

ELDER ABUSE SUPPORT AND RESPONSE PATHWAY

DEFINITION - Any action or inaction by a person in a relationship of trust that jeopardizes the health or wellbeing of an older person

DUTY TO REPORT

In Manitoba, there are only two situations where it is mandatory to report Elder Abuse.

- 1 An older adult is receiving care in a personal care home, hospital or any other designated health facility (Protection for Persons in Care Act).
- 2 For an older adult with significantly impaired intellectual functioning manifested prior to the age of 18 years (The Adults Living with an Intellectual Disabilities Act).

If a situation involves a potential Criminal Code offence (such as assault or theft), it can be reported to the police, who have the authority to investigate. All other situations are voluntary in nature, and would not be mandated for an investigation into allegations of abuse.

RECOGNIZE SIGNS

Common signs: unexplained injuries, sudden changes in banking or will, withdrawal, poor hygiene, missing medications, fearful behaviour, caregiver controlling access.

IMMEDIATE RESPONSE

- ▶ If life/health at risk → call 911.
- ▶ If immediate medical attention is needed → go to ER or call ambulance.

CONTACT THE APPROPRIATE HELP

IF THE OLDER ADULT LIVES INDEPENDENTLY IN THE COMMUNITY (PRIVATE HOME, CONDO, APARTMENT)

A & O Support Services for Older Adults — The agency provides direct Elder Abuse prevention services and receives referrals for consulting around elder abuse issues, one-on-one support and counselling, Safe Suite Program referrals, assistance with Protection Orders and more.

Public Guardian & Trustee (PGT) — The Public Guardian and Trustee of Manitoba is appointed as a last resort to support vulnerable adults who lack the capacity to manage their own affairs and who may be experiencing abuse in the community. The PGT is appointed by the Chief Provincial Psychiatrist under The Mental Health Act or by the Commissioner for Adults Living with an Intellectual Disability under The Adults Living with an Intellectual Disability Act, following a formal assessment and application process typically initiated by a health care or community service professional.

Local police / RCMP — if a crime (eg. fraud, assault, theft) is suspected — call non-emergency line or 911.

IF THE OLDER ADULT LIVES IN CARE (PERSONAL CARE HOME / LICENCED HEALTH FACILITY)

Protection for Persons in Care Office (PPCO)
Investigates allegations of abuse and neglect towards patients / residents in licensed health care facilities such as personal care homes, hospitals, and other designated care settings. Anyone who has reason to believe abuse or neglect occurred, or is likely to occur, is legally required to report these concerns as soon as possible.

You can submit a referral online at protection@gov.mb.ca or by phone: 204-788-6366 | 1-866-440-6366.

Provincial Investigations Unit (PIU)
Investigates abuse and neglect of adults living with an intellectual disability.

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OTHER RESOURCES

- ▶ **A & O Support Services for Older Adults**
Phone: 204-956-6440
Toll Free: 1-888-333-3121
www.aosupportservices.ca
- ▶ **Community Legal Education Association (CLEA)**
Phone: 204-943-2382
Toll Free: 1-800-262-8800
www.communitylegal.mb.ca
- ▶ **Klinic Community Health Crisis Line**
Phone: 204-786-8686
- ▶ **Legal Aid Manitoba**
Phone: 204-985-8500
www.legalaid.mb.ca
- ▶ **Long Term and Continuing Care Association of Manitoba (LTCAM)**
Phone: 204-477-9888
www.ltcam.mb.ca
- ▶ **Manitoba Seniors Guide**
www.mb.211.ca/mb-seniors-guide
- ▶ **Prevent Elder Abuse Manitoba (PEAM)**
Phone: 204-669-7531
www.peam.ca
- ▶ **Protection for Persons in Care Office (PPCO)**
Phone: 204-788-6366
Toll Free: 1-866-440-6366
www.gov.mb.ca/health/protection
- ▶ **Provincial Investigations Unit (PIU)**
Phone: 204-945-0471
Toll Free: 1-855-536-0482
Online reporting:
<https://forms.gov.mb.ca/clds-abuse-reporting-form>
- ▶ **Seniors Abuse Support Line**
1-888-896-7183
- ▶ **Winnipeg Police Vulnerable Persons Unit**
Phone: 204-986-6287
- ▶ **211 Manitoba**
Phone: 211
www.211.ca

ABUSE AND NEGLECT ARE DEFINED AS FOLLOWS

“**Abuse**” means, with respect to older adults, any of the following:

- ① the use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding;
- ② the intentional causing of emotional or psychological harm, including through threats, intimidation, humiliation, harassment, coercion or restriction from appropriate social contact;
- ③ sexual contact, activity or behaviour between an older adult and an individual in a position of trust or authority;
- ④ non-consensual sexual contact;
- ⑤ the theft or destruction of the property of an older adult;
- ⑥ an act or omission prescribed by regulation; but does not include neglect;

“**Neglect**” means, with respect to older adults, an act or omission that:

- ① is mistreatment that deprives an older adult of adequate care, adequate medical attention or other necessities of life, or a combination of any of them
- ② causes or is reasonably likely to cause
 - I. death of an older adult or
 - II. physical or psychological harm to an older adult, or
 - III. a significant loss to the property of an older adult