

SERVICES


- Crisis Counselling
- Emotional support
- Safety planning
- Exploring your options
- Online counselling
- Phone interpreting available in up to 200+ languages

REFERRALS FOR

- Local community services
- Older adult centres
- Housing options
- Support groups
- Culturally appropriate services
- Counsellors/therapists
- Legal services
- LGBTQ2S Services
- Shelters

Confidential | Anonymous
24 hours | 7 days a week

toll free 1.866.299.1011

toll free tty 1.866.299.0008 

online counselling www.awhl.org

Our toll free number won't show up on your phone bill.
We do not have call display.



The Seniors Safety Line
is supported by the
Government of Canada's Emergency
Community Support Fund



Charitable #127624443 RR0001



a
safe
place to
be
heard.

Toll Free: 1.866.299.1011
Online Counselling: awhl.org

What is elder abuse?

Elder abuse is any action by someone in a relationship of trust that results in harm, mistreatment, or distress to an older person. It can be a single incident or a repeated pattern of behaviour.

Elder abuse often occurs because of the abuser's power and control over an older person.

Many feel frightened and/or embarrassed by their experience and often feel powerless and isolated.

Older adults affected by abuse often know and trust the person mistreating them. Elder abuse can be caused by a family member, a friend, someone who provides assistance with basic needs or services, or healthcare providers in institutional settings.

Elder abuse is complex.

The Seniors Safety Line can help you look at your situation and explore the options available to you, including safety planning so you can decide what is best for you.

The Seniors Safety Line is committed to helping and working with callers with compassion and in the spirit of inclusion, they work with all individuals from where they are at, with respect and without judgement.

You are not alone.

The Seniors Safety Line receives over 10,000 calls a year from older persons who are being abused or have experienced abuse.

Commonly recognized types of elder abuse and some examples include but are not limited to:

FINANCIAL

Misusing or stealing a senior's assets, property or money; forging an senior person's signature; unduly pressuring seniors to make or change a will, or to sign legal documents that they do not fully understand; sharing a senior person's home without paying a fair share of the expenses when requested.

NEGLECT

Withholding food or water, medicine or health services; assistance with basic necessities; leaving the older person alone for hours knowing that the person is unsafe or needs help.

PSYCHOLOGICAL/EMOTIONAL

Insults, threats, humiliation, harassment, isolation from family, friends or regular activities.

PHYSICAL

Hitting, pushing, inappropriate physical restraint, harm created by over or under medicating.