


# HOUSING OLDER TENANTS

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BC CENTRE FOR ELDER ADVOCACY  
AND SUPPORT

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- Capacity
  - Communication
  - Bedbugs, hoarding, noise, safety, care-givers/visitors, human rights accommodation
  - End of tenancy (maybe)
  - Elder abuse
  - Role of staff, management, board, BCNPHA
  - Education and resources

# Capacity

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- Presumed capacity
- Ageism
- Range of capacity
- Factors
- Vulnerability
- Compassion

# Communication

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- Clear information
- In writing
- Time to absorb
- Chance for feedback
- Resources

# Issues

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- Bedbugs
- Hoarding
- Noise
- Safety
- Care givers/visitors
- Human rights accommodation

# End of tenancy

- Notice to end tenancy for cause
- Eviction – where does adult live next?
- Time to give notice if on waitlist for supportive living/care home?
- Hospital
- Assisted living/residential care
- Death

# Elder Abuse - Definition

Any action or inaction by any person that causes harm or risk of harm to an older person. It includes physical, mental or emotional harm, or damage or loss in respect of financial affairs. E.g., **intimidation**, humiliation, physical assault, sexual assault, overmedication, withholding needed medication, censoring mail, invasion or denial of privacy or denial of access to visitors, neglect and self neglect. Elder abuse can take place in a the older person's home, a care facility and in the community.

[Government of BC,

Elder Abuse Prevention Consultation Discussion Paper, February 2012]

# Elder Abuse

- Spectrum – Ageism? Hidden? Pattern of poor decision making?
- Respecting privacy and autonomy of tenant
- Referrals
- Frauds and scams



# Housing Providers

- Reputation – a few have very bad reputations about bullying
- Bullying – “you’re lucky to live here so don’t complain”, threatening loss of housing, “you’ll end up in an institution”
- Role of management and staff – learn how to communicate with older tenants, written information, time to process, chance to give feedback
- Role of board – respond to complaints, survey tenants
- Role of BCNPHA – develop policies
- Policies and processes

# Designated Agencies

## □ HEALTH AUTHORITIES:

1. Fraser Health 1-877-732-2808

[http://www.fraserhealth.ca/your\\_care/adult\\_abuse\\_and\\_neglect/getting\\_help/getting\\_help](http://www.fraserhealth.ca/your_care/adult_abuse_and_neglect/getting_help/getting_help)

2. Interior Health

<http://www.interiorhealth.ca/YourHealth/AdultSeniorsHealth/AdultAbuseNeglect/Pages/default.aspx>

3. Northern Health

Prince George Adult Protection Line 250-565-7414

# Designated Agencies (cont.)

## 4. Vancouver Coastal Health:

Providence Health Care 1-877-732-2899

Re:Act Adult Protection Program 1-877-732-2899

[www.vchreact.ca/report.htm](http://www.vchreact.ca/report.htm)

## 5. Vancouver Island Health Authority

South Island 1-888-533-2273

Central Island 1-877-734-4101

North Island 1-866-928-4988

# Designated Agencies (cont.)

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6. Community Living BC 1-877-660-2522

<http://www.communitylivingbc.ca>

# Public Guardian and Trustee

- Public Guardian and Trustee can investigate financial abuse of older adult who does not have capacity to manager their affairs
- Informative website [www.trustee.bc.ca](http://www.trustee.bc.ca)

# Public Guardian and Trustee

- Vancouver (Vancouver, Richmond, North Shore) 604-775-1007
- Lower Mainland (Burnaby, New Westminster, Tri-Cities, Surrey, Delta, White Rock, Fraser Valley to Hope) 604-775-1001
- Interior North (based in Kelowna) 250-712-7576
- Vancouver Island (based in Victoria) 250-356-8160

# BCCEAS

BC Centre for Elder Advocacy and Support's SAIL and  
Victim Services line

604-437-1940; 1-866-437-1940

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

# BCCEAS Services

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1. Seniors Abuse and Information Line
2. Victim Services
3. Legal Services
4. Outreach



# 1. Seniors Abuse and Information Line

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- First contact point into BCCEAS
- Seniors Abuse and Information Line (“SAIL”)
- 604-437-1940 and toll free 1-866-437-1940
- TTY 604-428-3359, toll free 1-855-306-1443
- Language interpretation
- Funding from BC via Public Health Services Authority and Victim Services

# 1. SAIL (continued)

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- Callers remain anonymous (unless referred internally to other services)
- Information
- External referrals
- Internal referrals (Victim Services, Legal Services)
- Emotional support
- Statistical database

# 1. SAIL – Outside Referrals

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- Designated Agencies
- Public Guardian and Trustee
- Government departments
- Senior serving agencies
- Other agencies, eg Alzheimer Society of BC
- Family counselling
- Careful with referrals

## 2. Victim Services

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- Victim Service Workers
- Safety assessment and planning
- Information
- Emotional support, not counselling
- Elder Abuse e-book available online
- Funded by BC Victim Services

# 3. Legal Services

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- Legal Advocacy Program
- Elder Law Clinic including community clinics
- Call Maggie at 604-688-1927 ext 258 to book appointment in Surrey, Burnaby, New Westminster, West End of Vancouver and North Vancouver
- Funded by the Law Foundation of BC
- Levels of service: Information and referral, summary advice, full representation

# 3. Legal Services (continued)

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- Not always a legal solution
- Family dynamics
- Client might not want to take action
- Income test, not asset test

# 3. Legal Services Issues

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- Housing:
  - ▣ residential tenancy
  - ▣ assisted living
  - ▣ residential care
- Debt
- Forward planning
- Government benefits:
  - ▣ OAS/GIS/CPP
  - ▣ Provincial (e.g. SAFER)
- Financial exploitation:
  - ▣ misuse of powers of attorney
  - ▣ joint bank accounts
  - ▣ wills challenges
- Other elder abuse
- Guardianship/  
incapacity
- Age Discrimination

# 4. Outreach

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- Website/resources
- Workshops
  - General public
  - Professionals
- To book workshops:  
Lin Chen, 604-688-1927, ext. 225
- Public events
- Law reform
- Media