



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**
(780) 454-8888 in Edmonton
- **Kerby Elder Abuse Line**
(403) 705-3250 in Calgary
- **Protection for Persons in Care**
(to report abuse in publicly funded care facilities)
1-888-357-9339

British Columbia

- **Health and Seniors' Information Line**
1-800-465-4911
- **BC Coalition to Eliminate Abuse of Seniors (BCCEAS)**
1-866-437-1940 or in Vancouver (604) 437-1940
- **VictimLINK** 1-800-563-0808
- **Crime Stoppers** 1-800-222-TIPS (8477)
- **Public Guardian and Trustee of British Columbia**
Vancouver (604) 660-4444; Victoria (250) 365-8160;
Kelowna (250) 712-7576 (general inquiries).
To contact their office toll-free, call Enquiry BC (1-800-663-7867)
and ask to be transferred to the Public Guardian and Trustee.

Manitoba

- **Seniors Abuse Line** 1-888-896-7183
(204) 945-1884 in Winnipeg
- **Protection for Persons in Care Office**
(to report abuse in care facilities) 1-866-440-6366
(204) 788-6366 in Winnipeg



New Brunswick

- **CHIMO** (provincial crisis line providing information, support and referral on abuse or sexual assault) 1-800-667-5005 (506) 450-4357 in Fredericton
- **Department of Family and Community Services** (Abuse Line) 1-888-992-2873
- **Department of Family and Community Services in Fredericton** (general information and referral) (506) 453-2001

Newfoundland and Labrador

- **Mental Health Crisis Line** 1-888-737-4668
- **Sexual Assault Crisis Line** 1-800-726-2743
- **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
- **Senior's Resource Centre of Newfoundland and Labrador** (information and referral) 1-800-563-5599

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
- **Yellowknife Victim Services** (867) 920-2978 (people can call collect throughout the NWT)



Northwest Territories continued

- **RCMP** (867) 669-1111 (complaints/emergencies)
(867) 669-5200 (general inquiries)

Nova Scotia

- **Adult Protection Services**
1-800-225-7225 (to report abuse of vulnerable adults)
- **Nova Scotia Seniors' Secretariat**
1-800-670-0065 or (902) 424-0065 (information and referral)
- **Victims Services** 1-888-470-0773

Nunavut

- Contact the **Social Services** or **Health Centre** in your community.
- **Victims Services** (867) 979-4566
- **RCMP** (867) 979-0123
- **Crime Stoppers** 1-800-222-TIPS (8477)

Ontario

- **Victim Support Line** 1-888-579-2888
or in 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) 640-7784 (speak to a regional elder abuse consultant about referrals, resources and educational services)
- **Long-Term Care Action Line**
1-866-434-0144 (to register complaints about long-term care homes)
- **Ontario Retirement Communities Association – Complaints Response and Information Services (CRIS) Line**
1-800-361-7254 or (905) 403-0500 (to register complaints about retirement homes)



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)
- **Island Help Line** (information, support and crisis counselling on family matters, alcohol and drug problems, etc.)
1-800-218-2885
- **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)

Quebec

- In most Quebec communities, health and social services centers —**Centres de santé et de services sociaux (CSSS)** — are available to help. The local number can be found in the phone book or on the internet (www.msss.gouv.qc.ca)
- **Ligne Info-Abus** 1-888-489-2287
- **Sûreté du Québec** (throughout Quebec)
Quebec (418) 310-4141; Montreal (450) or (514) 310-4141;
Eastern Townships (819) 310-4141
Toll-free (514) 277-9860
- **Centre d'aide aux victimes d'actes criminels (CAVAC)**
(throughout Quebec) 1-866-532-2822
Montreal (514) 277-9860



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) 456-3948
Toll-free 1-800-661-0408 (ext. 3948)
- **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.