

# RED DEER - ELDER ABUSE CRISIS INTERVENTIONS

<b>Title</b>	- Red Deer City RCMP Domestic Violence Unit Service Recipients - Persons who are in an abusive domestic relationship. <b>Contact Information -</b>
<b>Service Recipient(s)</b>	
<b>Service Provider(s)</b>	Service Providers - RCMP - One Corporal, three Constables and one Social Worker Goals/Objectives - The Domestic Violence Unit is committed to working in partnership with Federal, Provincial and Municipal agencies to promote awareness and prevention of domestic violence.
<b>Goals/Objectives</b>	▪
<b>Activities</b>	.Activities - The Domestic Violence Unit investigates high risk files and the more complex domestic violence cases and elder abuse. The Unit reviews all domestic abuse files to ensure that the investigation has been completed to a high standard. ▪
<b>Contact Information</b>	▪ Red Deer City RCMP Domestic Violence Unit - 4811-49 St., Red Deer, Alberta T4N 6A1 (403)341-2000 Admin or (403)341-2063 Direct.

<b>Title</b>	<b>Community Policing/Victim Service: Red Deer RCMP</b>
<b>Service Recipient(s)</b>	▪ Victims of crime or tragedy
<b>Service Provider(s)</b>	▪ Volunteer Victim Services Advocates ▪ RCMP
<b>Goals/Objectives</b>	▪ To provide education and awareness on crime prevention ▪ To lessen the impact of a crime on the victim ▪ To help victims cope with the effects of crime ▪ To provide free and confidential support to victims of crime and/or disaster ▪ To provide a link between victims and the criminal justice system, helping victims to obtain services and information
<b>Activities</b>	▪ Immediate/Emergency Services: on-scene debriefing, next of kin notification, support, emergency transportation, support for assault victims ▪ Listen, provide emotional support, and assist in resolving issues that arise as a result of crime ▪ Provide information and referrals to community agencies ▪ Ongoing Services: debriefing, file status information, restitution ▪ Court Related Services: information on the justice system, court dates, Peace Bonds, and Restraining Orders; court accompaniment; assistance with victim impact statements
<b>Contact Information</b>	▪ Phone: (403) 341-2000

<b>Title</b>	<b>Crisis Center</b>
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<i>Service Recipient(s)</i>	<ul style="list-style-type: none"> <li>▪ Services are free to all our clients.</li> </ul>
<i>Services</i>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<i>Goals/Objectives</i>	<ul style="list-style-type: none"> <li>▪ To provide a safe, confidential service to victims of sexual assault and their families.</li> <li>▪ Our educational programs are designed for all age groups including pre-school to seniors.</li> <li>▪ The purpose is to provide education in the area of sexual assault including prevention, safety, imbalances of power and healthy relationships.</li> <li>▪ Our 24-Hour Help/Distress Line, is available to anyone suffering emotional distress in Central Alberta and can be accessed 24 hours per day 7 days per week.</li> </ul>
<i>Activities</i>	<ul style="list-style-type: none"> <li>▪ None – due to the confidential nature of our business we do not make public activities available.</li> </ul>
<i>Contact Information</i>	<ul style="list-style-type: none"> <li>▪ Phone: (403) 340-1124 (business office)</li> <li>▪ Phone: (403) 340-1120 (24 hour help/distress line)</li> <li>▪ Address: A201, 5212-48 Street, Red Deer, Alberta, T4N 7C3</li> </ul>

<i>Title</i>	<b>Central Alberta Women’s Emergency Shelter</b>
<i>Service Recipient(s)</i>	<ul style="list-style-type: none"> <li>▪ Battered women and their children</li> </ul>
<i>Service Provider(s)</i>	<ul style="list-style-type: none"> <li>▪ Crisis workers</li> <li>▪ Volunteers</li> </ul>
<i>Goals/Objectives</i>	<ul style="list-style-type: none"> <li>▪ To house, support and provide referrals to women who are battered (and their children)</li> <li>▪ To take a preventive role in family violence through education</li> <li>▪ Accept self referrals, or referrals from child welfare, police, hospital, family members</li> </ul>
<i>Activities</i>	<ul style="list-style-type: none"> <li>▪ Safe, secure emergency accommodation: maximum 3 weeks, provided with meals, clothing, personal care products</li> <li>▪ Crisis Counseling: 24 hour service for residents, telephone callers or walk-ins</li> <li>▪ Crisis Intervention Program: information, support, intervention and education to residents</li> <li>▪ Walk-in Services: crisis intervention, support and referrals</li> <li>▪ Phone-in Services: toll free crisis line</li> <li>▪ Public Awareness and Education Program</li> <li>▪ Batterers’ Treatment Program</li> <li>▪ Adult Female Victims of Spousal Abuse Treatment Program</li> <li>▪ Information/community referrals</li> <li>▪ Extension/follow-up program</li> </ul>
<i>Contact Information</i>	<ul style="list-style-type: none"> <li>▪ Phone: (403) 346-5643 or Toll Free (Alberta) 1-888-346-5643</li> </ul>

## FAMILY VIOLENCE COMMUNITY RESOURCES

<b><i>Title</i></b>	<b>Alberta Children's Services (Provincial Government Ministry)</b>
<b><i>Service Recipient(s)</i></b>	<ul style="list-style-type: none"> <li>▪ Champion the cause against Family Violence for all Ages INCLUDING Elder Abuse</li> </ul>
<b><i>Services</i></b>	<ul style="list-style-type: none"> <li>▪ The Alberta Children's Services has a division for Prevention of Family Violence &amp; Bullying (PFVBD) to provide support and leadership in developing an effective response to family violence. The PFVBD is responsible for distributing educational materials, developing government policies and funding emergency shelters and prevention projects. The Family Violence &amp; Bullying Coordinator works with Alberta Children's Services to coordinate resources and initiatives in the Central Alberta region</li> </ul>
<b><i>Goals/Objectives</i></b>	<ul style="list-style-type: none"> <li>▪ The Alberta government is committed to preventing and responding to family violence issues in our province. Through its collaborative efforts with not-for-profit organizations, police services, women's shelters, sexual assault centers, multi-cultural organizations, corporations and local businesses and dedicated community groups and volunteers, the Alberta government's goal is to have a province that is violence-free.</li> </ul>
<b><i>Activities</i></b>	<ul style="list-style-type: none"> <li>▪ Family Violence Month activities(November)</li> <li>▪ Co-Training for responders to family violence situations</li> <li>▪ Provincial representation on family violence issues that are discussed at a national level</li> <li>▪ Provide resources to agencies that develop initiatives to address family violence and bullying</li> <li>▪ Assist with information and research to agencies that are providing services</li> </ul>
<b><i>Contact Information</i></b>	<ul style="list-style-type: none"> <li>▪ Chair Barb Barber 347-2480 Toll Free 1-866-347-2480</li> <li>▪</li> </ul>

## **ELDER ABUSE RED DEER COMMUNITY RESOURCES**

<b><i>Title</i></b>	<b>The Golden Circle/ Seniors Outreach Programs</b>
<b><i>Service Recipient(s)</i></b>	<ul style="list-style-type: none"> <li>▪ Retired /semi-retired individuals and their families</li> </ul>
<b><i>Service Provider(s)</i></b>	<ul style="list-style-type: none"> <li>▪ Community Outreach Social Workers for seniors Gerontology Certificate</li> <li>▪ Volunteers</li> </ul>
<b><i>Goals/Objectives</i></b>	<ul style="list-style-type: none"> <li>▪ Short Term Interventions and long term support</li> <li>▪ To assist in creating a healthy and independent environment for the older adult</li> <li>▪ Referrals from family, community agencies, self-referrals</li> </ul>
<b><i>Activities</i></b>	<ul style="list-style-type: none"> <li>▪ Home visits</li> <li>▪ Provide seniors and their families with information (i.e., housing options)</li> <li>▪ Provide emotional support and counselling</li> <li>▪ Contact police and community agencies with consent of the client</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Support client finding supports and resources for abusive situations</li> <li>▪ Transportation</li> <li>▪ Home Maintenance</li> <li>▪ Grocery delivery</li> <li>▪ Lunch express</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ Phone: (403) 343-6074</li> </ul>

<b>Title</b>	<b>DTHR Continuing Care Counselors' Program</b>
<b>Service Recipient(s)</b>	<ul style="list-style-type: none"> <li>▪ Andy senior in the community that becomes a client of Community Health DTHR</li> </ul>
<b>Service Provider(s)</b>	<ul style="list-style-type: none"> <li>▪ Continuing Care Counselors</li> </ul>
<b>Goals/Objectives</b>	<ul style="list-style-type: none"> <li>▪ Provision of resources and support</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ Support and Assist clients in finding appropriate housing, financial, Medical resources</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ Through intake coordinator 341-2130</li> </ul>

<b>Title</b>	<b>DTHR Mental Health Services – Senior's Program</b>
<b>Service Recipient(s)</b>	<ul style="list-style-type: none"> <li>▪ Albertans, generally over the age of 65 years, with dementia, mood and/or thought disorders and other chronic psychiatric illnesses.</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>▪ Specialized mental health and psychiatric assessments, both in community or in hospital.</li> <li>▪ Provided by an interdisciplinary treatment team.</li> </ul>
<b>Goals/Objectives</b>	<ul style="list-style-type: none"> <li>▪ Assistance to help seniors remain in their home community as long as possible.</li> <li>▪ Assessment, treatment, support &amp; education to improve quality of life and optimize health and day-to-day functioning.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ 9 Seniors Outreach Nurses throughout DTHR</li> <li>▪ 5 inpatient units (125 beds at Alberta Hospital Ponoka)</li> <li>▪ Capacity Clinic</li> <li>▪ ?</li> <li>▪ Linkage with Outreach Nurses in other areas of the province.</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ Phone: (403) 783-7634</li> <li>▪ Address: Box 1000, Alberta Hospital Ponoka, Ponoka Alberta, T45 1R8</li> </ul>

<b>Title</b>	<b>Central Alberta Community Legal Clinic</b>
<b>Service Recipient(s)</b>	<ul style="list-style-type: none"> <li>▪ People who do not qualify for Legal Aid, who may have difficulty accessing legal help through other organizations, and who cannot afford to pay a lawyer.</li> <li>▪ AISH recipients eligible for repayment under class action suit (deadline January 11, 2007)</li> </ul>
<b>Service Provider(s)</b>	<ul style="list-style-type: none"> <li>▪ Volunteer lawyers and volunteer receptionists (long range plans include a staff lawyer when funding is secured.)</li> <li>▪ Legal administrative assistant on staff provides follow-up recommended by lawyer and assistance with forms, etc.</li> <li>▪ Executive Director processes AISH claims as listed above.</li> </ul>

<b>Goals/Objectives</b>	<ul style="list-style-type: none"> <li>▪ The Clinic exists to provide legal assistance and advice to disadvantaged persons or groups of persons who otherwise would not have access to such services, including people who may be financially or culturally disadvantaged, physically or mentally challenged, illiterate or undereducated.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ Evening pro-bono (free) clinics provide legal advice on wills, fraud, theft, debt, landlord and tenant matters, small claims, and family law matters, etc.</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ (403) 314-9129 Phone (403) 314-9194 Fax</li> </ul>

<b>Title</b>	<b>Alberta Alcohol and Drug Abuse (AADAC)</b>
<b>Service Recipient(s)</b>	<ul style="list-style-type: none"> <li>▪ All Albertans qualify.</li> </ul>
<b>Services)</b>	<ul style="list-style-type: none"> <li>▪ Offers prevention programming for professional and community groups who work with older adults.</li> <li>▪ Provides individual assessment and counselling for those affected by alcohol, drug or gambling problems.</li> <li>▪ A wide variety of information and psychological educational groups are also offered.</li> <li>▪ All services are confidential.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ A variety of brochures are available at the office</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ Phone: (403) 340-5274</li> <li>▪ Address: 106 4920-51<sup>st</sup> St, Red Deer, Alberta, T4N 6K8</li> <li>▪ Web site: www.aadac.com</li> </ul>

<b>Title</b>	<b>Canadian Mental Health Association, Central Region - CMHA</b>
<b>Service Recipient(s)</b>	<ul style="list-style-type: none"> <li>▪ General Public including seniors and families</li> </ul>
<b>Service Provider(s)</b>	<ul style="list-style-type: none"> <li>▪ Program Coordinators for the various programs</li> </ul>
<b>Goals/Objectives</b>	<ul style="list-style-type: none"> <li>▪ Non profit organization promoting mental health and supporting people with mental illness</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ Bereavement support services providing support, information and education on grief issues.</li> <li>▪ Education Program: Mental Health issues</li> <li>▪ Guardianship Program supplies self-help kits, direction and support to people pursuing private guardianship for dependent adults</li> <li>▪ Community Outreach Team assists people to meet basic needs (housing community services)</li> <li>▪ Acquired Brain Injury Services case management and supports</li> <li>▪ Bridging and Loan Program (for the city of Red Deer only) Last resort funding to assist with rent, rental arrears, utility arrears and essential furniture,</li> <li>▪ Supportive Housing Team helping individuals with mental illness maintain long term tenancy in designated apartment units</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Bargain Treasures Thrift and second hand store 5217 Gaetz Ave</li> <li>▪ The Gathering Place –A club house where individuals come together working together towards group and individual goals. #8 5015- 48 St. Red Deer 403-309-7772</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ For more information contact Canadian Mental Health Association 342-2266</li> <li>▪ officemanager@reddeer.cmha.ab.ca</li> </ul>

<b>Title</b>	<b>Family Service Catholic Social Services</b>
<b>Service Recipient(s)</b>	<ul style="list-style-type: none"> <li>▪ Individuals and Families in need of supports pertaining to identified programs under the umbrella of Family Service (see brochure for details)</li> </ul>
<b>Service Provider(s)</b>	<ul style="list-style-type: none"> <li>▪ Catholic Social Services</li> </ul>
<b>Goals/Objectives</b>	Adoption Program, Therapeutic Counselling, Employee and Family Assistance Program, <b>Family Care Program (Children and Families experiencing difficulties related to current or historic family violence)</b>
<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ See agency brochure for details based on the specific programs</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ 347-8844 or <a href="mailto:Laurie.Kaban@catholicsocialservices.ab.ca">Laurie.Kaban@catholicsocialservices.ab.ca</a></li> </ul>

<b>Title</b>	<b>Central Alberta Refugee Effort (C.A.R.E.)</b>
<b>Service Recipient(s)</b>	<ul style="list-style-type: none"> <li>▪ Current or former immigrants and/or members of their families and communities.</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>▪ Immigration and citizenship issues.</li> <li>▪ Counselling and referral to other agencies.</li> <li>▪ Assistance with forms, interviews, etc. related to accessing Seniors Benefits.</li> <li>▪ Learning Together – Wednesday afternoon social sewing/craft women’s group.</li> <li>▪ Volunteer friends program – matching newcomers with Red Deer residents.</li> </ul>
<b>Goals/Objectives</b>	<ul style="list-style-type: none"> <li>▪ To provide support and assistance to the integration process for newcomers to Canada and Alberta.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ We do not deal specifically with abusive situations but refer clients to other agencies and provide ongoing support.</li> <li>▪</li> </ul>
<b>Contact Information</b>	<ul style="list-style-type: none"> <li>▪ Phone: (403) 346-8818</li> <li>▪ Address: Suite 202, 5000 Gatez Ave. Red Deer, Alberta T4N 6C2</li> <li>▪ E-mail: <a href="mailto:care2@teluseplanet.net">care2@teluseplanet.net</a></li> </ul>

<b>Title</b>	<b>Immigration and Settlement Services Catholic Social Services</b>
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<i>Service Recipient(s)</i>	<b>Immigrants and refugees</b>
<i>Service Provider(s)</i>	<ul style="list-style-type: none"> <li>▪ Catholic Social Services</li> </ul>
<i>Goals/Objectives</i>	<ul style="list-style-type: none"> <li>▪ Career and Employment Assistance Services, Resettlement Assistance Program, Settlement Counselling Program</li> </ul>
<i>Activities</i>	<ul style="list-style-type: none"> <li>▪ Connecting immigrants to community supports for Elder Abuse</li> </ul>
<i>Contact Information</i>	<ul style="list-style-type: none"> <li>▪ 347-8844</li> <li>▪ <a href="mailto:Gayle.Murray-Duggan@catholicsocialservices.ab.ca">Gayle.Murray-Duggan@catholicsocialservices.ab.ca</a></li> </ul>

<i>Title</i>	<b>Disability Service Catholic Social Services</b>
<i>Service Recipient(s)</i>	<ul style="list-style-type: none"> <li>▪ Support services to adults with disabilities</li> </ul>
<i>Service Provider(s)</i>	<ul style="list-style-type: none"> <li>▪ Catholic Social Services</li> </ul>
<i>Goals/Objectives</i>	<ul style="list-style-type: none"> <li>▪ Approved Home Program for Adults with Developmental Disabilities, Community Connections Day Program for Adults with Developmental Disabilities, Community Coordination for Persons with an Acquired Brain Injury, Fatal Alcohol Spectrum Disorder (FASD) Outreach for Adults, Mobile Outreach Support Services, Residential Program for Adults with Developmental Disabilities, Supported Independent Living program for Adults with Developmental Disabilities</li> </ul>
<i>Activities</i>	<ul style="list-style-type: none"> <li>▪ Connecting Disabled and their families to community supports for Elder Abuse</li> </ul>
<i>Contact Information</i>	<ul style="list-style-type: none"> <li>▪ 347-8844. <a href="mailto:Laurie.kaban@catholicsocialservices.ab.ca">Laurie.kaban@catholicsocialservices.ab.ca</a> <a href="mailto:Doris.Kowtek@catholicsocialservices.ab.ca">Doris.Kowtek@catholicsocialservices.ab.ca</a></li> </ul>

<i>Title</i>	<b>Red Deer Native Friendship Society</b>
<i>Service Recipient(s)</i>	<ul style="list-style-type: none"> <li>▪ Open to everyone, Aboriginal and Non Aboriginal but they must be self sufficient.</li> </ul>
<i>Services</i>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<i>Goals/Objectives</i>	<ul style="list-style-type: none"> <li>▪ To provide opportunities for individuals to learn aboriginal crafts and build a support group.</li> </ul>
<i>Activities</i>	<ul style="list-style-type: none"> <li>▪ Aboriginal crafts and monthly guest speakers (group decisions).</li> <li>▪ Women's Craft Circle, Tuesdays 1:30-3:30, light snacks provided.</li> </ul>

***Contact Information***

- Phone: (403) 340-0020
- Address: 5015-48 Street, Red Deer, Alberta, T49 1S9