

Community Resources

Mental Health Crisis Line

1-866-996-0991

Victim Services of Renfrew County

1-877-568-5730

Renfrew County Legal Clinic

1-800-267-5871

Women's Sexual Assault Centre

1-800-663-3060

Women's Shelter and Support Services

1-800-267-4930

Alzheimer's Society Renfrew County

1-888-411-2067

Community Care Access Centre (CCAC)

1-888-421-2222

Retirement Homes Regulatory Authority

To report abuse of an older adult living in a retirement home

1-800-361-7254

Legal Aid Ontario

1-800-668-8258

Public Guardian and Trustee Office

To report issues of abuse or self-neglect of an incapable older adult

1-800-891-0506

Ministry of Health and

Long-Term Care Action Line

To report abuse in long-term care facilities

1-866-434-0144

Police Services in Renfrew County

For emergencies, call 911, or:

Renfrew County OPP: 1-888-310-1122

Deep River Police: 613-584-3500

Client confidentiality will be assured for all of our clients

Goals of Care

Our focus is on developing a plan of care that reduces risk and eliminates abuse that includes:

- Offering health care, legal, financial and support options;
- Ensuring safety and protection;
- Encouraging self-determination;
- Restoring dignity and self-esteem; and
- Ensuring access to support services.

REFERRALS

Non-Urgent

Monday to Friday

613-432-4851 ext. 818

Urgent

24 hours a day, 7 days a week

1-800-363-7222

Ask to speak with the on-call nurse

Older Adult Protection Services



Providing care and support to seniors experiencing abuse, seniors at risk of harm and their caregivers in Renfrew County.

Call toll-free
1-800-363-7222

About Elder Abuse

Elder abuse is any action by a friend, family member, paid caregiver, neighbour or stranger which causes harm to an older adult. Abuse can be physical, psychological, sexual, financial, or involve neglect.

Older Adult Protection Services

Our specially-trained registered nurses provide acute care and community-based services to:

- Abused and at-risk older adults
- Older adults at risk of harm related to self-neglect
- Caregivers and significant others
- Provide home visits
- Can be accessed in all five Renfrew County hospitals



What We Do

Our specially-trained nurses can help:

- Provide information and support to seniors, their supports, caregivers and service providers
- Assess and identify the indicators of elder abuse
- Assess in-home safety and basic living needs
- Explore intervention options and implement plans of care to address abuse and reduce risk
- Assist with financial management protection
- Arrange emergent, safe living arrangements
- Support and connect older adults and their caregivers to appropriate community resources
- Assist with information and accessing support related to legal issues such as:
 - consent and capacity
 - powers of attorney
 - police reporting

How to Access Services

Anyone can call and refer to our Renfrew County program by calling toll-free:

1-800-363-7222

For urgent needs, speak with one of our on-call nurses 24 hours a day for information and support.

Renfrew County Senior Crisis Bed Program

Short-term crisis housing is available for older adults experiencing abuse or at risk of harm. Safe living arrangements are available on an urgent basis when the older adult can no longer remain in their home due to safety concerns or caregiver crisis. The cost of the crisis bed is funded by the Ministry of Health and Long-Term Care.

The Crisis Bed Program

- Provides immediate short-term housing and meals for a maximum of seven days
- Prevents unnecessary hospitalizations and avoids social admissions for the elderly
- Prevents caregiver stress and burnout

Who Is Eligible?

- Seniors experiencing abuse
- Seniors whose caregiver suddenly becomes ill
- Seniors whose caregiver becomes stressed or exhausted
- Seniors living in unsafe accommodation with no immediate resources
- Seniors who are eligible based on assessment