



# BC Association of Community Response Networks

Stopping Adult Abuse and Neglect - Together

## ADULT ABUSE, NEGLECT & SELF NEGLECT **VANCOUVER ISLAND** **RESOURCE LIST FOR COMMUNITIES**

*(While there are numerous listings here we recognize  
there are many more resources available; we  
encourage you to research further to meet your needs.)*

### **BC Association of Community Response Networks (BCACRN)**

**WEBSITE:** [www.bccrns.ca](http://www.bccrns.ca) - Learn more about the Association, Resources, CRNs, Provincial Projects, Links and more

Sherry Baker, Executive Director  
Tel: 604-513-9758  
15008 – 26<sup>th</sup> Avenue  
Surrey, BC V4P 3H5  
CRN E-mail: [info@bccrns.ca](mailto:info@bccrns.ca)

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Tel: 604-885-0651

E-mail: [april.struthers@bccrns.ca](mailto:april.struthers@bccrns.ca)

### **Province of BC**

**Public Guardian and Trustee of BC:** The Public Guardian and Trustee of British Columbia operates under provincial law to protect the legal rights and financial interests of children, **to provide assistance to adults who need support for financial and personal decision making**, and to administer the estates of deceased and missing persons where there is no one else able to do so.

#### **WEBSITES:**

[www.trustee.bc.ca](http://www.trustee.bc.ca)

[www.trustee.bc.ca/pdfs/STA/abuseneglect.htm](http://www.trustee.bc.ca/pdfs/STA/abuseneglect.htm)

[www.trustee.bc.ca/reports\\_publications/index.html#Adult\\_Guardianship](http://www.trustee.bc.ca/reports_publications/index.html#Adult_Guardianship)

British Columbia has four laws that promote every adult's right to self-determination, and provide support and protection for those who are vulnerable to abuse or no longer capable of making their own decisions.

The four acts that comprise the adult guardianship legislation are:

The [Representation Agreement Act](#)

The [Health Care \(Consent\) and Care Facility \(Admission\) Act](#)

The [Adult Guardianship Act](#)

The [Public Guardian and Trustee Act](#)

## General Inquiries

Public Guardian and Trustee of British Columbia  
700-808 West Hastings Street  
Vancouver, British Columbia V6C 3L3

Phone: (604) 660-4444  
Fax: (604) 660-0374  
E-mail: [mail@trustee.bc.ca](mailto:mail@trustee.bc.ca)

Vancouver Island Regional Office  
4<sup>th</sup> Floor, 1019 Wharf Street  
Victoria, BC V8W 9J1

Phone: (250) 356-8160  
Fax: (250) 356-7442

❖ You may also reach the PGT by phoning Service BC and asking to be transferred to the Public Guardian and Trustee: Toll Free **1-800-663-7867**

❖ Regular hours of operation are Monday to Friday, 8:30 am to 4:30 pm.

**Designated Agencies for the Vancouver Island Health Services:** The Public Guardian and Trustee, by regulation, has designated regional health authorities and Community Living BC to work together to look into reports they receive about abuse or neglect. In very serious circumstances, and in keeping with the principles of the legislation, designated agencies can gain access to adults, and can obtain court orders to provide various supports and assistance to adults.

### **1] Vancouver Island Health Authority (VIHA)**

#### **WEBSITES:**

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

<http://www.viha.ca/NR/ronlyres/331676FA-C1AA-484D-9235-EFB5836D7706/0/CommunityProfileDuncan.pdf>

**2] Community Living BC:** CLBC delivers support and services to people with developmental disabilities in British Columbia.

**WEBSITE:** [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

#### **Duncan**

Suite 110 – 116 Queens Road  
Duncan, BC V9L 2W6  
Phone: (250)715-2830

#### **Courtenay**

Suite 107 – 555 Fourth Street  
Courtenay, BC V9N 1H3  
Phone: (250)334-1370  
Toll Free: 1-877-334-1370  
General Inquiries: [Courtenay@communitylivingbc.ca](mailto:Courtenay@communitylivingbc.ca)

#### **Campbell River**

Suite 2 – 2231 S. Island Highway  
Campbell River, BC V9W 1C4  
Toll Free: 1-877-334-1370

#### **Port Hardy**

PO Box 578  
8755 Gray Street  
Port Hardy, BC V0N 2P0  
Phone: (250)949-7419

**Parksville**

Suite 5 – 198 Morison Avenue  
PO Box 1969  
Parksville, BC V9P 2H7  
Phone: (250)951-6002

**Port Alberni**

Suite 2 – 4833 Southgate Road  
Port Alberni, BC V9Y 5K5  
Phone: (250)720-2670

**Nanaimo**

3090 Barons Road  
Nanaimo, BC V9T 4B5  
Phone: (25)729-2500  
General Inquiries: [Nanaimo@communitylivingbc.ca](mailto:Nanaimo@communitylivingbc.ca)

**Other Resources:****Seniors:**

**BC Centre for Elder Advocacy & Support:** This resource provides information, training, community development, and materials regarding the abuse and neglect of seniors. Promotes seniors' self-determination and independence. Provides information about adult guardianship legislation, and the legal issues confronting seniors in BC. Has recently established a law clinic for seniors.

**WEBSITE: [www.bcceas.ca](http://www.bcceas.ca)**

411 Seniors Centre  
304- 411 Dunsmuir Street  
Vancouver, BC V6B 1X4

Phone: 604-437-1940 or  
Toll Free: **1-866-437-1940**  
Fax: 604-437-1929  
E-mail: [info@bcceas.ca](mailto:info@bcceas.ca)

**Ministry of Health Services, Province of BC:** The Ministry's mission is to guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

**WEBSITES:**

[www.health.gov.bc.ca/seniors/topics.html](http://www.health.gov.bc.ca/seniors/topics.html)

[www.healthlinkbc.ca/kb/content/special/aa60933spec.html](http://www.healthlinkbc.ca/kb/content/special/aa60933spec.html)

[www.healthlinkbc.ca/kb/content/symptom/viobh.html](http://www.healthlinkbc.ca/kb/content/symptom/viobh.html)

[www.healthlinkbc.ca/kb/content/special/te7721.html](http://www.healthlinkbc.ca/kb/content/special/te7721.html)

[www.healthlinkbc.ca/kb/content/symptom/sabus.html](http://www.healthlinkbc.ca/kb/content/symptom/sabus.html)

Contact through Enquiry BC: **1 800 663-7867**

**Health Canada:** This source provides a wealth of information on healthy living and includes the resource center - National Clearing House on Family Violence

**WEBSITES:**

[www.hc-sc.gc.ca/hc-ps/violence/index-eng.php](http://www.hc-sc.gc.ca/hc-ps/violence/index-eng.php)

[www.phac-aspc.gc.ca/ncfv-cnivf/index-eng.php](http://www.phac-aspc.gc.ca/ncfv-cnivf/index-eng.php)

**Canadian Network for the Prevention of Elder Abuse:** This network is a national non-profit organization that began in the late 1990's and was federally incorporated in 2000. The Network is dedicated to the prevention of the abuse of older people in Canada.

**WEBSITE:** [www.cnpea.ca](http://www.cnpea.ca)

**International Network for the Prevention of Elder Abuse:** INPEA is an organization, founded in 1997, which is dedicated to the global dissemination of information as part of its commitment to the world-wide prevention of the abuse of older people.

**WEBSITE:** [www.inpea.net](http://www.inpea.net)

For general inquires/comments to INPEA, please e-mail [ContactUs@inpea.net](mailto:ContactUs@inpea.net)

**WORLD ELDER ABUSE AWARENESS DAY**  
**takes place annually on June 15<sup>th</sup>**

**National Initiative for the Care of the Elderly:** NICE is an international network of researchers, practitioners, students and seniors dedicated to improving the care of older adults, both in Canada and abroad. [See Projects re Elder Abuse Team projects and tools.](#)

**WEBSITE:** [www.nicenet.ca/](http://www.nicenet.ca/)

**Seniors Canada: Working for Seniors - select Health and Wellness tab on left, then Elder Abuse**

**WEBSITE:** [www.seniors.gc.ca](http://www.seniors.gc.ca)

**People with Disabilities**

**BC Coalition of People with Disabilities:** For over 30 years, the BC Coalition of People with Disabilities (BCCPD) has been a provincial, cross-disability voice in British Columbia. Their mission is to raise public and political awareness around issues that affect the lives of people who live with a disability. They work to secure the necessary income supports for people to live with dignity, and increase people's ability to participate and contribute in their communities.

**WEBSITE:** [www.bccpd.bc.ca](http://www.bccpd.bc.ca)

204-456 W. Broadway  
Vancouver, BC V5Y 1R3

Phone: 604-875-0188  
Toll Free 1-800-663-1278  
Fax: 604-875-9227

E-mail: [feedback@bccpd.bc.ca](mailto:feedback@bccpd.bc.ca)

TTY for people with hearing impairments only 604-875-8835

**People's Law School:** This resource exists to help you learn about your rights and responsibilities under the law, providing free and impartial public legal education to many thousands of British Columbians in all walks of life and making special efforts to serve people who may have particular legal education needs, including seniors, workers, students, immigrants, parents and poor people.

**WEBSITE:** [www.publiclegaled.bc.ca/section.asp?catid=139](http://www.publiclegaled.bc.ca/section.asp?catid=139)

150-900 Howe Street  
Vancouver, BC, V6Z 2M4

Phone: 604-331-5400  
Fax: 604-331-5401

❖ *Publications available for downloading include Abuse of People with Disabilities (2<sup>nd</sup> Edition) and Abuse of People with Disabilities For Service Providers (2<sup>nd</sup> Edition).*

### **Representation Agreements:**

**Nidus Personal Planning Resource Centre and Registry:** Nidus provides education and assistance in making and using representation agreements and enduring powers of attorney, and promotes representation agreements as an alternative to guardianship for people who, because of disability, illness, or injury, need assistance to manage their financial, health, legal, and personal care affairs. Nidus is an on-line, centralized registry for enduring Powers of Attorney and Representation Agreements.

**WEBSITE:** [www.rarc.ca/textual/home.htm](http://www.rarc.ca/textual/home.htm)

411 Dunsmuir Street,  
Vancouver, BC, V6B 1X4

Phone: 604.408.7414

Fax: 604.801.5506

E-mail: [info@nidus.ca](mailto:info@nidus.ca)

❖ Office hours are 9 am to 4:30 pm Monday to Friday; call for an appointment.

### **Aboriginal People**

**Aboriginal Canada Portal:** This resource is a window to First Nations, Inuit and Métis on-line resources, contacts, information, and government programs and services in Canada.

**WEBSITE:** [www.aboriginalcanada.gc.ca/acp/site.nsf/en/ao26874.html](http://www.aboriginalcanada.gc.ca/acp/site.nsf/en/ao26874.html)

**Indian Residential School Survivors Society:** This society provides crisis line support, and workshops and information for survivors of residential schools on the settlement agreement and supports available.

**WEBSITE:** [www.irsss.ca](http://www.irsss.ca)

### **Multicultural:**

**Affiliation of Multicultural Societies and Service Agencies of BC:** This is an affiliation of more than 80 multicultural agencies providing immigrant settlement and multicultural services in communities throughout British Columbia. They create networking opportunities, disseminate information, provide professional development, and build organizational capacities for their members.

**WEBSITE:** [www.amssa.org](http://www.amssa.org)

205-2929 Commercial Drive  
Vancouver, BC V5N 4C8

Phone: (604)718-2777

Fax: (604)298-0747

Email: [amssahealth@amssa.org](mailto:amssahealth@amssa.org)

**Ending Violence Association of BC:** This is a resource for community-based services that support survivors of sexual assault, relationship violence, child abuse and criminal harassment.

**WEBSITE:** [www.endingviolence.org/](http://www.endingviolence.org/)

**Victim Link BC:** a toll-free, confidential telephone service available across BC and Yukon 24 hours a day, 7 days a week at 1-800-563-0808. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence. Provides service in over 110 languages.

**WEBSITE:** [www.victimlinkbc.ca/](http://www.victimlinkbc.ca/)

THIS PROJECT IS PARTIALLY FUNDED BY THE GOVERNMENT OF CANADA'S

NEW HORIZONS FOR SENIORS PROGRAM 