

# How Can I as a Service Provider Support Older Adults Experiencing Abuse or Mistreatment?

Effective support services include:

- Provide adult with resources, not advice.
- Keep communications open to foster a safe environment for the older adult.
- Provide help for older adults when they request it.
- Encourage the older adult to stay active in the community by participating in activities such as volunteer work, and spend time with friends.
- Educating yourself on the services available to older people from attending health conferences and searching the internet.

(Adapted from *Neglect of Older Adults*)

## Resources to report abuse towards older adults:

A & O: Support Services for Older Adults Intake Line (8:30am – 4:30pm)

Phone: (204) 956-6440

Toll-free: 1-888-333-3121

Fax: 204-946-5667

E-mail: [intake@aosupportservices.ca](mailto:intake@aosupportservices.ca)

Klinic Crisis Line (24/7)

Phone: (204) 786-8686

Toll free: 1-888-322-3019

Seniors Abuse Support Line (9am– 5pm)

Toll free: 1-888-896-7183



\*Paul Stickman, Unsplash, 'Where is my Uber?', retrieved March 19, 2021

**In cases of emergency: CALL 911**

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Support Services for Older Adults

PROVIDING INNOVATIVE PROGRAMS AND SERVICES TO OLDER ADULTS SINCE 1957.

