

Reporting adult abuse, neglect or self neglect

Emergency: If you discover a crime or dangerous situation is occurring with an adult, call 9-1-1 to get help immediately.

Non-Emergency: Contact your “Designated Agency”. In greater Victoria:

Home and Community Care	250-388-2273 or 1-877-533-2273
Mental Health and Addictions:	250-381-3444
Mental Health and Addictions – Seniors Outreach:	250-953-3966
Community Living BC (CLBC):	250-952-4203
Crisis Line:	250-386-6323 or 1-800 – 494-3888
RCMP for Sidney/North Saanich – Non-Emergency:	250-656-3931
Central Saanich Police:	250-652-4441
Peninsula Community Services:	250-656-0134

Reporting to Vancouver Island Health Authority:

- Island Health has “designated responders” who investigate reports of abuse, neglect, and self-neglect of vulnerable adults.

South Island (south of Mill Bay, including greater Victoria, the southern Gulf Islands and west to Port Renfrew):	250-388-2273 or 1-888-533-2273 (toll free)
Central Island:	250-739-5749 or 1-888-533-2273 (toll free)
North Island:	250-331-8570 or 1-866-928-4988 (toll free)

You may also contact any Island Health program that directly provides an adult with health care services with your concerns if you believe the adult is being abused, neglected or self-neglecting.

Prevention:

Seniors Health Support Line (8:30 am – 4:30 pm, Mon – Fri): 1-877-952-3181 (toll free) or 250-952-3181 (Victoria)

Seniors Abuse & Information Line (SAIL) (9 am – 4 pm, Mon – Fri): 1-866-437-1940 (toll free)

- Operated by the BC Centre for Elder Advocacy and Support
- This toll-free phone line is a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention.