

Elder ABUSE



The Hidden Crime

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**This publication contains general information
only. Each situation is unique. The law can
also change. If you have a legal problem,
contact your community legal clinic or a lawyer.**

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What is elder abuse?

Elder abuse is any harm done to an older person that is violent or abusive. **Elder abuse is often a crime.** The abuse can be caused by:

- a family member,
- a friend,
- staff in group residential settings such as care homes (also known as retirement homes, retirement lodges, seniors' group residences, and supportive housing) and in long term health care facilities such as nursing homes, homes for the aged, public and chronic care hospitals, or
- anyone the older person relies on for basic needs.

Someone who commits elder abuse usually has control or influence over the older person.

Victims of elder abuse often know and trust their abuser. Most victims of elder abuse depend on the people who hurt them, sometimes for food, shelter, personal care, or companionship.

Harm caused by strangers may be considered a crime but it is not considered elder abuse. An older person's self-neglect is also not elder abuse.

What types of elder abuse are there?



There are many types of elder abuse.

Physical abuse

- physical assault from slapping, pushing, beating an older person, or
- forced confinement in a room, bed, or chair.

People who commit physical assault or forced confinement are committing crimes that are punishable by law.

Sexual abuse

- any unwanted form of sexual activity, or
- sexual assault.

These actions are crimes.

Financial abuse

- forcing an older person to sell personal property,
- stealing an older person's money, pension cheques, or possessions,
- fraud, forgery, and extortion, or
- the wrongful use of a Power of Attorney.

These actions are also crimes.

Neglect

- abandoning an older person, withholding food and health services, or
- deliberately failing to give someone who is dependent what he or she needs.

This kind of neglect is a crime.

Mental abuse

- humiliating, insulting, frightening, threatening, or ignoring an older person, or
- treating an older person like a child.

Under some circumstances, mental cruelty is a crime.

What are the signs and symptoms of elder abuse?

Victims of elder abuse may show signs of:

- depression, fear, anxiety, passivity,
- unexplained physical injuries,
- dehydration or lack of food,
- poor hygiene, rashes, pressure sores, or
- over-sedation.

There are other signs of elder abuse. For example, if money or personal items such as eye glasses, jewellery, hearing aids, or dentures are missing without explanation, it may be because of elder abuse.

No one should jump to conclusions, but signs and symptoms should be taken seriously. What sometimes seems like self-neglect may turn out to be elder abuse.

Why does elder abuse happen?

Elder abuse happens because of the abuser's power and control over an older person. In some cases, it may also be linked to an abuser's:

- drug or alcohol problem,
- history of anti-social behaviour, or
- mental health problems.

Abuse is more likely to happen when the family is going through a period of high stress, including the stress of looking after the older person.

Old age is a difficult time for many people, a time of failing health, reduced income, the loss of a meaningful role, or the death of loved ones. These problems can create great unhappiness for older people and can damage relationships with spouses and children. In extreme cases, this damage can lead to abuse.

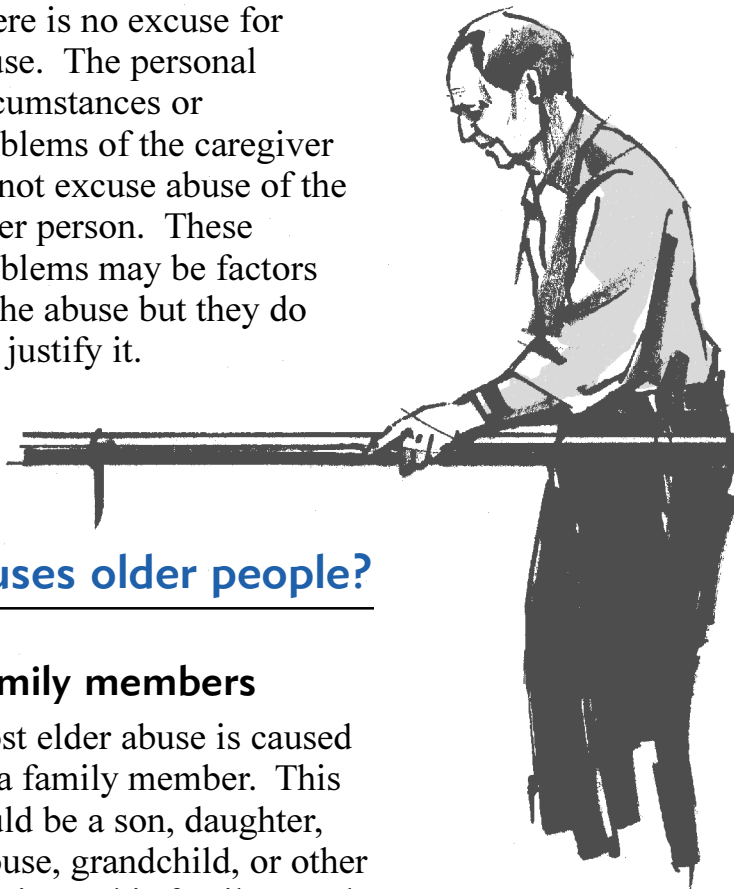


The abuser may not allow people to visit or talk to the older person. The older person may be isolated from the community, social services, and even from other family members.

In some cases, the elder abuse may be part of a cycle of violence in the family. The person who abuses an elderly parent may have been abused by that parent. The elder abuse can be a form of getting even with the parent for past wrongs.

Staff in nursing homes and other long term care facilities may abuse residents physically or mentally. Abusers are likely to be frustrated staff members who are not able to do their jobs properly. This can be because of poor training, low pay, over-work, or under-staffing. Staff may also have personal problems that affect the way they provide services to older people under their care.

There is no excuse for abuse. The personal circumstances or problems of the caregiver do not excuse abuse of the older person. These problems may be factors in the abuse but they do not justify it.



Who abuses older people?

Family members

Most elder abuse is caused by a family member. This could be a son, daughter, spouse, grandchild, or other relative. This family member is often dependent on the older person for money or a place to live. The abuser may have difficulties such as chronic unemployment, psychological or personal problems.

Professional Caregivers

Elderly people may be abused by health care and social service providers, either in the community or in long term care facilities.

Theft and assault **can** happen in institutions, but most abuse takes the form of neglect, poor care, and lack of respect for residents.

Who are the victims of elder abuse?

Most victims of elder abuse are mentally competent and able to make decisions for themselves. Most are capable of taking care of their own health needs and do not need constant care.

No one should assume that victims of elder abuse are incompetent merely because they are older adults. Although victims of elder abuse are generally dependent on the abuser in some way, the dependency is not necessarily because the older person is mentally incompetent or physically frail. However, if the older person has mental or physical disabilities, he or she is especially vulnerable to abuse.

Abuse can happen to any older person, but the greatest physical harm is most often done to women.

Some older people are the victims of assault by their husband or wife.

Isolation and abuse go hand in hand. Many victims of abuse are isolated from their friends, neighbours, and other family members.

Why is elder abuse seldom reported?

Some **victims** do not report elder abuse because:

- they are afraid of what the abuser will do to them if they report the abuse,
- they are completely under the control of the abuser and depend on the abuser for food, shelter, clothing, and health care,
- they think they will be put in an institution,
- they are ashamed to tell anyone that a family member is assaulting them or stealing their money, or
- they think that the police and social agencies cannot really help them.

Sometimes **family, friends, or health and social service providers** do not report their suspicions of elder abuse because:

- they do not know who to speak to,
- they do not know what can be done,
- they just do not want to get involved, or
- the older person asks them not to report it.

There are other reasons why service providers may not report elder abuse:

- they may not want to involve the police or give out information because they believe that they have a confidential relationship with their client and cannot tell anyone else about what happens in the client's home,
- they do not know that assault, theft, or serious neglect in the family or in a long term care facility is a crime,

- they may be afraid of the abuser and may fear going into the home after the abuse is reported,
- they may believe that they cannot contact the police for help because they think the older person would not be physically able to testify in court, or
- they fear that the older person may deny that anything is happening in the household, and they believe that nothing can be done unless the older person admits that the abuse is happening.

The law says that if anyone sees harm being done to an older person who lives in a nursing home in Ontario, this abuse must be reported to the local Regional Office of the Ministry of Health and Long-Term Care. (See pages 31 - 34.) This also applies where someone suspects that an older person is being harmed or might be harmed.

Any abuse that takes place in a municipal or charitable home for the aged should also be reported to the local Regional Office of the Ministry of Health and Long-Term Care. This office has the authority to investigate reports of abuse in these facilities as well. At this time, the law does not require people to report abuse in municipal or charitable homes for the aged. However, a change in the law is expected that will require people to report abuse in these facilities.

If the victim of elder abuse lives in his or her own home or in any other residential setting, the law does not require anyone to report the abuse. But victims or anyone else who suspects elder abuse may report their concerns to the police, to health or social services, or to a legal service.

No matter where cases of abuse and serious neglect happen, they should be reported to the police.

What do victims of elder abuse need?

Elder abuse victims need:

- the abuser to stop the violence, exploitation, or neglect,
- safety, shelter, access to financial resources,
- home support services so they are not dependent on the abuser, or housing options to meet their needs,
- emotional support, counselling, greater links to the community, and
- information about the criminal justice system (especially what is likely to happen to their abuser if it is a family member who is abusing them).



What can the police do?

If you have been abused, or if you think someone else is being abused, **tell the police**. Call the police even if you think that the incident is not very significant, or if you believe that you have given the abuser cause to abuse you. Calling the police is an important part of protecting yourself and of being a good neighbour. Telling the police about crimes that have happened is one way to prevent future crimes.

When you call the police, the police operator will take as much information as is necessary to be able to send the police. If you call the police, you can remain anonymous. If you tell the police that you want to remain anonymous, no one will be told that you called the police, including the victim or the person you suspect is abusive. The police may ask for your telephone number and name so that they can get more information from you in the future, or to check some facts.

The police can investigate the report. The investigation may include:

- a detailed signed statement from the victim,
- statements from neighbours, other family members, or service providers who may have evidence,
- photographs of any injuries,
- a medical report,
- statements from anyone who knows about previous abuse (for example, hospital staff), or
- any other relevant evidence.

If the police believe that a crime has been committed, they can lay charges. The police are encouraged to lay charges instead of advising victims to go through the steps alone. Some victims of elder abuse may not be physically or mentally capable of taking the initiative to charge their abuser. Some victims are more likely to support prosecution of an abuser if they are not personally responsible for the abuser's arrest.

Many victims of abuse are concerned about what will happen to the abuser. Victims should ask police for information on the criminal justice system. The police should be prepared to answer these questions, because this may make the victim more willing to co-operate with the police.

Some victims of elder abuse are asked to testify in court. If so, they may be able to get help and support from a lawyer or from the Victim/Witness Assistance Programme run by the court. Victims should ask the police to help them get in touch with the Victim/Witness Assistance Programme if it is available in their area.

Where can older people get help?

Even if seniors are being abused at home, many would prefer to stay in their own homes or to continue to live with relatives instead of moving into a care home (retirement home) or to a long term care facility. These seniors and their relatives need help to deal with the abuse in the home.

Although no community service deals specifically with elder abuse and neglect, there are many services that can help older people. All of these services may play a role in helping victims of abuse and their families. Staff and volunteers of agencies that provide professional services, community support services, homemaking, and personal support services should know how to recognize elder abuse. They should also know what options and resources are available in their own community to help seniors deal with financial, physical, and mental abuse. They should also be able to help seniors get information on preventing abuse.

These services can:

- assist seniors to be more independent, particularly from their abusers,
- provide options to older people who are socially isolated,
- help to lessen the stress between the caregiver and the older person,
- refer people to special services that help the abuser deal with aggression, anti-social behaviour, or drug and alcohol abuse, and

- support the senior who wants to maintain a relationship with his or her abuser.

If you are being abused, or if you think someone else is being abused, you can get advice or help from health and social service agencies and other professionals. Three good places to start are:

Community information centres

Community information centres can give you advice about the services available in your area. They can also put you in touch with the right agencies and professionals. Your community may have an Elder Abuse Committee that you can contact. Look in the white pages of the telephone book for the number of your local community information centre

In some northern communities, local offices of the Ministry of Northern Development and Mines may provide information about government programs and services. The Ministry of Northern Development and Mines can be reached at **(705) 945-5904** or toll-free at **1-877-817-6636**.

Community legal clinics

Community legal clinics can often give you free legal advice and help. The community legal clinic nearest you can usually be found under “Legal Aid” in the white or yellow pages of your phone book.

In Ontario, there is a legal clinic called the **Advocacy Centre for the Elderly (ACE)**. ACE specializes in the legal problems and needs of older people. (See page 30.)

Community Care Access Centres

Community Care Access Centres (CCACs) are non-profit corporations that have been set up in communities across Ontario to provide a single and simple access to many services. These services are all called long term care services.

The 43 Community Care Access Centres are responsible for:

- service information and referral to all long term care services, including volunteer-based community services,
- case management,
- determination of eligibility for services,
- co-ordinated service planning and monitoring, and
- placement co-ordination services for long term care facilities.

Long term care services include a broad range of community, personal support, and health care services that the senior may need on an occasional or ongoing basis to help him or her live as independently as possible. Many of these services can help a senior who is a victim of abuse gain access to services which can make him or her more independent. These services may also help a senior get the emotional support and needed links to his or her own community.

These services include:

- **professional services** such as nursing, occupational therapy, physiotherapy, social work, dietetics services, and speech-language pathology services,

- **homemaking services** which include help from trained homemakers with house cleaning, laundry, ironing, shopping, banking, paying bills, planning menus, and preparing meals. This also includes assisting and training a person to carry out these tasks.
- **personal support services** which provide physical assistance with the activities of daily living for people who cannot do them without help because of illness or permanent physical disabilities. This includes assistance with personal hygiene.

If you need or want any long term care services, you should call the CCAC in your community. The CCAC will either help you directly or refer you to the appropriate service. To contact the CCAC in your area, look under “Community Care Access Centres” in the white pages of your telephone book.

The CCAC case manager will complete an assessment to determine the services a senior may need and his or her eligibility for them. After discussing the services with the senior, the case manager will arrange the type and amount of service required. The CCACs will also provide information and referral to many other services such as:

- community support services (meal services, transportation, home help, friendly visiting, security checks, social and recreational services),
- caregiver support services, and
- special services for people who have impaired vision or hearing.

Community Care Access Centres can arrange some of the following services or provide information about them.

Community health services

Community health services are provided by professionals in an older person's house or apartment. These services are arranged through the CCAC.

These professional services include nursing, occupational therapy, physiotherapy, social work, speech-language pathology, and dietetics. Seniors may also be eligible for medical supplies, equipment, dressing supplies, and prescription drugs.

Professional services may be provided by both non-profit and commercial agencies in the community. There are no fees charged to the senior for professional services arranged through the CCAC.



Community support services

Here are some types of community support services:

Adult day programs

Adult day programs are offered outside the home, usually in senior citizen centres or homes for the aged. Day programs supplement the care given to elderly people by family, relatives, or friends. Adult day programs can reduce the social isolation of the older person by bringing them into a social and recreational setting. Older people can get personal care, meals, and sometimes transportation to and from the centres. Fees are usually based on ability to pay. The case manager from the Community Care Access Centre completes an assessment to determine the older person's needs and eligibility for adult day programs.

Dining clubs

These programs bring older people together in a formal setting for meals and social activities. Most programs are held in community centres or churches on a regular basis. Transportation to the club may also be available.

Escort service

Escort services help those who are not able to leave their homes on their own because of physical, psychological, or social difficulties. A worker or volunteer goes with the older person on errands or to appointments, and ensures that the older person gets home safely afterwards. Transportation may also be included as part of the service.



Friendly visiting and security checks

Friendly visiting provides social contact and support to isolated or housebound people. These programs usually try to provide an older person with a visitor who is willing to visit or telephone on a regular basis. This person should also be able to tell the senior where to call for other services.

Security checks to make sure a senior is safe can be arranged. These checks are done by volunteers, the senior's postal worker, or by an automated telephone call. The senior identifies a person to be contacted if the senior does not respond to the check. This is usually a free service.

Home help

Home help includes light housekeeping, seasonal cleaning, laundry, meal preparation, minor repairs, grass cutting, and snow removal. These services may be provided on a regular basis, from time to time, or in emergencies. Personal or physical care is not included in home help services. There is usually a fee for these services. However, the fee is often based on ability to pay.

Homemaking

Homemaking services provide instruction and help in managing a household and personal care. The difference between home help and homemaking is that home help provides care and maintenance for an individual's living space, while homemaking provides home and personal care services. Homemaking services are arranged through the local Community Care Access Centres.

Meals on Wheels

Seniors who are having difficulty preparing meals can have nutritious meals delivered to their homes on a regular basis. Frozen meals may be available for weekends. There is usually a fee for this service.

Caregiver support

Caregiver support services provide counselling, training, and information to the family, relatives, or friends responsible for the care of an older person. These services may be provided in the home. The amount of assistance varies from program to program.



Respite care and vacation care

Volunteers may be available for a few hours each week to provide a break from caregiving to families looking after seniors on a regular basis. This is called respite care or caregiver relief.

Respite care for longer periods such as overnight, over a weekend, or for one or two weeks (vacation care) may be available in the senior's home or at a local long term care facility. Fees are charged for these services.

For some services, seniors may need to be assessed by a professional such as a doctor, visiting nurse, social worker, or case manager. This can be arranged through the CCAC. Other services may accept self-referrals. Whether an older person qualifies for a particular service depends on his or her medical and social needs. There are no fees for the professional health services, but most other community services charge a fee for their services. The fee may depend on what the person can afford. Subsidies may also be available to those who qualify.

Emergency shelter and housing

Transition houses provide temporary shelter for abused women of all ages.

Older people who need emergency housing may also need help with such things as dressing, eating, bathing, or toileting. They may not be able to get the help they need at a transition house or shelter. However, they may be able to get emergency housing or a crisis admission to a local long term care facility. Access to this housing is through the placement service within the local Community Care Access Centre. To contact the CCAC placement service in your area, look under “Community Care Access Centres” in the white pages of your telephone book.

Some organizations help arrange alternative housing. In Toronto, for example, Senior Support Services and the Housing Registry help find housing for older people. Senior Support Services is run by the Family Service Association. Ask the Community Information Centre or the Community Care Access Centre in your area whether there are local services to help you find housing.

Finances

Victims of elder abuse whose finances have been managed by family members may need help to regain control of their assets and finances. Seniors may also need financial support if their income is not enough to meet their expenses. An older person can get help with financial issues from a lawyer or community legal clinic.

Old Age Security and Guaranteed Income Supplement

Old Age Security Pensions are available to Canadian citizens and landed immigrants 65 years of age or older who meet Canadian residency requirements. Old Age Security is the same for all people who qualify. It does not depend on the person's assets or income.

To get this pension, a senior must apply to the regional office of Human Resources Development Canada (HRDC). For information about applying, call the Income Security Programs branch of HRDC at **1-800-277-9914**.

Seniors who have little or no income apart from Old Age Security may be eligible to receive the Guaranteed Income Supplement (GIS). This pension is dependent on how much income the senior receives from other sources. Capital assets such as bank accounts and property do not affect the amount of the GIS payment. Only interest earned on capital assets is included in the payment calculation.

The maximum GIS payable is more for single people than for people with spouses (married or common law). A senior who has been separated from his or her spouse for at least six months may apply to HRDC Income Security Programs to have his or her GIS based on single status. Forms are available from HRDC offices for this purpose. Seniors must complete the form and send it back. They must tell the office when they separated from their spouse, the reasons for the separation, and the whereabouts of their spouse, if known. Seniors who live apart because one of the spouses

is in a long term care setting, such as a nursing home or chronic hospital, do not have to live separately for six months before they are eligible to have their GIS based on single status. They can apply immediately for this benefit.

GAINS

Seniors in Ontario who are 65 years of age or older and receive the Old Age Security Pension and the Guaranteed Income Supplement may also be eligible to receive a small pension from the Ontario Ministry of Finance. This pension is called the Ontario Guaranteed Annual Income System (GAINS).

If a senior receives the Guaranteed Income Supplement, HRDC automatically sends an application for this benefit on behalf of the senior to the Ministry of Finance. The amount of the benefit depends on the senior's income from other sources.

In 2001, the maximum benefit available is \$83. For more information about this benefit, call the Ministry of Finance at **1-800-263-7965**. The TTY number is **1-800-263-7776**.

Support

The law says that if a senior does not get enough money for his or her own support, and does not have support from a spouse, he or she may apply for parental support from an adult child. Every adult child has an obligation to support his or her parents according to their needs, to the extent that the child is capable, if the parent cared for or supported the child in the past. A lawyer or community legal clinic can help older people make this application.

Office of the Public Guardian and Trustee

In cases of very serious financial or personal abuse, the Office of the Public Guardian and Trustee (OPGT) must investigate a report that someone is mentally incapable, is suffering harm, and needs essential help they are not getting.

If necessary, the Public Guardian and Trustee may apply to the court to become the abused person's Temporary Guardian in order to get him or her the required help. The court will only order Temporary Guardianship if it finds the person to be mentally incapable. Even if Temporary Guardianship is not necessary, the Public Guardian and Trustee can still help the person get access to other services.

To report incidents of serious abuse, contact the OPGT's Guardianship Investigation Unit at **416-327-6348** or toll-free from outside Toronto at **1-800-366-0335**.

For more information about the OPGT's services, contact the closest office. The OPGT's main office is in Toronto. They can be reached at **416-314-2800** or **1-800-366-0335**. There are also regional offices in Hamilton, London, Ottawa, and Sudbury. To contact the office in your area, look under "Guardianship — Public Guardian and Trustee" in the government blue pages of your phone book.

What kind of law reform is needed?

Elder abuse is a complex problem that requires many responses, depending on the type of abuse. Here are two responses:

1. There is a need for service providers to look at how individual agencies and programs may be adapted to respond effectively to the needs of older people. Although a particular program may not have a special mandate to deal with elder abuse, it may be exactly what the victim needs to help address the abuse.

The Long-Term Care Act requires CCACs to have a plan to deal with abuse. Community agencies that provide services through CCACs are also required to have a plan. The plan will involve preventing, recognizing, and addressing physical, mental, and financial abuse of the people who receive these services. The plan must also include the training and education of both staff and volunteers.

2. Some people feel that a special law should be made to protect victims of elder abuse. However, a special law may be more harmful than helpful. Special laws can give the impression that resources and services exist to help victims. In fact, such services may not exist or they may not be sufficient to meet a victim's needs.

Special laws do little to stop abuse. A more effective way to prevent abuse would be to promote a better understanding of existing

laws and services, and how they can be used more effectively.

Victims need help now — the police, health and social services, families, and friends can use the present law to help them.

What can you do?

Many communities across Ontario have created Elder Abuse Task Forces to look at how people and services can deal with this problem. Staff in hospitals, long term care facilities, and in health and social service agencies are developing guidelines to identify elder abuse and to help victims get access to resources. Police officers are being trained to respond to elder abuse victims more effectively and are investigating complaints in nursing homes and other health facilities.

If you would like help to deal with elder abuse, look for the organizations in your community that might have experience in this area. The resources generally available are listed on the next page of this handbook.

The problem of elder abuse will not be resolved unless steps are taken to confront each case of abuse. **Ask yourself what you can do to help.**

What community resources are available for victims of elder abuse?

Resources vary from community to community. They include:

- police,
- Victim/Witness Assistance Programmes,
- women’s shelters and transition houses,
- emergency beds in long term care facilities,
- Community Care Access Centres,
- public health nurses,
- visiting nurses,
- family doctors,
- hospital geriatric outreach teams,
- home support services,
- respite care,
- Human Resources Development Canada – Income Security Programs,
- local Social Services (Ontario Works) or Ontario Disability Support Program Offices,
- community information centres,
- counselling services,
- seniors centres,
- the Office of the Public Guardian and Trustee,
- community legal clinics,
- lawyers, and
- Advocacy Centre for the Elderly.

There may be other services available in your community.

Who can I call for help and information?

For legal services

Advocacy Centre for the Elderly
2 Carlton Street, Suite 701
Toronto, Ontario M5B 1J3

Phone: **416-598-2656**

Fax: **416-598-7924**

or

The community legal clinic nearest you can usually be found under “Legal Aid” in the white or yellow pages of your phone book.

For information on services and government programs

Contact your community information centre or, if you live in a northern community, the local office of the Ministry of Northern Development and Mines.

Look in the white pages of the telephone book for the number of your local community information centre. For information on government services in Northern Ontario, call Northern Development and Mines at **(705) 945-5904** or toll-free at **1-877-817-6636**.

For the Community Care Access Centre in your area

Look under “Community Care Access Centres” in the white pages of your telephone book.

To report abuse in nursing homes and homes for the aged

There are seven regional offices of the **Ministry of Health and Long-Term Care** in Ontario. Contact the regional office or workstation closest to you.

Central East Regional Office (Newmarket)

(Counties of Durham, Haliburton,
Northumberland, Peterborough, Peel,
Simcoe, Toronto, Victoria, York)

465 Davis Drive, 3rd Floor
Newmarket, Ontario L3Y 8T2

Phone: (905) 895-0155
1-800-486-4935

Fax: (905) 895-9953
(905) 895-9911

- **Barrie Workstation**

11 Victoria Street, Suite 200
Barrie, Ontario L4N 6T3

Phone: (705) 739-6470
Fax: (705) 739-6473

- **Peterborough Workstation**

300 Water Street, 2nd Floor, South Tower
Peterborough, Ontario K9J 8M5

Phone: (705) 755-4500
Fax: (705) 755-4515

Central South Regional Office (Hamilton)

(Counties of Brant, Haldimand-Norfolk,
Hamilton-Wentworth, Niagara)

119 King Street West, 11th Floor
Hamilton, Ontario L8P 4Y7

Phone: (905) 546-8294

1-800-461-7137

Fax: (905) 546-8255

Central West Regional Office (Mississauga)

(Counties of Dufferin, Halton,
Waterloo, Wellington)

201 City Centre Drive, 3rd Floor
Mississauga, Ontario L5B 2T4

Phone: (905) 897-4610

Fax: (905) 275-2740

Eastern Regional Office (Ottawa)

(Counties of Frontenac, Hastings, Lanark,
Leeds and Grenville, Lennox and Addington,
Ottawa-Carleton, Prescott and Russell,
Prince Edward, Renfrew, Stormont
Dundas and Glengarry)

10 Rideau Street, 8th Floor
Ottawa, Ontario K1N 9J1

Phone: (613) 569-5602

1-877-779-5559

Fax: (613) 569-9670

- **Kingston Workstation**

23 Beechgrove Lane
Kingston, Ontario K7M 9A6

Phone: (613) 536-7230

1-800-667-1062

Fax: (613) 536-7231

Northern Regional Office (Sudbury)

(Counties of Algoma, Cochrane, Kenora
Muskoka, Nipissing, Parry Sound,
Rainy River, Sudbury-Manitoulin, Thunder
Bay, Timiskaming)

159 Cedar Street, 4th Floor, Suite 406
Sudbury, Ontario P3E 6A5

Phone: (705) 564-7280

1-800-663-6965

Fax: (705) 564-7493

- **North Bay Workstation**

200 First Street West, Suite 102
North Bay, Ontario P1B 9M3

Phone: 1-800-663-6965

Fax: (705) 494-4030

- **Thunder Bay Workstation**

189 Red River Road, Suite 403
Thunder Bay, Ontario P7B 1A2

Phone: (807) 343-7631

1-800-663-6965

Fax: (807) 343-7567

Southwest Regional Office (London)

(Counties of Bruce, Chatham-Kent, Elgin,
Essex, Grey, Huron, Lambton, Middlesex,
Oxford, Perth)

231 Dundas Street, Suite 201
London, Ontario N6A 1H1

Phone: (519) 675-7680

1-800-663-3775

Fax: (519) 675-7685

- **Windsor Workstation**

215 Eugenie Street West, Suite 300
Windsor, Ontario N8X 2X7

Phone: (519) 250-0788

Fax: (519) 973-1360

Toronto Regional Office

5700 Yonge Street, 4th Floor
Toronto, Ontario M2M 4K5

Phone: 416-327-7126

Fax: 416-327-7763

For very serious complaints and incidents, including assault of residents, nutritional health problems, environmental health issues, and nursing problems, contact the Specialty Unit of the Operations Support Branch, Health Care Programs.

Specialty Services Unit

5700 Yonge Street, Mezzanine Level
Toronto, Ontario M2M 4K5

Phone: 416-327-7359

Fax: 416-327-7364