



Seniors/Elders Resource Guide for Northern Residents

A Handbook for Caregivers of Seniors/Elders



**“Promoting the well-being of our Seniors/Elders in our Communities.
Senior abuse is everyone’s business.
Together we can prevent the abuse of older Manitobans!”**

(October 2014)

SENIORS/ELDERS RESOURCE GUIDE FOR NORTHERN RESIDENTS

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Dear Reader/Caregiver:

Thank you for your interest in the area of caring for our seniors/elders. Senior abuse has become a growing concern, and as difficult as it is to admit it exists in today’s society. We must work together in intervention and prevention. This guide has been created for you, the caregiver, to educate you on senior abuse. We must work together to help our seniors/elders regain/maintain the respect and dignity they so rightly deserve.

We can all do our part in putting a stop to the mistreatment of our senior/elders by educating ourselves on what is abuse. Again, thank you for your caring and hard work.

Thank you/ Ekosani !

What is Senior/Elder Abuse?

Senior abuse is any action or inaction by a person in a relationship of trust which jeopardizes the health or well-being of an older person.

Senior abuse can happen to older adults living in their homes or in care facilities.

There are several types of abuse, those being physical, sexual, emotional, and financial and neglect. The most common types of abuse are financial and emotional.

Canadian prevalence rates suggest that 4 to 10% of Canadian seniors are abused. By extrapolating this percentage to Manitoba, it is estimated that between 6,000 and 16,000 seniors in Manitoba are victims of elder abuse each year. However, this is only the tip of the iceberg as only 1 in 5 cases come to the attention of someone who can help.

Senior abuse is sometimes a crime under the Criminal Code of Canada, but not always.

Types of Abuse

Physical

Physical abuse is defined as any action that causes physical discomfort, pain or injury.

Some examples of physical abuse may include:

- Slapping, shaking, kicking, pushing, beating, punching, burning, and throwing items at somebody.

“I am not as independent as I used to be. I need help with certain tasks. I try my best to do things on my own and I know that it takes me longer to do things than it used to. My daughter helps me but I am ashamed to admit that sometimes she shakes me and even hits me.”

Possible signs of Physical Abuse:

- Clustered Bruises or welts
- Fractures, broken bones
- Bruises, black eyes
- Bite or grips marks
- Scared to be left alone with caregiver
- Tenderness, soreness
- Torn, stained, bloody clothing
- Cuts, lacerations, scratches
- Bald patches from hair being pulled
- Broken teeth
- Burns (i.e. cigarettes, iron, stove elements)
- Explanation of injuries that do not fit the evidence

Sexual Abuse:

Sexual Abuse is defined as pressuring or forcing somebody to engage in sexual activity.

Some examples of sexual abuse may include:

- Verbal or suggestive behavior, not respecting personal privacy, sexual intercourse or any unwanted sexual contact.

“My husband has always been very controlling. He has never hit me but lately he pressures me into sexual activity even when I don’t feel like it. He makes me feel guilty so I do.”

Emotional Abuse:

Emotional Abuse is defined as any act (verbal or non-verbal) that causes pain or distress.

Some examples of emotional abuse may include:

- Verbal assaults, threats, insults, intimidation, humiliation, harassment, treating the older person like a child, isolating the person from family and the community, not considering the person’s wishes.

“I don’t have a big family and have outlived most of my friends. My niece is the only family member I see regularly. I am 85 but still feel good and am able to do most things for myself. My niece calls me old and lazy and says I should be thankful I have her to take care of me.”

Financial Abuse/Exploitation:

Financial abuse is defined as the illegal or inappropriate use of another person’s money or property.

Some examples of financial abuse may include:

- Attempting or actually influencing, tricking, or threatening the older adult out of money, property or possessions
- Attempting or actually influencing them to change their will and/or power of attorney
- Cashing cheques without permission
- Accessing accounts without permission
- Using the older person’s money for purposes other than intended by that individual such as for purchasing alcohol or gambling
- Refusing to move out of the older person’s home when asked
- Living with the older person while not paying for a fair share of the expenses
- Pressuring the older adult to purchase alcohol or drugs

“I have been living with my daughter and son-in-law since my wife passed away. Last week, my son-in-law asked me to sign a power of attorney so he could help with my affairs. I’m not sure what this document is, but he is insisting I sign it.”

Neglect

Neglect is defined as the failure to meet the needs of an older adult who cannot meet those needs on his/her own.

Two types of neglect:

- Intentional neglect: The deliberate withholding of care of the necessities of life such as food and withholding or inadequately providing for physical or emotional needs for someone who is not able to meet those needs on their own.
- Unintentional neglect: Non-malicious withholding of basic necessities and/or care because of lack of experience, information or ability.

Some examples of neglect may include:

- Not attending to the older person for long periods of time
- Restraining the older person
- Not seeking medical treatment for the older person
- Over-medicating or under-medicating
- Not providing an adequate amount of food
- Not providing adequate access to washroom facilities
- Not attending to the personal hygiene of the older person

“A friend moved from her apartment to her son’s home a few months ago. I have only seen her twice since. Last week, I went to her son’s place to see her and he never left us alone. I noticed a drastic change in her appearance. Her hair was messy, she didn’t have her dentures in and she had old food stains on her blouse. I am very worried about her.”

Note: *No one characteristic automatically points to abuse or neglect of the older adult. One should look for multiple factors that might indicate mistreatment. Some adults may have severe physical or emotional problems resulting from disease or the natural aging process.*

Who are the potential victims and perpetrators?

● Behavioral Patterns of the Victims

The abused older adult may exhibit any of the following:

- History of repeated incidents of unexplained accidents or injuries
- Frequent use of the Emergency Department
- Medical history does not coincide with presenting injuries
- Waits for caregiver to answer for them
- Suicidal thoughts or attempts
- Postpone seeking medical attention
- Has physical/mental limitations affecting ability for self-care which makes them more vulnerable to abuse and mistreatment
- May indicate a fear of being left alone with the alleged abuser
- Agitated, anxious, excited, discouraged, fearful, humiliated, overly quiet, resigned, unresponsive, passive, clenched hands, rocking, crying
- *Avoids physical, verbal, or eye contact with caregiver or professional
- Seek medical attention from a variety of doctors - “doctor shopping”
- Drug/alcohol abuse

● Behavioral Patterns of the Perpetrator

- Refuse hospitalization/diagnostic tests for seniors
- Will not visit senior while in hospital
- Be unwilling or reluctant to comply with service provider when planning for care
- Be impatient, defensive, make excuses
- Have unrealistic expectations of victim’s limits and abilities
- Lack of understanding of aging process
- Be overly involved with victim or not at all
- unkempt appearance, appear fatigued or tired
- Report a lack of support from other family members or agencies to assist with respite
- Not want victim interviewed alone
- Be depressed
- Have erratic behavior
- Show lack of remorse (guilt)
- Abuse substances
- Have employment difficulties
- Have ageist attitudes (discrimination of older adults)
- Feel excessively burdened by care-giving role
- Have feelings of anger/frustration
- Deny that care giving of senior has changed his/her lifestyle in any way
- *Are reluctant to touch, make eye contact, face or speak directly to the victim
- Ignore needs and rights of victim
- Blame victim for problems which are not within the victim’s control

* Some cultures, such as First Nations, find it disrespectful to maintain eye contact or ask questions, especially when dealing with elders/seniors. When assessing this area, please keep this in mind.

Why do people remain silent?

Seniors being abused often feel trapped and conflicted about asking for help or telling others about what is happening. Some of the reasons why are:

- They live with the person that behaves abusively and do not know where else can they can go.
- Feeling embarrassed or ashamed.
- Feeling that they will not be believed if they tell someone.
- Feeling guilty and responsible for the abuse.
- Feeling protective of and responsible for the person that is mistreating them.
- Feeling afraid that the relationship will end and they will be alone.

What are contributing factors/high risk situations that lead to elder abuse?

Ageism:

- There are a lot of stereotypes about getting older, which creates a negative attitude towards aging and older people. This not only dehumanizes older adults but it also results in a lack of feelings of guilt or remorse for abused seniors. Some older people hold many of these same negative stereotypes themselves. They may start to believe what they hear and think - that the abuse is deserved, unavoidable, or not significant enough to seek help. It is now accepted or expected that older people lose power and control over their lives.

Effects of Colonization & Residential School:

- The traditional way of life for many Aboriginal people was taken away from them by way of force. Since colonization, many Aboriginal people have experienced hardships, including the loss of their traditional roles and responsibilities. Once proud and highly respected members, some older people are now forgotten, leaving them vulnerable to such things as abuse and neglect. Further, the residential schools stripped the Aboriginal people of their cultural identities, and had left some students/survivors feeling animosity towards the government, the 'system', and people in authority, thereby preventing them from seeking resources for help when needed. It also has lead to blaming their parents for placing them in an institution. This blaming and loss of cultural identity may also be contributing factors that lead to abuse and neglect of older adults, or may contribute to why elders do not seek help from authority figures. Authority figures do include workers in the helping profession as they are employed by the 'system'.

Family Violence:

- If they have been a witness to violence in their personal lives, abusers may learn to be violent, especially when the violence is intergenerational (from one generation to the next).

Housing:

- In many of the Aboriginal communities in Northern Manitoba there is a housing shortage. Some of the homes have multiple families living in a single family dwelling, which increases the other factors that have lead to abuse, such as substance abuse and stress.

Personality Traits:

- Studies show that abusers are more likely to have psychological or substance abuse problems than people who are not abusive. Alcohol use has also been linked with severe and frequent abuse.

Social Isolation:

- Some studies have shown that many abused older people have fewer social contacts than their peers who are not abused. It is not clear, however, whether social isolation causes abuse or if it results from it – both victims and abusers may feel that isolation is necessary to keep the abuse hidden.

Spousal Abuse:

- Research suggests that older people are frequently abused by their spouses. According to a large national study, 40% of older men and 28% of older women who were abused by a family member were victimized by their spouses – (Statistics Canada, 1999). Until recently, spousal abuse among older adults has been largely ignored, even though the number of injuries and level of violence are considered as serious as they are in cases of abuse by adult children toward their parents.

Stress:

- Caring for an older relative can be stressful for families. Caregivers may become angry and frustrated due to a limited understanding of the aging process, a lack of caregiving skills, and/or inadequate supports or resources. However, it is important to note that caregiver stress does not necessarily lead to violence or abuse.

(Adapted from Source: Abuse and Neglect of Older Adults: Community Awareness and Response, Health Canada, 2002).

What can I do about Senior abuse? Here are a few tips on how to help someone you know who is being abused?

Reassure them and remind them that:

- ✚ Everyone has the right to be safe and free from abuse. A person's value and feelings do not become less important with age.
- ✚ The person being abused is never responsible or to blame for the abuse.
- ✚ People who behave abusively towards an older adult can still love and care about them. They need help. Abuse does not go away and often gets worse over time.
- ✚ No one who is being abused is alone. Help is available.
- ✚ Abuse is never okay or justifiable.
- ✚ The individual's safety is always the most important issue.

Give clear messages. Listen carefully and focus on developing a trusting relationship

A trusting relationship with an abused Senior plays an important role in achieving a positive outcome. If there is no trust, the older person is unlikely to feel safe enough to disclose information important to finding workable options. Tips for building trust and facilitating communication:

- ✚ Show respect.
- ✚ Sit at eye-level.
- ✚ Remain non-judgmental.
- ✚ Listen to the message.
- ✚ Offer up options, not advice.
- ✚ Follow the Elder's directions and pace.
- ✚ Be honest, and above all respect confidentiality.

Present options:

- ✚ Talk about what they can do to plan for their safety
- ✚ Encourage them to make their own decisions.
- ✚ Ask the individual what they want
- ✚ Know the key resources in the community and how to contact them (see Attached)
- ✚ Respect the individual's right to confidentiality and their right to seek or not seek assistance.
- ✚ Give them support and encouragements so they can make choices that are right for them.

The Do Not's: there are some forms of advice that are not useful and even dangerous for them to hear.

- ✚ Don't tell them what to do, like when to leave or when not to leave.
- ✚ Don't tell them to go back to the situation and try a little harder.
- ✚ Don't suggest you try to talk to the abuser to straighten things out.
- ✚ Don't give up.

If an individual does disclose abuse to you:

Take the report seriously, especially if it is the first time they are reaching out

- ✚ Tell them you believe them and mean it
- ✚ Identify your role as someone who can help
- ✚ Do not pass judgment. It is not their fault.
- ✚ Support them by:
 1. Listening - let them talk about their feelings
 2. Respecting - respect their feelings and concerns
 3. Helping - help them find the good things about themselves

Note: If you suspect the individual may be in a high-risk situation that may lead to death, serious physical harm or exploitation, call the RCMP. The alleged abuser may harm others, including you. Do **not** confront the abuser.

The older person will require assistance to develop a safety plan in case they have to leave their home to escape danger. This can either be done by yourself or by referring the individual to an appropriate resource.

Here are a few tips on how to help the older individual develop a safety plan:

- Ensure they have a list of the emergency numbers on hand. Ex. RCMP, Elder Abuse Line, etc.
- Develop a list of people they consider trustworthy. Have their names and numbers accessible for them. Ensure the people listed are aware of the situation and that, if necessary; the individual will contact them in the event of an emergency.
- Ensure they have some money and their necessary medication ready in the event they must leave quickly.
- Encourage them to have friends/relatives visit or phone often, and not at regularly scheduled times. This way they will be less vulnerable to abusive situations.
- Ensure they have access to a telephone and a list of resources in the community they can turn to for help.

Documentation:

When you have a chance to be alone, write down everything that was said. Add as many details as you can, like how the abused older adult looked, how they reacted, and their tone of voice. Include the facts: who, what, when, where, and why. This will help you sort the reality of the situation and make clear what the problem is and what type of intervention may be required. It will also help your memory if intervention occurs at a later date.

Do I have to report the abuse? Is there a law in Manitoba governing Senior/Elder abuse!

Right now there is no law stating that the reporting of elder abuse is mandatory, as there is for children. However, it is mandatory to report abuse if the elder is in an institutional setting, like a hospital or personal care home. If you are concerned about an older person in an institutional setting, it is mandatory that you report the crime immediately, as set out in the Protection of Persons in Care Act (**Toll-free 1-866-440-6366**).

If you are working with elders/seniors, you should report any concerns to your employer as soon as possible. They will help you decide what can be done next.

Where can someone go for help?

- ✚ Call the 24 hour Senior's Abuse Support Line, 1-888-896-7183 and speak to a trained and caring counselor.
- ✚ Call the 24 hour Senior's Abuse Support Line even when you are not sure that what you are experiencing is abuse. Their trained staff can help.
- ✚ Talk to someone you trust, a physician, lawyer, elder, clergy, public health nurse, police officer, neighbor or a trusted friend or family member.

To learn more about Senior's/Elder's Abuse and about staying safe, visit: www.seniorsabusesupport.ca

Health Centers *(refer to page 22 of manual or your local listing)*

There is a nursing station/health centre in most of the communities within the Northern Health Region which provides access to medical attention. Staff can provide support and direction for Elders/Seniors at risk. If the individual is not in immediate danger, staff from a health centre may make a home visit to assess a situation where abuse is suspected. Otherwise, the RCMP or local constables should be called for assistance.

HEALTH LINKS

1-888-315-9257

Health Links is a 24-hour, 7-days a week telephone information service. Staffed by registered nurses with the knowledge to provide answers over the phone to health care questions and guide you to the care you need.

Home Care

1-888-340-6742

The Home Care program helps people who need nursing care and assistance with daily living activities to live at home and remain independent for as long as possible.

Some of the services offered by Home Care are personal care, nursing care, household assistance, respite, occupation therapy, equipment and supplies referrals to other agencies, coordination of community services, and assessments for long term care and specialty services.

- Flin Flon & Area (204) 687-4870
- Snow Lake (204) 358-3562
- The Pas & Area (204) 623-9660
- Thompson & Area (204) 677-5350

Legal Aid

**The Pas/Flin Flon & Area
Thompson & Area**

**1-800-268-9790
1-800-665-0656**

Legal Aid Manitoba assists individuals and groups who require the services of a lawyer and who do not have the means to obtain those services.

Law Phone-Inn & Lawyer Referral Program 1-800-262-8800

The Community Legal Education Association operates a Law Phone-In Line, which provide legal information over the phone on many types of legal problems and can refer to a lawyer if necessary. A referral lawyer will not charge for the first Half-hour of consultation. "Shut-in" lawyers are prepared to visit ill, disable or older clients in hospital or at home.

Manitoba Housing

1-800-661-4663

Manitoba Housing offers housing to people 55 years of age or older whose income is too low to obtain affordable, suitable and adequate accommodations in the private sector. Their role is to provide social and affordable housing throughout the province. This is done through a number of different programs. Rental rates are based on the person's gross income. Some buildings offer a congregate meal program.

Provincial office phone number is **204 945-4663** or toll-free if outside of Winnipeg at **1-800-661-4663** or if you require addition information on the different programs offered through Manitoba Housing, you can email: housing@gov.mb.ca or visit their webpage, on the Province of Manitoba website: <http://www.gov.mb.ca/housing/housingoffice.html#rural>

Thompson & Area

118-3 Station Road
Thompson MB R8N 0N3
Phone: (204) 677-0611
Toll-free: 1-855-821-0141

The Pas/Flin Flon & Area

Provincial Building
P.O. Box 2550
79-3rd Street
The Pas MB R9A 1M4
Phone: (204) 627-8355
Toll-free: 1-800-778-4311

Snow Lake

50 Kerr Street
Snow Lake MB R0B 1M0
Phone: (204) 358-231

Mental Health Services

1-888-340-6742

Thompson (204) 677-5350 (Ask for Intake Worker)
The Pas (204) 623-9650 (Ask for Intake Worker)
Flin Flon (204) 687-7591 (Ask for Intake Worker)

Mental Health Adm. Assist. (204) 677-5381
Mental Health Adm. Assist. (204) 622-6431
Mental Health Adm. Assist. (204) 623-6431

Mental health professionals work with the elderly who have complex mental health care needs complicated by the effects of the aging process. Regional mental health teams work closely with community mental health workers and allied care providers and supports, seeing clients in variety of settings including personal care home, hospital or the client's own home within the region.

Ma Mow We Tak Friendship Centre (204) 677-0950

The Ma-Mow-We-Tak Friendship Centre is a non-profit, non-political organization, which assists Aboriginal people of all ages in relation to their social, educational, employment, cultural, health, justice and recreational needs and interests. We deliver an Elder's Program, which includes counseling, referrals, interpretation, escorts, assistance with government forms, etc. Recreation includes bi-weekly craft sessions, monthly suppers, Annual Elders Christmas Party and involvement in all of our activities and this gives the Elder's an opportunity to socialize. Transportation is provided to all Elders to ensure that they have the opportunity to participate. The Ma-Mow-We-Tak Friendship Centre is open from Monday - Friday 9:00 - 4:30 (winter) and 8:30 - 4:00 (summer) with special events and activities occurring some evenings and weekends.

Other Friendship Centers

The Pas Friendship Centre
103 Edwards Avenue
The Pas MB R0B 2J0
Phone: (204) 627-7500
Mon. – Fri. 8:30 A.M-4:30 P.M.

Flin Flon Friendship Centre
57 Church Street
Flin Flon MB R8A 1K8
Phone: (204) 687-3900 or 687-3888
Mon. – Fri. 9:00 A.M. – 5:00 P.M.

Lynn Lake Friendship Centre
625 Gordon Avenue
Lynn Lake MB R0B 0W0
Phone:(204) 356-2407
Mon. – Fri. 9:00 A.M. – 5:00 P.M.

Public Library Services (refer to page 20 or your local listing)

Membership is free and they offer a wide variety of programs to suit everyone's needs.

Support Services to Seniors Programs

Thompson Seniors Resource Council (204) 677-9676

The Support Services to Seniors Program assists seniors to remain living independently in the community as long as possible. Seniors Resource Councils act as a point of access for information and referral, as well as to identify and develop new services needed for seniors at the local level. These services may include:

- Congregate meals
- Friendly visitors
- Transportation
- Safety checks (daily hello)
- Emergency response programs
- Life Line
- Peer Support

Seniors Discounts in Thompson

Bacco's Pizza – 721 Thompson Drive South: 10% off – 7 days a week.

Riverview Restaurant – The Plaza: 5% - 7 days a week.

Safeway – City Central Mall: 3rd Wednesday of every month received 10% off groceries.

Shoppers Drug Mart – Burntwood Plaza: Every Thursday, receive 20% off on regular priced items.

The Pas – Golden Agers Group (204) 623-1264

The Golden Agers is a very active group in The Pas. Some of the activities offered are: exercise twice weekly, card games, birthday dinners & potlucks, and a soup and sandwich luncheon open to the public the last Friday of every month. Golden Agers are part of the Age Friendly initiative and have hosted such events as the Senior Academics, Addiction Awareness and the Seniors Northern Olympics (to mention just a few).

Seniors Discounts in The Pas

IGA – Otineka Mall – 1st Tuesday of every Month 10% discount

Arenas – Free admission for Seniors

Snow Lake Resource Center (204) 358-7141

The Snow Lake Family Resource Centre is a non-profit community based organization that is governed by a volunteer Board of Directors. Its mission is to provide services for women, children, and men that will empower them to make informed choices. Services offered include emotional support, counseling, information, referrals and educational workshops within the community. Contact their website from additional information www.snowlakefrc.com.

Public Trustee 1-800-282-8069

(204) 945-2700

Email: PGT@gov.mb.ca

The Public Guardian and Trustee as substitute decision maker who can make decisions:

- involving property only
- involving personal care only
- involving both property and personal care

The Public Trustee provides the following services for seniors:

- Administers estates and makes personal decisions for people who are not mentally capable of doing so
- Administers the estates of mentally competent people who have granted a Power of Attorney to the Public Trustee
- Administers the estates of people who have died in Manitoba with no one else capable or willing to act as administrator.
- Vulnerable adults are people who have a mental disability that has affected them before they were 18 years old. For these people, The Public Guardian and Trustee can be appointed to act as substitute decision maker (SDM). When acting as a decision maker, The Public Guardian and Trustee's responsibilities vary depending on the needs of the individual.

Royal Canada Mounted Police *(Refer to pages 17 & 18)*

The RCMP provides emergency assistance to anyone who is in immediate danger of serious physical harm, death or exploitation.

Safe Haven – Flin Flon **1-877-977-007**

The program provides emergency housing for abused women, service supports and counseling.

Seniors Abuse Line **1-888-896-7183**

The toll-free Seniors Abuse Line is a confidential information service aimed at providing seniors and others concerned about abuse with a one-stop, 24-hour information, referral, counseling and follow-up support. This service is offered in partnership with A&O (Support Services with Older Adults).

Elder Abuse Committee (Snow Lake) (204) 358-2594

Spiritual Care *(refer to pages 23 & 24 or your local listing)*

Clergy and spiritual leaders from a variety of Christian and World Religions provide support and guidance to the elderly and their families.

Society for Manitoba with Disabilities **1-888-367-0268**

Thompson & Area (204) 778-4277

SMD offers support programs and a variety of services. Parking permits application is available for SMD.

Thompson Crisis Centre **(204) 778-7273** **1-877-977-0007**

The Thompson Crisis Centre is dedicated to providing a holistic range of services to women and their children who experience physical, sexual or psychological abuse.

Recognizing that violence does not occur in isolation from society, the Thompson Crisis Centre works through community partnerships to advocate networks and develop services to meet the needs of individuals, families and communities.

The centre provides emergency placement for women whom are experiencing domestic violence. Some services offered are individual counselling, peer/support groups, as well as non-residential counselling.

Women's shelters located throughout Manitoba provide short-term emergency shelter for women of all ages who are abused by their partners.

YWCA Thompson (204) 778-6341

The YWCA Thompson provides safe affordable housing to all women. The 100 bed residence offers room and board in a comfortable friendly environment. Our courteous staff prepares health meals and snacks. Access to community programs and other resources are made available during a women's stay. Reasonable rates and flexible terms allow for short or long stays.

Victim Services 1-866-484-2846

Manitoba Justice Victim Services helps:

- victims of the most serious crimes as outlined in *The Victims' Bill of Rights*
- victims of domestic violence
- child victims and witnesses

In Winnipeg, services are divided into specialty units. The type of crime determines which unit will provide services. In rural Manitoba, crime victim services workers provide a range of services in each of the above categories of crime.

In general, Victim Services helps people access their rights, understand their responsibilities and connects them to other services or agencies. Services are provided free of charge and are available in person, by phone, fax or Internet.

For information contact the [Victim Services - Domestic Violence Unit](#) or call the toll-free province-wide domestic abuse crisis line (24 hours) at 1-877-977-0007.

- (Flin Flon/The Pas & Area) Office Hours: 8:30 a.m. to 4:30 p.m.
(204) 627-8483/627-6223
- (Thompson & Area) Office Hours: 8:30 a.m. to 4:30 p.m.
(204) 677-6368

Veterans Affairs 1-866-522-2122

This organization can provide resources (financial) for those persons who have a record of service in the Canadian Armed Forces.

RCMP Detachments

Town	Address	Emergency	Non-Emergency
Churchill	<i>Box 40 381 Kelsey Blvd Churchill MB R0B 0E0</i>	204-675-8821	204-675-2551
Cranberry Portage	<i>Box 69 Cranberry Portage MB R0B 0H0</i>	204-472-4040	204-472-4044
Cross Lake	<i>Box 68 Cross Lake MB R0B 0J0</i>	204-676-2345	204-676-26
Flin Flon	<i>96 Hapnot Street Flin Flon MB R8A 1L6</i>	204-687-1422	204-687-1423
Gillam	<i>Box 309 Gillam MB</i>		
Gods Lake Narrows	<i>Box 319 God's Lake Narrows MB R0B 0M0</i>	204-335-2464	204-335-2260
Grand Rapids	<i>Box 360 24 Lakeview Drive Grand Rapids MB R0C 1E0</i>	204-639-2467	204-639-2469
Leaf Rapids	<i>Box 489 Muhekun Street Leaf Rapids MB R0B 1W0</i>	204-473-2469	204-473-2944
Lynn Lake	<i>Box 1120 Lynn Lake MB R0B 0W0</i>	204-356-2494	204-356-8862
Nisichawayasihk	<i>Box 425 Nelson House MB R0B 1A0</i>	204-484-2288	204-484-2837
Norway House	<i>Box 40 Norway House MB R0B 1B0</i>	204-359-6715	204-359-6483
Opaskwayak	<i>Box 10220 235 Waller Road Opaskwayak MB R0B 2J0</i>	204-627-6242	204-627-6244
Oxford House	<i>Box 267 Oxford House MB R0B 1C0</i>	204-538-2413	204-538-204

Pukatawagan	<i>Box 134 Pukatawagan MB R0B 1G0</i>	204-553-2045	204-552-2342 204-553-2850
Shamattawa	<i>Box 180 Shamattawa MB R0B 1K0</i>	204-565-2350	204-565-2351
Snow Lake	<i>505 Lakeshore Drive Box 280 Snow Lake MB R0B 1M0</i>	204-358-7722	204-358-7723
Snow Lake	<i>505 Lakeshore Drive Box 280 Snow Lake MB R0B 1M0</i>	204-358-7722	204-358-7723
The Pas	<i>Box 710 The Pas MB R9A 1K7</i>	204-627-6200	204-627-6204
Thompson	122 Selkirk Avenue Thompson MB R8N OM9	204-677-6911	204-677-6909
Wabowden	<i>Box 250 Wabowden MB R0B 1S0</i>	204-689-2152	204-689-2685

Emergency Medical Services (EMS)

Community	Fire Emergency	Ambulance Emergency
Cormorant	(204) 623-4500	(205) 623-4500
Cranberry Portage	Dial 911	(204) 472-3666
Cross Lake	(204) 676-2291	(204) 676-2291
Michelle Memorial XLake	(204) 676-2733	(204) 676-2733
Easterville	(204) 329-2226	(204) 329-2226
Gillam	(204) 652-2911	(204) 652-2911
Grand Rapids	(204) 639-4400	(204) 639-4400
Leaf Rapids	Dial 911	Dial 911
Lynn Lake	Dial 911	Dial 911
Moose Lake	(204) 623-4500	(204) 623-4500
Nelson House	(204) 484-2911	(204) 484-2911
Norway House	(204) 359-4400	(204) 359-4400
Rocky Lake	(204) 623-4500	(204) 623-4500
Sherridon	(204) 472-3666	(204) 472-3666
Snow Lake	Dial 911	Dial 911 or (204) 358-2300
The Pas	Dial 911	(204) 623-4500
Thompson	(204) 677-7911	(204) 677-7911
Wabowden	(204) 689-1911	(204) 689-1911
Wanless	Dial 911	(204) 623-4500

Additional Information Clinics

Clearwater Midwives	The Pas		(204) 623-9637
Flin Flon Clinic	Hospital – Flin Flon		(204) 687-6130
Gillam Clinic	Hospital – Gillam		(204) 652-6001
Noel, C.T. Medical Clinic	The Pas		(204) 623-4866
Pinder Clinic	The Pas		(204) 623-5443
Primary Health Care Clinic	The Pas		(204) 623-9650
Northern Consultation Clinic	Hospital – Thompson		(204) 677-5314
The Pain Clinic	Hospital – Thompson		(204) 677-5314
The Pas Clinic	Health Centre – The Pas		(204) 623-3334
The Pas Recreation & Wellness Centre	The Pas		(204) 627-1134
Thompson Clinic	The Plaza - Thompson		(204) 677-1777
White Water Clinic	The Pas		(204) 623-5899

Dental

Assiniboine Dental Group	Shopping Centre - Gillam		(204) 652-2405
Aurora Dental	The Plaza – Thompson		(204) 677-3935
City Dental Group	The Plaza – Thompson		(204) 778-7381
Fanukt Dehtak Cebtre	Coop Bldg – Flin Flon		(204) 687-4777
Flin Flon Dental Group	Flin Flon		(204) 687-4214
Flin Flon Denture Clinic	Flin Flon		(204) 687-5006
Northern Denture Clinic	Burntwood Plaza – Thompson		(204) 677-3743
Parker Denture Clinic	The Pas Flin Flon		(204) 623-3474 (204) 687-6882
Polaris Dental Clinic	The Pas		(204) 623-1465
The Pas Dental Clinic	The Pas		(204) 623-3544
Thompson Dental Clinic	City Centre Mall – Thompson		(204) 677-4555
Westwood Dental Clinic	Westwood Mall – Thompson		(204) 677-4526

Eye Clinics

City Vision	The Plaza – Thompson	1-877-549-2020	(204) 677-2020
Family Optical	The Pas		(204) 623-5656
Moore Specs	Thompson – Burntwood Plaza		(204) 677-5551
Northern Eyecare Ltd.	Flin Flon		(204) 687-5633
Professional Vision Care	The Pas	1-866-946-5098	(204) 623-1400
Thompson Eye Care	Westwood Mall - Thompson	1-800-922-1393	(204) 778-7890

Fitness

Better Body Fitness	Thompson	(204) 778-5533
Katey Armstrong	Rotary Place/Harmony House	(204) 677-5748
LABAN Fitness	Thompson – The Plaza	(204) 778-8181
NC Crossroad Lanes	Thompson - North Centre Mall	(204) 677-4415
Norplex Pool	Thompson	(204) 677-7963
TRCC	Thompson	(204) 677-7952

Financial Institutions

Assiniboine Credit Union	Thompson Gillam	1-877-658-8588	(204) 677-0850 (204) 652-2002
CIBC	Thompson Flin Flon The Pas		(204) 677-2359 (204) 687-6022 (204) 623-3439
City Financial	Thompson		(204) 677-8164
Flin Flon Credit Union	Flin Flon		(204) 687-6620
RBC	Thompson Flin Flon The Pas Snow Lake	1-800-769-2511	(204)778-7367 (204) 687-7551 (204) 623-3427 (204) 358-7711
Scotia Bank	Thompson Flin Flon The Pas	1-800-472-6842	(204) 677-9730/677-0730 (204) 687-7140 (204) 627-5423
TD Bank	Thompson The Pas	1-866-222-3456	(204) 677-6080 (204) 623-3464
Westoba Credit Union Ltd.	The Pas	1-877-937-8622	(204) 627-6300

Hospitals

Flin Flon Hospital	Flin Flon	(204) 623-6431
Gillam Hospital	Gillam	(204) 652-2600
Lynn Lake Hospital	Lynn Lake	(204) 358-2474
Snow Lake Hospital	Snow Lake	(204) 358-2300
The Pas Health Complex. St. Anthony's Hospital	The Pas	(204) 623-6431
Thompson General Hospital	Thompson	(204) 677-2381

Personal Care Homes

George Colon Memorial Home Inc.	General Delivery	Oxford House MB R0B 1C0	(204) 538-2560
McGillivray Care Home	56 Kiche Maskanow	Opaskwayak MB R0B 2J0	(204) 623-5421
Nisichawayasihk PCH	General Delivery	Nelson House MB R0B 1B0	(204) 484-2350
Northern Lites Manor	274 Bracken Street	Flin Flon MB R8A 1P4	(204) 687-7325
Northern Spirit Manor	879 Thompson Drive	Thompson MB R8N 0A9	(204)778-3805
Pinaow Wachi Ltd. PCH	Bldg 305 Rossville	Norway House MB R8N 1B0	(204) 359-6606
Snow Lake Health Centre	100 Lakeshore Drive E.	Snow Lake MB R8N R0B 1M0	(204) 358-2300
St. Paul's Residence	34-2 nd Street, Box 240	The Pas MB R9A 1K4	(204) 623-9226

Public Libraries

Bette Winner Library	Gillam	(204) 652-2617
Flin Flon Public Library	Flin Flon	(204) 687-4233
Leaf Rapids Public Library	Leaf Rapids	(204) 473-2742
Snow Lake Library	Snow Lake	(204)358-2322
The Pas Regional Library	The Pas	(204) 623-2023
Thompson Public Library	Thompson-	(204) 677-3717

Pharmacies

Clark's Pharmacy	The Plaza – Thompson	(204) 778-7008
Drugstore Pharmacy	The Pas	(204) 623-1289
Norway House Pharmacy	Norway House Hospital	(204) 359-6363
Safeway Pharmacy	City Centre Mall – Thompson	(204) 677-3064
Shoppers Drug Mart	Burntwood Plaza	(204) 778-8391
Snow Lake Pharmacy	79 Balsam Street	(204) 358-2233
Super Thrifty Drug Store	Otineka Mall – The Pas	(204) 623-5150
Walmart Drug Store	City Centre Mall – Thompson	(204) 778-4675
Walmart Drug Store	Flin Flon	(204) 687-7188

Other -Useful Numbers

Additions Foundation of Manitoba	1-866-291-7774	Snow Lake Recovery Group (204) 358-9890 or (204) 358-7634
Alzheimer Society of Manitoba	1-800-378-6699	
Canadian Cancer Society	1-888-939-3333	Manitoba Chapter – Winnipeg (204) 774-7483 Snow Lake Support Group (204) 358-2385
Canadian Diabetes Association	1-800-226-8464	Manitoba Chapter – Winnipeg (204) 925-3800
Canadian Mental Health Association		Thompson & Region (204) 677-6052 The Pas & Region (204) 623-7203 Winnipeg (204) 982-6100
Heart & Stroke Foundation of Manitoba	1-888-473-4636	Manitoba Chapter - Winnipeg (204) 832-5065
Multiple Sclerosis Society of Manitoba	1-800-297-8099	Manitoba Division – Winnipeg (204) 943-9595
Northern Patient Transportation	1-800-290-1098	(204) 687-9638 – Flin Flon Office (204) 358-2300 (Extn. # 5) – Snow Lake (204) 677-5337 – Thompson Office (204) 623-9212 – The Pas Office
Osteoporosis Canada	1-800-463-6842	Manitoba Chapter - Winnipeg (204) 772-3498
Palliative Care Services	1-877-677-5353	(204) 623-9661 – Flin Flon/The Pas & Area (204) 778-1450 – Thompson & Area
Pharmacare Drug Program	1-800-297-8099	(204) 786-7141 - Winnipeg
Parkinson Society of Manitoba		(204) 786-2637 - Winnipeg
SMD – Society for MB's with Disability	1-888-367-0268	(204) 778-4277 – Thompson & Area
Uninsured Health Benefits	1-800-392-1207	(204) 786-7101 – Winnipeg

Health Centre/Nursing Stations

Brochet	Phone: (204) 323-2120	Fax: (204) 323-2650
Cormorant Health Care Centre	Phone: (204) 357-2161	Fax: (204) 357-2259
Cranberry Portage Wellness Centre	Phone: (204) 472-3338	Fax: (204) 472-3389
Cross Lake Nursing Station	Phone: (204) 676-2011	Fax: (204) 676-3179
Deschambault Nursing Station	Phone: (306) 632-2106	Fax: (306) 632-4555
Easterville Nursing Station	Phone: (204) 329-2212	Fax: (204) 329-2337
Garden Hill Nursing Station	Phone: (204) 456-2615	Fax: (204) 456-2866
God's Lake Nursing Station	Phone: (204) 335-2557	Fax: (204) 335-2043
God's River Nursing Station	Phone: (204) 366-2355	Fax: (204) 366-2474
Grand Rapids Nursing Station	Phone: (204) 639-2215	Fax: (204) 639-2448
Ilford Community Health Centre	Phone: (204) 288-4348	Fax: (204) 288-4248
Lac Brochet Nursing Station	Phone: (204) 337-2161	Fax: (204) 337-2143
Leaf Rapids Health Centre	Phone: (204) 473-2441	Fax: (204) 473-8273
Pikwitonei Nursing Station	Phone: (204) 458-2402	Fax: (204) 458-2468
Moose Lake Nursing Station	Phone: (204) 678-2252	Fax: (204) 678-2343
Nelson Housing Nursing Station	Phone: (204) 484-2031	Fax: (204) 484-2284
Norway House Nursing Station	Phone: (204) 359-8230	Fax: (204) 359-6599
Opaskwayak Cree Nation	Phone: (204) 627-7410	Fax: (204) 623-1491
Oxford House Nursing Station	Phone: (204) 538-2347	Fax: (204) 538-2445
Pelican Narrows Nursing Station	Phone: (306) 632-2046	Fax: (306) 632-4444
Pikwitonei Health Centre	Phone: (204) 458-2402	Fax: (204) 458-2468
Pukatawagan Nursing Station	Phone: (204) 553-2271	Fax: (204) 553-2241
Red Sucker Lake Nursing Station	Phone: (204) 469-5321	Fax: (204) 469-5769
Sandy Bay Nursing Station	Phone: (306) 754-5400	Fax: (306) 754-5429
Shamattawa Nursing Station	Phone: (204) 565-2370	Fax: (204) 565-2519
Sherridon Health Centre	Phone: (204) 468-2012	Fax: (204) 468-2167
Snow Lake Health Centre	Phone: (204) 358-2300	Fax: (204) 358-7095
South Indian Lake Nursing Station	Phone: (204) 374-2013	Fax: (204) 374-2039
Split Lake Nursing Station	Phone: (204) 342-2033	Fax: (204) 342-2319
St. Theresa Point Nursing Station	Phone: (204) 462-2264	Fax: (204) 462-2642
Tadoule Lake Nursing Station	Phone: (204) 684-2031	Fax: (204) 684-2049
Thicket Portage Nursing Station	Phone: (204) 286-3254	Fax: (204) 286-3216
Waasagamach Nursing Station	Phone: (204) 457-2189	Fax: (204) 457-2348
Wabowden Community Health Centre	Phone: (204) 689-2600	Fax: (204) 689-2180
York Landing Nursing Station	Phone: (204) 341-2325	Fax: (204) 341-2179

Spiritual Support

City of Thompson Towns of Gillam, Leaf Rapids, Lynn Lake & Snow Lake

Church	Office Phone #	Address/Location
Anglican/United Women (ACW)	(204) 356-8374	Lynn Tozer – Lynn Lake MB
Gillam Gospel Chapel	(204) 652-2201	220 Mattonabee Avenue, Gillam MB
Burntwood Baptist	(204) 778-4494	39 Beaver Crescent, Thompson MB
Catholic Women's League (CWL)	(204) 356-8561 (204) 356-2918	Pat Campbell – Lynn Lake MB
Church of Jesus Christ of Latter Day Saints (Mormon)	(204) 677-4060	83 Copper Road, Thompson MB
Christian Fellowship Centre	(204) 677-4457	328 Thompson Drive North, Thompson MB
Christian Fellowship Centre	(204) 358-2433 (204) 358-2156	82 Balsam Street, Snow Lake MB
Christian Centre	(204) 356-2433	82 Balsam Crescent, Snow Lake MB
First Baptist Church	(204) 778-8037	456 Westwood Drive, Thompson MB
Hindu Prathna Samaj of Thompson	(204) 778-0047	Thompson MB
Islamic Association (Thompson Chapter)	(204) 677-5585	335 Thompson Drive, Thompson MB
Light of the North Covenant Church	(204) 778-5889	32 Nelson Road, Thompson MB
Pentecostal Assembly	(204) 677-3435	126 Goldeye Crescent, Thompson MB
Roman Catholic Church	(204) 358-2235	100 Balsam Street, Snow Lake MB
Snow Lake Baptist Church	(204) 358-2002	107 Lipsey Dr, Snow Lake, MB R0B 1M0
St. Andrews Presbyterian	(204) 677-4151	132 Greenway Crescent, Thompson MB
St. James Anglican	(204) 677-4652	10 Caribou Road, Thompson MB
St. John's United & Lutheran	(204) 677-4495	52 Caribou Road., Thompson MB
St. Joseph's Ukrainian Catholic	(204) 778-7547	340 Juniper Drive, Thompson MB
St. Lawrence Catholic Church	(204) 677-0161	114 Cree Road, Thompson MB
St. Maria Goretti Catholic Church	(204) 356-2237	423 Sherritt Avenue, Leaf Rapids MB
St. Simons Joint Multi-Denominational	(204) 356-8759	Box 490, Lynn Lake MB
Salvation Army	(204) 677-3658	305 Thompson Drive North, Thompson MB
Thompson Bible Chapel	(204) 677-2531	159 Cree Road, Thompson MB
Thompson Pentecostal Assembly	(204) 677-3435	126 Goldeye Crescent, Thompson MB
United Anglican Church	(204) 358-2263	102 Balsam Street, Snow Lake MB

City of Flin Flon Towns of Creighton/Cranberry Portage

Church	Office Phone #	Address/Location
Alliance Church	(204) 687-8498	237 Green Street, Flin Flon MB
Amisk Lake Church	(306) 366-2495	1725 Moody Dr., Denare Beach, SASK.
Church of Jesus Christ of Latter Day Saints (Mormon)	(204) 687-5053	198 Dominion Blvd., Flin Flon MB
Cornerstone Community Church	(204) 687-6411	298 Green Street, Flin Flon MB
First Baptist Church	(204) 687-4123	121 Channing Drive, Flin Flon MB
Grace Church of the Mennonite Brethren	(204) 472-6504	102 Portage Rd. SE, Cranberry Portage MB
Jehovah's Witnesses (Kingdom Hall)	(204) 687-6811	120 Alder Ave., Flin Flon MB
Lutheran Church	(204) 687-7180	20 Second Ave., Flin Flon MB
Northern Fellowship Chapel	(306) 688-4689	433 First St. W., Creighton, SASK.
Pentecostal	(204) 687-4596	180 Green Street, Flin Flon MB
Salvation Army	(204) 687-7812	3 Hemlock Dr., Flin Flon MB
St. Anns Parish (Roman Catholic)	(204) 687-4930	163 Centre Steet, Flin Flon MB
St. Peter & St. James Anglican Church	(204) 687-6054	74 Church Street, Flin Flon MB
Roman Catholic Mission	(204) 472-3442	104 Second Ave. N., Cranberry Portage MB
Northminister Memorial United Church	(204) 687-5822	250 Bracken Street, Flin Flon MB
Ukrainian Catholic Church	(204) 687-5745	2 Hiawatha Ave, Flin Flon MB

(Northern RHA Spiritual Care Contact List- April 10, 2013)

Alliance Church

Church: 623-3742
thepasalliance@gmail.com

Anglican: Christ Church

Rev. **Rebecca Graham**
Church: 623-2119
Cell: 620-5801
pstr.graham@gmail.com
Rev. **Mike Dickens**
Home: 623- 4321
Cell: 687- 0589

Anglican: Church of the Messiah, OCN

Church: 623-5750
Rev. **Bruce Constant**
Cell: 620- 0142

Associates:

Rev. **Gloria Lavallee**
Cell: 620-1636
Home: 623-5363

Anglican: Church of the Redeemer, OCN

Rev. **Jim Sayese**
Church: 623-2999
Cell: 620-2751
Home 623-3318

Anglican: Henry Budd College for Ministry

Rev. **Paul Sodtke** and
Marion Jenkins
College: 623-3311
Home: 623-7206
hbcm@mts.net

Apostolic: Living Water

Pastor **Betty Olson**
Church: 623-3123
Home: 623-3021
olsb@mts.net



Baha'is of The Pas

Contact: **Laura Morach**
623-0300

Bible Baptist Church

Pastor **Dave Brauer**
316 Ross Avenue
Phone: 623-1275
brauers2manitoba@gmail.com
m

Bible Church: Riverside

Umpherville Settlement
Rev. **Dennis Anderson**
Church: 623-2394
danderso@mts.net

Jehovah's Witnesses

Rene Flindt
623-2037

Lutheran:

Redeemer Lutheran Church

Contact:
Leigh Keller
Home: 623-6308
Harvey Rudolf
Home: 623- 5227

Native Elders

Harry Ballantyne
Work: 627-8468
Home: 678-2147
John Martin
Work: 627-8581
Cell: 623-0638

Northern Gateway Community Chaplaincy

Tri Troung
Cell: 620-0887
trichaplaincy@gmail.com

Roman Catholic Cathedral Our Lady of the Sacred Heart

Rev. **Jack Herklotz**
Church: 623-2938
Home: 623- 7368
Cell: 620-5574
herklotz@omilacombe.ca

Roman Catholic Archdiocese of Keewatin-the Pas

Bishop **Murray Chatlain**
Rev. **Robert Laroche**
Sister **Norma Samar**
Office: 623-6152 ext. 1
Home 623-6152 ext. 7
chancery@keepas.ca

The Pas Christian Fellowship

(Evangelical)
Rev. **Ziggy Froese**
Home 623-7600
Cell 620-2872
pastorzig@mts.net

Ukrainian Catholic Church

Rev. **Djura George Maljik**
Church Ph/Fax: 623-5126
Work Mon-Fri
UCN cafeteria 627-86438

Westminster United Church

Church: 623-2821
tpwuc25@mts.net
Lay ministers
Linda Buchanan
Cell 620-8790
Joan Prokopow
Home: 624-5253

The Pas Health Complex
Spiritual Care Coordinator
Georgina Civka
627- 6416
Or 30221
Room 231
gcivka@nrha.ca

Abuse is a Violation of Human Rights

Violations of rights means ignoring older adults' entitlement to basic rights and freedoms that other adults often take for granted. Violation of rights may include restricting visitors, or restricting the person's liberty, freedom, rights to privacy, and access to information or available community supports. Violation of rights can also include making decisions about the older adult's health, personal care, or finances without the person's consent (or where the person is not capable, the consent of his or her preferred or legally legitimate representative).

Every senior in Manitoba has the following rights:

- (a) the right to freedom, independence and individual initiative in planning and managing his or her own life;**
- (b) the right to access affordable and appropriate services and programs that are molded by the principles of strengthening independence, affirming dignity and expanding choice;**
- (c) the right to be able to remain in his or her community and in his or her home with the support of community-based, long-term care services;**
- (d) the right to a system where long-term care needs are met, regardless of income, in a culturally and linguistically sensitive way as those needs change over time;**
- (e) the right of access to services that allow aging in place where possible;**
- (f) the right to transition between the various forms of long-term and end-of-life care with minimal disruption and maximum attention to quality of life;**
- (g) the right to an opportunity to choose a healthy lifestyle and be supported in this choice by culturally appropriate programs designed to foster health and wellness without regard to economic status;**
- (h) the right to protection from abuse, neglect and exploitation;**
- (i) the right of consumer empowerment to make informed quality of life decisions;**
- (j) the right to be fully informed of all programs and benefits, financial and otherwise, available to seniors, including the criteria and conditions of the programs and the amount of benefits.**

The Manitoba Network for the Prevention of Abuse of Older Adults (MNPAOA) is housed at:

Manitoba Society of Seniors

202-323 Portage

Winnipeg MB

R3B 1C3, Canada

Phone: (204) 942-3147

Toll Free: 1-800-561-6767

Fax: (204) 943-1290

Email: infor@mnpaooa.ca