

## ***How to Make a Referral***

When you call **248-0455** please provide all the information you have about the person (name, address, etc.) and the reason you are concerned.

***It is better to make the call than not to make the call. It's nice to know that the Gatekeepers Line is there to help.***

## ***A Typical Gatekeeper Story***

Jean has been coming into your bank for as long as you can remember. Always a well-dressed woman, she now comes in with dirty, wrinkled clothing, smelling of urine and too much perfume. Last week she came to the bank 4 times in the same day to order new cheques, not realizing she had already placed an order. She also wanted to cash a cheque she had received, when in fact it was a credit card statement. You wonder if she might be troubled with other things at home.

## ***WHAT HAPPENS NEXT.....***

The bank teller would call **248-0455** to make a referral. The intake staff would ask for all the information on the client and the reasons for concern. The intake staff then calls the most appropriate Agency, based on the concerns identified by the caller. The Agency then contacts the client.

## ***RESPONDING COMMUNITY AGENCIES***

- VIHA – Health & Community Care
- Mental Health
- Victims Assistance
- RCMP
- Community Living, BC
- Oceanside Community Response Network
- Society of Organized Services

***We gratefully acknowledge the Regional District of Nanaimo and the City of Parksville for initial program funding; the many businesses, organizations and individuals who participate and contribute to the Oceanside Gatekeepers Program.***

For further information on the program.....

**Call (250) 954-2253**

## **THE OCEANSIDE GATEKEEPERS PROGRAM**

***Charitable receipts issued for  
Donations over \$10.00***

***LOOKING OUT  
FOR ONE ANOTHER***

***A Program of the***

**OCEANSIDE**

**GATEKEEPERS**

**PROGRAM**

**GATEKEEPER REFERRAL LINE  
248-0455**

## **GATEKEEPERS**

The Oceanside Gatekeepers Program works to identify isolated or vulnerable adults in the community who may benefit from support services. We try to link these people to services and programs before a crisis situation develops.

***Our goal is to help adults preserve their independence and quality of life.***

Program volunteers inform the public on what to look for when dealing with adults. Gatekeepers can use the referral phone numbers to link the person to community services to help them stay in their own homes for as long as possible. Gatekeepers are store personnel, pharmacists, bank tellers, apartment managers, church groups, firefighters, realtors, lawyers, ambulance personnel, neighbours, and simply anyone who wants to help.

Through formal presentations, the reading of literature or by word of mouth, Gatekeepers learn to recognize changes in a person's appearance or behaviour. If they feel an individual may be having a hard time managing day to day living, they can call the Gatekeepers Referral Line. The call is **confidential**, it takes only minutes and by early intervention can prevent a more serious crisis from happening. Based on the signs of risk, the most appropriate agency is then selected and contacted. Professional staff talk with the individual and suggest services that may benefit their lifestyle. **Services are never initiated without the individual's consent.**

## **What To Look Out For.....**

Gatekeepers look for changes in a person's overall ability to manage activities of daily living.

- Ability to communicate, including confusion, memory loss, becoming withdrawn, hostile or angry.
- Personal appearance such as poor hygiene (body odour, urine smell), grooming, wearing dirty or inappropriate clothes.
- The condition of the home, such as extreme neglect or disrepair, bad odours, excessive clutter, neglected pets, lack of food.
- Physical losses such as difficulty seeing, speaking or hearing, poor mobility or balance, significant weight loss, injuries or untreated wounds.
- Ability to handle money, difficulty in paying bills, or not paying bills at all, unusual transactions.
- Ability to cope with the recent loss of a spouse, family member or pet.
- Neglect or abuse (emotional, financial, sexual, physical), isolation, wandering.

### ***Gatekeepers look for signs of Adult Abuse***

**People think of physical violence when they hear the term "abuse" but abuse has many forms. Everyone should be aware of the possibility of abuse.**

*Adult abuse is any action or inaction which causes harm or threatens to cause harm to another person.*

#### **WHO ARE ABUSERS?**

Often abuse is done by someone in a position of trust.....or maybe it might be a stranger.

## **TYPES OF ADULT ABUSE**

- Physical Abuse
- Neglect (including Self-Neglect)
- Financial Abuse
- Emotional or Psychological Abuse

### ***Some Signs of Possible Abuse***

Victims of adult abuse may show signs of:

- Changes in behaviour
- Changes in habits
- Changes in health/well-being
- Isolation

If you see any of these signs or have a concern, it's OK to call the **Gatekeepers Referral Line at 248-0455.**

If this is an **EMERGENCY** situation requiring **immediate** response call **911.**

Callers may choose to remain anonymous. Your call is confidential and responded to by professional staff, trained to protect the safety of the abused adult.

It is important not to jump to conclusions, but also important not to ignore the possibility of abuse.