style="list-style-type: none"> - Individual counselling - Emotional support workshops and support groups - Community resource referrals and advocacy - Emergency housing support 	familyservices@ciwa-online.com
Immigrant Services Calgary	Community Initiatives for Immigrant Seniors Program (CISP)	<ul style="list-style-type: none"> - Support senior clients by providing elder abuse prevention education and awareness - Empower and engage seniors to contribute to their communities through developing leaderships skills 	For immigrant and refugee seniors who are 55 years and older, especially those facing settlement and integration barriers and are at risk of social isolation	<ul style="list-style-type: none"> - Self-disclosed by senior client - Referral to appropriate services 		<ul style="list-style-type: none"> - Emotional support - Information and referrals to community supports - Access to interpretation as needed - Follow up as required 	www.immigrantserVICEScalgary.ca www.settlementcalgary.com 403.265.1120
Jewish Family Service Calgary	Shalom Bayit Program	<ul style="list-style-type: none"> - Response and support for Jewish men and women experiencing domestic violence 	<ul style="list-style-type: none"> - Age: 18+ - Jewish Men and Women who are experiencing domestic violence 	<ul style="list-style-type: none"> - Intake and screening completed by phone - Referral to more appropriate services is 	<ul style="list-style-type: none"> - Risk assessment completed but not limited to Elder Abuse 	<ul style="list-style-type: none"> - Case management - Supportive counselling - Support with: housing, court proceedings, 	www.jfsc.org Email: info@jfsc.org 403.287.3510

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
		- Services available in Russian and Hebrew		completed if caller does not fit criteria		safety planning, mental & physical health, etc.	

Health and Primary Healthcare Providers

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Alberta Health Services	Access Mental Health	<ul style="list-style-type: none"> - Provide information, consultation and referral options (no direct treatment) - Telephone-based service 	Voluntary service (clients should always be made aware of physician referrals made on their behalf)				403. 943.1500 (Mon-Fri 8am-5pm) Extension 2 – Adult and Senior
Alberta Health Services – Calgary Zone	Community Paramedic Program	<ul style="list-style-type: none"> - Access to primary health care in the community for at risk patients - Collaborate with family and specialized physician services and other community resources - Paramedic consults with client’s physician - Provide onsite assessment, clinical 	<ul style="list-style-type: none"> - Vulnerable populations including: chronically ill who have difficulty getting to physician office - Patients in need of social supports who frequently call 911 or access the emergency department - No age restriction - Not an emergency service - Patients currently without a family physician may be eligible for service 	<ul style="list-style-type: none"> - Referral form (to fax) available on-line at https://www.albertahealthservices.ca/ems/Page15295.aspx or call 1.855.491.5868 - Service 365 days a year, 06:00 to 22:00 hrs - Referral for assessment can be made by physician or other health/social service provider 	Community Paramedics attend at patient’s residence to assess once referral accepted	<ul style="list-style-type: none"> - Consult with physician prior to initiating clinical intervention and/or diagnostics - Provide follow up care and monitoring or refer to other services as required 	https://www.albertahealthservices.ca/ems/Page15295.aspx Email: communityparamedic@albertahealthservices.ca 1.855.491.5868

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
		intervention and diagnostics					
Alberta Health Services	Health Link	<ul style="list-style-type: none"> - For advice from a registered nurse who asks questions, assesses symptoms and determines the best care - Can also receive specialized dementia advice 	Anyone can call				www.MyHealth.Alberta.ca Phone: 811
Alberta Health Services	Integrated Homecare	<ul style="list-style-type: none"> - Personal care supports for clients with one or more medical conditions. - Provides assistance with 'activities of daily living' if supports are unavailable elsewhere. Various disciplines are able to assess unmet needs and provide supports for clients to 	<ul style="list-style-type: none"> - Require a valid AB health care number and meet the medical requirements. - Initial screening is conducted by contacting Community Care Access. If eligible, client contact information will be forwarded to the appropriate team for assessment. - Clients must reside in a private residence or other 	Screening is embedded in Home Care's regular assessment	<ul style="list-style-type: none"> - May refer to social work for further assessment - Support provided by Home Care social worker. If criminal abuse - referral to EART 	Social work is involved to support client and family. <ul style="list-style-type: none"> - Safety planning - Counselling - Information and referral to other services and programs - Assist with access to basic needs - Short term case management (reducing risks and increase safety) Follow up, in person or on phone, as	403.943.1920

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
		remain as independent as possible.	private residential setting such as a lodge (supportive living 1 and 2).			required by client's team as long as client is receiving Home Care services.	

Collateral Services and Help Lines

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Alberta Family Mediation Society	Family Mediation and Arbitration Services – (Find a professional Mediator o/and Arbitrator)	Family Centered Conflict resolution process by an impartial 3rd party professional mediator specializing in family mediation or arbitration	All parties involved must agree to voluntarily participate	All parties involved will be involved in an individual intake process to ensure their voluntary participation and all safety concerns addressed and adhered to			www.afms.ca
Alberta Health Services - Joint initiative between the CPS and AHS	Police and Crisis Team (PACT)	Provide a secondary response to incidents involving people experiencing a mental health, addiction or psychosocial crisis when a danger to themselves and/or public is present	<p>PACT is applicable when one following conditions is present:</p> <ul style="list-style-type: none"> – Client has a history of aggression/ violence/weapons – Client is intoxicated and demonstrating suicidal/homicidal ideation – Client has a history of substance use and/or mental illness presenting with likelihood of danger or harm to self or others 	<p>If elder abuse is suspected, the constable will investigate as appropriate or refer to the District or EART as appropriate.</p> <p>Also rely on AHS partner for developing short and long term plans for treatment, support and resources.</p>			403.955.6380

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
Calgary Police Service (CPS)	Victims Assistance Support Team (VAST)	Promote and advocate the rights and entitlements of victims of crime and trauma ⁵	Support all victims of crime and trauma regardless of age and there is nothing specific with relation to elder abuse				403.428.8398
Connect Family & Sexual Abuse Network	24-hour helpline	Agencies work together to support victims of family and sexual abuse		Domestic abuse calls answered by CWES and sexual abuse calls answered by CCASA			Domestic abuse, call 403.234.7233 Sexual abuse, call 403.237.5888
Distress Centre Calgary	24-hour crisis line ⁶	Crisis line, online crisis chat, crisis-focused short-term counselling	Services are free and available to anyone in Calgary and Area	24 hour crisis lines and online chat are responded to by highly trained volunteers with professional support staff		Counselling is provided by Registered Social Workers	www.distresscentre.com 403.266.HELP (4357)
	2-1-1 ⁷	<ul style="list-style-type: none"> – 24-Hour service – Systems navigation: information and referral to social service, community and government services 	Calls received from Calgary and Area, Red Deer and the Bow Valley Corridor		Conduct a needs assessment with each call	<ul style="list-style-type: none"> – Provide advocacy, making calls on behalf of the caller who is experiencing barriers to connecting to or accessing services – May provide follow-up calls to 	Call 2-1-1- or visit http://ab.211.ca

⁵ Victim Support Advocates (volunteers) provide phone contact with victims of personal crime or tragedy offering case and court information and updates, emotional support and referrals to community agencies for counselling, bereavement and other appropriate support agencies.

⁶ Distress Centre Crisis Line also answer calls on SeniorConnect, Mobile Response Team and 1-800-Suiceline

⁷ 211 also answers the Family Violence Information Line and the Bullying Help Line for Southern Alberta.

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
						find out if callers were successful in reaching the provided referrals and in having their needs met and providing additional support as needed.	
HomeFront	Domestic Violence Intervention and Resource Team (DVIRT)	<ul style="list-style-type: none"> - Provide support to victims of Domestic Violence where criminal charges have been laid by CPS starting from the inception of the charge through a period of follow up after resolution or probation period is complete. - Convey recommendation from victims to the Crown prosecutor. - Convey case manager recommendation to the Crown 	<ul style="list-style-type: none"> - Domestic matter where criminal charges are laid by Calgary Police Service - Matter is heard in the specialized domestic violence courtroom 508 	<ul style="list-style-type: none"> - All files with domestic charges laid by CPS and processed through the specialized domestic violence court are assigned to DVIRT - Services are voluntary, victim is contacted by phone to discuss program. If DVIRT is unable to contact by phone then a mail out is sent. 	<ul style="list-style-type: none"> - Jacquelyn Campbell Danger Assessment - Brief abuse history based off of SARA risk assessment - Assessment of CPS reports including Family Violence Investigative Report - Collaboration with partners including CFS, Probation, Crown and CPS 	<ul style="list-style-type: none"> - Referrals to community resources - Safety planning - Early crisis intervention - Court preparation and support where needed - Collaboration with probation, CFS, CPS and Mental Health Diversion for intervention 	For professional inquiries, Manager 403.206.2100 ext 224 or cell 403.852.4656

Organization	Program	Service Description	Criteria	Types of Responses			Website/Contact
				Intake/Screening	Assessment	Intervention	
		prosecutor based off of various risk assessments.					
Kerby Centre	Elder Abuse Resource Line (EARL)	24-hour line; interpretation services available; information and reporting suspected cases of elder abuse	Anyone can call	<ul style="list-style-type: none"> - Over the phone - Provides referrals to EART - Provides referrals to community resources and supports 	Over the phone or in person with Community Caseworker	<ul style="list-style-type: none"> - Support - Referrals - Information - Consultation - Linking to other services 	403.705.3250
Kerby Centre	Housing	Refer individuals to staff at the shelter for supports/safety planning	Age 55 and over	In person screening	Referrals to EARL		403.705.3230
Kerby Centre	Legal Assistance	Volunteer lawyers provide legal advice & support for Guardianship and Personal Directives	Age 55 and over	<ul style="list-style-type: none"> - In person screening - No charge for the initial meeting; follow-up services may be billed 	Referrals to EARL		403.705.3246 Appointment is required. Call 403.399.5100

Elder Abuse Prevention – Public Awareness

(In accordance with the flow chart on page 7)

Public Awareness - Face-to-face Presentation

Organization	Program	Service Description	Content/Topic	Website/Contact
Calgary Catholic Immigration Society (CCIS)	Immigrant Seniors Services/Legal Education Services	Provide presentations/information sessions	Elder Abuse, Immigration, Wills and others	www.ccisab.ca 403.262.2006
Calgary Chinese Elderly Citizens' Association (CCECA)	Chinese Community Response to Family Violence	<ul style="list-style-type: none"> – Intervention services; service providers' training and elder abuse education – Bi-cultural, tri-lingual (English and Chinese - Cantonese, Mandarin) care workers 	Provide education, training to service providers, volunteers and community on family violence; and provide training to mainstream service providers on culturally appropriate practices	http://www.ccrfv.ca/services.html Email: hearne@telus.net 403.261.7956
Calgary Legal Guidance	Elder Law Program	<ul style="list-style-type: none"> – Legal information, advice, and referrals in the areas of estate planning, enduring powers of attorney, personal directives, adult guardianship and trusteeship, and elder abuse. – Free presentations on elder law topics 	Wills, Enduring Powers of Attorney and Personal Directives, Joint Property Issues, Legal Remedies to Elder Abuse	www.clg.ab.ca/elder-law-program 403.716.6489
Calgary Police Service, Carya, Kerby Centre	Elder Abuse Response Team (EART)	The team includes 1 police sergeant, 1 social work manager, 2 social workers, 4 police officers, and 1 Team Lead. The team conducts risk assessments, investigates high-risk criminal cases and makes referrals to community, counselling, health and legal services.	For public awareness presentations, please contact for further information. <ul style="list-style-type: none"> – Basic Elder Abuse Awareness Training/Elder Abuse Resource Line – Information about Elder Abuse Response Team services 	Calgary Police Service: 403.428.2186 Carya: 403.705.7560 Kerby Centre: 403.705.3250

Organization	Program	Service Description	Content/Topic	Website/Contact
Calgary Seniors' Resource Society (CSRS)	SeniorConnect	A social emergency response and assessment for seniors who may be at risk, or in crisis, in the community. Address immediate concerns, stabilize a crisis, and secure ongoing community supports.	<ul style="list-style-type: none"> - Education on how to identify a senior who may be at risk. - Provide general information on signs and symptoms of elder abuse 	Online Training: http://www.seniorconnectcalgary.org 403.266.6200
	Take Care, Be Aware!	Preventative education for seniors about the realities of fraud and financial abuse, and the steps they can take to protect themselves	Using a "seniors helping seniors" model, volunteers present information on current frauds, red flags to watch for, tips for prevention and host an interactive conversation with the group.	Email: takecare@calgaryseniors.org or call 403.266.6200
Canadian Bankers Association	Your Money Seniors seminars	<ul style="list-style-type: none"> - Volunteers present materials on any of the three modules developed. Seminars must be booked at least three weeks in advance of the date requested. - Free seminars 	Three modules: 1. Cash Management: Making the Most of Your Retirement 2. Financial Abuse: Protecting Your Money and Yourself 3. Fraud Prevention: Know the Signs, Empower Yourself	Online request: http://yourmoney.ca/seniors/contact_us/
Carya	Elder Abuse Education	<ul style="list-style-type: none"> - Face-to-face basic awareness and professional training - Customized in person training and presentations are available - Online training for public and professional upon request 	<ul style="list-style-type: none"> - Elder abuse awareness training for public and professionals - Elder abuse awareness training that covers: <ol style="list-style-type: none"> 1. General information (prevalence etc.) 2. Legislation 3. Screening 4. Community Services in Calgary for victims and their families 5. Resources for professionals in Calgary (referral processes) 6. Information about the Elder Abuse Resource Line (EARL) and Elder Abuse Response Team (EART) 	www.caryacalgary.ca 403.705.7560
Kerby Centre	Kerby Rotary Shelter	<ul style="list-style-type: none"> - Information and reporting suspected cases of elder abuse - Short-term housing for those fleeing abuse 	Elder abuse awareness and education Elder Abuse Resource Line (EARL) Assist in coordination for new collaborations	403.705.3250

Organization	Program	Service Description	Content/Topic	Website/Contact
Office of The Public Guardian and Trustee (OPGT)		Investigate complaints about private guardians (AGTA) and agents (PDA)	<ul style="list-style-type: none"> - Presentations on decision-making options available under the Adult Guardianship and Trusteeship Act (AGTA) and Personal Directives Act (PDA) - Websites, video and brochures available on different topics 	http://humanservices.alberta.ca/guardianship-trusteeship.html 403.297.3364

Public Awareness - Online Training Opportunities

Organization	Program	Service Description	Content/ Topic	Website/Contact
Calgary Seniors' Resource Society (CSRS)	SeniorConnect	<ul style="list-style-type: none"> - A social emergency response and assessment for seniors who may be at risk, or in crisis, in the community - Address immediate concerns, stabilize a crisis, and secure ongoing community supports 	<ul style="list-style-type: none"> - Education on how to identify a senior who may be at risk - Provide general information on signs and symptoms of elder abuse 	Online Training: http://www.seniorconnectcalgary.org
Carya	Elder Abuse Education	<ul style="list-style-type: none"> - Face-to-face basic awareness and professional training - Customized in person training and presentations are available 	Online training for public and professional upon request	www.caryacalgary.ca 403.705.7560
Office of The Public Guardian and Trustee (OPGT)		Investigate complaints about private guardians (AGTA) and agents (PDA)	<ul style="list-style-type: none"> - Presentations on decision making options available under the Adult Guardianship and Trusteeship Act (AGTA) and Personal Directives Act (PDA) - Websites, video and brochures available on different topics 	http://humanservices.alberta.ca/guardianship-trusteeship.html 403.297.3364

Public Awareness Presentation - In Diverse Languages

Language(s)	Organization	Website/Contact
Cantonese, Mandarin	Calgary Chinese Elderly Citizens' Association (CCECA)	http://www.ccrfv.ca/services.html Email: hearne@telus.net or phone: 403.261.7956
Hebrew, Russian	Jewish Family Services Calgary (JFSC)	403.287.3510
Spanish	Calgary Seniors' Resource Society (CSRS)	403.266.6200
Tagalog	Calgary Catholic Immigration Society (CCIS)	403.262.2006

Elder Abuse Prevention – Professional Training

(In accordance with the flow chart on page 8)

Organization	Program	Service Description	Content/ Topic	Website/Contact
Calgary Catholic Immigration Society (CCIS)	Immigrant Seniors Services/Legal Education Services	Provide presentations/information sessions	Elder Abuse, Immigration, Wills and others	www.ccisab.ca 403.262.2006
Calgary Chinese Elderly Citizens' Association (CCECA)	Chinese Community Response to Family Violence	<ul style="list-style-type: none"> – Intervention services; service providers' training and elder abuse education – Bi-cultural, tri-lingual (English and Chinese - Cantonese, Mandarin) care workers 	Provide education, training to service providers, volunteers and community on family violence; and provide training to mainstream service providers on culturally appropriate practices	http://www.ccrfv.ca/services.html 403.261.7956
Calgary Legal Guidance	Elder Law Program	<ul style="list-style-type: none"> – Legal information, advice, and referrals in the areas of estate planning, enduring powers of attorney, personal directives, adult guardianship and trusteeship, and elder abuse – Free presentations on elder law topics 	Wills, Enduring Powers of Attorney and Personal Directives, Joint Property Issues, Legal Remedies to Elder Abuse	www.clg.ab.ca/elder-law-program 403.716.6489
Calgary Police Service	Elder Abuse Response Team	The team includes 1 police sergeant, 1 social work manager, 2 social workers, 4 police officers, and 1 Team Lead. The team conducts risk assessments, investigates high-risk criminal cases and makes referrals to community, counselling, health and legal services.	Information about Elder Abuse Response Team services	403.428.2186
Calgary Seniors' Resource Society (CSRS)	SeniorConnect	<ul style="list-style-type: none"> – A social emergency response and assessment for seniors who may be at risk, or in crisis, in the community – Address immediate concerns, stabilize a crisis, and secure ongoing community supports 	<ul style="list-style-type: none"> – Education on how to identify a senior who may be at risk – Provide general information on signs and symptoms of elder abuse 	Online Training: http://www.seniorconnectcalgary.org/ 403.266.6200

Organization	Program	Service Description	Content/ Topic	Website/Contact
	Take Care, Be Aware!	Preventative education for seniors about the realities of fraud and financial abuse, and the steps they can take to protect themselves.	Using a "seniors helping seniors" model, volunteers present information on current frauds, red flags to watch for, tips for prevention and host an interactive conversation with the group.	Email: takecare@calgaryseniors.org or call 403.266.6200
Canadian Bankers Association	Your Money Seniors seminars	<ul style="list-style-type: none"> - Volunteers present materials on any of the three modules developed. Seminars must be booked at least three weeks in advance of the date requested. - Free seminars 	<p>Three modules:</p> <ol style="list-style-type: none"> 1. Cash Management: Making the Most of Your Retirement 2. Financial Abuse: Protecting Your Money and Yourself 3. Fraud Prevention: Know the Signs, Empower Yourself 	Online request: http://yourmoney.cba.ca/seniors/contact_us/
Carya	Elder Abuse Education	<ul style="list-style-type: none"> - Face-to-face basic awareness and professional training - Customized in person training and presentations are available - Online training for public and professional upon request - ACSW accredited training 	<ul style="list-style-type: none"> - Elder abuse awareness training for public & professionals - Elder abuse awareness training that covers: <ol style="list-style-type: none"> 1. General information (prevalence etc.) 2. Legislation 3. Screening 4. Community Services in Calgary for victims and their families 5. Resources for professionals in Calgary (referral processes) 6. Information about the Elder Abuse Resource Line (EARL) and Elder Abuse Response Team (EART) 	www.caryacalgary.ca 403.705.7560
Kerby Centre	Kerby Rotary Shelter	<ol style="list-style-type: none"> 1. Short-term housing for those fleeing abuse 2. Elder Abuse Resource Line (EARL) 	<ol style="list-style-type: none"> 1. Elder abuse awareness and education 2. Information about Elder Abuse Resource Line 	403.705.3250
Office of The Public Guardian and Trustee (OPGT)		Investigate complaints about private guardians (AGTA) and agents (PDA)	<ul style="list-style-type: none"> - Presentations on decision-making options under the Adult Guardianship and Trusteeship Act (AGTA) and Personal Directives Act (PDA) - Websites, webcasts, video and brochures available on different topics 	http://humanservices.alberta.ca/guardianship-trusteeship.html 403.297.3364

Appendices

Elder Abuse Prevention - Online Resources

Program	Description	Content	Website
Alberta Seniors and Housing <ul style="list-style-type: none"> • training/education resources 	"Taking Action Against Elder Abuse" Train the trainer workshop	<ul style="list-style-type: none"> – Elder Abuse awareness community training (R4 Intervention Model) – Financial abuse PowerPoint – Variety of resource materials available on website 	Website: http://www.seniors.alberta.ca/seniors/elder-abuse.html
Centre for Public Legal Education <ul style="list-style-type: none"> • Older Adult Knowledge Network (Oak-Net) 	Online resources and booklets explaining how Canadian law protects and affects older adults	<ul style="list-style-type: none"> – Educational resources – Let's Talk Elder Abuse Resource Manual (available in English and French) 	www.oaknet.ca
CHNET-Works! <ul style="list-style-type: none"> • Webinars and newsletter 	CHNET-Works! hosts weekly webinars sharing leading edge research and application, supporting discussions and actions on pressing health issues	Check upcoming and archived webinars for topics	http://www.chnet-works.ca/
It's Not Right! - Neighbours, Friends and Families for Older Adults	Teaching neighbours, friends and family members of seniors experiencing abuse to recognize the warning signs and then to take small practical steps to help that are safe and respectful	Educate and engage bystanders to recognize the warning signs and then to take small practical steps to help that are safe and respectful	http://itsnotright.ca/
Registered Nurses' Association of Ontario (RNAO) <ul style="list-style-type: none"> • e-training 	Free online training for healthcare and other professionals	4 modules ⁸	http://elearning.rnao.ca/login/index.php

⁸ The E-Learning course includes four modules, various learning activities (e.g. resources and reflection activities), a Knowledge Check and Supplemental Resources. Module 1: Understanding Neglect and Abuse of Older Adult; Module 2: Working with Older Adults and Their Families; Module 3: Identifying and Responding to Abuse and Neglect of Older Adults; Module 4: Addressing Challenges Involved in Abuse and Neglect of Older Adults

Acronyms

ACA	Alberta Council on Aging
AGTA	Adult Guardianship and Trusteeship Act
AHS	Alberta Health Services
CARP	Canadian Association for Retired Persons
CCECA	Calgary Chinese Elderly Citizens' Association
CCIS	Calgary Catholic Immigration Society
CCRFV	Chinese Community Response to Family Violence
CIWA	Calgary Immigrant Women's Association
CLEAR	Calgary Leadership on Elder Abuse Response
CPS	Calgary Police Service
CSRS	Calgary Seniors' Resource Society
CWES	Calgary Women's Emergency Shelter
EARL	Elder Abuse Resource Line (at Kerby Rotary Shelter)
EART	Elder Abuse Response Team
FOIP	Freedom of Information and Protection of Privacy Act (FOIP Act)
HIA	Health Information Act
ISC	Immigrant Services Calgary
JFSC	Jewish Family Service Calgary
OACC	Older Adult Council of Calgary
OPGT	Office of the Public Guardian and Trustee
PCN	Primary Care Network
PDA	Personal Directives Act
PDD	Persons with Developmental Disabilities
PIPA	Personal Information Protection Act
PPIC	Protection for Persons in Care

“Coordinated Community Response to Elder Abuse” Action Team Members

Alberta Health Services – Integrated Homecare
Alberta Health Services – Seniors, Palliative & Continuing Care – Calgary Zone
Calgary Catholic Immigration Society
Calgary Chinese Elderly Citizens’ Association
Calgary Police Service
Calgary Seniors’ Resource Society
Carya
Diocese of Calgary
Distress Centre Calgary
HomeFront Calgary
Immigrant Services Calgary
Jewish Family Service Calgary
Kerby Centre