

# Seniors First BC

Programs and Services

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# Learning Outline

1. Elder Abuse – trends, is it a crime, barriers to reporting
2. Seniors First BC – overview of programs and services



# 1. Definitions

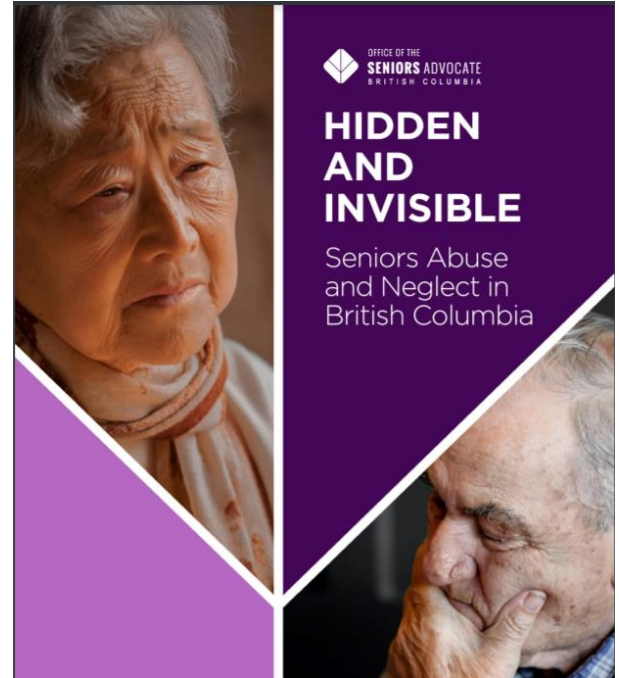


- **Abuse:** Deliberate mistreatment of an adult causing harm
- **Neglect:** Failure to provide necessary care, assistance, guidance, or support to an adult that is likely to cause harm
- **Self-neglect:** Failure of an adult to take care of themselves that causes harm

# Trends in Elder Abuse/Neglect

Over the last 5 years:

- 49% increase in reports of abuse, neglect, and self-neglect to Health Authorities
- 69% increase in reports of victims of violent crime to the RCMP
- 30% increase in reports of abuse to BC 211
- 5% increase in reports to SAIL



# Is Elder Abuse a Crime?



- No crime called “elder abuse” under Criminal Code, but there are associated crimes
- Criminal abuse: assault, failure to provide necessities, stalking, theft, forgery
- Non-criminal abuse: humiliation, insults, ignoring, infantilization, frightening

# Reluctance to Report



Potential reasons:

- Embarrassment/Guilt/Self-Blame
- Belief in family loyalty.
- May not know the action is unlawful

## 2. Seniors First BC

- Charitable, non-profit society that provides information and support to older adults across BC who are dealing with issues affecting their well-being.



# Vision and Mission

**Vision:** Older adults in BC have the right to live with dignity, free from abuse of any kind.

**Mission:**

- Protecting the legal rights of older adults;
- Increasing access to justice for older adult
- Informing the public about elder abuse; and
- Providing supportive programs for older adults who have been abused.



# Overview of Programs

- Seniors Abuse and Information Line (**SAIL**)
- Victim Services
- Legal Services
- Public Education and Outreach

# Seniors Abuse and Information Line (SAIL)

**A safe place for older adults and those who care about them to talk to someone about situations of abuse and mistreatment.**

# Seniors Abuse and Information Line (SAIL)

- **604-437-1940** or **1-866-437-1940** (toll free)
  - Available 8am to 8pm weekdays and 10am to 5:30pm weekends, excluding statutory holidays
- **Language Interpretation**
  - Available Monday-Friday, 9am to 4pm

*Service Providers:* SAIL welcomes facilitated referrals from your organization. Please encourage your clients to call us!

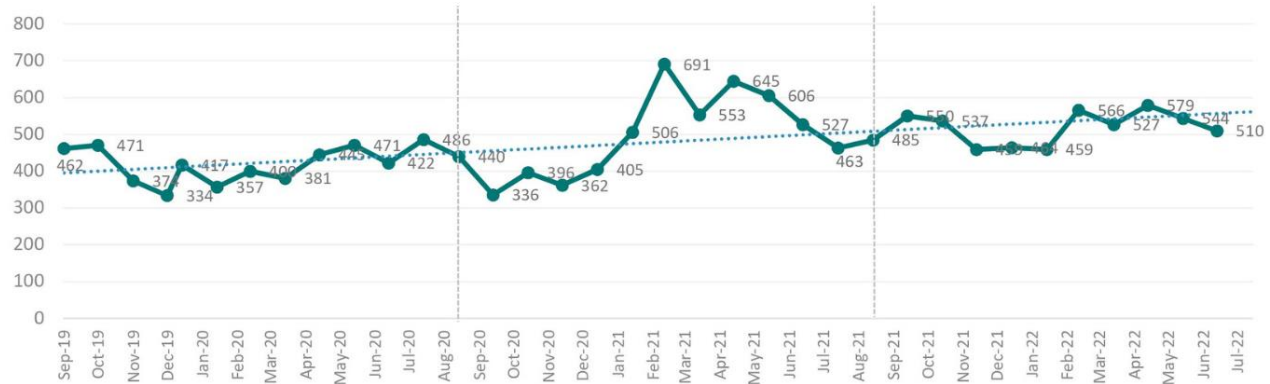
# Seniors Abuse and Information Line (SAIL)

- Identify caller's issues and immediate, short-term, or potential long-term needs.
- Provide general information and referrals to community and/or government supports.
- Complete intake for callers to access SFBC services.
- Makes follow-up calls to callers who are at risk and/or vulnerable.
- Provide information about abuse and neglect, escalation, and risk.
- Facilitates reporting of abuse, neglect, and self-neglect.

# SAIL Statistics: Total Number of Calls

Total Number of Calls Sept 2021 - Aug 2022: **6,254**

Number of Calls	Sep 2019- Aug 2020	Sep 2020- Aug 2021	Sep 2021- Aug 2022
Sep	462	440	485
Oct	471	336	550
Nov	374	396	537
Dec	334	362	459
Jan	417	405	464
Feb	357	506	459
Mar	400	691	566
Apr	381	553	527
May	445	645	579
Jun	471	606	544
Jul	422	527	510
Aug	486	463	574
<b>Total</b>	<b>5,020</b>	<b>5,930</b>	<b>6,254</b>



# SAIL Statistics: Abuse Related Calls

**Total Number of Abuse Related Calls: 2,357**

Number of Abuse-	Sep 2019- Aug 2020	Sep 2020- Aug 2021	Sep 2021- Aug 2022
Sep	144	176	159
Oct	131	97	211
Nov	128	104	175
Dec	117	117	162
Jan	135	110	204
Feb	119	161	179
Mar	132	196	244
Apr	119	171	222
May	152	205	211
Jun	177	204	191
Jul	162	208	190
Aug	174	156	209
<b>Total</b>	<b>1,690</b>	<b>1,905</b>	<b>2,357</b>

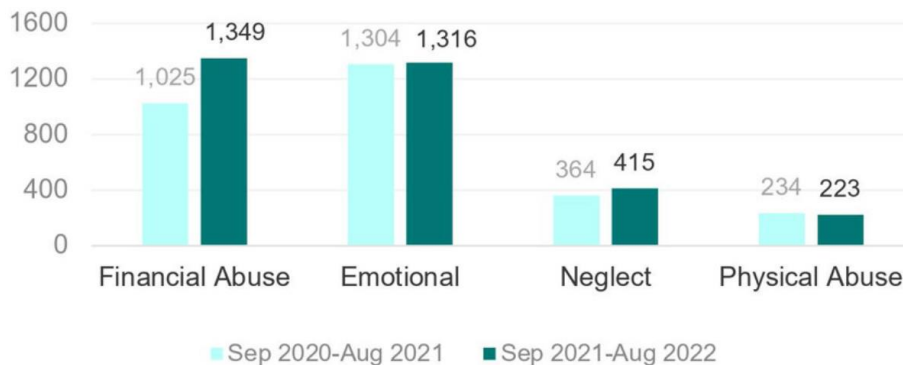


\*A caller may experience multiple issues, hence the sum of all reasons declared by the callers is greater than the number of calls.

# SAIL Statistics: Types of Abuse

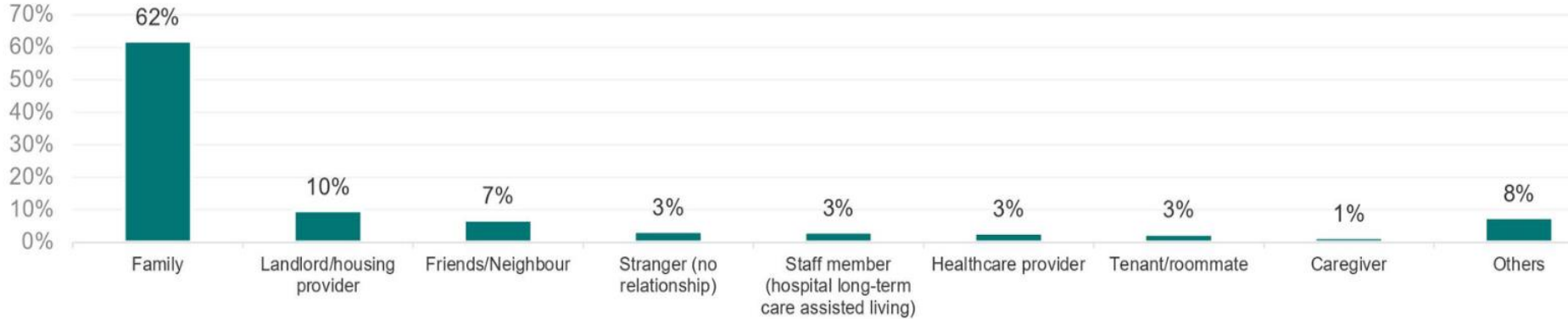
Type of Abuse* (Top 4)	Sep 2020- Aug 2021	Sep 2021- Aug 2022	% inc./Dec.
Financial Abuse	1,025	1,349	32%
Emotional	1,304	1,316	1%
Neglect	364	415	14%
Physical Abuse	234	223	-5%

Type of Abuse\* (Number of Calls)

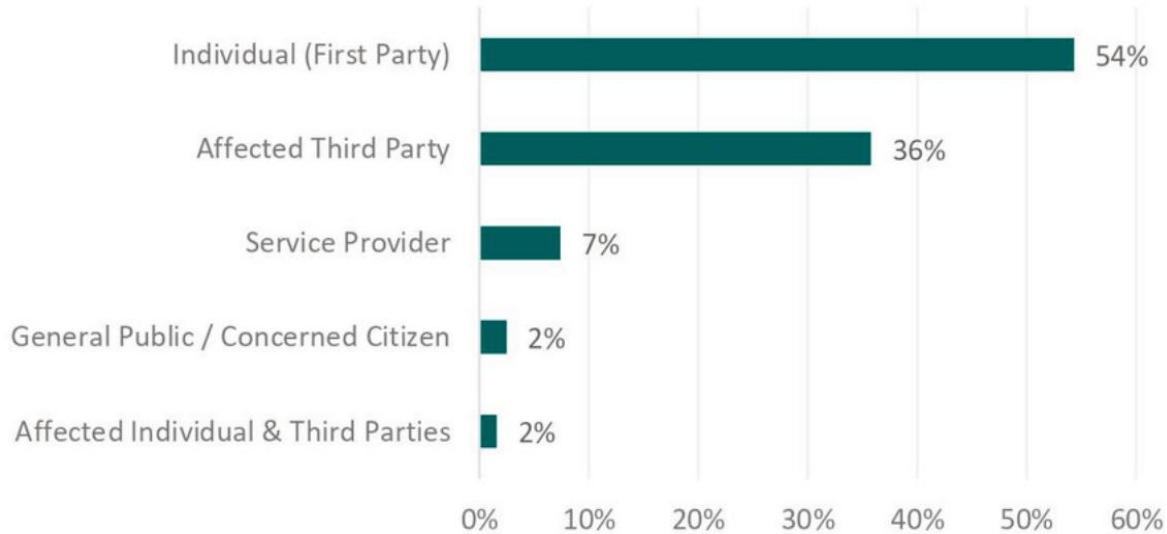


\* Callers can report more than one type of abuse.

# SAIL Statistics: Relationships to Abuser



# SAIL Statistics: Caller Demographics



- 54% of callers called on the behalf of themselves
- 70% of callers were female
- 85% live independently

# SAIL Statistics: Caller Demographics

## Disability



548 Calls

### Types of Disability (%)

- Physical: 41%
- Neurological: 38%
- Other: 21%

## Language Interpretation

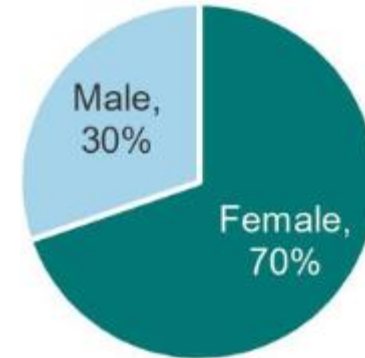


126 callers requested language interpretation

### Languages Requested (%)

- Cantonese: 31%
- Mandarin: 28%
- Punjabi: 9%
- Spanish: 7%
- Farsi: 6%
- Vietnamese: 3%

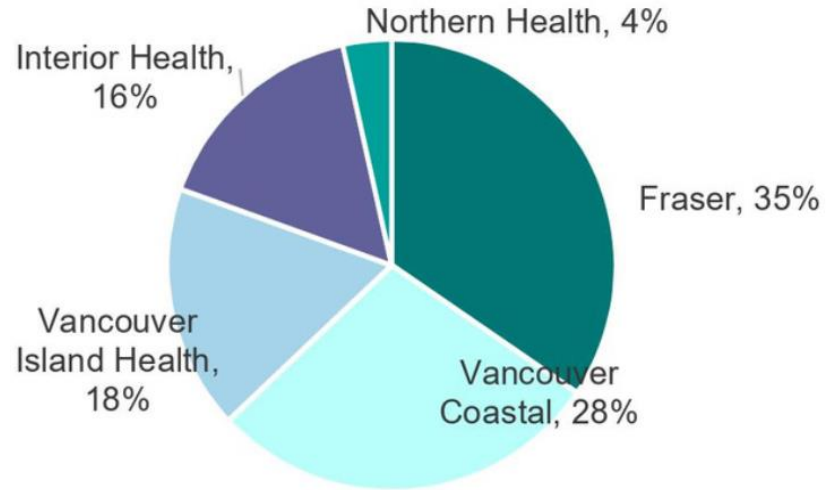
## Sex



548 Calls

# SAIL Statistics: Caller Regions

Regions	Sep 2021- Aug 2022	% of all Calls
Fraser Health	1,729	35%
Vancouver Coastal	1,457	28%
Vancouver Island Health	877	18%
Interior Health	819	16%
Northern Health	175	4%
Other/Unknown	1,197	



# SAIL Example

- Example: Daughter calling SAIL about to express concerns about father who may be self-neglecting.



# Decision Tree

## How to Assist an Adult Who is Abused, Neglected or Self Neglecting: A Decision Tree for Effective Referrals for Adults in BC Who may be Vulnerable and/or Incapable

For an introductory video to the law in BC on responding to abuse and neglect, and for information on how to use this decision tree, visit <http://www.trustee.bc.ca/reports-and-publications/Pages/Decision-Tree.aspx> and see page 2 for information about calling the police, Designated Agencies and the Public Guardian and Trustee (PGT). For more information on Designated Agencies, the PGT, and Community Response Networks (CRNs) see the PGT publication *Protecting Adults from Abuse Neglect and Self Neglect* at <http://www.trustee.bc.ca>

Is the adult in **immediate danger** of physical harm

?

Yes

CALL  
911

No

# Decision Tree

Is the adult able to  
seek assistance

?

Yes

No

Support adult to call “Community Resources” including:

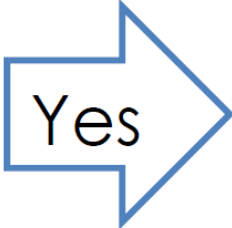
- Local Agency: \_\_\_\_\_  
*For more information on local agencies, contact your local Community Response Network. See BC Association of CRNs website at <http://www.bccrns.ca>*
- Seniors Abuse & Information Line (SAIL)  
604.437.1940 or 1.866.437.1940  
*Operated by Seniors First BC*
- Police **non-emergency** number for suspected crimes, risk of danger or physical harm
- Victim Link (1.800.563.0808)

# Decision Tree



Is the abuse, neglect or self neglect primarily related to **financial** matters or are **assets at immediate risk**

?

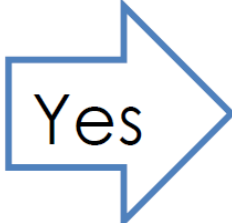


Call the **Public Guardian and Trustee**



Is the abuse, neglect or self neglect primarily related to **non financial** matters

?



Call a **Designated Agency**



# Victim Services

Provides the following supports to **adults aged 50+** who have been victims of abuse, family and/or sexual violence:



Safety  
planning



Liaison with  
justice system  
personnel



Assistance with  
CVAP  
Applications



Information and  
referrals  
E.g. criminal  
justice system

# Victim Services Example and Stats

- Helped 159 clients (Sept. 2021 – Aug. 2022)
- Example: Older adult experiencing abuse from son who has mental health issues.



# Legal Services

Assist **adults age 55+** who have **low-income** with select legal issues:



Legal  
information  
and referrals



Summary  
advice



Drafting of  
legal documents



Full  
representation

# Legal Services

Some of the legal issues we assist with:



**Housing**

(Residential tenancy, assisted living, long term care)



**Debt**



**Gov. benefits**

(Federal e.g. OAS/GIS  
Provincial e.g. SAFER)



**Financial  
exploitation**



**Family law**



**Guardianship /  
Incapacity**



**Age  
discrimination**



**Wills, POA**



**Other elder  
abuse**



**Criminal law**



# Community Legal Clinics

- Every 1st Tuesday, 10 AM-12 PM: Surrey
- Every 1st Wednesday, 10 AM-12 PM: Vancouver West End
- Every 2nd Tuesday, 10 AM-1 PM: Burnaby (near Metrotown)
- Every 3rd Tuesday, 2 PM-4 PM: New Westminister
- Every 4th Tuesday, 10 AM-1 PM: Burnaby (near Brentwood)
- Every 4th Thursday, 10 AM-12 PM: Richmond

**Call SAIL or 604-336-5653**

# Advance Planning Clinics

- Assists eligible older adults with their Advance Planning documents (e.g. wills, powers of attorney, representation agreements).
  - [Call SAIL or 604-336-5653 to discuss Lower Mainland options.](#)
- Outside of the Lower Mainland:
  - **Prince George**: In partnership with the *Prince George Council of Seniors* - second and fourth Wednesdays of every month (starting at 9 am)
  - **Nanaimo**: In partnership with *the Nanaimo Family Life Association* - first and fourth Fridays of the month (starting at 10 am)
    - [Call 1-833-512-0665 \(toll free\) to book an appointment](#)
- Funding for legal disbursements available thanks to the support of the Law Foundation of BC – i.e. support to cover language interpretation costs (including American Sign Language)

# Legal Services Eligibility Criteria



- Age: 55+
- Income ceiling (gross):
  - \$40K for 1 person
    - + \$10K per additional household member

*And, for Advance Planning Clinics and Full Representation cases:*

- Assets (net): \$150,000 max
- More flexible criteria for Indigenous seniors.

# Elder Law Clinic Example and Stats

- Between April 1, 2021 and March 31, 2022, we assisted 1,043 clients and saw a **181%** increase compared to the previous fiscal year in financial abuse, especially through joint bank accounts, powers of attorney, frauds, and pressuring vulnerable adults.
- Example: Older adult financially abused by daughter-in-law appointed as their Power of Attorney

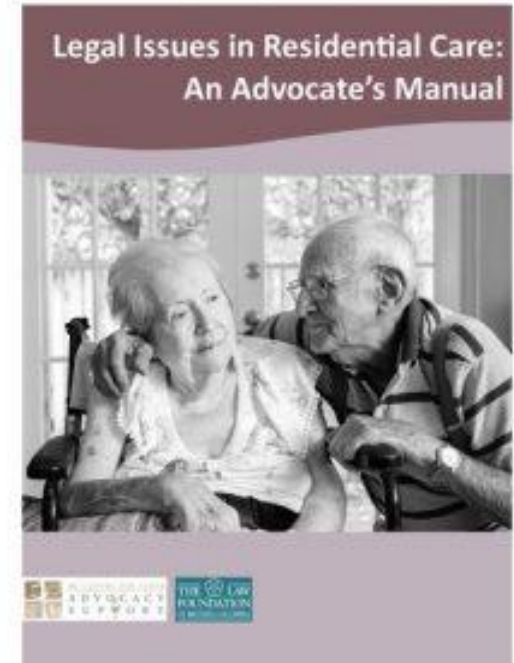
# Legal Advocacy Program Example and Stats

- Between April 1, 2021 and March 31, 2022, we supported 601 clients, of which 271 were referrals due to housing issues.
- Example: older adult experienced issues with BC Housing, relating to maintenance and pest issues

# *New Updates - Legal Issues in Residential Care Manual*

- Early January – legal experts will review
- January-February 2023 – end users will review; feedback due by February 20, 2023
- March 2023 – manual and infographic will be finalized
- Review funded by CREA

Contact Marie-Noel if you would like to provide feedback!



# Public Education and Outreach



## Workshops

- Elder Abuse
- Frauds and Scams
- Advance Planning
- Government Benefits
- Residential Tenancy



## Publications

- “When I’m 64” booklets
- “Understanding and Responding to Elder Abuse”
- “Legal Issues in Residential Care: An Advocate’s Manual”



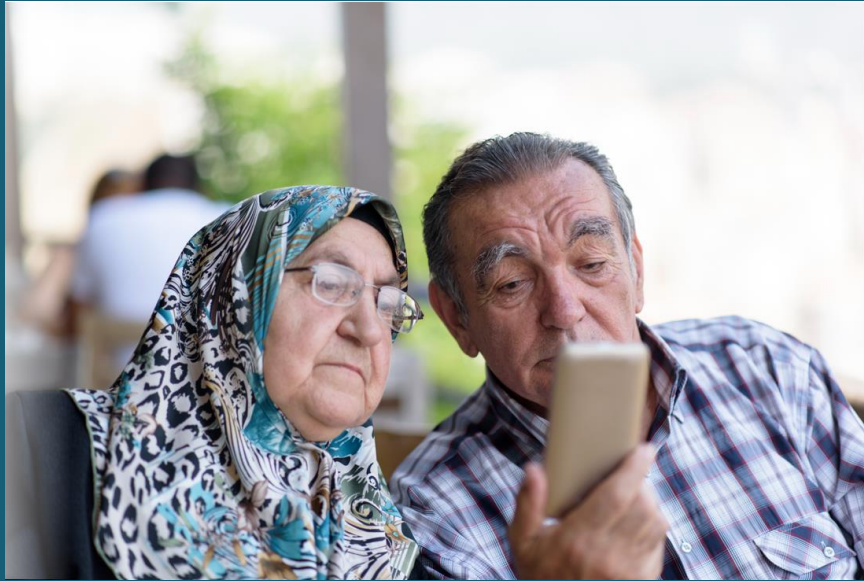
## Website

[www.SeniorsFirstBC.ca](http://www.SeniorsFirstBC.ca)

- Information/resources on elder law and issues affecting older adults
- Promotional materials on website or via: [bccrns.ca/promo-materials-order-form](http://bccrns.ca/promo-materials-order-form)

# Resources/Contacts

- Local police – non-emergency / 911 in case of emergency
- Public Guardian and Trustee of BC 604-660-4444 ; 1-800-663-7867
- Designated Agencies
  - Vancouver Coastal Health and Providence Health 1-877-732-2899
  - Fraser Health 1-877-732-2808
  - Island Health
    - South Island: 1-888-533-2273
    - Central Island: 1-877-734-4101
    - North Island: 1-866- 928-4988
  - Interior Health 1-844-870-4754
  - Northern Health 1-844-465-7414
  - Community Living BC 1-877-660-2522



# Thank you! Any questions?

Seniors Abuse and Information Line:

604-437-1940 or

1-866-437-1940 (toll free)



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