

# Elder Abuse Response Guide



Elder Abuse  
Prevention  
Ontario

Health care providers have an essential role to play in addressing elder abuse. Providers must be able to recognize when critical interventions are needed and know how to access resources quickly and effectively. Providers can use this screening tool to aid their responses.

## Elder Abuse is Suspected or Disclosed

Assess the severity of the situation.

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

### Mandatory Reporting

Reporting is mandatory if abuse has occurred in a Long-Term Care facility or Retirement home

**Long-Term Care ACTION Line**

1-866-434-0144 | [www.health.gov.on.ca](http://www.health.gov.on.ca)

**Retirement Homes Regulatory Authority**

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

**YES**

Contact **911** Emergency Services  
(Police, Fire, Ambulance)

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

**NO**

### Does the older adult have competency to make relevant decisions in this situation?

**Who can Assess Capacity?** Home and Community Care Support Services (placement decisions), Capacity Assessors, Psychiatrists, Physicians, Geriatrician

**COMPETENT**

**NOT COMPETENT**

**Is the senior or Power of Attorney willing/consenting to receive assistance?**

*Discuss options, assess risks, and consider privacy issues and if an interpreter is required*

**YES**

**Make referrals to support services, arrange assistance and advocate as required.** (See listing of **Support Services** on next page)

**NO**

If POA refuses services and the older adult is at serious risk of harm, call Police or Office of the Public Guardian and Trustee.

**Refer older adult to support agencies for further assistance.** (See **Reference List** on next page)

**YES**

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

**NO**

Discuss concerns about the seniors' safety and risks with:

**Office of the Public Guardian and Trustee**  
1-800-366-0335

**Long-Term Care ACTION Line**  
1-866-434-0144

**Retirement Homes Regulatory Authority**  
1-855-275-7472

## Intervention Actions

### Support Services

- Hospital/Emergency Services
- Home and Community Care Support Services
- 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)

### Reference List

- Seniors Safety Line: **1-866-299-1011**
- ServiceOntario: **1-800-267-8097**
- 211 Ontario: **211**
- Ontario Caregiver Organization Helpline: **1-833-416-2273**
- Talk4Heal: **1-855-554-HEAL (4325)**
- Seniors' INFOline: **1-888-910-1999**
- Victim Support Line: **1-888-579-2888**

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## Elder abuse requires both intervention and prevention measures.

We need social support, like home and community-based services to increase our social connections and reduce the risk of abuse and neglect. Health care providers and everyone can contribute to this effort by understanding the risk factors for elder abuse and mitigating risks or unsafe situations before they escalate.

## 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



**Elder Abuse  
Prevention  
Ontario**

*For more information  
and resources:*

**Elder Abuse Prevention Ontario**  
**1-416-916-6728**  
**[www.eapon.ca](http://www.eapon.ca)**  
**[admin@eapon.ca](mailto:admin@eapon.ca)**  
**@EAPreventionON**

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