

A guide for

AGING WELL *in Regina*

Scan me  
to take the guide  
home with you



# Crime Prevention & Safety



Resource updated: Spring 2023

A guide for

# AGING WELL *in Regina*

is produced by Age-Friendly Regina  
[agefriendlysk.ca/af-regina-community-page](http://agefriendlysk.ca/af-regina-community-page)

For their ongoing support, Age-Friendly Regina  
extends special thanks to:

City of Regina  
Saskatchewan Health Authority  
Saskatchewan Seniors Mechanism

Printing of the guides was made possible  
with financial contributions from:

City of Regina  
Saskatchewan Health Authority  
Superannuated Teachers of Saskatchewan – Regina Chapter



**Please note:** Information including programs and services, addresses, links, and email addresses may become out of date. The information provided is not exhaustive.





**Are you experiencing abuse or neglect and are not sure where to turn?**

**Do you suspect someone you know is being abused or neglected?**

**Do you have questions or concerns about who will make decisions for you if a time comes when you can't?**

**Is it likely that you will have to make decisions for someone in your life?**

**Do you want more information about frauds and scams, what you can do to protect yourself, and what to do if you have been scammed?**

The topic of Crime Prevention and Safety is vast. This section of The Guide for Aging Well in Regina focuses on a few areas that were selected based on the feedback received from the first Age-Friendly Regina survey, completed in 2019. An updated survey is available and the link can be found at the end of this guide. The information collected will guide future work of Age-Friendly Regina.

<b><u>Abuse and Neglect</u></b> .....	Page 1
<u>Types of abuse</u> .....	Page 2
<u>Supports and Resources</u> .....	Page 2
<u>Domestic Violence &amp; Homeless Shelters</u> ...	Page 6
<b><u>Getting your affairs in order</u></b> .....	Page 7
Wills, Power of Attorney, and Adult Guardianship	
<b><u>Frauds and Scams</u></b> .....	Page 9
<u>Supports and Resources</u> .....	Page 10



*You can click on anything underlined in this list to be taken directly to that section*

This guide is part of the Aging Well in Regina series that also includes sections on:  
**Housing Supports and Options, Transportation, and Mental Health and Wellbeing.**

To access the guide online and for information about Age-Friendly Regina & Age-Friendly Saskatchewan visit: [agefriendlysk.ca](http://agefriendlysk.ca)

If you don't have access to a computer or need help finding the information, please visit your nearest Regina Public Library for support.



## Abuse and Neglect

Abuse most often happens at the hands of someone we trust and/or depend on.

It may be a family member, someone you live with, a paid or unpaid caregiver, a current or former partner or spouse, or anyone who is in a position of power, trust, or authority.

**Abuse can happen to anyone**, but people who are isolated, have a disability, memory problems, or dementia are more likely to be victims of abuse. <sup>1</sup> It is common for people to experience more than one type of abuse at the same time.

\*the characters and events described below are fictional. Any similarities to actual people or situations are purely coincidental.

### Jane's Story



Jane lives alone but found it was getting more difficult to get to the bank, pick up her groceries, and get to appointments. Her niece, Tanya, offered to help her and it worked well for the entire summer.

In the fall, Tanya's hours increased at her part-time job and her spare time decreased. She told Jane she was having trouble keeping up, and suggested that it would be faster and easier if she ran the errands by herself. Jane trusted her, so gave Tanya her bank card and PIN to deposit her Old Age Security and any other cheques she received, as well as purchase what she needed.

Shortly after Christmas, Jane's landlord called her – her rent cheque had bounced. She immediately called the bank and was told of all of the withdrawals being made from her accounts. Her account was almost empty.

### FINANCIAL ABUSE

### Sam's Story

Errol lived next door to Sam for decades. When Sam broke his hip, Errol visited him twice each week when he was in hospital, bringing stories of the neighbourhood and playing cards when Sam was up for it. When it was time for Sam to leave the hospital, it was decided he would live with his son.

Errol continued to visit Sam a couple of times each week, but he began to notice a change in him. Sam, who used to tell stories and jokes and had a boisterous laugh, got quieter. He seemed on edge when Errol would visit, but continued to say everything was fine. One day when Errol went to visit, Sam had a bruise on his cheek. When Errol asked him what happened, Sam said he accidentally walked into an open cupboard door.

The next time Errol came to visit, Sam's son told him it would be better if he didn't come around anymore, that Errol was getting tired really quickly and he didn't think the visits were good for him.



### EMOTIONAL AND PHYSICAL ABUSE





## Types of abuse include:

**Physical abuse** – hitting, pushing, or slapping. It may also include restraining the person against his/her will, such as locking them in a room or tying them to furniture.

**Emotional abuse** (also called psychological abuse) - yelling, threatening physical harm or restraint, threatening to harm other people, animals, relationships, saying hurtful things, or repeatedly ignoring someone. It may also include isolation if they do not let the person see close friends and family members.

**Neglect** - the caregiver does not meet the person's physical, emotional, and social needs. May include withholding or forgetting food, medications, or access to health care.

**Abandonment** - someone needs help, but is left alone without assistance.

**Sexual abuse** - a caregiver forces an older adult to watch or be part of sexual acts.

**Financial abuse** - money or belongings are stolen from someone. Examples include forging cheques, taking someone's government benefits, using a person's credit cards and bank accounts either without their permission or taking out more than what the person is aware of and has approved. It may include changing names on a will, bank account, life insurance policy, or title to a house without permission.<sup>2</sup> Sometimes someone close to the person may manipulate them into giving them money when they don't want to, or are uncomfortable doing so.

## Supports and Resources

**If you are a victim of abuse, or you think someone you know is being abused, you can call to get help and/or information from:**

### Regina Police Service

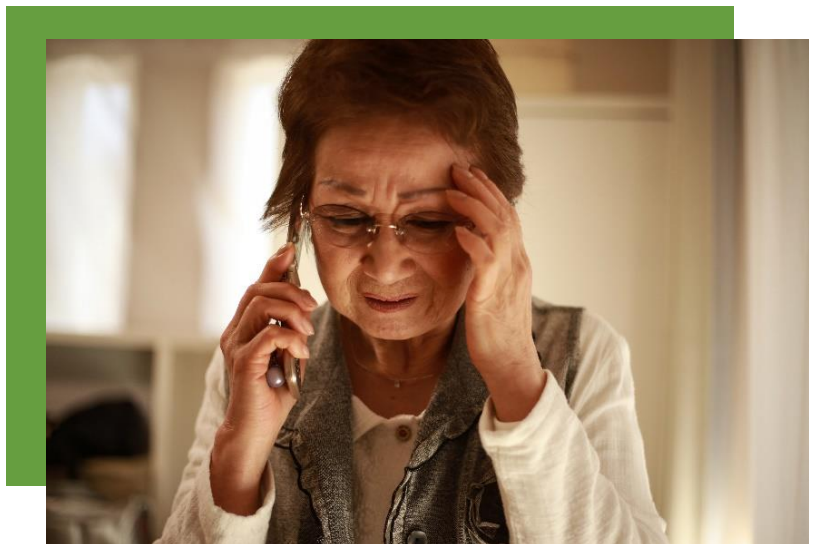
☎ 9-1-1

(306) 777-6500

Address: 1717 Osler St.

**If you need help immediately and are in danger, call 9-1-1.**

If it is not an emergency, you can find information online or call the non-emergency line to speak to someone directly.





## Regina Police Website

Information including:

- what happens when you report abuse to the police,
- supports available,
- how to make a safety plan, and
- what to do if you think someone you know is being abused can be found at [reginapolice.ca/domestic-conflict](https://reginapolice.ca/domestic-conflict).

A list of local help and support for domestic conflict can be found here:

[reginapolice.ca/domestic-conflict/local-help-and-support-for-domestic-conflict](https://reginapolice.ca/domestic-conflict/local-help-and-support-for-domestic-conflict).

Information includes:

- Help lines
- Police services
- Sources for legal information and support
- Shelters
- Counselling

If you are a victim an assault, violent crime, or other traumatic event that is reported, you may be connected to the **Victim Services Unit**. Services include:


- Supportive Listening
- Police investigation updates for victims
- Court and offender information and accompaniment to court if required
- Information regarding Victim Compensation, Restitution, Victim Impact Statements and the Criminal Justice System
- Crime Prevention information
- Referral to community resources and other police agencies





## Mobile Crisis Services

 (306) 525-5333

 Translation services are available.

Address: 1646 11<sup>th</sup> Ave.

Phone and walk –in services. Crisis counsellors are available 24/7 and provide:


- support to victims of domestic violence,
- information and referrals,
- help to arrange safe shelter for adults and children,
- support to develop safety plans for individuals who are unable to go into shelter, and
- transportation (in some cases).

Counsellors are available to support older adults at risk of, or currently experiencing:

- physical, sexual, emotional, or financial abuse,
- neglect,
- deteriorating health that puts someone who cares for themselves at risk, and
- mental health and wellness issues.

**Note:** Support is also provided for family members and friends who are feeling challenged or overwhelmed as the care provider for a loved one.

## Older Adult Response Service (OARS) through Family Service Regina

 (306) 757-6305

Website: [info@familyserviceregina.com](mailto:info@familyserviceregina.com)

OARS provides individualized planning and support for older adults who may be encountering neglect, abuse, or exploitation from their partner/spouse, or a family member. Support includes:

- Home visits
- Safety planning
- Advocacy
- Information and some assistance navigating legal systems including the Public Guardian and Trustee, and issues such as guardianship, family law, wills, and Power of Attorney.
- Supportive check-ins
- Consultation for concerned family members, friends or service providers
- Referrals and more.

You can find more information at [familyserviceregina.com/seniors-programs](http://familyserviceregina.com/seniors-programs).

OARS also has a booklet called “*It’s Not Right!*” – *How You Can Identify Abuse and Help Older Adults at Risk*. You can access it here: [familyserviceregina.com/wp-content/uploads/2016/03/Family-Service-Regina-Its-Not-Right-Seniors-Pamphlet.pdf](http://familyserviceregina.com/wp-content/uploads/2016/03/Family-Service-Regina-Its-Not-Right-Seniors-Pamphlet.pdf)



## Counselling Services

Experiencing abuse, trying to help someone who is experiencing abuse, and caregiving for someone who is difficult to care for at times can all be very difficult to manage mentally and emotionally. Counselling can offer a way to sort through those thoughts and emotions and can be an important part of experiencing a situation, getting through a situation, healing, and moving forward.



There is more information on counselling options available in the “Rebuilding your Mental Health and Wellbeing” section of this guide, but we will share one free option here as well:

### Counselling Connect

[counsellingconnectsask.ca/](https://counsellingconnectsask.ca/)

Counselling Connect is a project by Family Service Saskatchewan, delivered through a partnership of member agencies throughout the province to ensure you get quick access to short-term mental health services. Services are available to anyone but are prioritized for individuals who:

- do not have workplace benefits,
- live on a fixed or low income, and
- would otherwise have a long wait for publicly funded services.

Appointments can only be booked online or by calling Family Service Regina at ☎ **(306) 757-6675** and can take place online (virtually), by phone, or in-person.

Note: in-person appointments may be a longer wait. Multiple appointments can be made with the same counsellor.





## Domestic Violence and Homeless Shelters

### For women:

#### **Isabel Johnson Shelter**

**☎ (306) 525-2141**

Provides emergency housing for women with or without children who have experienced domestic violence.

Provides a safe, supportive housing environment for four to six weeks where individuals receive counselling, advocacy, assistance with housing, and transportation while determining their options for the future.

It is also a place to turn to by phone if you need someone to talk to about the abuse you've experienced. Services are confidential and free of charge. To set up your stay, or for support and guidance by phone, call and ask to speak to a shelter worker.

#### **Transition house**

**☎ 757-2096**

Provides safe, temporary housing for women and women with children fleeing violence. Staff provide information, support, options, alternatives, and a holistic response to the needs of women and children.

The shelter is staffed around the clock with support available to resident clients, and community clients via telephone, 24/7. They also have an outreach program to stay connected to women after they leave and support them to successfully live independently and violence free.

#### **Wichihik Iskwewak Safe House (WISH)**

**☎ (306) 543-0493**

A twenty-four hour safe house for women and children fleeing from domestic violence. The safe house provides temporary shelter, individual and group support, traditional or western counselling/therapy, advocacy and referral, children's programming and outreach services.

#### **My Aunts Place**

**☎ (306) 545-7786**

Communal, temporary shelter for women and children those facing homelessness. Staff develop relationships with landlords and seek safe, affordable housing for women who come in. Outreach staff try to stay in touch after women leave to ensure supports are in place.





## For men:

### Waterson Centre

 (306) 569-1230

1845 Osler St.

*Emergency shelter* – 15 beds. Staff also provide information, support, advocacy, and referrals. Programs as well as a computer and television that can be used are available in the program lounge.

*Residential Unit: 2<sup>nd</sup> floor* - A 25 bed independent living complex. Both long and short term stays available in a wheelchair accessible building.

### Souls Harbour Men's Shelter

1632 Angus St.

A sober emergency overnight shelter for men in need. First come, first served. Intake is from 7:00-8:30 p.m. 18 spaces available. Supper, a shower, laundry, and breakfast are available. Must leave by 7:00 a.m.

More information at:

[shrm.sk.com/services/mens-emergency-shelter](http://shrm.sk.com/services/mens-emergency-shelter)

## Getting your affairs in order

### Wills, Power of Attorney, Adult Guardianship

It is strongly suggested that you get your financial and personal affairs in order as soon as possible - that means making a will and appointing a Power of Attorney. These documents are usually drafted by a lawyer; if you cannot afford a lawyer or choose not to use one, accurate forms and information are available through numerous websites. Two options are listed below:

#### Power of Attorney

Having a Power of Attorney in place ensures that if there comes a time when you cannot make financial and property decisions anymore, the person you have chosen will manage that for you.

You may want someone to make decisions for you for a variety of reasons which could include:

- mental capacity
- physical remoteness
- illness
- lack of expertise in a subject

**Note:** It seems like it would make sense, but your spouse, close friend, or relative is NOT automatically entitled to make decisions for you when you cannot. You need a Power of Attorney if you want to choose someone yourself.



## Will

A will is a legal document that shares what you want to happen with your estate once you've passed away. Your estate is the money, items and property you own. Without a will there is a legal way of deciding where your assets go depending on your situation. Without a will, friends, charities, or other people/groups cannot inherit from your estate.

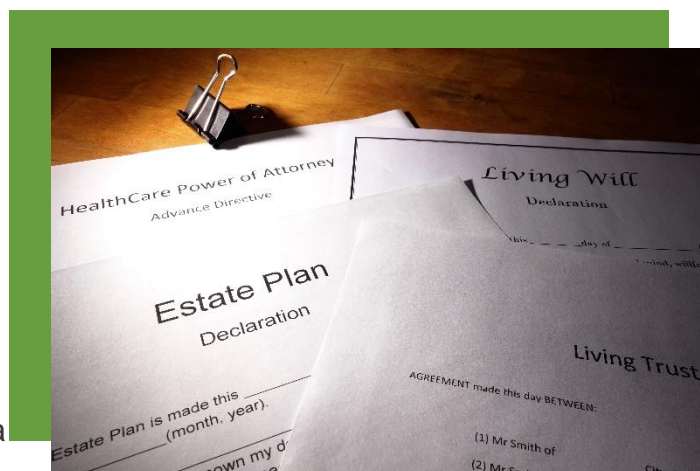
### Government of Saskatchewan's Publication Centre

website at: [publications.saskatchewan.ca/#/home](http://publications.saskatchewan.ca/#/home) to assist you.

You can find a lot of helpful information on this website. When you go to the page, enter what you are looking for in the search bar. Some examples of search terms that may be helpful:

**“Power of Attorney”** - documents such as common questions and answers, “What is a Power of Attorney and do I need one?”, and how to create and end a Power of Attorney (including a link to the necessary forms).

**“Wills”** - a list of documents that include common questions and answers, a template that can be used to help draft a simple will, and a self-help kit.



**Public Legal Education Association of Saskatchewan (PLEA)** also has a lot of information about these topics and more at [plea.org/plans-for-the-future](http://plea.org/plans-for-the-future).

## What happens if someone has become incapable of managing their property and financial affairs and does NOT have a Power of Attorney?

**Adult Guardianship** –someone may need to apply to the court to have a guardian appointed. This person can be a family member or close friend. If there is no one who is willing or appropriate, it can be managed by the Office of the Public Guardian and Trustee.

You can find information on the two websites mentioned above. Lots of information will come up if you enter the search term “Adult Guardianship” on the Government of Saskatchewan’s Publications Centre website. It will include acts and regulations, but also a “Personal and Property Guardianship Self-Help Kit” that may be helpful.

The Office of the Public Guardian and Trustee can help you figure out what needs to happen in your specific situation. Information about the Office is on the next page.



## Office of the Public Guardian and Trustee

☎ (306) 787-5254

email: [pgt@gov.sk.ca](mailto:pgt@gov.sk.ca)

The Public Guardian and Trustee administers the property and finances of adults who are incapable of managing their financial affairs when there is no one else who is willing or appropriate to do so. The office also monitors other property guardians and investigates allegations of financial abuse. You can find more information in the links on [saskatchewan.ca/government/government-structure/boards-commissions-and-agencies/office-of-the-public-guardian-and-trustee](https://saskatchewan.ca/government/government-structure/boards-commissions-and-agencies/office-of-the-public-guardian-and-trustee), or you can call or email with specific questions.

## Frauds and Scams

There are a lot of very useful and comprehensive websites and resources with information about frauds and scams as well as general safety and crime prevention. Two are listed below. They provide:

- descriptions of the most common scams,
- what you need to be aware of, and
- how you can protect yourself.

**Note:** If you do not have a computer or need assistance accessing the websites, your local library can help you. Call ahead so they can have a staff person available for you. The Regina Public Library has one main phone number: ☎ (306) 777-6000.

**Reporting:** It's not uncommon to feel embarrassed if you are a victim of a scam. The fact is that absolutely anyone can fall for a scam – there are so many out there. It's important to report scams so that agencies are aware, can track them, and potentially keep others from experiencing a scam.

If you believe you have fallen victim to a scam or crime, call and report the incident to the Regina Police Service at ☎ (306) 777-6500 and/or the Canadian Anti-Fraud Centre at ☎ 1-888-495-8501.

## Fraud Prevention and Safety Handbook

[skseniorsmechanism.ca/wp-content/uploads/2017/01/2019-FPS-Handbook-for-Website.pdf](https://skseniorsmechanism.ca/wp-content/uploads/2017/01/2019-FPS-Handbook-for-Website.pdf)

In partnership with many other agencies, the Saskatchewan Seniors Mechanism (SSM) developed this handbook in 2019. It offers definitions, examples, and descriptions of many of the types of scams and fraud that exist, including who to contact or report it to if it happens to you.

The handbook also covers: personal information and identity theft, cyber and email security, and personal and home safety.





## Seniors Guidebook to Safety and Security

[rcmp-grc.gc.ca/en/seniors-guidebook-safety-and-security](https://rcmp-grc.gc.ca/en/seniors-guidebook-safety-and-security)

This online guidebook provided by the Royal Canadian Mounted Police (RCMP) offers information on many subjects including:

- security in your home, outside of your home, in the street, and in your vehicle
- frauds and scams, and
- getting your affairs in order.

## Supports and Resources

### Better Business Bureau

☎ 1-888-352-7601

email: [info@sask.bbb.org](mailto:info@sask.bbb.org)

The Better Business Bureau (BBB) offers many services:

- You can search for accredited and non-accredited business in Saskatchewan. At the top of their home page at [bbb.org/local-bbb/bbb-of-saskatchewan](https://bbb.org/local-bbb/bbb-of-saskatchewan), you will find a search bar. Click on “Find” to choose the service you are looking for, then select your location. You can then choose to receive a list of only accredited business or included non-accredited as well.
- It offers dispute resolution between accredited businesses and consumers.
- It hosts “**Scam Tracker**” at [bbb.org/scamtracker](https://bbb.org/scamtracker) which is a place to report suspected and successful scams. You can also search for information about scams that have been reported by others.

### Canadian Anti-Fraud Centre

☎ 1-888-495-8501

Website: [antifraudcentre.ca](https://antifraudcentre.ca)

Collects information about fraud and identify theft that is reported. The website shares descriptions of scams and how they are carried out, suggests ways to protect yourself from frauds and scams, and offers a link to report fraud and cybercrime. You can also call for more information.



## Financial and Consumer Affairs Authority of Saskatchewan

☎ (306) 787-5645 (general inquiries)

Website: [fcaa.gov.sk.ca/consumers-investors-pension-plan-members/consumers](https://fcaa.gov.sk.ca/consumers-investors-pension-plan-members/consumers).

Shares information about what you need to know and what questions to ask if you are:

- buying something,
- hiring a business or contractor,
- borrowing money, and
- donating money.

On their website, you can find links to information for different types of consumer transactions as well as information about filing complaints.

## National Do Not Call List

☎ 1-866-580-DNCL (3625)

Website: [lnnte-dncl.gc.ca/en](https://lnnte-dncl.gc.ca/en)

You can call or go online to register your number on the National Do Not Call List. Registering a number means telemarketers will not call you on that number anymore.

If you go online to register your number, follow the link above, scroll down the page, and click on “Register Your Number” to begin the process.

**Note:** If you are calling to register a number, you must be calling from the number you wish to register.

### References:

1 and 2. [nia.nih.gov/health/elder-abuse#types](https://nia.nih.gov/health/elder-abuse#types)

# Where did A guide for **AGING WELL** *in Regina* come from?

**Age-Friendly** is a worldwide movement that was established by the World Health Organization (WHO) and is promoted by the Public Health Agency of Canada. It focuses on improving communities for everyone.

Age-Friendly Regina believes in listening to and addressing the concerns identified through the lens of older adults for the benefit of persons of all ages

Age-Friendly Regina is made up of community members, community organizations, the University of Regina's Centre on Aging and Health, City of Regina, and the Saskatchewan Health Authority and has been active since 2018. Through its work, the committee asks older adults in Regina to identify and address concerns. Based on what was heard so far, this guide was created.

"Aging Well in Regina" contains information geared to older adults (people aged 55+), but the contents are useful to many age groups. Its purpose is to provide information that makes it easier to understand and access different services and programs in our community.

You can find out more about Age-Friendly Regina and Age-Friendly Saskatchewan at [agefriendlysk.ca](http://agefriendlysk.ca). To find out how you can get involved, please email [agefriendlyregina@gmail.com](mailto:agefriendlyregina@gmail.com).

## The new survey can be found here:

[forms.office.com/r/1GeHpm1Dum](https://forms.office.com/r/1GeHpm1Dum)

Please take some time and fill it out. Even if you participated in the past, we encourage you to fill it out again. The information collected will continue to set the focus and guide the work of Age-Friendly Regina.

We are excited to see what's next!

Psst.... if you do it now, you won't forget!