



# ELDER ABUSE

BRAMPTON, CALEDON, MALTON

<b>Advocacy Centre for the Elderly (ACE)</b> 2 Carlton St, Suite 701 Toronto, ON M5B 1J3 <a href="http://www.ancelaw.ca">www.ancelaw.ca</a>	<b>416-598-2656</b>	<p>Specialty community legal clinic provides a range of legal services to low income seniors</p> <p>Focuses on elder law issues such as health care consent, advance care planning, long term care, community care, retirement home tenancies, seniors consumer issues and elder abuse * legal services include advice, representation, education and law reform activities * works with local community legal clinics in Ontario to provide legal services to seniors * education programs on elder law topics delivered to seniors and service providers including social services, health and law professionals * website posts information and publications on elder abuse, home care, long term care, powers of attorney, retirement homes and other legal issues</p> <p>Eligibility: Low-income people aged 60 and older in the Greater Toronto area * may also provide services to older adults outside of Toronto if the case is of significance to the seniors' community in Ontario</p>
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<b>African Community Services of Peel</b> 10 Gillingham Dr, Unit 308 Brampton, ON L6X 5A5 <a href="http://www.africancommunityservices.com">www.africancommunityservices.com</a>	<b>905-460-9514</b>	<b>Seniors Support Program</b> - a drop-in program for seniors from the African Canadian community in Peel. The weekly drop-in program provides an opportunity to isolated seniors to come out and socialize with each other, exchange ideas and establish friendships for mutual support. Addresses issues of seniors who are at risk of social isolation, abuse and violence Activities include: Bi-weekly information sessions on relevant issues such as elder abuse, seniors rights and responsibilities, family relationships, safety and self-care * supportive counselling with referrals * accompaniment and friendly visiting * recreational and wellness activities
<b>Assaulted Women's Helpline</b> <a href="http://www.awhl.org">www.awhl.org</a>	<b>Office</b> <b>416-364-4144</b> <b>Crisis</b> <b>416-863-0511</b> <b>1-866-863-0511</b>	Confidential and anonymous crisis line * services offered include counselling, emotional support, information, safety planning and referrals in more than 150 languages * public education materials and training, seminars and workshops available through the Training, Resource and Outreach Department (416-364-4144 ext 223)  For French services, contact <b>Fem'aide</b> : 1-877-336-2433 * TTY: 1-866-860-7082  For survivors, family members, friends and anyone connected to an abused women over 7 years of age
<b>Bramalea Community Health Centre</b> 40 Finchgate Blvd, Suite 224 Brampton, ON L6T 3J1 <a href="http://www.wellfort.ca">www.wellfort.ca</a>	<b>905-451-6959</b>	<b>Counselling and Support</b> Registered clients can access counselling one on one, also offer counselling and peer support in group settings  <b>Frail Elderly Outreach Program - Seniors program</b> - Offers abuse counselling
<b>Caledon\Dufferin Victim Service</b> 18 Mill St Bolton, ON L7E 1C1 <a href="http://www.cdvs.ca">www.cdvs.ca</a>	<b>905-951-3838</b> <b>1-888-743-6496</b>	Provides support for individuals affected by crime and tragic circumstance that is victim centered and culturally competent * services may be provided in person or by telephone  Services include: 24/7 on scene crisis intervention * addressing

<b>Caledon\Dufferin Victim Service (Contd)</b>		<p>immediate safety concerns * community information sessions * practical assistance * needs assessment * development of personalized service plans * safety planning * the provision of information * referrals to counselling and relevant community and government support services and follow up contact * staff and volunteers provide free confidential and non-judgmental support</p> <p>Immediate financial support is also available to eligible victims of specific crimes through the Victim Quick Response Program</p> <p>Information about police and court procedure as well as court monitoring and accompaniment is available through our agency</p>
<b>Canadian Anti-Fraud Centre (previously "PhoneBusters")</b> <a href="http://www.antifraudcentre-centreantifraude.ca">www.antifraudcentre-centreantifraude.ca</a>	<b>1-888-495-8501</b>	<p>Information service and call centre established for consumers to report fraud complaints</p> <p>Collects information on telemarketing, advanced fee fraud letters (West African letters) and identity theft complaints * provides assistance and intelligence reports to law enforcement and regulatory agencies in Canada, the United States and abroad to assist in bringing action against fraudsters * individuals should also contact local police to file a report and to have the matter investigated * SeniorBuster program provides awareness/education to seniors groups</p> <p>Operated by the RCMP, OPP and the Competition Bureau Canada</p>
<b>Carefirst Seniors and Community Services Association</b> 1051 Eglinton Ave W Mississauga, ON L5V 2W3 <a href="http://www.carefirstseniors.com">www.carefirstseniors.com</a>	<b>905-270-9988</b> <b>Chinese Elder Abuse Helpline</b> <b>416-502-2321</b>	<p><b>Chinese Elder Abuse Helpline</b> - aimed at preventing, identifying, investigating and/or mitigating the effects of elder abuse. Elder abuse includes any action or neglect that results in harm (e.g. physical, psychological, emotional, and financial) to an elderly person. This program aims to educate Chinese community, raise its awareness and prevent/identify/investigate and/or mitigate the effects of elder abuse in Chinese community</p>

<p><b>Catholic Family Services of Peel-Dufferin</b> 60 West Dr, Suite 201 Brampton, ON L6T 3T6</p> <p>18 King Side Rd E, Unit D8 Bolton, ON L7E 1E8</p> <p>The Emerald Center 10 Kingsbridge Garden Cir, Suite 400 Mississauga, ON L6X 5A5 <a href="http://www.cfspd.com">www.cfspd.com</a></p>	<p><b>Intake</b> <b>905-450-1608</b> <b>ext 112</b></p> <p><b>905-897-1644</b> <b>ext 121</b></p>	<p>Comprehensive services to families experiencing abuse - support groups and individual and family counselling</p> <p><b>Counselling programs</b> Individual, couple and family program Sistering and community wellness program Adults who have experience childhood abuse Partner abuse Partner assault response</p> <p>Wall-In Counselling available once a week</p>
<p><b>Elder Abuse Ontario</b> <a href="http://www.elderabuseontario.com">www.elderabuseontario.com</a></p>	<p><b>Central West</b> <b>416-916-6728</b> <b>ext 225</b></p>	<p>Raises awareness about the abuse and neglect of older adults, under the Ontario Strategy to Combat Elder Abuse</p> <p>Senior Safety Line - Free confidential support line for seniors suffering abuse including physical, mental, sexual, neglect, and financial * help available in 150 languages</p> <p>In an emergency call 911</p> <p><b>Reporting elder abuse in a non-emergency:</b> Long-Term Care ACTION Line 1-866-434-0144 Retirement Homes Regulatory Authority 1-855-275-7472 Crime Stoppers 1-800-222-TIPS (8477)</p> <p><b>Help Line Support Services</b> Victim Support Line 1-888-579-2888 <b>Seniors Safety Line 1-866-299-1011</b> Assaulted Women's Helpline 1-866-863-0511 Spectra - Elder Abuse Support Line 289-569-1200 / 1-877-298-5444</p>
<p><b>Elder Help-Peel</b> 37 George St N, Suite 102 Brampton, ON L6X 1R5 <a href="http://www.elderhelppeel.org">www.elderhelppeel.org</a></p>	<p><b>905-457-6055</b></p>	<p><b>Elder Abuse Educational/Awareness program</b> Agency provides referrals to appropriate agencies, as well as advocates on behalf of clients</p>

<b>Family Services of Peel</b> 7700 Hurontario St, Suite 601 Brampton, ON L6Y 4M3  33 King St W Bolton ON, L7E 1C7  151 City Centre Dr, Suite 501 Mississauga, ON L5B 1M7 <a href="http://www.fspeel.org">www.fspeel.org</a>	<b>Intake</b> <b>905-453-5775</b> <b>Brampton</b> <b>905-453-7890</b> <b>Mississauga</b> <b>905-270-2250</b> <b>Bolton</b> <b>905-857-1554</b>	<b>Peel Elder Abuse Support Program</b> Program offered in collaboration with Spectra Helpline  Designed to provide direct support to seniors and their concerned family and friends in the Region of Peel, who have been exploited, abused, and/or are experiencing various types of challenges and struggles. Engages in community outreach, educates and provides linkages and resource referrals to people seeking information regarding elder abuse  Spectra Helpline responds to crisis calls and Family Services provides one-to-one support, advocacy, referrals to community appropriate agencies, and counselling for those who identify any form of exploitation in their lives
<b>Fem'aide</b> Lignin de soutien pour femmes victimes de violence <a href="http://www.femaide.ca">www.femaide.ca</a>	<b>1-877-336-2433</b>	Provincial telephone helpline for French-speaking women dealing with violence, who have experienced violence in an intimate relationship or who have been sexually assaulted * while primarily for women, also offers support services to people who are touched by violence against women. Available 24 hours a day, 7 days a week * free, anonymous and confidential support * information and referral to appropriate services
<b>Four Corners Health Centre</b> 3233 Brandon Gate Dr, Unit 1 Mississauga, ON L4T 3V8 <a href="http://www.mymalton.ca">www.mymalton.ca</a>	<b>905-677-9599</b>	<b>Counselling and Community Supports</b> The Social Worker offers counselling to registered clients, to deal with: Woman abuse Registered clients can access individual or group counselling * peer support groups available
<b>ICNA Relief Canada - Muslim Family Services</b> 6120 Mont Video Rd, Unit 4 Mississauga, ON L5N 3W5 <a href="http://www.icnareliefcanda.ca">www.icnareliefcanda.ca</a>	<b>905-997-8777</b> <b>ext 245</b> <b>Crisis</b> <b>905-997-8777</b> <b>ext 241</b>	Provides individual/family counselling * intervention * information and referral * raises awareness regarding vital issues such as parenting, domestic violence, elder abuse, food bank, etc

<b>Indus Community Services</b> 21 Regan Rd, Unit H and I Brampton, ON L6W 2B5 <a href="http://www.induscs.org">www.induscs.org</a>	<b>905-459-4776</b>	<b>ACES Program for Women</b> Culturally responsive counselling to victims of domestic/family violence and abuse The ACES program provides: crisis intervention, counselling and risk assessment, safety planning and transitional support, women's groups to support health and wellness, assistance with legal issues and advocacy, educational workshops and referrals to community resources, support groups for women and children who have witnessed partner abuse through the Helping End Abuse for Life (HEAL) network  When needed, Indus will facilitate a referral and connection of French-speaking clients to OASIS centre des femmes or La Maison d'Hebergement, our community partners
<b>Oasis Centre des Femmes</b> 150 Main St N Brampton, ON L6V 1M0 <a href="http://www.oasisfemmes.org">www.oasisfemmes.org</a>	<b>905-454-3332</b> <b>Crisis Line</b> <b>1-877-336-2433</b>	Delivers free and confidential services to Francophone women (16 yrs and over) in the Peel-Halton area. Offers counselling services, transitional support and education, awareness programs, provincial support line which is confidential and open for French speaking women (16 yrs and over) who have experienced violence, crisis intervention, referrals to community resources, available 24hrs/7days/wk
<b>Ontario Provincial Police - Caledon Criminal Investigative Services</b> 15924 Innis Lake Rd Caledon, ON L7C 2Z1 <a href="http://www.caledon.ca/en/live/oppcaledon.asp">www.caledon.ca/en/live/oppcaledon.asp</a>	<b>905-584-2241</b> <b>Non-emergency call across Ontario</b> <b>1-888-310-1122</b>	Works to serve and protect the residents of the Town of Caledon  Programs: Ride program, Neighbourhood Watch program, Community Policing, Victim Services, Road Watch, assists with Bicycle Rodeo, program to Reduce Impaired Drivers Everywhere
<b>Peel Crime Stoppers</b> 7750 Hurontario St Brampton, ON L6V 3W6 <a href="http://peelcrimestoppers.ca/">http://peelcrimestoppers.ca/</a>	<b>905-453-3311</b> <b>Tip Line:</b> <b>1-800-222-8477</b>	Anonymous tip line for information on crimes from the public * partnership of the public, police and media, with staff provided by Peel Regional Police Used to report anonymous information through either a secure tips line or submit a tip via the web at <a href="http://www.peelcrimestoppers.ca">www.peelcrimestoppers.ca</a> and "SUBMIT A TIP" or text tip using 274637 (CRIMES). Do not give information if you are a victim. Do not include information that only you and you alone know. Remember: Crime Stoppers is not the police and are not first responders. If it is an emergency, call 911



<p><b>Peel Elder Abuse Prevention Network</b>  C/o Catholic Family Services Peel-Dufferin  The Honourable William G Davis  Centre for Families  60 West Dr, Suite 201  Brampton, ON L6T 3T6  <a href="http://www.peapn.ca">www.peapn.ca</a></p>	<p><b>905-450-1608 ext 175</b></p> <p><b>Seniors Safety Line 1-866-299-1011</b></p>	<p>Network of organizations * promotes awareness and education of elder abuse</p> <p>Services: public education offered to all community organizations: staff, volunteers, community members, retirement homes, seniors clubs, health care agencies, etc.; advocacy work and community development on behalf of older adults to help create an age-friendly community and eradicate elder abuse; provides resources and information to seniors or individuals who are facing elder abuse or suspecting that someone else is facing abuse; hosts community events in Peel Region annually to provide older adults with valuable information about community resources and expert knowledge about various topics that concern the aging population</p> <p><b>Emergency:</b> Call 911  <b>Non-Emergency:</b> Peel Regional Police 905-453-3311  Ontario Provincial Police (Caledon) 1-888-310-1122  <b>Other Useful Contacts:</b></p> <p><b>Peel Elder Abuse Support Program (Spectra)</b> 905-459-7777 / 1-877-298-5444  <b>Senior Safety Line</b> 1-866-299-1011 (24 hours a day, 7 days a week; Services are available in 150 languages)  <b>Seniors Crime Stoppers</b> 1-800-222-8477  <b>Family Services of Peel</b> 905-270-2250 (Mississauga) / 905-453-5775 (Brampton)  <b>24-7 Crisis Support Peel Mobile Team</b> 905-278-9036 / 1-888-811-2222 (Caledon)  <b>Victim Services of Peel (Crisis)</b> 905-568-1068  <b>Caledon\Dufferin Victim Services</b> 905-951-3838 / 1-888-743-6496  <b>Catholic Family Services of Peel-Dufferin</b> 905-450-1608</p>
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<b>Peel Regional Police</b> 7750 Hurontario St Brampton, ON L6V 3W6 <a href="http://www.peelpolice.ca">www.peelpolice.ca</a>	<b>905-453-3311</b>	Regional police service (operates out of five divisions), operates programs for family violence and elder abuse, Special Victims Unit (SVU) - formerly Child Abuse and Sexual Assault (CASA)
<b>Safe Centre of Peel</b> William G Davis Centre for Families 60 West Dr Brampton, ON L6R 3T6 <a href="http://www.scopeel.org">www.scopeel.org</a>	<b>905-450-4650</b>	Collaborative assistance for victims of violence and abuse
<b>Seniors Safety Line</b> <a href="http://www.elderabuseontario.com/what-is-elder-abuse/help-for-seniors/">http://www.elderabuseontario.com/what-is-elder-abuse/help-for-seniors/</a>	<b>1-866-299-1011</b>	Assists seniors who are being abused. Available 24/7 and offers service in over 150 languages
<b>Distress Centre of Greater Toronto</b> 7700 Hurontario St Unit 402 2nd Fl Brampton, ON L6Y 4M3 <a href="http://www.spectrahelpline.org">www.spectrahelpline.org</a>	<b>Crisis:</b> <b>Brampton/Mississauga</b> <b>905-459-7777</b> <b>Caledon</b> <b>1-877-289-5444</b>	<b>Peel Elder Abuse Support Program</b> Provides telephone support and information 24/7 to seniors or anyone in the community experiencing elder abuse, or for anyone who knows someone who is being mistreated. When deemed appropriate, and with client consent, Spectra will connect clients to a Family Services of Peel outreach worker, Intake Line 905-453-5775  Together Spectra Helpline and Family Services of Peel are working to promote awareness, discontinue elder abuse, and to keep people safe
<b>United Achievers</b> 36 Queen St E, Lower Level Brampton, ON L6V 1A2 <a href="http://www.unitedachievers.org">www.unitedachievers.org</a>	<b>905-455-6789</b>	Multiservice organization providing culturally sensitive programs, services and other supports primarily to the Caribbean and Black communities in the Region of Peel  Provides education and support to women who have experienced domestic (violence by family members and/or intimate partners) and sexual violence (by family members and or non-family members)  Prevention program for women offering: one-on-one supportive counselling, advocacy, accompaniment, telephone crisis intervention, supportive group meetings, court accompaniment



<b>Victim Services of Peel</b> 7750 Hurontario St Brampton, ON L6V 3W6 <a href="http://www.vspeel.org">www.vspeel.org</a>	<b>905-568-8800</b> <b>Crisis line:</b> <b>905-568-1068</b>	Immediate crisis intervention and other related services to persons victimized by crime or tragic circumstance Services include: Crisis Intervention - short term counselling; attendance; resources, education, advocacy, community help program (REACH) Community Information Sessions - program provided at the request of community organization, school, police services or religious institution to raise awareness about the available support services for victims of crime and tragic circumstances in Peel Region. Court Advocacy South Asian Family Enrichment Transitional and Housing Support Victim Quick Response
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