



Help is Available

Provincial and Territorial Contact Numbers and Key National Resources in Canada

If you are experiencing abuse or neglect, or if you suspect that an older adult is being harmed or mistreated, there is help available. This fact sheet provides phone numbers to help you get in touch with resources in your community.

Many of these services will keep your information confidential, unless they are required by law to report the abuse or neglect.

Note: For some of the listed phone numbers, you can call and reach a person 24 hours a day. Some community resources will be accessible several days during the week, usually in business hours. Numbers that begin with 1-800, 1-866, 1-867 or 1-888 can usually be reached throughout the province or territory toll free.

In the event of an emergency

Call 911 (where available).

Contact your local, provincial or tribal police, or the RCMP for your community.

Local police may also offer a non-emergency number to call for crimes that have already happened.



Alberta

- **Seniors' Abuse HelpLine**
Edmonton: 780-454-8888
- **Kerby Elder Abuse Line**
Calgary: 403-705-3250
- **Family Violence Line** (for information, advice and referrals)
Toll free, 24-hours: 310-1818
- **Protection for Persons in Care**
(to report abuse in publicly funded care facilities)
1-888-357-9339

British Columbia

- **VictimLINK** (telephone help line available 24 hours a day, 7 days a week; service is provided in over 100 languages)
1-800-563-0808
For deaf or hard of hearing callers:
TTY 604-875-0885 (collect calls accepted) or Text 604-836-6381
- **Health and Seniors' Information Line**
1-800-465-4911
Victoria: 250-952-1742
- **BCCEAS: BC Centre for Elder Advocacy & Support**
formerly the BC Coalition to Eliminate Abuse of Seniors
(for information on elder abuse or on the legal rights of seniors)
1-866-437-1940
Vancouver: 604-437-1940
- **Public Guardian and Trustee - Services to Adults**
Greater Vancouver Office: 604-775-1007
Lower Mainland Office (Vancouver): 604-775-1001
Vancouver Island Office (Victoria): 250-356-8160
Interior-North Office (Kelowna): 250-712-7576
All other areas of BC, call Service BC: 1-800-663-7867,
and ask to be transferred to the Public Guardian and Trustee
- **Crime Stoppers**
1-800-222-TIPS (8477)



Manitoba

- **Seniors Abuse Line** (information and referral)
1-888-896-7183
Winnipeg: 204-945-1884
- **Protection for Persons in Care Office**
(to report abuse in care facilities)
1-866-440-6366
Winnipeg: 204-788-6366
- **Age & Opportunity**
(support and counselling services, emergency accommodations,
peer support line)
Winnipeg: 204-956-6440

New Brunswick

- **CHIMO** (provincial crisis line providing information, support
and referral on abuse or sexual assault)
1-800-667-5005
Fredericton: 506-450-4357
- **Department of Social Development (Abuse Line)**
1-888-992-2873
- **Department of Social Development**
1-866-444-8838 (general information and referral)
Fredericton: 506-453-2001

Newfoundland and Labrador

- **Mental Health Crisis Line**
1-888-737-4668
- **Sexual Assault Crisis Line**
1-800-726-2743



Newfoundland and Labrador continued

- **Royal Newfoundland Constabulary** (complaints/inquiries)
St. John's: 709-729-8000
Corner Brook: 709-637-4100
Labrador West: 709-944-7602
TTY-TDD: 1-800-363-4334
- **RCMP**
1-800-709-7267
TTY-TDD 1-800-563-2172
- **Regional Health Authorities**
Eastern Health (St. John's): 709-752-4885
Eastern Health (Rural Avalon): 709-786-5245
Eastern Health (Bonavista/Clareville/Burin Peninsula): 709-466-5707
Central Health: 709-651-6340
Western Health: 709-634-5551 (ext. 226)
Labrador-Grenfell Health: 709-454-0372
- **Senior's Resource Centre of Newfoundland and Labrador**
1-800-563-5599 (information and referral)
- **Victim Services Program**
709-729-7970 (collect calls accepted)

Northwest Territories

- **Seniors Information Line** (information and referral)
1-800-661-0878
- **Family Violence Crisis Line** (information, support, referral and an emergency protection order)
1-866-223-7775
- **NWT Help Line** (information, support, and referral services in evenings, between 7:00 pm and 11:00 pm any night of the week)
1-800-661-0844



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Northwest Territories continued

- **NWT Victim Services** (call your local Victim Services Program, or the Manager, NWT Victim Services at 867-920-6911. Victim Services offers information, support and referrals. Collect calls accepted. Weekday service only except in Yellowknife. Yellowknife after-hours 867-669-1490)
- **RCMP** (call your local RCMP, or 867-69-1111 for 24 hour service. For general inquiries call 867-669-5100)

Nova Scotia

- **Adult Protection Services**
1-800-225-7225 (to report abuse of vulnerable adults)
- **Protection for Persons in Care**
1-800-225-7225 (to report abuse in a designated health facility)
- **Senior Abuse Line, Nova Scotia Department of Seniors**
1-877-833-3377 (information, referral, and support)
- **Victims Services – Criminal Injuries Counselling Program**
1-888-470-0773

Nunavut

- Contact the **Social Services** or **Health Centre** in your community.
- **RCMP**
867-979-0123
- **Crime Stoppers**
1-800-222-TIPS (8477)



Ontario

- **Seniors Safety Line** (a province-wide information, referral and support line for seniors at risk of abuse, available 24 hours a day, 7 days a week, with service in 154 languages)
1-866-299-1011
- **Victim Support Line**
1-888-579-2888
Toronto 416-314-2447 (direct access to an information counsellor who can refer callers to local services)
- **Ontario Network for the Prevention of Elder Abuse**
416-916-6728
To speak to a regional elder abuse consultant about referrals, resources and educational services, call:
North East: 705-525-0077
Central East: 705-745-4100
East: 613-789-3577 ext. 14
North West: 807-343-8563
Central West: 905-276-3282
West: 519-971-9217
GTA & Provincial Multicultural Coordinator: 416-916-6728
- **Long-Term Care Action Line** (to register complaints about long-term care homes, home care services and/or Community Care Access Centres)
1-866-434-0144
- **Retirement Home Complaints Response and Information Service (CRIS)**
(for assistance in resolving complaints about retirement homes and to obtain information about the various care and accommodation options for seniors in Ontario)
1-800-361-7254



Ontario continued

- **Ontario Provincial Police**
1-888-310-1122 (non emergency number)
- **Senior Crime Stoppers**
(anonymously report crimes against seniors, or criminals)
1-800-222-TIPS (8477)

Prince Edward Island

- **Adult Protection**
902-368-6717 (non-emergency number)
- **Anderson House**
(emergency shelter for women)
1-800-240-9894
- **Prince Edward Island Rape & Sexual Assault Crisis Centre**
1-800-289-5656 (crisis line)
- **Victim Services** (services to victims of crime)
902-368-4582
- **Prince Edward Island Crime Stoppers**
1-800-222-TIPS (8477)

Saskatchewan

- **24-Hour Abuse Line**
1-800-214-7083
- **Public Guardian and Trustee of Saskatchewan**
306-787-5424
- **RCMP**
306-780-5461 (non-emergency number)
- **Saskatchewan Crime Stoppers**
1-800-222-TIPS (8477)



Yukon

- **Seniors' Services/Adult Protection Unit**
867-456-3946
Toll-free 1-800-661-0408 (ext. 3946)
- **Victim Services/Family Violence Prevention Unit**
867-667-8500
Toll-free 1-800-661-0408 (ext. 8500)
- **Victim Link** (24-hour crisis line)
1-800-563-0808
- **RCMP**
1-867-667-5555

Key National Resources in Canada

- **National Clearinghouse on Family Violence**
www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/index.html
- **Canadian Network for the Prevention of Elder Abuse**
www.cnpea.ca/index.html
- **The Royal Canadian Mounted Police (RCMP)**
The RCMP provides crime prevention and victim services programs for seniors. Its information and services cover many topics for seniors including home safety, telemarketing and other fraud protection, senior abuse and legal concerns. To learn more about these services, check the government pages in your telephone book for the RCMP office nearest you
- **The National Initiative for the Care of the Elderly**
www.nicenet.ca