

BE AWARE... TAKE CARE

A Safety Guide for Older or Vulnerable Persons

One of the biggest issues for many older or vulnerable persons is safety – both physical and financial. Many share the fear that they will somehow become victims in this fast-paced world. But that does not have to be the case. This guide is designed to help you recognize the risks and take some simple steps to protect yourself.

Many agencies and organizations are available to help keep you safe, but your best defense is your own common sense. So, review this guide, share it with a friend, and think about some simple ways you can... **Be Aware** and **Take Care**.

CONTENTS

1.	Frauds, Scams and Thefts	Page 2
2.	How to Cancel a Contract	Page 10
3.	Fraud Resource Numbers	Page 11
4.	Lost/Stolen Wallet Information	Page 12
5.	When You Need Help: Community Resources	Page 15
6.	Powers of Attorney	Page 31
7.	Abuse and Neglect	Page 32
8.	Safety in Your Home or Apartment	Page 36
9.	Safety on the Street or in Your Car	Page 38
10.	Niagara Regional Police Service	Page 41

Be an educated consumer. Fraud is the number 1 crime against seniors. If you have been defrauded, you may not necessarily be aware that you are a victim. The con artist will take your money and give you little or nothing in return. Remember, if something sounds too good to be true, it probably is. **Just say NO.**

Seniors are often targeted by con artists for a number of reasons.

- You often live alone and have more savings, assets or disposable income.
- A widowed senior living alone is most likely to be targeted.
- Generally, you are more trusting than younger people and may have been scammed before. Fraud artists share “sucker” lists of their victims.
- Many do not report losing their money to a con artist because they are embarrassed at having been deceived.

Con Artists are quite adept at gaining your confidence.

- For a fraud to be successful, he/she will have to gain your trust and lead you to believe that only your best interests are at heart.
- While many are men, women are equally good at scamming seniors.
- While a con artist may pester you to buy something or some service, if you say “No,” he/she is unlikely to threaten or use physical violence because this may bring the police. The con artist knows an easier target is just around the corner.
- Con artists can get information about potential victims from many sources. Some marketing companies collect information about consumers to sell to legitimate companies. This information unfortunately may also be available to con artists as well. They also get information from product registration cards, magazine subscriptions, government statistics, telephone directories and obituaries.

Types of Frauds & Scams; “Fraud is theft by lying or cheating.”

There are many types of frauds, scams and thefts designed to part you from your money. For ease of reference, these have been grouped into the following categories:

**Telemarketing
Direct Marketing
Mail/Newspaper Marketing**

**Bank Related Scams
Thefts by Deception/Distracted**

This is a term used to describe the sale of goods/services, or canvassing for charities or conducting surveys over the telephone. Telemarketing is a recognized legitimate business practice but may be susceptible to misuse by unscrupulous individuals. The following are but a few examples of possible scams.

1. The Prize Scam

“You have won a fabulous valuable prize or cash, but to claim it you must pay taxes, customs or delivery or legal fees.”

2. The Lottery Scam

“Would you like to be a part of a syndicate or group that is buying a large number of lottery tickets? This will better your chance of winning.” **Take Extra Care.** No matter how incredible the odds may sound to you, the odds are still usually millions to one.

3. The Charity Scam

“Could you help needy children, war veterans or disaster victims through our charity? We’ll send someone right over to pick up the cheque. **Take Extra Care.** Many scams are successful because the name of the charity being used in the scam is similar to an easily recognized charity. Scammers also rely on the good will and compassion of people in times of crisis. True charitable causes are worthwhile. Check with Revenue Canada Charities Division (1-800-267-2384) to ensure that the charity is registered. Legitimate charities are frequently listed in the telephone book. If you would like to donate, arrange to have your contribution mailed to them directly.

4. The Vacation or Timeshare Scam

“You have been selected to be awarded incredible savings, or possibly free travel or accommodation to popular vacation destinations or timeshares.” **Take Extra Care.** Remember, you do not get something for nothing. When travelling or purchasing a timeshare, deal with a reputable agent. Do not buy a vacation or timeshare through a telephone sales pitch.

Remember, YOU are in control, if you do not wish to buy, simply say NO.

Direct marketing fraud usually occurs when the con artist appears at your door and attempts to either sell you something, or offers to do some type of home renovation. Some of the possible direct marketing scams are:

1. Door to Door Sales – Products

The first role of any salesperson is to get the potential customer interested in seeing a product demonstrated in a person's home. The "prize" offered is in fact a "key" that provides access to your home where a more intense sales pitch can be practiced on you in order to effect a sale of the product. Unscrupulous home salespeople have used many questionable sales tactics in customer's homes including intimidation, threats, false representations or just plain lying. In fact, there is a saying common among such individuals called "outsitting the customer." The belief is that once inside your home, the customer will need to buy the product just to get that salesperson out of the house. Typical products offered for these types of sales are: Vacuum cleaners, Water or air purification systems, Home alarms, or Meat freezer orders.

Take Extra Care...

- Don't feel pressured and never let strangers into your home.
- Are they licensed to sell products door to door?
- Is the business located in your community?
- Are there any complaints registered at the Better Business Bureau?
- Take time to compare quality, prices and warranties.

2. Door to Door Sales – Personal and Home Services

There are many services necessary to maintain the comfort and security we feel in and about our homes. As we age, we may find ourselves in need of hiring people to assist us in this maintenance. Extra caution is needed here in obtaining services from those who may have access to our homes and our property. Some of these services include: Home/Property maintenance such as snow removal, grass cutting or window washing, Grocery shopping, or Personal Assistance Services. **Take Extra Care.** Do your homework. Make sure you get a contract. Does the contract stipulate all that is should – have friends or a relative assist you in this. Check out the identification, references and agency referrals to make sure you have taken the proper steps to keep you and your family safe and secure. **If you want to cancel the contract, please refer to page 10.**

Remember, YOU are in control, if you do not wish to buy, simply say NO.

3. Door to Door Sales – Unscrupulous Energy Providers

Unscrupulous individuals claim to represent energy providers and yet are only representing themselves. Consumers need to educate themselves on the two ways to buy power and, as always, be very careful when signing a contract.

Option One: You can do nothing and your current supplier, likely your local utility company will continue to provide you with power at market rates.

Option Two: You can purchase power from one of several retailers licensed by the Ontario Energy Board. Some retailers may ask you to sign one, three, or five year fixed price contracts.

Take Extra Care...

When retailers knock on your door, here are some questions to ask:

- Do you have a license from the Ontario Energy Board?
- How long does the contract last and is there a penalty for cancelling? Can the retailer cancel the contract? What charges are included in the rate?
- What is the price per kilowatt – hour and will it vary?
- Are there any additional charges?
- What happens if I move?

4. Home Renovation Scams

Beware of contractors who knock on your door to tell you that they just happen to be in the area doing some work and can give you a special price. The contractor may say that he has some left over material from another job and can do your repair work with considerable savings or that the “men are just around the corner – I can save a set up charge for you.” Typical types of Home Renovation Scams are: mortar and brickwork, driveway paving and sealing and roof repairs.

Take Extra Care...

- Don't be pressured. No matter what you are told at the door, always get a written estimate and then get 3 other independent quotes as well.
- Get a fully itemized contract
- Never give cash deposits or pay for work until it is done.
- Are they licensed to work in your community?
- Does the job require a building permit?
- Check out all references. Are there any complaints registered with the BBB?
- Check out the company with the Ministry of Consumer and Business Services at 1-800-889-9768.

Mail fraud and misleading advertisements in newspapers are also common forms of fraud. It is important not to be confused or misled by the many companies that sell products by mail and use contests or sweepstakes to catch your attention. Many are “too good to be true!” Here are some examples:

1. Official Looking Prize Notices

This notice comes in the mail and claims that you have won a lottery or huge prize. You are usually asked to either purchase a product, pay a processing fee or taxes. You are given very little time to respond to send money. You may also be asked to provide additional personal information and your credit card number.

2. Scratch ‘N’ Win Cards

There is a high probability that at some point you will receive one of these cards in the mail... and it will more than likely indicate that you are a winner. You will be instructed to call a 1-900 number to claim your prize that will result in a significant phone bill as 1-900 numbers have attached user fees.

3. Work at Home Scam

An advertisement is placed in a local newspaper stating that you can earn extra money while working at home. The work may involve stuffing envelopes, making phone calls or other tasks. “Up front” money or a “registration fee” is required. Sometimes you are even asked to resubmit your registration and fee. Unfortunately, you never hear from the promoter again.

4. Chain Letters

In this scam, a representative will offer you a commission for buying one item and selling additional ones to your friends. The products are usually over-priced and difficult to sell.

Take Extra Care...

See these advertisements for the cons that they are. No matter how appealing these offers may sound, trust your good judgment, use your common sense and let these “opportunities” slip into the garbage. **Never give out your personal information or credit card number to unsolicited callers.**

Remember, YOU are in control, if you do not wish to buy, simply say NO.

There have been many changes in the financial services industry over the past few years. Consumers now have greater flexibility and more options than ever before regarding their finances. Appropriate care and diligence must be exercised when making financial transactions of any kind.

1. Phony Bank Inspector

This type of con is mainly directed towards seniors. The con artist will contact you and introduce him/herself as a bank inspector or police officer. They advise that they are trying to trap a dishonest employee at the bank where you have an account. You could be asked to withdraw money from your account and give it to the con for use as “evidence” against the employee. Further, you are asked to maintain the utmost secrecy so that the bank employees aren’t alerted. Once you turn over your money, you will never see your money or this person again.

2. Automated Teller Machines (ATM) Fraud

While you are in the bank kiosk using your bankcard, a con artist will be watching you in an attempt to obtain your PIN number. Near the end of the transaction, before you have removed your card from the bank machine, the con artist will drop a \$20 bill on the ground and point it out to you. While you turn to pick it up, a second con artist exchanges your bankcard in the machine with another stolen bankcard. You won’t know this until you try to use the card and discover that it won’t work. By then your account will probably have been drained.

Another Scam... You may have lost your purse or wallet containing your bankcard. The con artist will call you claiming to be from the bank asking you to verify your PIN number so they can cancel the card and issue you a new one. Again, armed with your card and now the PIN number, your account could easily be drained. No bank employee or police officer will ever ask you for this number.

Take Extra Care...

- Get your bank or credit card back as soon as the transaction is completed.
- Never give out your bank or credit card number over the telephone or over the Internet to an unsolicited caller.
- Sign the backs of new cards as soon as you get them. Cut your expired card.
- Never give someone a cheque without filling it out yourself.
- Don’t endorse cheques in advance.
- Report lost/stolen cards or cheques immediately.

Door to Door Deceptions

There are two men at your door claiming to work for one of the public utility companies. They may state that they are doing routine inspections and would like to see your meter, furnace or fuse box. While they are both inside your home, one will accompany you to the meter that is usually in the basement. The other man, when left alone, will search your house for valuables, medication or information about you. Remember; never leave anyone you don't know, alone inside your home.

Another version,

Someone tries to engage you in discussion at your front door while someone else tries to get into your home through any other unlocked door to steal any convenient property.

And another,

A person presents him/herself at your door and says that they are out looking to purchase "antiques or collectibles" for their business. They know that some seniors may be thinking about downsizing and may wish to part with a few items. Unfortunately, it seldom stops with a few items. Before you know it, they have gone throughout your home, selected items they know to be valuable and then offer you a lot of pressure and just a little money for your treasures.

It isn't until after they are gone that you realize that you didn't really want to part with these things but "it all happened so fast." Don't let strangers into your home!

Grocery Store Distractions

Someone approaches you and asks you for help in either reading a label on a product or asks what ingredients you would recommend in a certain recipe. While conversing with this person, another individual takes your purse from your shopping buggy. Be extra cautious when approached by strangers.

Take Extra Care...

- Always keep all house or apartment doors locked, even when you are home.
- If someone is at your door and is requesting access, as in a public utilities inspector, ask to see their credentials and then call the company to confirm their identity. Get the phone number from your directory.
- Utility companies usually give you notice when an inspection is due.
- Always be alert and cautious when dealing with strangers, either at home or in public.
- If you ever have any concerns, call the police.

REMEMBER TO TAKE CARE

Tips to Help Prevent Against Frauds & Scams

In the world of fraud, the two most used phrases are “**Buyer Beware**” and “**You do not get something for nothing.**” Commit those phrases to memory and repeat them to yourself whenever you receive any solicitation.

- Do not rush into any agreements that involve your property or money. Take your time and ask questions. Get more than one opinion as to the necessity of the work and a written quotation as to the cost.
- If it sounds too good to be true, it probably is! Avoid “get rich” schemes.
- Be careful when signing contracts. It may be appropriate to have a family member, trusted friend or legal representative review it first.
- Read the fine print and if you do not understand, **ASK QUESTIONS.**
- Report suspicious offers to the police immediately, before the suspect finds other victims. Casually take note of what he/she looks like and any vehicle being driven.
- Never turn over large amounts of cash to anyone no matter how good the deal sounds.
- Never give out personal information, bank or credit card number over the telephone unless you have initiated the call to a reputable business.

Under Ontario law, if you sign a contract in your home worth more than \$50 **you can cancel within 10 days** by sending a letter to the company. You must be able to prove that the letter was received, so send it by registered mail or fax or e-mail **ONLY** with a confirmation of delivery. For more information please call the Ministry of Consumer and Business Services at: 1-800-889-9768.

A. Consumer
123 Buyer's Lane
Somewhere, Ontario
Postal Code

January 21, 2009

A. Company
123 Seller's Road
Anywhere, Ontario
Postal Code

Dear Sir/Madam,

On January 20, 2009, I signed a contract in my home to purchase a new vacuum cleaner, model #XXXXXX, at a price of \$2,000.00. Today, I realized that I want to cancel the contract.

I hereby exercise my right to rescind the contract under the Consumer Protection Act, and ask that my deposit money be returned.

Yours truly,

Your Signature
A. Consumer

BUYER BEWARE
 BUYER BE WISE
 BUYER BE **ALERT**

Ask questions
 Listen carefully
 Educate yourself
 Refuse to be pressured
 Tell the authorities

Remember:

If you sign a contract in your home worth \$50 or more you can cancel **within 10 days** by sending a registered, faxed or e-mail letter to the company.

All direct sales contracts must include:

- A description of the item and price, delivery dates and changes
- Start and completion dates for services
- The buyer and seller's name, address and phone number
- Statement of Cancellation rights

Resource Numbers:

Better Business Bureau	905-685-5270
Niagara Regional Police Service	905-688-4111
Crime Stoppers	1-800-222-8477
Ministry of Consumer & Business Services	1-800-889-9768
Revenue Canada Charities Division	1-800-267-2384
Ontario Energy Board	1-877-632-2727
Phonebusters	1-888-495-8501
Canadian Marketing Association	1-416-391-2362

Women:

If you must carry a purse ensure that it is closed at all times. Purchasing a purse that has zippered compartments is recommended. Keep your wallet in a zippered compartment. An open purse entices thieves to walk up to you, put their hand in your purse and remove your wallet without your knowledge. Don't leave your purse in a shopping cart, don't set it down on a store counter... it only takes a quick moment for someone to snatch your purse and run with it. If out shopping or out for a walk, try just taking your keys, driver's license, cash or debit or charge card and put them into your front pocket of your pants or zippered compartment of your coat.

Men:

With the high volume of pick pocketing that takes place it is advised to carry your wallet in your front pants pocket or put in a zippered compartment of your jacket. Consider taking only what you will need with you... leaving the rest in a secure place.

Advice for all:

Photocopy the front and back of every card (this also applies to your driver's license, Social Security Card and Birth Certificate) in your wallet and put these photocopies in a safe place... a place where you can easily locate it if need be. If you don't have access to a photocopier, use the sheet provided in the booklet (the next page) and put in a safe place. **Do not** leave this information in the booklet for others to see.

As soon as you know that your wallet or purse is missing/stolen... call the police immediately to file a report. Then immediately proceed to contact the card companies from the photocopies or the written sheet that you made and report each card lost or stolen.

EMERGENCY SERVICES 911

DISTRESS CENTRES

Beamsville	905-563-6674
Fort Erie/Ridgeway	905-382-0689
Port Colborne/Wainfleet	905-734-1212
St. Catharines	905-688-3711
SUICIDE CRISIS LINE	905-522-1477

ASSAULT VICTIMS

Centre de santé Communautaire Hamilton/Niagara.....	905-734-1141
Niagara Region Sexual Assault Centre	905-682-4584
Nova House – Welland Centre	905-788-0113
Sexual Assault Treatment Centre Niagara	905-684-7271
SOS Femmes	1-800-387-8603
Women’s Place Nova House Niagara Falls/Fort Erie	905-356-5800

RESOURCES

Alzheimer Society of Niagara Region	905-687-3914
Arthritis Society	905-646-7284
Bereavement Resource Council of Niagara	905-690-6400
Canadian Cancer Society	905-684-6455
Canadian Diabetes Association	905-646-4843
Canadian Hearing Society	905-984-4412
Canadian Red Cross	905-684-1818
Centre de santé Communautaire Hamilton/Niagara.....	905-734-1141
Community Support Services of Niagara	
St. Catharines, Thorold, Niagara Falls, N-O-T-L, Fort Erie	905-682-3800
Welland, Pelham, Port Colborne, Wainfleet	905-788-3181
West Niagara	905-563-9501
Hamilton, Niagara, Haldimand, Brant Community Care	
Access Centre	905-684-9441
.....	1-800-810-0000
Heart and Stroke Foundation of Ontario	1-888-473-4636

Information Niagara	905-682-6611
Niagara Gatekeepers	905-684-0968
Niagara Prosthetics and Orthotics Corp	905-688-2553
Niagara Victim Crisis Support Program	905-682-2626
Ontario Disability Support Program	905-521-7280
Ontario March of Dimes – South	905-688-3022
.....	1-800-263-5413
Regional Public Health	905-688-3762
.....	1-800-263-7248
Niagara Regional Community Services Department	
Seniors Community Programs	905-984-6900

CAREGIVER SUPPORT

Alzheimer Society of Niagara Region	905-687-3914
Centre de santé Communautaire Hamilton/Niagara.....	905-734-1141
Hospice Niagara	905-945-9631
Metis Nation of Ontario Long Term Care – Welland	905-735-1112
Niagara Health System – Welland Site	
Extended Care Unit	905-732-6111
Niagara Regional Community Services Department	
Seniors Community Programs.....	905-984-6900
Niagara-On-The-Lake Community Palliative Care Services	905-468-4433
West Niagara Palliative Care Services	Ext. 413 905-945-2253

SENIORS DAY PROGRAMS

Niagara Regional Community Services Department	
Seniors Community Programs.....	905-984-6900

ELDER ABUSE

Ontario Network for the Prevention of Elder Abuse 416-916-6728
 Niagara Elder Abuse Prevention Network
 Niagara Regional Police Services Ext. 5156 905-688-4111
 Seniors Safety Line 1-866-299-1011

**FINANCIAL PROGRAMS AND PENSIONS
CANADA PENSION PLAN**

Human Resources Development Canada
 Income Security Programs 1-800-277-9914

**FINANCIAL PROGRAMS AND PENSIONS
INCOME SUPPLEMENTS - SENIORS**

Human Resources Development Canada
 Income Security Programs 1-800-277-9914

**FINANCIAL PROGRAMS AND PENSIONS
OLD AGE SECURITY**

Human Resources Development Canada
 Income Security Programs 1-800-277-9914

**FINANCIAL PROGRAMS AND PENSIONS
SPOUSES' ALLOWANCES**

Human Resources Development Canada
 Income Security Programs 1-800-277-9914

**FINANCIAL PROGRAMS AND PENSIONS
VETERANS**

Veterans Affairs Canada
 Hamilton District Office 1-866-522-2122

FINANCIAL PROGRAMS AND PENSIONS WIDOWS' WIDOWERS' ALLOWANCES

Human Resources Development Canada
Income Security Programs1-800-277-9914

FOOT CARE

Centre de santé Communautaire Hamilton/Niagara.....905-734-1141
Paramed Home Health Care905-682-6555
Victorian Order of Nurses – Niagara Branch905-641-1077

FRIENDLY VISITING

Alzheimer Society of Niagara Region905-687-3914
Centre de santé Communautaire Hamilton/Niagara.....905-734-1141
Community Support Services of Niagara
 St. Catharines, Thorold, Niagara Falls, N-O-T-L, Fort Erie905-682-3800
 Welland, Pelham, Port Colborne, Wainfleet.....905-788-3181
 West Niagara905-563-9501
Metis Nation of Ontario Long Term Care905-735-1112
Pelham Cares905-892-5300

GERIATRIC SERVICES

Centre de santé Communautaire Hamilton/Niagara.....905-734-1141
Niagara Regional Community Services Department
 Seniors Community Programs905-984-6900
St. Joseph's Healthcare Hamilton
 Niagara Geriatric Mental Health Program.....905-704-4068
Geriatric Assessment Program
 Niagara Health System
 Greater Niagara General Site.....905-378-4647

HEALTH CARE INSURANCE

Ontario Ministry of Health and Long Term Care905-704-4090

HOME HELP

Bayshore Health Care905-688-5214

Canadian Red Cross Homemaking Service.....905-680-1818

.....1-800-267-7488

Comcare Health Services905-682-6411

Community Support Services of Niagara

 St. Catharines, Thorold, Niagara Falls, N-O-T-L, Fort Erie.....905-682-3800

 Welland, Pelham, Port Colborne, Wainfleet.....905-788-3181

 West Niagara905-563-9501

Hamilton, Niagara, Haldimand, Brant Community Care

Access Centre.....905-684-9441

.....1-800-810-0000

Niagara Regional Community Services Department

 Seniors Community Programs905-984-6900

Paramed Home Health Care905-682-6555

.....1-800-263-4900

Pro Wellness Health Services Inc905-682-1059

Seniors for Seniors905-937-3677

We Care Home Health Services905-988-5262

Veterans Affairs Canada1-800-522-2122

NIAGARA HEALTH SYSTEM HOSPITAL SITES

Douglas Memorial Site

 230 Bertie St., Fort Erie905-378-4647

Greater Niagara General Site

 5546 Portage Rd., Niagara Falls905-378-4647

Niagara-On-The-Lake Site

 176 Wellington St., NOTL905-378-4647

Port Colborne General Site

 260 Sugar Loaf St., Port Colborne905-378-4647

St. Catharines General Site	
1200 Fourth Ave., St. Catharines	905-378-4647
Hotel Dieu Shaver Health Rehabilitation Centre	
541 Glenridge Ave., St. Catharines	905-685-1381
Welland Hospital Site	
65 Third St., Welland	905-378-4647
West Lincoln Memorial Hospital	
169 Main St. E., Grimsby	905-945-2250

HOSPITAL EQUIPMENT AND SUPPLIES

Canadian Red Cross Society	905-680-1818
.....	1-800-267-7488
Niagara Health System Niagara Rehab Site	905-685-1381
Ontario March of Dimes – South	1-800-263-4742
Shoppers Home Health Care	905-641-5200
Silver Cross	905-685-4125

LEGAL SERVICES OF NIAGARA SOUTH

Welland Aid Ontario	905-735-1559
Ridgeway	905-382-2536
Legal Aid	905-685-1012

MEALS ON WHEELS

Community Support Services of Niagara	
Welland, Pelham	905-788-3181
West Niagara	905-563-9501
Fort Erie Meals On Wheels, Inc.	905-871-9261
Meals On Wheels Niagara Falls Ontario Inc	905-356-7548
Meals On Wheels Port Colborne, Inc.	905-835-1581
Meals On Wheels Thorold/St. Catharines	905-682-0333

Niagara Ina Grafton Gage	
Seniors Village, Satellite Meal Services	905-935-6822
Meals On Wheels West Niagara	905-563-9501

MEDICAL ALARM SYSTEMS

Dumont Enterprises, Medical Alarm Program	905-641-2150
.....	1-800-263-2451
Lifeline – Niagara Regional	905-935-4304
.....	1-800-387-1215
Niagara Health System – Niagara-On-The-Lake Hospital Site	
Lifeline Emergency Response System	905-378-4647
.....	Ext. 47233
West Lincoln Memorial Hospital	
Lifeline Emergency Response System	905-945-2250

MEDICAL CENTRES

Carlton Medical Clinic	
595 Carlton St., St. Catharines	905-646-0063
Centre de santé Communautaire Hamilton/Niagara.....	905-734-1141
Medemerg Walk in Clinic	
211 Martindale Rd., St. Catharines	905-641-1141
600 Ontario St., St. Catharines	905-646-3814
800 Niagara St., Welland	905-732-4451
Minor Emerg Walk In Clinic	
180 Vine St., St. Catharines	905-682-5411
Niagara Falls After Hours Walk In	
6453 Morrison St., Niagara Falls	905-374-3344
Pelham Walk-In Clinic	
245 Pelham Rd., St. Catharines	905-988-1933
Prompt Care Centre	
155 Ontario St., St. Catharines	905-378-4647

MENTAL HEALTH ISSUES

Canadian Mental Health Association	905-641-5222
Centre de santé Communautaire Hamilton/Niagara.....	905-734-1141

Niagara Health System, Community Crisis Care	905-378-4647
Greater Niagara General Site	ext. 54919
St. Catharines General Site	ext. 43230
Welland Hospital Site	ext. 33407
Region of Niagara Community Mental Health Programs	905-688-2854

NURSING CARE – HOME VISITS

Bayshore Health Care	905-688-5214
Hamilton, Niagara, Haldimand, Brant Community Care Access Centre	905-684-9441 1-800-810-0000
Paramed Home Health Care	905-682-6555 1-800-263-4900
Pro Wellness Health Services Inc.	905-682-1059
Visiting Angels	905-685-4242
We Care Home Health Services	905-988-5262

OTHER COMMUNITY SERVICES

Bereavement Resource Council	905-680-6400
Council Against Abuse of Older Persons	905-527-3823
CARP Canadian Association for the Fifty Plus	416-363-8748
CLEO Community Legal Education Ontario	416-408-4420
CLEO Website	www.cleo.on.ca
National Advisory Council on Aging	613-957-1968
Niagara Centre for Independent Living	905-684-7111
Ombudsman Ontario	1-800-263-1830
Ontario Human Rights Commission	1-800-387-9080
Ontario Residential Care Association	1-800-361-7254
Ontario Seniors Secretariat Seniors Info Line	1-800-910-1999
United Senior Citizens of Ontario	905-308-8225

PALLIATIVE CARE

Bayshore Health Care	905-688-5214
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Centre de santé Communautaire Hamilton/Niagara.....	905-734-1141
Hospice Niagara	905-984-8766
Niagara Health System	
Palliative Care Programs	905-378-4647
Paramed Home Health Care	905-682-6555
.....	1-800-263-4900
Visiting Angels	905-685-4242
West Niagara Palliative Care Services	ext. 630 905-945-2253

RESPITE CARE

Bayshore Health Care	905-688-5214
Canadian Red Cross Society	905-680-5001
.....	1-800-267-7488
Foyer Richelieu Welland	905-734-1400
Niagara Regional Community Service Department	
Seniors Community Programs	905-934-6900

SENIORS CENTRES

Beachcombers Seniors Citizen's Association	905-894-6106
Centre de santé Communautaire Hamilton/Niagara.....	905-734-1141
Dalhousie Seniors Inc.....	905-646-8000
Douglas Heights Senior Centre	905-871-7761
Dunlop Senior Citizens Association	905-685-6668
Fort Erie Senior Citizens Club	905-871-7761
Greater Niagara Senior Citizens Association	905-356-6493
Grimsby Recreation Services Department	
Grimsby Senior Citizens Centre	905-945-3519
Lincoln Centre	905-563-5445
Merriton Senior Citizens Centre	905-227-2926
Port Colborne Social & Recreation Centre	905-835-1731
Rose City Seniors Activity Centre	905-732-7300

St. Catharines Recreation and Community Services	905-937-7210
Merriton Senior Citizens Centre	905-227-2926
Russell Avenue Community Centre	
Senior's and Recreation Programs ext. 1556/3137	905-688-5601
Thorold Senior Citizens Association	905-227-2161
West St. Catharines Senior Citizen Club	905-684-0993

SENIORS ASSESSMENT AND PLACEMENT

Hamilton, Niagara, Haldimand, Brant Community Care Access Centre	905-684-9441
.....	1-800-810-0000

TRANSPORTATION SERVICES

Community Support Services of Niagara	
Welland, Pelham	905-788-3181
West Niagara	905-563-9501
First Hand Seniors Care	905-353-9369
Fort Erie Mobile Services	905-871-4655
Mobility Niagara	905-735-5583
Niagara Chair-A-Van	905-357-0122
Paratransit System of Niagara	905-685-9844
Red Cross Transportation Program	905-680-1818
Seniors for Seniors	905-937-3677
Travelair	905-894-1776
Welland Handy-Trans	905-732-4181

LONG-TERM CARE HOMES IN NIAGARA REGION

ALBRIGHT CENTRE

5050 Hillside Drive, R.R. #2
Beamsville, ON L0R 1B2
Tel: 905-563-8252

GILMORE LODGE

50 Gilmore Road
Fort Erie, ON L2A 2M1
Tel: 905-871-6160

BELLA SENIOR CARE RESIDENCE

8720 Willoughby Drive
Niagara Falls, ON L2G 7X3
(905) 295-2727

CHATEAU GARDENS

P.O. Box 985, 120 Wellington Street
Niagara-On-The-Lake, ON L0S 1J0
Tel: 905-468-2111

CRESCENT PARK LODGE

4 Hagey Avenue
Fort Erie, ON L2A 5M5
Tel: 905-871-8330

DEER PARK VILLA

150 Central Avenue
Grimsby, ON L3M 4Z3
Tel: 905-945-4164

EVENTIDE HOME

5050 Jepson Street
Niagara Falls, ON L2E 1K5
Tel: 905-356-1221

EXTENDICARE

283 Pelham Road
St. Catharines, ON L2S 1X7
Tel: 905-688-3311

FOYER RICHELIEU

655 Tanguay Ave.
Welland, ON L3B 6A1
Tel: 905-734-1400

MILLENIUM TRAIL MANOR

6861 Oakwood Drive
Niagara Falls, ON L2E 6S5
Tel : 905-356-5005

NIAGARA INA GRAFTON GAGE

413 Linwell Road
St. Catharines, ON L2M 7Y2
Tel: 905-935-6822

HEIDEHOF HOME FOR AGED

600 Lake Street
St. Catharines, ON L2N 4J4
Tel: 905-935-3344

HENLEY HOUSE

20 Ernest Street
St. Catharines, ON L2N 7T2
Tel: 905-937-9703

HERITAGE PLACE

1743 Four Mile Creek Road
Virgil, ON L0S 1T0
Tel: 905-468-1111

KILEAN LODGE

83 Main Street
Grimsby, ON L3M 1N6
Tel: 905-945-9243

LINHAVEN

403 Ontario Street
St. Catharines, ON L2N 1L5
Tel: 905-934-3364

MAPLE PARK LODGE

6 Hagey Avenue
Fort Erie, ON L2A 5M5
Tel: 905-994-0224

MEADOWS OF DORCHESTER

6623 Kalar Road
Niagara Falls, ON L2H 1T3
Tel: 905-357-1911

UNITED MENNONITE HOM

4024 Twenty-Third Street
Vineland, ON L0R 2C0
Tel: 905-562-7385

UPPER CANADA LODGE

272 Wellington Street
Niagara-On-The-Lake, ON L0S 1J0
Tel: 905-468-4208

NORTHLAND POINTE

2 Fielden Avenue
Port Colborne, ON L3K 6G4
Tel: 905-835-9335

OAKWOOD PARK LODGE

6747 Oakwood Drive
Niagara Falls, ON L2E 6S5
Tel: 905-356-8732

RAPELJE LODGE

277 Plymouth Road
Welland, ON L3B 6E3
Tel: 905-714-7428

SHALOM MANOR

12 Bartlett Street
Grimsby, ON L3M 4N5
Tel: 905-945-9631

TABOR MANOR

1 Tabor Drive
St. Catharines, ON L2N 1V9
Tel: 905-934-2548

TUFFORD NURSING HOME

312 Queenston Street
St. Catharines, ON L2P 2X4
Tel: 905-682-0503

VALLEY PARK LODGE

6400 Valley Way
Niagara Falls, ON L2E 7E3
Tel: 905-358-3277

VERSA CARE CENTRE

168 Scott Street
St. Catharines, ON L2N 1H2
Tel: 905-934-3321

WELLAND COUNTY

EXTENDED CARE UNIT

63 Third Street
Welland, ON L3B 4W6
Tel: 905-732-6111

WEST PARK HEALTH CENTRE

103 Pelham Road
St. Catharines, ON L2S 1S9
Tel: 905-688-1031

WOODLANDS OF SUNSET

920 Pelham Street
Welland, ON L3C 1Y5
Tel: 905-892-3845

REST AND RETIREMENT HOMES IN NIAGARA REGION

Inquiries, arrangements for tours and discussion regarding services are made through the Rest Home contact person. The monthly costs for accommodation vary due to the size of the room and private or semi-private accommodation. There is no government financial subsidization in these settings.

These settings also offer Vacation Care, which can be days, weeks, or months. Vacation care can be used as an introduction to the Rest Home environment. Brochures are available at CCAC Niagara or by contacting the Rest Home.

Please be aware that the information provided may have changed since date of printing

ANCHOR POINTE

540 Ontario Street
St. Catharines, ON L2N 1N6
Tel: (905) 938-7070
Contact: Jim or Nancy Webb
Monthly Rates: \$1695 – \$3195

CHESTNUT COURT RETIREMENT HOME

10 Ormond Street
Thorold, ON L2V 1Y7
Tel: (905) 227-5550
Contact: Mary K. Hastings
Monthly Rates: \$1477 - \$1926

DEER PARK VILLA

150 Central Villa
Grimsby, ON L3M 4Z3
Tel: (905) 945-4164
Contact: Connie Wightman
Monthly Rates: \$1558 - \$2080

GRACE'S VICTORIAN LODGING

77 Kent Street
Port Colborne, ON L3K 2Z6
Tel: (905) 835-8037
Contact: Grace Bennett
Monthly Rates: \$1000 - \$1295

LAKESIDE PLACE

36 Rosemount Avenue
Port Colborne, ON L3K 5P7
Tel: (905) 835-9677
Contact: Gloria Thibault
Monthly Rates: \$818 – geared to income

THE LOYALIST

190 King Street
St. Catharines, ON L2R 3J7
Tel: (905) 641-4422
Contact: Art Debernardi or Kim Huntley
Monthly Rates: \$1500 - \$3750

CAVENDISH MANOR

5781 Dunn Street
Niagara Falls, ON L2G 2N9
Tel: (905) 354-2733
Contact: Janice Amos or Gloria Robinson
Monthly Rates: \$1023 – 1950

CHIPPAWA PLACE

4118 Main Street
Niagara Falls, ON L2G 6C3
Tel: (905) 295-6744
Contact: Mark Budic
Monthly Rates: \$995 - \$2050

EASTWOOD MANOR

348 Eastwood Avenue
Crystal Beach, ON L0S 1B0
Tel: (905) 894-2036
Contact: Gord or Cheryl Beuttenmiller
Monthly Rates: \$850 - \$1200

GREYCLIFF MANOR

8158 Lundy's Lane
Niagara Falls, ON L2H 1H1
Tel: (905) 354-5542
Contact: Angela Vourkoutiotis
Monthly Rates: \$1100 - \$1400

LUNDY MANOR

7860 Lundy's Lane
Niagara Falls, ON L2H 1H1
Tel: (905) 356-1511
Contact: Art Debernardi
Monthly Rates: \$1750 - 2500

MAGNOLIA MANOR

86 Canby Street
Port Robinson, ON L0S 1K0
Tel: (905) 384-0667
Contact: Susan Gilbert

MOUNT CARMEL HOME

78 Yates Street
St. Catharines, ON L2R 5R9
Tel: (905) 685-9155
Contact: Sister Ann
Monthly Rates: \$865 - \$925

NIAGARA INA GRAFTON GAGE

413 Linwell Road
St. Catharines, ON L2M 7Y2
Tel: (905) 935-6822
Contact: Bernice Deguire
Monthly Rates: \$740 +

THE ORCHARDS RETIREMENT

3421 Frederick Avenue
Vineland, ON L0R 2C0
Tel: (905) 562-7357
Contact: Bonnie Magwood
Monthly Rates: Unknown

PORTAL VILLAGE RETIREMENT HOME

300 Elgin Street
Port Colborne, ON L3K 6A3
Tel: (905) 834-0322
Contact: Pat Knister or Ray Barlow
Monthly Rates: \$1500 - \$3100

QUEENSTON PLACE

6440 Valley Way
Niagara Falls, ON L2E 7E3
Tel: (905) 371-2743
Contact: Sandy Brighty
Monthly Rates: \$2180 - 3260

RESIDENCE ON GARRISON

373 Garrison Road
Fort Erie, ON L2A 1N1
Tel: (905) 871-6410
Contact: Roberta Chronopoulos
Monthly Rates: \$1515 - 2470

MAPLECREST VILLAGE

85 Main Street East
Grimsby, ON L3M 1N6
Tel: (905) 945-7044
Contact: Laura Gannon
Monthly Rates: \$2168 - \$3343

**NIAGARA ARMS Retirement
Hotel & Residence**

181 Niagara Street
St. Catharines, ON L2R 4M1
Tel: (905) 687-3388
Contact: Pat Fretz
Monthly Rates: \$1725 - \$4100

NIMIGON RETIREMENT HOME

7715 Beaverdams Road
Niagara Falls, ON L2H 2J4
Tel: (905) 353-0016
Contact: Wanda Harding
Monthly Rates: \$2269 - \$2426

PLEASANT MANOR RETIREMENT VILLAGE

15 Elden Street
Virgil, ON L0S 1T0
Tel: (905) 468-2234
Contact: Debbi Isherwood
Monthly Rates: \$429 - \$1184

QUEENCHESTER TERRACE

211 Queenston Street
St. Catharines, ON L2R 3A5
Tel: (905) 685-7331
Contact: Celeste Kivlichen
Monthly Rates: \$1200 - \$2000

REDSTACKS LTD.

303 Niagara Boulevard
Fort Erie, ON L2A 3H1
Tel: (905) 871-9571
Contact: Julie Semenuk
Monthly Rates: Unknown

ST. CHARLES RETIREMENT VILLAGE

30 Nova Crescent
Welland, ON L3C 6P8
Tel: (905) 788-1844
Contact: Darlene Jensen
Monthly Rates: \$2060 - 2350

SCOTT MANOR

54 Scott Street
Welland, ON L2R 1C9
Tel: (905) 682-7334
Contact: Hermine Grant
Monthly Rates: \$818 - \$1100

TUFFORD MANOR

312 Queenston Street
St. Catharines, ON L2P 2X4
Tel: (905) 682-0411
Contact: Mrs. Kelly or Mike Walters
Monthly Rates: \$1330 - \$2195

VICTORIA'S HOME ADULT LIVING

803 King Street
Port Colborne, ON L3K 4J3
Tel: (905) 834-6935
Contact: Gloria Thibault
Monthly Rates: \$818 – geared to income

WILLOUGHBY MANOR RETIREMENT RESIDENCE

3584 Bridgewater Street
Niagara Falls, ON L2G 6H1
Tel: (905) 295-6288
Contact: Sharon Vivian
Monthly Rates: \$1801 – 2274

ST. CATHARINES PLACE

113 Scott Street
St. Catharines, ON L2N 7L2
Tel: (905) 646-1311
Contact: Kim Cairns
Monthly Rates: \$2370 - \$3995

SHORTHILLS VILLA

1532 Pelham Street North
Fonthill, ON L0S 1E0
Tel: (905) 892-5094
Contact: Marjorie Borowski
Monthly Rates: \$2100 - \$3650

UNITED MENNONITE HOME

4024 23rd Street
Vineland, ON L0R 2C0
Tel: (905) 562-7385
Contact: Art Seib
Monthly Rates: \$695 - \$741 (apts.)

WESLEY-ROBINS RETIREMENT VILLAGE

242 First Avenue
Welland, ON L3C 1Y8
Tel: (905) 714-0242
Contact: Elinor Doyle
Monthly Rates: Unknown

SENIORS APARTMENTS

The following are apartments that are located on the same site as a long-term care facility and as a result some long-term care facility services can also be accessed by apartment dwellers. Inquiries, arrangements for tours and leasing of apartments are made directly with the apartment management/contact person. Community Care Access Centre Niagara is not involved with the admission into these settings as they are not long-term care facilities (i.e., Nursing Homes, Homes for the Aged). There is no government financial subsidization for these settings.

EDELHEIM APARTMENTS

Albright Centre
5035 Mountain Road
Beamsville, ON L0R 1B0
Tel: (905) 563-8252

NIAGARA INA GRAFTON GAGE

Seniors' Complex
413 Linwell Road
St. Catharines, ON L2M 7Y2
Tel: (905) 935-6822

PORTAL VILLAGE

Independent Living Complex
300 Elgin Street
Port Colborne, ON L3K 6A3

Tel: (905) 834-0322

TABOR MANOR APARTMENTS

1 Tabor Drive
St. Catharines, ON L2N 1V9
Tel: (905) 934-2548

UNITED MENNONITE HOME

Orchard View Apartments
4020 23rd Street
Vineland, ON L0R 2C0
Tel: (905) 562-7385

HEIDEHOF SENIORS' APARTMENTS

600 Lake Street
St. Catharines, ON L2N 4J4
Tel: (905) 935-3344

PLEASANT MANOR CARE SUITES

15 Elden
Virgil, ON L0S 1T0
Tel: (905) 468-2234

RESIDENCE RICHELIEU

649 Tanguay Avenue
Welland, ON L3B 6A1
Tel: (905) 732-4833

THE ORCHARDS RETIREMENT RESIDENCES

3421 Frederick Avenue
Vineland, ON L0R 2C0
Tel: (905) 562-7357

NEW REST AND RETIREMENT HOMES

CHARTWELL SELECT RESIDENCE

163 First Avenue
Welland, ON L3C 1Y5
Tel: (905) 735-5333

LOOKOUT RIDGE

1505 Lookout Street
Fonthill, ON L0S 1E5
Tel: (905) 892-4612

THE HEATHERWOOD RETIREMENT

115 Scott Street
St. Catharines, ON L2N 7L2
Tel: (905) 646-3028

PLYMOUTH CORDAGE

110 First Street
Welland, ON L3B 4S2
Tel: (905) 735-3322

POWERS OF ATTORNEY

Many people believe if something happens to them and they are unable to make decisions for themselves, either financial, about their health or both, their family can do so for them. This is not necessarily true as legal authority is needed. One way to protect yourself is through the use of a Power of Attorney. This empowers a person or persons of your choosing to act on your behalf for financial or personal care decisions.

A **Power of Attorney for Personal Care**, sometimes called a “personal power of attorney” is a legal document. With this document you give someone the power to make personal care decisions on your behalf if you become mentally incapable of making them yourself.

Personal care decisions are decisions about your health care (including medical treatment), diet, housing, clothing, hygiene and safety.

A Continuing Power of Attorney for Property lets your Attorney make decisions about your property such as finances, home and possessions and continue to go on acting for you if you become mentally incapable of managing your property. To be valid as a Continuing Power of Attorney, the document must either be called a Continuing Power of Attorney, or state that it gives your Attorney the power to continue acting for you if you become mentally incapable.

Property decisions are financial dealings, such as banking, signing cheques, buying or selling real estate, and buying consumer goods.

The person you have appointed should keep an accurate account of money transactions.

Take Extra Care...

Remember to take extra care when deciding whom to appoint as your Attorney. Do you consider them to be responsible, trustworthy, and good at handling money?

Theft by person holding Power of Attorney

Any person who misuses or commits theft by holding Power of Attorney may be subject to charges under the Criminal Code of Canada.

Powers of Attorney are extremely important documents. It may be a good idea to consult with a lawyer before making a final decision to ensure the document reflects your wishes.

ABUSE AND NEGLECT

Abuse and neglect of older or vulnerable persons is not a new problem. Although present for many years in our society, it has existed in relative silence, denial and isolation. It is not usually talked about, and difficult to solve unless people recognize the abuse and let someone know it is happening. Many acts of abuse are crimes. Victims of abuse have the right to the law's protection and to services that support their independence and well being.

Abuse can happen to any person, but certain factors can make people more vulnerable. These include mental or physical impairment and/or cultural or language barriers. Abused older or vulnerable persons are often socially isolated with few friends or family in whom to confide.

Anyone can be an abuser. Abusers can be any family member and are often people who depend on the older person for shelter or financial support. Abusers can also be neighbours, hired caregivers, friends or strangers canvassing or selling products door to door.

Abuse can occur in institutions like long term care facilities or retirement homes. The abusers here could be frustrated staff members who are not able to do their jobs properly (lack of training, inadequate staffing levels). Other residents or visitors may also be abusers.

Abuse or neglect is seldom reported for a variety of reasons.

- Some victims don't know what their rights are or what can be done.
- Some think the police or other agencies can't help them.
- Some don't speak English.
- Some are afraid of what the abuser will do if they report the abuse.
- Some fear being placed in an institution.
- Some feel ashamed because their family or caregiver is mistreating them.
- Some feel embarrassed at having been taken advantage of or scammed.

Take Extra Care...

You can guard yourself against abuse or neglect by knowing what it is and by **taking steps to keep yourself safe and secure.**

Old Age... A Time for Dignity, Honour and Respect

Abuse and neglect of older or vulnerable persons is any action or inaction by any person that causes harm to the older or vulnerable person.

WHAT ARE THE TYPES OF ABUSE OR NEGLECT?

Physical

- Slapping, hitting, shaking, pinching, punching or other rough handling.
- Sexual assault – any unwanted form of sexual activity.
- Forced confinement in a room, bed or chair.

Financial

- Frauds, forgery, thefts or the dishonest use of a person's money or assets.
- Misuse of Powers of Attorney or forcing someone to sign a will.
- Overcharging or high-pressure sales for services or products.

Psychological

- Humiliating, threatening or frightening an older or vulnerable person.
- Not allowing older or vulnerable person to make decisions or deliberate social isolation.
- It can be ignoring the person or treating them like a child.

Neglect

- Deliberately failing to give someone who is dependent what he or she needs.
- Over/under medication.
- Abandonment or leaving someone in an unsafe or isolated place.

Self Neglect

- The inability of older or vulnerable persons to adequately take care of themselves.

What are some of the signs of possible abuse or neglect?

- Unexplained injuries or a history of “accidents,” poor hygiene, bed sores.
- Depression, fear, anxiety, withdrawal or weight loss.
- Dehydration or lack of food, clothing, medicine, or other necessities of life.
- Unnecessary purchases or repairs to house or property.
- Unexplained loss or misuse of property items such as banking records or wills.

What can the Police do?

Many types of abuse or neglect are crimes. If you have been abused, or if you think someone else is being abused, call the police. This is a very important step in protecting yourself or those you may believe are in jeopardy. Experience shows us that when abuse is not identified and stopped, the level of abuse often increases.

When calling the police you can remain anonymous. However, we may ask for your name and phone number so that we can get more information from you, if required. If you are still hesitant about calling, and know of someone who is being abused or neglected, you can call the Crimestoppers tip line 1-800-222-8477 or Gatekeepers (Senior Service) at 905-684-0968 and all of your information will remain anonymous.

On arrival, our first responsibility is to ensure everyone’s safety. Once the situation is safe, we will conduct a thorough investigation. This may include:

- A detailed (possibly videotaped) statement from the victim.
- If there is a language barrier, an interpreter will be provided.
- Photographs of any injuries or the scene.
- Statements from others who may have evidence: family, friends, neighbours.
- Medical reports, financial statements or other relevant documentation.
- A background check of any past reports of abuse.
- An interview of others who may have knowledge of previous abuse incidents.

During this interview process it is very important for you to tell us what has happened and if it has happened before. Let us know if you are afraid of the abuser. On completion of our investigation we will discuss any concerns you may have, offer you a number of options, and provide you with some support information.

If the evidence is sufficient to believe that a crime has occurred, we may lay charges. Depending on the circumstances, the offender may be arrested and his/her release from jail may be opposed. If the offender is held in custody, bail may be denied or a release with or without conditions may be issued. You may have to testify in court. If so, there are a number of options, supports and services available to you. These may include videotaped statements or assistance from the Seniors' Support Officers, Victim Services and Victim/Witness programs.

What can YOU do?

Peace Bonds

Where personal injury, to either yourself or another person, or property damage are feared, a peace bond may provide protection from the abuser. You, or someone acting on your behalf, can file a complaint or lay criminal charges with the court. If the court is satisfied that there are reasonable grounds for this fear, a peace bond may be issued. It will set out certain conditions that the alleged offender must abide by such as staying away from a certain address or no communication with the victim. If the alleged offender refuses to enter into a Peace Bond, he/she may be sent to jail for a term up to twelve months. A Peace Bond can be valid for up to twelve months from the date of its issue.

Take Extra Care... What else can you do?

- If you suspect someone is being abused, get involved. You may be able to prevent further abuse or reduce the harm caused.
- Whether you live in your own home, at a retirement home or Long Term Care facility, know your rights, ask for advice if you think something is wrong.
- To minimize your risk of abuse, Stay Active, Stay Sociable. Maintain and increase your network of friends and acquaintances. New activities can bring new friends. Have regular contact with family and friends either by phone or visits at home. Have your own phone number and check your own mail.
- Be cautious about permitting adult children back into your home to live, especially those with a history of violence or substance abuse.
- Familiarize yourself with your spouse's tasks to ensure your continued independence.
- Stay organized. Know where your important papers and financial records are. Make sure that others know that you know where these things are.

- Plan for later, get legal advice and make arrangements now for documents like Powers of Attorney, your will or your finances. Don't let anyone keep the details of your finances from you.
- Find out what Community Resources are available in your area. Know who to call for assistance when you need it, such as housekeeping, groceries, Meals On Wheels, transportation, etc.

There are times when we all need help...
We have many Community Supports available, please call someone.

SAFETY AT HOME... what can YOU do?

People tend to feel more secure in their own home. It is important to take a few simple steps to make sure this is the case for you.

CHECK YOUR WINDOWS AND DOORS

- Look for entry points or areas where an intruder could hide from view of your neighbours. Be sure doors, windows, garages and sheds are properly locked, even when you are at home. Upgrade windows and doors (dead bolts) as needed. Remember, chain locks are not security devices, do not depend on them.
- Install a wide-angle peephole, at a suitable height for the homeowner, to see callers before you open the door. Never open the door to strangers without first seeing identification and verifying that identification.
- Keep your window blinds or drapes closed after dark.

EXTERIOR

- Make sure your house number is very visible from the front and the rear of your home.
- Install motion-sensitive security lights to cover any areas such as entrances and garages that provide hiding spots. They are automatic and will come on any time after dark when their sensors are triggered by movement.

INTERIOR

- Don't leave tell-tale signs that you are away. Have your mail and newspapers picked up by a friend or neighbor each day. Continue to keep your property maintained year-round (grass cut and snow removed).
- Use timers to turn on lights, radios or televisions. These are especially important when you are away or on vacation to give the appearance that someone is in the home.
- Keep valuables in a safety deposit box. Keep large amounts of money at the bank.
- Identify, inventory and video your valuables. Criminals are less likely to steal identified goods, because it is harder to dispose of these items. Through the operation identification program, engravers are available at no charge from the Niagara Regional Police at 33 Division in Welland.

In addition, if you live in an apartment... what can YOU do?

- Treat any entrance to your apartment building as if it were your own front door.
- Before "buzzing" someone in, verify by voice or monitor that he/she is the person that you are expecting. If you're not sure, call the superintendent.
- When entering or leaving the building, stop being the "nice guy" by allowing unknown persons to enter through the open door.
- Do not advertise on the intercom that you are female or live alone. Just use your initials and last name or the work "occupied."
- Secure your doors and windows properly, and never assume that your balcony is completely secure and out of reach of burglars.
- Don't get on an elevator if you are suspicious or feel uncomfortable of the other occupants. Wait for the next elevator. If you are already on the elevator and feel uncomfortable about the person getting on, then get off. Always stand near the control panel. If something goes wrong you can push the emergency alarm button and all the floor buttons.
- Try to make a point of attending the laundry room with a friend or other tenant and only during daylight hours.
- Do not keep any valuable property in your locker room.
- When entering the underground parking of your building, be alert to persons or vehicles following you inside. After entering the underground try to wait for the overhead door to close to deter unwanted persons from entering.

Take Extra Care...

If a stranger arrives at your door and asks to use the phone, don't let them inside. Instead, offer to make the call for them while they wait outside. Never let anyone know that you are home alone.

Get to know your neighbours and keep their phone numbers handy for emergencies. If you arrive home and it appears that someone has entered your home, do not go inside, do not touch anything. Call the police from a neighbour's place and wait for them to arrive.

Regular contact between family and friends is important to all of us. Work out a "buddy system" with someone so that you can check on each other's well-being regularly. Remember to tell others when and where you are going and when you are expected to return.

SAFETY AND YOUR CAR... what can YOU do?

Cars are the targets of theft, but they can also be the scene of a crime. People are generally distracted when approaching their car, carrying parcels, looking for keys, etc. The following tips can help you keep safety in mind.

- Have your car keys in your hand prior to approaching your car. Park at security-patrolled or staffed parking lots whenever possible. Otherwise, park in the open and well-lit areas. Don't carry valuables, but if you must, lock them in the trunk of your car – out of sight.
- Lock the door whenever you enter or exit your car. Consider using an anti-theft device such as an alarm, steering wheel lock or kill switch to make it harder to thieves to steal your car.
- If you have car trouble, put on emergency flashers and lock yourself inside. If someone stops to help, lower your window slightly, but do not get out of the car. Ask the stranger to call a service truck or the police for you. Keep a **CALL POLICE** sign in your car and put it in the window when you need help.
- Consider carrying a cell phone. That way, you will not have to depend on strangers to call for help. Remember to take the cell phone with you when you leave the car.

When you are driving a car...

Most older drivers enjoy the use of their cars and handle them with skill and care. It should be remembered however, that over the years your vision, hearing and reflexes are not the same as when you were younger. It is also a fact that if you are involved in a traffic mishap older drivers are more susceptible to injury.

Remember to get your doctor's or your family's opinion about your driving. We must all recognize our limitations. Perhaps you should avoid driving at night or in heavy traffic. Plan now for a time when you can no longer drive.

At the age of 80 and every two years thereafter, drivers must complete a written test, a vision test and a 90 minute workshop on traffic safety and the issues surrounding the mature driver. If a driver over the age of 70 is involved in a collision, the Ministry can require that a road, vision and written test be completed.

When you are out walking...

- When crossing at intersections, be sure you have eye contact with drivers who are turning as they may not see you.
- Be aware of possible hazards such as bicycles, roller blades and skateboards.

SAFETY ON THE STREET... what can YOU do?

Although we all have to be aware of potential danger while out on the street, it is also important not to exaggerate the risk of becoming a crime victim. Most street crimes can be avoided by following a few simple precautionary steps.

Your best defense is an alert and cautious mind.

- Take note of people around you and don't feel pressured into talking to strangers.
- When walking, look people in the eye and walk with confidence. If you suspect a problem, go to the nearest public place or populated area and request assistance.
- Walk only in well-lit areas, away from alleys and doorways. Stay away from short-cuts where you may be alone and vulnerable.
- When someone takes you home, have the driver wait until you are safe inside.

About carrying a purse...

- Whenever possible, do not carry a purse. Consider using a fanny pack or carrying your wallet in your front pants pocket. Never carry large amounts of money or valuables on you or in your purse.
- When opening your purse in a shop, bank or at an Automated Teller Machine, never allow anyone to see how much money you have in your possession.
- Always keep your purse close to you. When shopping don't let yourself be distracted by strangers. Never leave your purse unattended in shopping carts, on store counters, or on the floor of a restaurant at your table.
- Keep a record of all documents inside your wallet and call police immediately if your wallet is lost or stolen.

While on vacation... In addition to practicing the safety tips already mentioned:

- Consider leaving expensive jewelry or cameras at home.
- At the airport, stay with your luggage at all times. Be cautious of strangers who approach you. Never agree to deliver a parcel, letter, or other item across the border for a stranger. Criminals often seek out vacationers to unsuspectingly deliver drugs or other contraband.
- Check in with your family or friends when you arrive and let them know if you change hotel or location. Use the hotel safe, when appropriate.

**NIAGARA REGIONAL POLICE SERVICE
SENIORS' SUPPORT OFFICER**

If you suspect that you or someone you know is being abused or is suffering from self-neglect or is being victimized by unscrupulous salespeople, help is available from a wide variety of sources. Sometimes speaking to a trusted friend, clergy member or family physician can help you to decide what you should do to help yourself or someone you know. Help is also available from a number of Community agencies. Many of these are listed in this booklet.

For emergencies, Call 911

For support and confidential advice call the
Niagara Regional Police Service at 905-688-4111 ext. 5156
and ask to speak to the Seniors' Support Officer.

The Seniors' Support Officer is specifically trained and dedicated to assisting older or vulnerable persons in our community. Some of the services provided are:

- Confidential advice and advocacy
- Information, coordination and referral to appropriate community services
- Education, presentations and information displays on a variety of topics such as: Frauds, Scams and Thefts, Safety and Security, Abuse and Neglect, Caregiver Stress, Stepping out Safely, and Are You in Jeopardy?
- Training for Professionals, Students and Volunteers on: Abuse and Neglect (Long Term Facilities), Caregiver Stress, Frauds and Scams (Financial Institutions)

Working in partnership with our communities to serve, protect and support older or vulnerable persons.

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