

The caller's identity is protected by legislation.

Social workers can work with the adult to tailor an approach that is acceptable to the adult and takes into account his or her culture, language, beliefs, values and support networks.

Social workers will work with the adult, community members and agencies to ensure the response is as non-intrusive as possible while considering the adult's safety. The adult is always presumed capable unless demonstrated otherwise. In very limited and serious cases social workers can apply to the courts for an order to help protect the adult.

Adults can decline services if they understand their choices. They can choose to live at risk. Social workers will support them in whatever decision they make.

Social workers with the Seniors' Services/Adult Protection Unit are available during regular working hours, from Monday to Friday.

If you are concerned that an adult may be in immediate danger from abuse or neglect, call the RCMP.

To contact the Seniors' Services/ Adult Protection office, call:

*In Whitehorse: 456-3946
Toll-free: 1-800-661-0408, ext. 3946*

In the communities contact the Regional Social Worker.

- *Carcross: 821-2920*
- *Carmacks: 863-5800*
- *Dawson City: 993-7890*
- *Faro: 994-2749*
- *Haines Junction: 634-2203*
- *Mayo: 996-2283*
- *Old Crow: 993-7890*
- *Pelly Crossing: 537-3300*
- *Ross River: 969-3200*
- *Teslin: 390-2588*
- *Watson Lake: 536-2232*

We are also available to provide workshops.

For consultations, concerned individuals do not need to identify themselves, their location or the adult about whom they are calling.

Lean more:

hss.gov.yk.ca/seniorservices.php



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Helping to Protect Older or Disabled Adults

*We can't always see the abuse, but we can tell when **something's not right...***



The role of the Seniors' Services/Adult Protection Unit is to help support the adult in whatever decision he or she makes. We will be involved as much or as little as the adult chooses.

Who abuses an older or disabled adult?

Most often it is someone the adult knows, such as a spouse, relative, neighbour, friend or care provider. However, it can be a stranger or a business.

What is Abuse?

Abuse is the deliberate mistreatment of an adult that causes physical, mental and emotional harm or financial damage or loss. Most cases have elements of each of these forms of abuse, in different degrees.

What is Neglect?

Neglect is the failure to provide care, assistance, guidance or attention that causes, or is likely to cause, the adult serious physical, mental or emotional harm or substantial financial loss.

What is Self-Neglect?

Self-neglect is the failure of an adult to take care of themselves, which causes, or is likely to cause within a short period of time, serious physical or mental harm or substantial financial loss.

What are some of the signs of abuse/neglect?

*The biggest indicator is **ISOLATION**. Other signs may include depression, fear, anxiety, social withdrawal, unexplained injury, lack of basic necessities, changes in hygiene or routine, or inability to pay for or maintain their normal lifestyle.*

How can you help?

- *Talk to the adult alone where they feel safe (i.e. away from "abuser").*
- *Tell them in a caring way what your concerns are and that you are there to help.*
- *Believe what they say and ask if they would like assistance.*
- *Listen, support and assure them that there is help and that they are not alone.*
- *Educate yourself about abuse and available resources and offer to be part of the adult's safety planning.*
- *Do not judge the adult or deny that the abuse is occurring.*
- *Be patient and seek support for yourself too.*

Some adults can't ask for help because they are physically or chemically restrained, or because they have a medical problem or an intellectual or physical disability.

In 2005, adult protection and decision making legislation was proclaimed. It provides support and protection for older or disabled adults who are abused or neglected and cannot seek help on their own.

The Seniors' Services/Adult Protection Unit in Whitehorse and the Regional Social Workers in the communities must respond to reports of abuse, neglect and self-neglect and offer support.

