



CNPEA ~ RCPMTA

Canadian Network for the Prevention of Elder Abuse
Réseau canadien pour la prévention du mauvais traitement des aîné(e)s

Volume 1, Issue 2

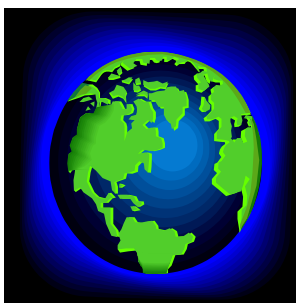
Special points of interest:

- Countdown to World Elder Abuse Awareness Day
- Abuse Prevention in Institutions
- Moves & Happenings

Happy New Year!

CNPEA would like to wish its members and colleagues a peaceful, healthy, and happy 2006.

Mark Your Calendars! June 15, 2006



As many of you may know, June 15, 2006 is the inauguration of World Elder Abuse Awareness Day. Increasingly, people in countries around the world are becoming aware that mistreatment of older adults occurs in their communities. This annual event represents one of many excellent opportunities for Canadians to raise awareness, as well as share information on the many facets of abuse and neglect in later life. It is an important family violence problem, an intergenerational concern, as well as a health, justice, and human rights issue. Raising awareness is a fundamental prevention strategy and an important step to help change attitudes and behaviour.

The International Network for the Prevention of Elder Abuse (INPEA) notes:

“Education and public awareness campaigns have been vital for informing people in a growing number of countries about abuse of older people. ...World Elder Abuse Awareness Day and other elder abuse awareness initiatives can be an intensive period of focus on a national and local level where organizations become engaged in this issue. It can become an opportunity to engage the support of key policy makers to increase funding for public awareness and the needed community resources.”

The INPEA has developed a community guide and awareness toolkit with helpful suggestions for individuals, communities, and government on how to become involved. It can be found at www.inpea.net.

June 15th is an opportunity to join together and recognize the many local and regional efforts to address this problem that may otherwise be overlooked. It is also our chance as Canadians to speak with one voice on this important matter.

World Elder Abuse Awareness Day is an important opportunity for Canadians to speak with one voice on this important matter.

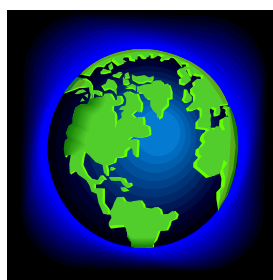
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CNPEA & World Elder Abuse Awareness Day

CNPEA is the national liaison for World Elder Abuse Awareness Day.



- Adopt**
- ...
- Establish**
- ...
- Invite**
- ...
- Organize**
- ...
- Engage**
- ...
- Get ideas**
- ...
- Celebrate**

CNPEA ~ ~ RCPMTA is Canada's liaison for World Elder Abuse Awareness Day. Our role is to promote and share information with communities and government bodies about the World Day.

In Canada, each province and territory is identifying one or more persons or organizations to act as a regional contact for World Elder Abuse Awareness Day in their jurisdiction. This person helps us know what is happening in their jurisdiction. With CNPEA's help, liaisons let people know what is happening in other parts of Canada.

To date, the following persons or organizations have volunteered. Liaisons for other jurisdictions will be available on the CNPEA website, www.cnpea.ca as they are identified.

Northwest Territories

- Barb Hood, Executive Director, NWT Seniors' Society.
Email: seniors@yk.com

British Columbia

- Alison Leaney, Executive Director, BC Community Response Network Foundation, Email: edcrns@telus.net

Alberta

- Isobel Lawson, Senior Policy Coordinator, Alberta Seniors and Community Supports Email: isobel.lawson@gov.ab.ca

Saskatchewan

- Idi Idem, c/o Senior Education Centre, University of Regina. Idi can be reached at: Phone: 306- 585-5706
Email: seniors@uregina.ca

Manitoba

- Susan Crichton, Elder Abuse Con-

sultant, Manitoba Seniors and Healthy Aging Secretariat. Email:

SCrichton@gov.mb.ca

Ontario

- Joleene Kemp, Educator, email: jody@tbaytel.net
- Raeann Rideout, Central East Regional Consultant Ontario's Elder Abuse Strategy. Email: rrideout@bellnet.ca

Quebec

- Helene Wavroch, Quebec Network Against Elder Abuse (RQCAA) Email: helene.wavroch.rcass@ssss.gouv.qc.ca & Maxine Lithwick (CSSS Caven-dish-site René-Cassin), Email: mlithwick@ssss.gouv.qc.ca

New Brunswick

- Jo-Ann Fellows, President, Third Age Centre, Phone: 506-452-0526. Email: 3rdage@stu.ca

Nova Scotia

- Barb Baker, Elder Abuse Consultant. Email: bakerbr@gov.ns.ca
- Alternate: Jane Cowie. Email: cowieje@gov.ns.ca

Prince Edward Island

- Judy Lynn Richards, University of Prince Edward Island & Centre for Health and Aging. Email: jlrichards@upe.ca

Newfoundland and Labrador

- Rosemary Lester, Seniors Resource Centre, St. John's (on behalf of the Interagency Elder Abuse Committee), Email: info@seniorsresource.ca. OR Suzanne Brake, Director, Division of Aging and Seniors, Government of Newfoundland & Labrador. Email: suzannebrake@gov.nl.ca

New National Public Education Campaign Materials Being Developed

Penny Bain (Executive Director of BC Coalition to Eliminate Abuse of Seniors) & Charmaine Spencer (Gerontology Research Centre, Simon Fraser University) have been selected by the Federal / Provincial/ Territorial Working Group on Seniors' Safety and Security to develop a set of public awareness materials in preparation for World Elder Abuse Awareness Day.

These materials will be a useful addition to other local and regional ongoing awareness efforts throughout Canada. For further information on how to obtain them, contact: Charmaine Spencer, cspencer@shaw.ca.

Research: What You Say and How You Say It Matters

Have you ever wondered if your public information on abuse of older adults is making an impact with seniors, and if so, what kind? Then you may be interested in research conducted by Lakehead University researcher, Michael Stones and abuse consultant, Lee Stones.

The researchers had anecdotal evidence suggesting that seniors are reluctant to receive direct information about "elder abuse". So, they tried a little test. They compared how often seniors took away pamphlets from three piles of pamphlets in a community centre. The pamphlets only differed in their titles and phrasing. Some used the language of *Elder Abuse*, others emphasized *Empowerment*, or *Conflict Resolution*.

Seniors took away significantly fewer pamphlets on *Elder Abuse* than ones on *Empowerment* or *Conflict Resolution*. The researchers concluded that "*elder abuse*" language is a turn-off to seniors.

There is a but... Their second study looked at how seniors and undergraduates responded to reading these pamphlets. The titles and phrasing of the different pamphlets used language that

focussed on *Elder Abuse*, *Empowerment*, *Conflict Resolution*, or *Information about Aging*. A pamphlet's language either appealed to people's emotions or it was neutral in tone. The people read a pamphlet and then responded to an evaluation tool.

The researchers found that the *Elder Abuse* pamphlets made significantly more of an *impact* than the other types of messages with the undergraduates and seniors. In addition, seniors had significantly harsher *attitudes* toward abuse of older adults after reading an *Elder Abuse* pamphlet compared with other pamphlets. So, using the language of *abuse* makes more of an impact than other frameworks that convey similar information.

Now, what does all that mean? It may suggest that a mixed approach in raising awareness is best. Use of "elder abuse" or "senior abuse" in a pamphlet title may feel threatening or stigmatizing. It may be better to use cover titles that speak to feeling safe or being concerned, but provide information on abuse in a more direct manner inside.

Source: Language of Elder Abuse,

www.onpea.org/en/Conference04Eng.htm

Countdown to World Elder Abuse Awareness Day!

Here is a sample of what's happening in Canada for World Day.

British Columbia

- The 2006 Friesen Conference will focus on policy issues related to abuse and neglect in later life. This conference is a collaborative effort of the Gerontology Research Centre, BC Coalition to Eliminate Abuse of Seniors and the BC Community Response Network Foundation. It will be held May 11–12th as a lead up to the June 15th World Day events.
- The Canadian Centre for Elder Law Studies has designated this year's Gregory Steele Award topic for the best student paper on a legal aspect of abuse of older adults.
- The BC Council of Senior Citizen Organizations (COSCO) is planning a seniors' conference on abuse and neglect issues for June 15th, and is hoping to have approximately 300 seniors participate.

Manitoba

- Manitoba has established a working group to plan for the World Day. Several events are currently being planned, including a special event at the legislature. Communities throughout the province are also working on ideas including local community conferences as a lead-up to the World Day.

Quebec

- The RQCAA will raise funds with its 2006 Elder Abuse Awareness Calendar. They will also launch their second awareness campaign in April 2006.
- A provincial Conference on Elder Abuse will be held in May 2006. This yearly event is structured as workshops that deal with abuse issues less commonly addressed (such as abuse of older males, abuse in ethno-cultural communities), etc.



Ontario

- Ontario Network for the Prevention of Elder Abuse (ONPEA) is planning a series of community events around the province for June 15th and throughout the month. Consultant Raeann Rideout is working with the Ontario Seniors' Secretariat and the regional consultants to create various events. Further updates will be available.
- Grey Bruce CCAC will hold their first Elder Abuse conference on June 7th where they will celebrate Seniors' Day just a bit earlier than usual.
- The Community Response Network for the Prevention of Elder Abuse for the Eastern Counties and Akwesasne has established a committee to plan for June 15th World Elder Abuse Awareness Day. The Network is using the expertise of a local quilt guild in designing a quilt as one of its activities to highlight awareness and respect.

Check out CNPEA's webpage for the most current listing of WEAAD events, and let us know your plans.

Countdown Activities cont'd from page 4

Alberta

- The Elder Abuse Intervention Team is in the process of having World Elder Abuse Awareness Day officially proclaimed in Edmonton on June 15, 2006. Look to the CNPEA website for more information in the coming months.
- The Action Group on Elder Abuse is planning a multi-level public awareness campaign in Calgary beginning in the spring of 2006. The campaign is meant to 'wrap up' World Elder Abuse Awareness Day. If you would like to find out more about the campaign or the work of the Action Group on Elder Abuse, please contact Kevin Midbo (403) 266-3932 or by e-mail knidbo.org

Northwest Territories

- The first full week of June (June 4-10) is Senior Citizen Week in the NWT. Awareness activities will likely build on the week, which focusses on seniors' contributions and positive roles in the North.

Saskatchewan

- The Task Force on Older Adult Abuse of the Saskatoon Council on Aging, has established a World Elder Abuse Awareness Committee to plan World Day activities. Membership of the committee, like that of the community based Council, consists of seniors, and people working with seniors who are interested in the Council's work in the promotion of the dignity, health and independence of seniors. With Candace Skrapek as chair, the committee is making plans for a workshop on June 15, 2006.

Yukon

- The Yukon government hopes to highlight their new adult protection legislation during that week as part of broader public awareness building. Early June is also designated Senior Week in the Yukon and the government hopes to work with the Yukon Council on Aging on planning these events.

“Coming together is a beginning, keeping together is progress, working together is success.”

Henry Ford

“I join the effort against elder abuse.”

**Dialogue, 2003,
RQCAA**

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Let Us Know of Awareness Events and Activities Being Planned in Your Community

We'd like to you what you are planning for World Elder Abuse Awareness Day. Contact your Provincial or Territorial Liaison, National Liaison (Alison Leaney, edcrns@telus.net) or Charmaine Spencer, cspencer@shaw.ca (Fax:: 604-291-5066). Please provide the following information.

Name of Event: _____

Brief Description:_____

Name of Sponsoring Organization:_____

Date, Time & Location:_____

A Good Time to Recognize Good Work in Your Community

Is there someone in your community whose work and dedication should be recognized? World Elder Abuse Awareness Day may be the perfect opportunity to recognize the contribution of those individuals at long last. Many communities have one or more dedicated persons who have been working on senior abuse and neglect issues in their community for several years. They are often doing this without pay, out of their home, or "off the side of their desk" and probably even without much community recognition. Some communities only begin to recognize how valuable this effort is after it's gone.

You may want to use World Elder Abuse Awareness Day as the opportunity to develop a special award for recognizing good work in your community, province of territory. It's an easy process.

1. Ask for nominations, identifying why they feel this person should be recognized.
2. Develop a committee to select the candidate(s) for this year.
3. Make the recognition tangible. The cost may be a few dollars for a plaque.
4. Consider making this award an annual event, adding new people's names each year to the plaque. Acknowledge and thank your sponsor.
5. Issue a press release about the award and the winner in time for World Elder Abuse Awareness Day.



"Recognition doesn't cost, it pays".

Giving an award recognizes good work and it helps to raise the profile of the issue in the community. This is an excellent opportunity to describe the work that has been accomplished around preventing abuse and neglect; build awareness in the community, as well as respect for the work being done; and build connections with each other. As the trophy companies say: "Recognition doesn't cost, it pays".

A Way Forward: Abuse Prevention in Congregate Settings

The University of Toronto (Institute for Life Course and Aging) is proud to announce the launch of "A Way Forward". This two year national project will identify promising Canadian approaches to assuring that older persons who live in for-profit, not-for-profit and publicly funded congregate settings are well treated.

Twenty to thirty percent of Canadian seniors will spend the last years of their lives in congregate facilities that provide support and assistance. Many facility administrators, their staff and volunteers across Canada provide high quality care and support on a daily basis. However, some older adults receiving care and support are not as fortunate.

Abuse and neglect of older people who live in congregate settings is increasingly being acknowledged by the community and researchers in the field of aging as an under-recognized and important health and social issue.

"A Way Forward" will identify the current state of law, policy, and practice through a national snapshot of where things currently stand. It will also hold five regional information exchange forums on emerging prevention practices in 2006-7.

The project aims to enhance the capacity of communities across Canada to better understand and respond to the complex issues of abuse and neglect in congregate settings, such as personal care homes, assisted living, retirement communities, nursing homes, and "campuses of care".

According to Project Coordinator, Dana Howse:

"This project gives us an opportunity to learn how to create supportive and abuse and neglect free congregate environments where people are free from

harm, treated with dignity, can have their needs met and are respected as adults."

This project is a collaborative effort of the Institute for Life Course and Aging, working with partners from six universities, as well as key community and long term care stakeholders. It builds on the earlier prevention work of Jean Francois Kozak and the Elizabeth Bruyere Health Centre in the late 1990's focussing on non-profit care facilities.

"A Way Forward" is made possible with the financial support of the Government of Canada Public Health Agency's national Population Health Fund.



For More Information on "A Way Forward: Promoting Promising Approaches to Abuse Prevention in Institutional Settings", contact:

Principal Investigator – Lynn McDonald
lynn.mcdonald@utoronto.ca

Project Coordinator – Dana Howse
dana.howse@utoronto.ca

"A Way Forward" Regional Partners

Atlantic: Joan Harbison

joan.harbison@dal.ca

Quebec: Michele Charpentier

charpentier.michele@uqam.ca

Marie Beaulieu

marie.beaulieu@usherbrooke.ca

Ontario: Elizabeth Podnieks

elizabeth.podnieks@utoronto.ca

Prairies: Sandi Hirst shirst@ucalgary.ca

British Columbia & Territories: Charmaine Spencer

cspencer@shaw.ca

New Abuse Awareness Tools

Saskatchewan

A 5 minute video designed as a tool to stimulate discussion on abuse of older adults has been produced by Mental Health Services and Public Health Services of the Saskatoon Health Region.

It is the brainchild of Liz Letwiniuk, a nurse with the Mental Health Services Rehabilitation Seniors' Program, Sherry Christianson, Sarah Nixon-Jackle of the Public Health Services Older Adult Wellness Program, and Karen Wormsbecker, student nurse. The awareness campaign runs from January to June, 2006.

The professionally filmed video depicts the relationship between a frail elderly mother and her son



who is caring for her. Her friends have become concerned about her. The actors are seniors who volunteer as clowns at Royal University Hospital.

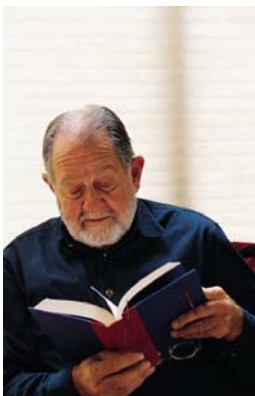
The video is a Population Health Promotion Project initiated by the Saskatchewan Registered Nurses Association, the Saskatchewan Association of Social Workers, the Saskatchewan Gerontological Nurses Association, the Saskatchewan Gerontology Association, Public Health Services Older Adult Wellness Program and Mental Health and Addictions Services of the Saskatoon Health Region. Check back for further details.

Recent Releases & New Publications

Quebec

New documentary series: Auger enquête. Physical, psychological, financial abuse as well as institutional negligence are highlighted in this 40-minute documentary initiated by one of Quebec's most respected journalist, Michel Auger. The documentary was presented September 29th, 30th and October 1st, 2005 and will be repeated during Winter 2006. The documentary is well presented and has been approved by Board members of the Quebec Network Against Elder Abuse (RQCAA) as an excellent awareness and teaching tool.

Book: 'La vieillesse en cage: poulaillers pour vieux' was released by Marie Desaulniers with the participation of the Quebec Network. The author is a regis-



tered nursing assistant who worked for 35 years in a long-term care facility. Her compelling book, includes real life stories of abuse and neglect.

Report: Quebec Human Rights Commission, [Exploitation of the Elderly](#). Report on the implementation of the recommendations made in the report *Towards a Tightened Safety Net*. [January, 2005]

New Brunswick

Protect Yourself and Your Property: [A Guide for Savvy Seniors](#). Third Age Centre, New Brunswick, 19 pages.

[French language version](#) – Protégez-vous et protégez vos biens: Guide à l'intention des aînés fûtés

We Welcome Our New Board

On September 20, 2005 CNPEA held its Annual General Meeting. The following Board members were elected:

- **Chair: Alison Leaney** (Vancouver, British Columbia)
- **Vice-Chair: Jean-Guy Saint-Gelais** (Sherbrooke, Quebec)
- **Secretary: Joleene Kemp** (Thunder Bay, Ontario)
- **Treasurer: Rosemary Lester** (St. John's, Newfoundland)
- **Bea Campbell** (Hay River, Northwest Territories)
- **Susan Crichton** (Winnipeg, Manitoba)
- **Joan Harbison** (Halifax, Nova Scotia)
- **Maxine Lithwick** (Montréal, Quebec)
- **Elizabeth Podnieks** (Toronto, Ontario)
- **Susan Qamaniq** (Igloolik, Nunavut)

- **Judy Lynn Richards** (Charlottetown, Prince Edward Island)
- **Treena Schmidt** (Edmonton, Alberta)
- **Catherine (Kip) Veale** (Whitehorse, Yukon)
- **Mark Yaffe** (Montréal, Quebec)

We are also most grateful to the following individuals as non elected supporters who regularly attend Board meetings and share the workload—Charmaine Spencer, Elliott Paus-Jensen, Gloria Dixon and Eileen Mead.

The 2005 Board Report and more information about the CNPEA Board members (including contact information) are available on the CNPEA website at: www.cnpea.ca/site_map.htm

Report From the Board

In addition to preparing for World Elder Abuse Awareness Day, the CNPEA Board and supporters group have been busy. We held a very successful AGM in September 2005. We are waiting to hear the results of our request to Industry Canada to approve by-law changes that will make us better able to conduct our business.

Thanks so much to all of you who attended the AGM. In addition, we offer a very special thanks to Wayne Hill from Alberta, Esther Braden from the NWT and Gloria Dixon from Manitoba, all of whom served on our Board for the last number of years, but who stepped down as Board members for this year.

Also thanks to all of you who wrote more than 35 passionate letters of support for the CNPEA funding submission to the National Crime Prevention Centre. These aided our December submission called “Connections” which is aimed at strengthening communities across Canada in their efforts to prevent abuse and neglect of older adults. We’ll keep you posted when we hear the results!

The CNPEA participated in several ways at the World Conference on Prevention of Family Violence held in Banff, Alberta last October. This included being one of the conference’s endorsing bodies. *Cont’d page 10.*



Report from the Board (cont'd from page 9)

We connected with many concerned conference participants at our information booth. We also held a very successful session at the conference on promising approaches to developing regional and national networks to address and prevent abuse of older adults. This included being one of the conference's endorsing bodies. We connected with many concerned conference participants at our information booth. We also held a very successful session at the conference on promising approaches to developing regional and national networks to address and prevent abuse of older adults.

Thanks so much to Alberta Children's Services (the conference organizers) for their generosity toward our organization, Gord Phaneuf of the Child Welfare League of Canada, and Elizabeth Podnieks of the International Scientific Committee who acted as a link between CNPEA and the World Conference.



Nova Scotia's Strategy Off to a Strong Start

The Nova Scotia Seniors' Secretariat is leading the implementation of a five-year abuse prevention strategy to help older adults in the province.

On November 2, 2005, the Secretariat and the Nova Scotia Department of Justice co-sponsored a forum in celebration of the province's first-ever proclaimed *Elder Abuse Awareness Day* in Nova Scotia. The forum brought together more than 125 people, including representatives from seniors' and community groups, as well as health and justice professionals.

The *Elder Abuse Awareness Strategy: Towards Awareness and Prevention* identifies priority actions to begin to increase awareness, prevent abuse, and reduce the incidence of abuse in Nova Scotia. Information on the strategy is available at www.gov.ns.ca/scs/elderabuseprevention.htm or by calling the Secretariat at (902) 424-0065.

The Nova Scotia Seniors' Secretariat is also:

- developing a website with information and links on abuse of older adults
- exploring the development of networks as a mechanism for increasing awareness and responding to abuse of older adults at the community level.

The Nova Scotia Department of Health is making changes to the *Adult Protection Act* based upon extensive consultation undertaken in 2004. The changes are expected to be presented to the legislature in Spring 2006. The new *Protection for Persons in Care Act* is also expected to be proclaimed in the near future. Two other provinces, Alberta and Manitoba have similar legislation in place.

Congratulations are in Order!

...to the Yukon

On December 1, 2005, a small team who developed three laws to aid vulnerable adults received the first ever Premier's Award of Excellence in the Yukon. The award was presented to: Judy Suley (Justice, Acting Public Guardian and Trustee,) Jan Langford (HSS, Policy Analyst), Kip Veale, (HSS, Seniors' Liaison/Adult Protection Coordinator), and Charlene Beauchemin (Justice, Policy Analyst). The Premier's Award of Excellence aims to reinforce pride in the public service, call attention to the good work of the public service and provide an opportunity to showcase individual talents and teamwork.

...to Edmonton's Team!

The IACP/Motorola Webber Seavey Award for Quality Law Enforcement honours the most outstanding new law enforcement programs implemented worldwide. This award is co-sponsored by the International Association of Chiefs of Police and Motorola.

This year, the Edmonton Police Service was the first agency to be honoured for three initiatives at once. The first winning initiative was the Edmonton Elder Abuse Intervention Team, which addresses the holistic needs of older adults who are victims of abuse.

Currently the team is made up of three Edmonton Police Service police officers, a community development Social Worker from City of Edmonton Community Services and four Seniors Resource Coordinators. Together they provide direct intervention with seniors and identify valuable community development opportunities.

...to Daphne Nahmiash...

Ms. Nahmiash is one of two winners of the Woman of the Year Award given by the Montreal Council of Women. This award is given for initiatives that improve the quality of life of families. Ms. Nahmiash is well known for her research and community work in helping older adults who are experiencing abuse or neglect.



...to the Seniors Resource Centre in St. Johns, Nfld. on their recently funded project "Elder Abuse: A Community Response Model". This project is funded through the National Crime Prevention Strategy. Further details on the project will be available. For more information on the project, please contact the Centre at: info@seniorsresource.ca.

Strategic Plan to Address Abuse of Seniors in Newfoundland and Labrador



Community and government stakeholders in Newfoundland and Labrador have set out a five year multi-sectoral plan, focussing on education, community response, training and screening for service providers, a caregiver support action plan, special legislation, and research. The plan reflects key issues raised in the province's 2004 Elder Abuse Conference, as well as subsequent awareness raising public service announcements and workshops. See www.seniorsresource.ca/docs/StrategicPlan.pdf

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Fax: 604-669-1596



*We're on the
Web!*
www.cnpea.ca

Check it out ...
There's always
something new

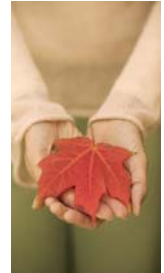
Photo Credits for this newsletter include: Health Canada (Dare to Age Well); Hermera; Microsoft.

CNPEA~RCPMTA is a Canadian network of individuals and organizations committed to sharing and learning from each other on how to effectively prevent and address abuse and neglect of older adults.

Need a Hand in Getting Started for World Day?

Suggestions for awareness activities and ideas for communities are available on the INPEA and CNPEA~RCPMTA websites.

Visit www.inpea.net & www.cnpea.ca



Upcoming 2006 Events

February

- ONPEA Conference. "Ontario Without Elder Abuse... A Journey into the Future." Toronto, ON. February 27 & 28. www.onpea.org/Main/Education/Conferences.htm

May

- Friesen Conference, "Aging, Ageism and Abuse: Awareness to Action" This year's conference focuses on public policy issues affecting senior abuse. Simon Fraser University Vancouver, May 11-12, 2006. www.sfu.ca/grc
- Quebec Elder Abuse Conference, <La violence envers les aînés... moi je partage ma boîte d'outils.> McGill University, Montreal, May 15-16, 2006.

See www.cnpea.ca for details on these and other Canadian events.

Moves & Other Happenings

Ontario Network for the Prevention of Elder Abuse has a new address.

800 Bay Street, 7th Floor
Toronto, ON M5S 3A9
Main Telephone: (416) 640-7784
Fax: (416) 750-3624

Teri Kay:, Executive Director (416) 640-7783

BC Coalition to Eliminate Abuse of Seniors has moved. Their new address is:

3rd Floor, 411 Seniors Centre
411 Dunsmuir St.
Vancouver BC,
V6B 1X4

Their phone and fax numbers remain the same. Phone: (604) 437-1940. Fax: (604)437-1929.

Toll free 1-866-437-1940. Email: ceas@telus.net.