

# ***How to Establish Specialized Refuge and Support Services for Older Abused Women***

---

***M.J. (Greta) Smith***

***and***

***Jill Hightower***

**Published by:**

**BC/Yukon Society of Transition Houses**

**507 – 475 Howe Street**

**Vancouver, BC**

**V6C 2B3**



**Telephone: 604-669-6943**

**Fax: 604-682-6962**

**[www.bcysth.ca](http://www.bcysth.ca)**

---

***How to Establish Specialized Refuge and  
Support Services for Older Abused Women***

***M.J. (Greta) Smith and  
Jill Hightower  
2005***

*Copyright 2005  
All rights reserved*

## ***Acknowledgements***

Our deep appreciation to the four pilot site host organizations and the Outreach Workers at each:

- Creston, Kootenai Community Centre Society – Lendina Bambrick
- South Okanagan (Penticton), South Okanagan Women In Need Society – Brigid Kemp
- Victoria, Victoria Women’s Transition House – Dianne de Champlain
- Whitehorse, Kaushee’s Place – Cindy Chaisson

Without the hard work, dedication and passion of these women, and the colleagues and administrators who supported and worked with them, this project would not have become an overwhelming success story.

Our thanks also to Kim Bauer of Elk Valley Safe Home Network for her gracious and generous support in the development of a new model of safety and support of older women.

We gratefully acknowledge the financial support of  
National Crime Prevention Strategic Fund.



## ***At the End of the Day***

Like all people, older women desire a life of creativity, respect and dignity.

Like all people, older women desire a life of individual and collective autonomy and cooperation.

Like all people, older women desire a life in which the basic needs are guaranteed: secure and affordable housing; decent and affordable health care; ample and affordable food.

Like all people, older women desire public and private recognition of their essential goodness as human beings, as members of varied communities, and as individuals.

Like all people, older women desire a life not only free from violence but also filled with mutual peace, love and sharing.

These are the universals

*Source: Women and Aging Conference September 22, 2000, The George Washington University at Mount Vernon College, Washington DC*

# **Table of Contents**

Acknowledgements .....	3
At the End of the Day .....	4
<b>Section 1</b>	
Introduction .....	7
Purpose .....	7
Existing shelter services specifically for abused women and their children .....	7
Background .....	7
Transition Houses .....	7
Safe Home Networks .....	8
Second Stage Housing .....	8
Why Develop Specialized Services for Older Abused Women? .....	8
What Older Women Need .....	10
Factors Impacting on Older Women's Use of Transition Houses .....	10
<b>Section 2</b>	
Safe Homes for Older Abused Women .....	13
The Concept of Safe Homes for Older Women .....	13
Establishing a Service for Older Women .....	13
Needs Assessment .....	13
Developing Community Support for the Program .....	14
Funding .....	15
Evaluation .....	15
Developing a Budget for a Safe home Service .....	15
Staffing the Program .....	17
<b>Section 3</b>	
Pro Forma Forms and Resources .....	19
Job Description .....	21
Conditions for Using Safe Home Services (Generic Form) .....	23
Generic Letter of Agreement .....	25
Trust Agreement .....	27
Generic Assessment Form for Potential Safe Home Operators .....	31
<b>Section 4</b>	
Building Community Support .....	33
Public Education .....	33
Brochures .....	33
Newsletters .....	33
Fact Sheets .....	33

Public Service Announcements .....	34
Community Newspapers .....	34
Presentations .....	34
Websites .....	34
Overview of Silent and Invisible: What's Age Got To Do With it? Safe Homes for Older Women: A three year pilot test. .....	35

## Section 5

References and Sources of Help and Ideas .....	37
Sources Cited .....	37
Other Articles and Reports .....	38
Resources in British Columbia.....	39
Resources Elsewhere in Canada .....	42

# **Section 1**

## **Introduction**

### **Purpose**

This manual includes information and tools for existing shelter services for abused women and their children who want to provide age appropriate services for older women victims of violence within their family setting. This material is drawn from the experiences and results of pilot testing a new model of services to support older abused women. The pilot tested over a three year period in three British Columbia and one Yukon location ending March 2005. It is described in more detail in an evaluative final report on the project, Silent and Invisible: What's Age Got To Do With It? (Hightower, Smith and Hightower 2005)<sup>1</sup>.

### ***Existing shelter services specifically for abused women and their children***

#### **Background**

The first transition house in Canada opened in Langley in 1973. More than thirty years later, there were 67 stand alone shelters for abused women and their children in British Columbia. In British Columbia, transition houses and safe home networks receive core funding from the BC Ministry of Community Services and Minister Responsible for Seniors' and Women's Issues. There are also at least five First Nations shelters on reserves, primarily for First Nations women, and federally funded by the Department of Indian and Northern Development. In the Yukon, there are three transition houses. In Whitehorse, the transition house receives its core funding from the Yukon Territory.

In British Columbia in 2001, there were three kinds of shelter services for women and their children seeking safety and refuge from violence and abuse: transition houses, safe home programs and second stage transition houses. None of these were specially adapted to serving older women, and all presented some degree of barriers to many abused older women. (Ama House, a first stage transition house for women aged 55 and older who have been impacted by violence or abuse opened in White Rock, BC in 2004.) Transition houses and safe home programs provide immediate safety and support for short periods of time to women seeking to escape the violence while second stage housing provides for longer stays after the immediate crisis has passed.

#### **Transition Houses**

A transition house is usually a stand-alone structure with a number of bedrooms and communal living space to accommodate a number of women and their children. They provide safe refuge including food, basic necessities and support services to assist women in making decisions and provide referrals to access other services that they may require. Many transition houses are staffed 24 hours per day; all are accessible at any time. There is no charge for services provided. Transition houses are primarily located in urban areas or small cities and towns throughout the Province of British Columbia and Yukon Territory.

---

<sup>1</sup>*Footnote: The 'sources cited' subsection of Section 5 of this report provides full references to publications identified in the text by authors' names and publication dates.*

## **Safe Homes Networks**

Safe Home Networks have been operating in the Province of British Columbia in seventeen different locations for close to twenty years. They are usually established in smaller, rural communities where transition houses are not feasible. Safe home programs use volunteer, private homes as a shelter. The homeowners are recruited, screened and receive orientation on the dynamics surrounding the issues of violence against women as well as ongoing support from the Safe Home Coordinator. A Coordinator provides the linkage between the woman (and her children) and the volunteer Safe Home. The locations of their homes are kept highly confidential. Volunteer Safe Home operators receive a small per diem to cover off extra food and utilities when their homes are used. Some women who access safe home programs will be moved to the nearest transition house for safety although many choose to remain in their own community. The period of time women stay in Safe Homes is usually much shorter than a transition house. Typically a woman would use the safe home for less than seven days.

## **Second Stage Housing**

Some women and their children require additional safety and support services when their thirty days at the transition house has expired. A Second Stage Transition House is usually an apartment setting where women begin the transition to independent living. When available, Second Stage Housing provides ongoing shelter and support services to families who are at risk because of threats of violence from their abusers. In some circumstances, their children need protection because of the abuse or because of custody and access disputes. There are situations when Immigrant women leaving abusive situations may need additional support and services in establishing themselves to live independently. Currently there are nine Second Stage programs that are funded by the province of British Columbia. (Leavitt, 2004)

## ***Why Develop Specialized Services for Older Abused Women?***

An initial survey of the use of transition houses by older women in British Columbia and Yukon in 1999 and updated in 2001 documented that older women disproportionately under-utilize shelters. In British Columbia and the Yukon, only 2% to 3% of the clients of women's shelters are 60 or older, compared to the 22% of adult women who are 60 or older. The 50-59 age group are also substantially under-represented, but not to the same degree. There was a marginal increase in the proportion served between the years 2000 and 2002. It was obvious that older women experiencing violence and abuse in their lives were not accessing shelters for abused women. (Hightower, Smith and Hightower 1999)

A follow up study undertaken in 2001 involved three focus groups with health and social service providers. The participants identified many barriers to older women seeking and receiving help. A third phase in this research on the needs of older women focused on 'Hearing the Voices of Older Women'. It involved a public awareness campaign about the issue, combined with outreach to abused older women. The outreach activity invited women who were being or had been abused at an older age to phone or write and tell their stories. The telephone call-in involved cooperation with several transition houses, and two immigrant serving societies for a seven-day province-wide phone-in campaign conducted as part of the annual provincial Prevention of Violence Against Women public awareness campaign.

Abused older women were invited to use toll-free phone line numbers or to mail in their stories. In addition, individual interviews through interpreter/counsellors were held with immigrant women and two groups of older women who had left abusive relationships met with the researchers and shared their experiences. Sixty-four older abused women contributed their stories to the project. (Hightower, Smith and Hightower 2001)

Their stories coupled with other information gathered identified the unique service needs of older women victims of violence and abuse within their families. The findings were that older women are less likely to report violence and abuse to the authorities, less likely to share their experiences with friends and relatives and less likely to seek help from appropriate agencies. Many of the respondents in the study reported life long violence and abuse. The research findings were underscored by Statistics Canada data, which confirms that older women are more likely than older men to be victims of family violence with more than one third of assaults on older women being perpetrated by a spouse and one third by an adult child. (Statistics Canada 2004, 2)

Barriers that impede an older woman's ability to seek and obtain appropriate help have been documented in research that listened to the voices of older abused women, our own (Hightower, Smith and Hightower 2001) and others in their respective locations. Stated briefly, these include:

- ◆ A lack of knowledge that transition house (women's shelter) services is available to them
- ◆ Shame and embarrassment can prevent older women from disclosing abuse perpetuated by adult children or grandchildren.
- ◆ Physical impairments, deteriorating health, or disabilities may make a woman highly dependent on her abuser. Disclosing the abuse may leave her without the supports she needs.
- ◆ An older woman may have a deep attachment to home, keepsakes, photos, friends and neighbours who may have been part of her life for many years.
- ◆ A fear of the consequences of intervention, a fear of appearing in court, leaving her home
- ◆ An older woman may fear losing a treasured pet, being institutionalized or having her decision-making rights taken away by service providers.
- ◆ Older women may have been raised within a family philosophy that stressed, 'you made your bed, you lie in it', along with the notion you don't share your family problems with outsiders.
- ◆ An older woman may be geographically and socially isolated.
- ◆ In certain rural locations, seasonal harsh weather limits an older woman's access to the outside world.
- ◆ Many older women have mobility problems and have to make special arrangements for transportation. Others can't afford to drive a car.
- ◆ An older women's inability to communicate in English

- ◆ An older woman living in the close-knit community of a First Nations reserve may face additional problems. She may not feel safe revealing abuse in a place where many people are related and word gets around.
- ◆ A First Nations woman may not regard the police force as helpful or friendly and might find it difficult to approach them to stop the abuse. If she leaves the reserve, she will exchange her familiar community and family life for a strange, often poor and lonely life.
- ◆ Older women who are abused by their adult children often feel guilty and do not want to report the abuse.

## **What Older Women Need**

Jackie Pritchard noted in her research with older women (2000) that older women need many of the same services as their younger sisters coupled with age related needs. This was confirmed in our research (2001) and in particular in the experiences at the pilot project sites (2005). These needs of older abused women include:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>➤ Advice</li> <li>➤ Counseling</li> <li>➤ Control over own life</li> <li>➤ Food and warmth</li> <li>➤ Health information</li> <li>➤ Housing information</li> </ul> | <ul style="list-style-type: none"> <li>➤ Money, benefits and pension information</li> <li>➤ Physical help</li> <li>➤ Safety</li> <li>➤ To be believed</li> <li>➤ To be listened to</li> <li>➤ To feel safe at home and in the community</li> </ul> |
|---|--|

The most important needs involve short-term emergency housing and many of the supportive services provided by transition house staff. These supports include safety planning, counseling, and information. A caveat is that for some older women an environment of communal living with high noise and activity is often uncomfortable for older women. This was reflected in some of the information provided by older women. While some older women found the transition house suitable for the help and support they required to help build them a new and better life, for many others it was not the case. These women found themselves in an environment with a higher level of noise and activity than they were used to, a communal living model, no quiet spaces free from the activities of children and thus were unable to cope with this aspect of staying in a transition house.

## **Factors Impacting on Older Women's Use of Transition Houses**

**Noise:** The physical structure of many transition houses do not provide a quiet space away from the general chaos that frequently is the reality of communal living in transition houses. Older women may require a much longer time to explore their options, gain appropriate information and quietly reflect on their situation.

**Accessibility:** Other concerns involve the inability to access all areas of the house due to mobility, hearing or sight impairment, e.g., the washrooms may not accommodate wheelchairs or walkers, and toilets or bathing facilities may be located on a different floor from her bedroom. As well, the kitchen and living room areas may be inaccessible and contribute to her isolation, creating further barriers for an older woman.

**Communal Living:** For many older women the concept of sharing the living quarters with strangers is a very foreign concept. Expectation that she will contribute to the cooking and cleaning of the shelter may present physical as well as emotional difficulties. Additionally, younger women with children sometimes have expectations that older women will automatically want to “grandmother” their children. While older women might express interest in their children, they may also lack the skills to refuse requests to babysit children in the transition house.

**Language/Culture:** In the case of immigrant women, shelters often are not viewed as alternatives. The lives of immigrant women are incredibly complex with cultural norms in their country of origin making the possibility of leaving an abusive relationship to live in a transition house a strange and foreign option. Shame and fear are amplified by lack of English creating further barriers for a significant number of women. Shelters located outside of major centers have few options to ensure that women receive appropriate translation services.

At this time, few transition houses can readily accommodate elderly women who have special needs as a result of age related conditions or impairments. Women requiring assistance in the administration of medication, bathing, daily living tasks and possibly having some degree of dementia is generally not part of staff training expertise. Additionally, front line workers who have a wealth of information and experience of working with women in abusive relationships may lack knowledge and training on how to work with elderly women and may be unfamiliar with the networks, services and resources available for seniors.

In response to these difficulties, the BC/Yukon Society of Transition Houses has pilot tested a model of emergency refuge and safety specific to the needs of older women that provides emergency shelter through private homes with support services provided through an existing transition house. With initial funding from National Crime Prevention Strategy, this model was pilot tested for three years in three sites in British Columbia and one in the Yukon. Emergency shelter and support services for women in British Columbia have been provided through community-based transition houses and safe home networks.



## **Section 2**

# **Safe Homes for Older Abused Women**

### ***The Concept of Safe Homes for Older Women***

Understanding the special needs of older women, both physically and emotionally has lead to the development of a new model for a shelter. The establishment of a freestanding transition house dedicated to older women is not feasible in many communities nor is it necessarily desirable. While the safe home model cannot replace the essential services transition houses provide, this model can be considered very complimentary.

The key to the success of a safe home program for older women lies in the establishment of an outreach worker trained specifically in working with older women who provides ongoing support from the transition house.

Often the first point of contact, the outreach worker will meet with the woman and begin to build the trusting relationship required for successful support. Hiring a specialized outreach worker who works directly with older women ensures a relevant continuum of services and support for older women.

### ***Establishing a Service for Older Women***

#### **Needs Assessment**

Prior to developing an additional or enhanced service in your community specifically for older women in abusive situations, it is important to undertake a needs assessment for the service. In order to establish and document the need there are several steps that can be taken to assist in this task.

Consider your community, remembering that each one is different in the make up of gender, ethnicity and age. Some areas have a significantly higher number of people who have come to their communities to retire.

- ◆ It is important to define realistic boundaries of the area you are planning to serve. Experience in the pilot project has shown that traveling long distances to provide outreach services is not an effective method of delivering services.
- ◆ Collect information on the composition of your community in regard to age, gender, and ethnicity. This information will play a key role in establishing a need for a safe home component for older women or to augment the existing shelter staffing with a specialized outreach worker. Municipal, regional or provincial governments can assist in developing a demographic profile of your community.
- ◆ Collect data from the existing shelter on the number of older women who have made contact over the last year. Have they observed trends over recent years in the ages of women seeking their services? Did older women actually stay at the transition house? How long did they stay? How well were they served? Does the shelter have staff of middle age or

older available to provide assistance to older women? If the shelter does not keep data on ages, encourage them to do so for a number of months.

- ◆ Collect data from Victims Services on reported cases of domestic violence. Do they keep categories around age? Do they record the age of the victim?
- ◆ Learn what services are available to older women in your community: seniors' groups, counselling services, support groups, etc. Do any of these offer services around the issue of abuse? Do they keep any statistical information?
- ◆ Talk to local professionals – doctors, lawyers, community care nurses, physiotherapists, hospital outpatients, etc. Would they support the concept of specialized shelter services for older women?
- ◆ Talk to your local police detachment. Do they get domestic violence calls to homes involving seniors? What is their policy around incidents of violence in later years? Can they assist with statistical information?
- ◆ Prepare an analysis of the information collected in order to assess the need for the service. If the result shows a need for the service, the next step is to increase community awareness and support to the development of a new service.

## **Developing Community Support for the Program**

Potential funders will want to know that the service is one the community wants and needs so developing community support is of prime importance.

As the safe home for older women is an enhancement of the existing transition house program, the support to be built is going to be specific to older women.

A good start to encouraging support for the development of this service is to solicit invitations to speak to groups, particularly groups composed primarily of older women. This is an opportunity to educate older women on the issue as well as gain their support. Ask them for their input and assistance. However, it is important to ensure that you raise general community support. Law enforcement, professionals and agencies that work with seniors can also assist in building support for this new program serving older women.

Once you have developed support and interest, it might be time to establish an Advisory Group made up of representatives from service groups and volunteer groups to help advocate for the service. Be sure to include a number of older women in this group as their voices will be an important component in building the case. Some of those contacted in doing the needs assessment and developing support may also be included. These groups may overlap, for example, senior women are often active church members and volunteers in a variety of community services and activities.

Consideration must be given to the issues surrounding language and culture so any potential service must be appropriate. Ensure that representatives from multicultural and aboriginal communities are part of the Advisory Committee that is set up. The advisory committee and the service itself should reflect the demographics of the community in which it is located.

## **Funding**

Currently in British Columbia, funding for Safe Homes Networks for abused women and their children is accessed through The Ministry of Community Services and Minister Responsible for Seniors' and Women's Issues. This Ministry has assumed responsibility for funding the three Safe Homes for Older Abused Women pilot tested in the province. However, there is no guarantee that the Ministry will fund any other programs.

A cautionary note: funding sources must be confirmed prior to beginning this program. History dictates that once a program is up and running well with volunteers, permanent core funding is rarely easily obtained.

## **Evaluation**

There are two good reasons for thinking about evaluation almost from the beginning of serious work on the development of your service. One is that you will almost certainly be required by your funder to provide an evaluation, or evaluation data, sooner or later. Federal agencies and many charities and foundations have evaluation requirements now, and provinces and others are moving in that direction. It is much less work and much more satisfactory to anticipate this requirement than to play catch-up when facing a deadline. The other good reason is that thinking about how you will know where your program is working well and where it can be improved is helpful in doing planning and budgeting, and in managing the service when it is up and running.

Evaluation and planning start with stating goals that are ‘smart’: Specific, Measurable, Attainable, Realistic, and Timely. While “eliminate family violence” is a very desirable goal, it is too much to try to achieve in one step or one program. Narrow it down using the ‘smart’ tests, then think about how you will achieve that goal (that is, draft a plan), and then you will know what you expect to do, how you expect to do it, and how you will know and demonstrate to others that you have done it. Of course, goal-setting, planning, acting, evaluating is an ongoing process with many feedback loops. Smart goal-setting and planning work back and forth many times until you are confident of the first steps, and feedback from results of taking the first steps leads to more planning and perhaps revision of goals, and so on. It is a major part of good management.

More formal statements of how to do evaluation are found on the websites of agencies that are relatively advanced in this area. Health Canada, the National Crime Prevention Strategy, and the Vancouver Foundation are three examples of dozens in Canada. Think of who you might apply to for funding, and see what is on their website, under ‘evaluation’ or ‘accountability’.

## **Developing a Budget for a Safe Home Service – Some things to consider**

When developing the budget, it is important to include start up costs that should be one-time expenditures, as well as ongoing operational costs.

### ***Initial start up costs:***

- Advertising for and hiring for the position of Outreach Worker
- Training of the Outreach Worker: Depending on how and where the training is held, this may include travel, accommodation and other expenses.

- Providing a space for her to work from within your organization: This may include a computer, desk and telephone hookup. She will also require an office that provides safety and confidentiality for clients and for her.
- Development and printing of materials to promote the program. This item may include business cards, brochures, posters, etc.
- Development/adaptation of policy, forms, releases, etc.

***Ongoing costs:***

- **Wages:** This will be by far the highest portion of the budget. The amount will be dependant on the wage scale of the other transition house staff, hourly or annual salary. The budget should reflect a full time position. Be sure to add in whatever benefits your organization has in place—vacation time, pension plan, etc. Also, be sure to calculate the employer's portion of Employment Insurance, Canada Pension Plan and, Worker's Compensation into the wage line item.
- **Safe Home Per Diem:** The per diem rate is a fee provided to the home owner for each day that a woman is placed in the safe home. The per diem rate is not viewed as rent but as an honorarium to offset the costs incurred by the volunteer home owner for extra food, electricity, etc. The 2005 Province of British Columbia per diem rate for the safe homes for abused women is \$30.00 per day of safe home occupancy. Using the number of 20 days per month usage of safe homes will provide flexibility and a starting point for the first year.
- **Travel:** This line item will be based on your organization's mileage rate and the catchment area the Outreach Worker will cover. This is a difficult item to estimate, as much is dependant on where the older woman resides and where the safe homes are located.
- **Communication:** This will include mail, courier, fax and telephone costs. This will not be a large budget line item. We suggest perhaps \$500.00 per year.
- **Public Education:** If the organization uses paid advertisements or participates in events that require renting space for a booth or table to promote the program.
- **Support Group:** It is sometimes helpful to include a support group for older women as part of the service. Some things to consider when developing this part of the budget, if support groups will be a part of your service, include:
  - How many times a year will the support group meet?
  - Cost of facilitators.
  - Will you be doing any paid advertising?
  - Where will you hold the meetings? Will there be rent? It is possible to receive in kind donations to cover room rental to reduce the costs but this may not necessarily be a long term solution.
  - Be sure to include some travel and refreshment costs for participants. If you plan to hold special occasion functions, e.g., a Christmas party, you might want to set aside some extra funds for this.

- If you plan to invite guest speakers, will there be a need to budget for honorariums?
- If you plan to include arts and crafts activities, be sure to budget for supplies and materials.
- Photocopies—over the year there will be various articles that you want to distribute to participants. Include a line item for this in the budget or incorporate it into acquisitions. Caution is necessary regarding copyright issues.
- Acquisition of Resources—over the year there may be new educational and resource information useful for women, such as videos, books, pamphlets. A small amount of money could be set aside for this purpose.
- Administration: The host transition house, safe home network or service organization that will provide supervision of the project, the financial management and house the physical aspect will require a percentage of the budget. This will be based on the organization's regular administration fee for projects. A maximum of 15% would be appropriate.
- Insurance: It will be important to ensure that this program is included in the insurance coverage of your agency. Volunteer Safe Homes must also be covered with extra insurance for liability. The host organization should consider paying for any additional insurance premiums incurred by the home owners should they require increased coverage. Note: During the pilot testing, it was discovered that some insurance carriers have been reluctant to provide extra coverage for volunteer safe home owners.

## **Staffing the Program**

The position of Outreach Worker who works specifically with older women is the most critical component of the program. Some decisions on the individuals to be interviewed will depend upon whether or not the host organization is unionized or not. Internal postings may be a requisite before consideration is given to a general posting being issued.

### ***Advantages of hiring within the organization:***

- The individual will already be knowledgeable of the organization's policies regarding confidentiality, safety, advocacy and the dynamics of domestic violence.
- The individual will understand the “team” approach within the organization and will have a built in support system.
- Relationships and trust have been established between the individual and co-workers.
- Hiring existing staff members would enable them to quickly move into screening and assessing the older women.

### ***Advantages of a general posting of the position:***

- An individual from outside the organization can sometimes enhance the ability to employ someone closer in age to the older women using the service. Experience shows that older women relate better to women that are closer to their own age group.

- Hiring outside the organization can often bring a fresh approach, new ideas and energy.
- Hiring from outside the organization may provide an opportunity to add another culturally diverse and valuable perspective to the organization.

### ***Developing a job description***

Prior to posting the position, either internally or externally, a complete job description should be developed. This will assist the interview committee as well as setting out the expectations of the position.

The job description will vary from program to program based on the existing policies of the organization. Job descriptions should all be based on a similar style and contain several core pieces of information. This information can be divided into three categories:

1. Job identification – formal data on the job itself
2. Job profile – general description of the job as well as a detailed listing of the various job duties
3. Human profile – profile of the human characteristics required by the job (a profile of the desired employee)

### ***Some skills, knowledge and experience to be considered when interviewing for this position:***

- Solid understanding of abuse and effects of abuse on women
- Previous counselling experience
- Good verbal and written communication skills.
- Flexibility of work hours
- Ability to work independently
- Cross cultural understanding
- Empathy and commitment to finding solutions for older women who experience abuse
- Experience of working with seniors
- Knowledge of community
- Group facilitation skills
- Awareness of the various pieces of legislation that are applicable.
- Patience

## ***Section 3***

### ***Pro Forma Forms and Resources***

***Job Description***

***Conditions for Using Safe Home Services (Generic Form)***

***Generic Letter of Agreement***

***Trust Agreement***

***Generic Assessment Form for Potential Safe Home Operators***



## ***Job Description***

The following is a generic job description for the position of Outreach Worker that can be adapted for your organization.

### **Responsibilities:**

The Outreach Worker will ensure the program for older women is run in a professional, efficient and accountable manner. Primary importance will be placed on the safety and support of older abused women. Respect of older women's rights to self determination and confidentiality will be paramount. The Outreach Worker will adhere to the organization's policy, current budget and legal contractual obligations.

### **Reporting To:**

The Outreach Worker will report to: This could be a supervisor or Executive Director or a Board of Directors.

### **Key Responsibilities:**

- ◆ The Outreach Worker will take a lead role in the ongoing work of the Advisory Committee Meetings and ensuring the committee remains a vital component of the program.
- ◆ In consultation with the Executive Director or Supervisor and the Advisory Committee, the Outreach Worker will implement a public education and public relations campaign in their community.
- ◆ The Outreach Worker will liaise and develop working relationships with other community organizations working with seniors, health services, etc.
- ◆ The Outreach Worker will be responsible for the recruitment, screening, orientation and training of volunteer homeowners.
- ◆ The Outreach Worker will be responsible for monitoring and supporting the volunteer home owner.
- ◆ The Outreach Worker will be responsible for interviewing, screening and placement of older women into the Safe Home.
- ◆ The Outreach Worker will be responsible for the development and ongoing facilitation of a support group for older abused women.
- ◆ The Outreach Worker will be responsible for accurate record keeping as required by the organization.



## ***Conditions For Using Safe Home Services (Generic Form)***

It is not our intention to try to control you further by adding more rules to your life. It is our belief that you have the right and the ability to make choices for yourself. However, in order to ensure safety and confidentiality, we ask that you review and agree to the following conditions.

Alcoholic beverages or illegal drugs will not be consumed while using the Safe Home.

Medications will be kept in a locked box, with the exception of those needed for emergencies, such as an inhaler, nitroglycerine, and diabetes supplies.

Use of the telephone will be only by prior arrangement.

Visitors will not be permitted except by prior arrangement with the Outreach Worker and the Safe Home Operator.

No person who is abusing me can contact me at the safe home.

Accessing community resources, e.g. shops, library will be discussed and agreed by me, the Outreach Worker and the Safe Home Operator.

I agree to respect the Safe Home property and the Safe Home Operator/s rules.

The location of the Safe Home is completely confidential, as is the identity of the Safe Home Operator. The location and identity of the Safe Home Operator, and any other information concerning other women accessing services must be kept confidential.

I have read and agree to the conditions stated above. I understand that failure to comply with the above conditions could result in my being asked to leave the Safe Home.

Woman: \_\_\_\_\_ Date: \_\_\_\_\_

Safe Home Operator: \_\_\_\_\_ Date: \_\_\_\_\_

Outreach Worker: \_\_\_\_\_ Date: \_\_\_\_\_

*Adapted from South Okanagan Women In Need Society Older Women's Project*



## ***Generic Letter of Agreement***

Letter of Agreement

Between Safe Home Operator/s: \_\_\_\_\_ (*please print name/s*)

and (Transition House or Organization)\_\_\_\_\_

As a volunteer Safe Home Operator for \_\_\_\_\_, I/we agree to provide services to a woman fifty years and older, who has experienced violence and abuse for a time period not to exceed thirty days per individual placement. As a Safe Home Operator, I am/we are required to provide shelter, three nutritious meals per day, bedding, towels as well as use of laundry facilities. I/we understand that a locked box for medications will be provided by \_\_\_\_\_ when necessary.

I/we will provide a safe and non-judgmental environment while maintaining complete confidentiality. I/we will respect the woman's right to make her own choices. I/we recognize that perpetrators, not victims, are responsible for their actions.

Safe Home locations will be known and accessed only by \_\_\_\_\_ as well as any prescribed home care services necessary for the woman to access this service. The Outreach Worker will contact Safe Home operators by telephone to discuss appropriate possible placement. The Outreach Worker will endeavour to give as much advance notice as possible.

In order to be a Safe Home Operator, I/we must successfully complete an interview, inspection of the home and in-house training by the Older Women's Liaison. As a Safe Home Operator, I/we must successfully complete a criminal records review. As a Safe Home Operator, I/we need to have \$2 million personal liability home insurance and two references.

As a Safe Home Operator, I/we do not have to be available to provide services at all times but will notify \_\_\_\_\_ of unavailability for any long period of time (two weeks or longer).

I/we expect the rules of my/our home to be followed, e.g. smoking, pets and television. A woman using a safe home will agree to the safe home operator's rules, such as hours of watching television, smoking in the home.

I/we will inform the Outreach Worker immediately of any difficulties or problems arising from the placement.

As a Safe Home Operator, I/we will not counsel women or offer financial assistance. Counselling services will be provided by the Outreach Worker.

The per diem rate for providing a Safe Home will be \$30 per day. This per diem will be paid within 30 days of receipt by \_\_\_\_\_, of a completed claim form.

I/we \_\_\_\_\_ have read and  
agree with the above letter of agreement between myself/ourselves and the  
\_\_\_\_\_ (transition house)

Safe Home Operator (s) \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Transition House/Organization \_\_\_\_\_

Date: \_\_\_\_\_

*Adapted from South Okanagan Women in Need Society Older Women's Project*

# ***Trust Agreement***

**THIS TRUST AGREEMENT** is dated for reference the      day of      200

**BETWEEN:**

**THE SAFE HOME OPERATOR**

(the “Operator”)

OF THE FIRST PART

**AND:**

\_\_\_\_\_  
(the transition house/Safe Home Program)

OF THE SECOND PART

**WHEREAS:**

- A. The Operator has agreed to provide temporary safe respite for older women placed in the Operators home by the transition house/Safe Home Program (“the placement”)
- B. Women who will be placed in the home will be not less than 50 years of age.
- C. The Outreach Worker has agreed to monitor the placements.

**NOW THEREFORE IN PURSANCE OF THE PREMISIS** and in consideration of the covenants hereinafter contained the parties covenant and agree as follows:

1. The Operator will:
  - a. provide safe temporary home for any older woman placed in the home (“the placement”);
  - b. maintain complete confidentiality concerning all aspects of the placement including all personal details of the women placed in the home;
  - c. take all reasonable measures to ensure that the placement is kept confidential from all persons except only the woman and the transition house/Safe Home Program employees;
  - d. refrain from any discussion, counseling or voicing of opinions concerning choices made or to be made by the woman so placed;
  - e. maintain a supportive and non-judgemental environment for the woman;
  - f. inform the transition house/Safe Home Program of any difficulties or problems that arise with respect to the placement as soon as possible.
- 1.1 The Operator will be responsible for obtaining insurance for
  - a. third part “occupier” liability for personal injury
  - b. theft, loss or breakage caused by the placement.

**2.2 The Operator will provide the transition house/Safe Home Program with a copy of the policy.**

The Operator will release the transition house/Safe Home Program from any liability for theft, loss or breakage and for third party occupier liability for personal injury caused by the placement.

3. The Operator will be paid an honorarium to compensate for out of pocket expenses in the amount of \$30.00 per day for each day a woman is placed in the home. The honorarium may be varied by mutual agreement, in writing between the Operator and the transition house/Safe Home Program.
4. The transition house/Safe Home Program will contact the Operator, normally by telephone, to make arrangements for placement with the Operator.
5. The transition house/Safe Home Program will provide reasonable notice to the Operator of the desire to make a placement with the Operator.
6. The Operator will be entitled to decline to take a placement.
7. The Operator will provide reasonable notice to the transition house/Safe Home Program of periods of time longer than 7 days where the Operator is unavailable to provide a placement service.
8. The transition house/Safe Home Program will ensure that:
  - a. any woman to be placed in a home is made aware of and has agreed to comply with the rules of the home of the Operator, including but not limited to rules with regard to smoking, TV use, noise
  - b. any disputes between the Operator and the woman so placed will be immediately brought to the attention of the transition house/Safe Home Program whereupon the transition house/Safe Home Program and the Operator will forthwith meet to resolve any dispute to the satisfaction of the transition house/Safe Home Program and the Operator, taking into account the views of the placed woman

IN WITNESS WHEREOF The parties have hereunto set their hands and seals as of the day and the year first above written.

SIGNED SEALED AND DELIVERED )  
in the presence of: )  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
NAME )  
\_\_\_\_\_  
ADDRESS )  
\_\_\_\_\_  
OCCUPATION )

TRANSITION HOUSE/SAFE HOME  
PROGRAM

SIGNED SEALED AND DELIVERED )  
in the presence of: )  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
NAME )  
\_\_\_\_\_  
ADDRESS )  
\_\_\_\_\_  
OCCUPATION )

OPERATOR

*Prepared for the Safe Home Project by:*

*Patricia L. Schmit, Q.C.  
Chudiak, Schmit & Co.*



## ***Generic Assessment Form for Potential Safe Home Operators***

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Mail Address if different: \_\_\_\_\_

Telephone: \_\_\_\_\_

Names of all residents of your home: \_\_\_\_\_

Are you employed? \_\_\_\_\_ If yes, where? \_\_\_\_\_

Why do you wish to become a safe home operator? \_\_\_\_\_

Briefly describe the accommodation you would offer \_\_\_\_\_

Is your accommodation accessible for disabled women? \_\_\_\_\_

How do you feel about having a stranger in your home while you are out? \_\_\_\_\_

Do you have any special skills that would assist you in your role as a safe home operator?

---

How familiar are you with the issue of violence against women? \_\_\_\_\_

Are you interested in attending safe home operator meetings? \_\_\_\_\_

How flexible is your schedule? \_\_\_\_\_

How much notice would you require to shelter a woman? \_\_\_\_\_

Are there any special factors that need to be taken into consideration when placing an older woman, including physical accessibility, smoking, and pets? \_\_\_\_\_

In order to qualify as a safe home operator you must keep all information you receive confidential. The identity and location of all safe homes are kept confidential as well. In order to qualify as a safe home operator, all members of the family living in your home must successfully complete a criminal record review

Signature(s): \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_



## **Section 4**

# **Building Community Support**

### **Public Education**

The dynamics of abuse of older women and the barriers they face is not readily known or accepted by the general public. One of the tasks in developing and promoting a new service will be providing information to other service providers as well as the public at large.

There are many ways in which information about your service and about the issue of older woman abuse can be distributed.

### **Brochures**

Brochures can have many different purposes. In designing a brochure, start by defining the purpose, what you want the brochure to accomplish and the main target audience. Before the service is actually running, a brochure may be useful in gaining community support and generating income. When funding for the service is secure, a brochure aimed at women who are abused is top priority.

When the brochure is being designed, it is critical to ensure that older women review and provide feedback on language and content. It is also important to consider the size of the type and any colour that will be used as many older women find smaller print difficult to read. Plan how and where it will be distributed. For brochures aimed at an older abused woman, distributing them to as many locations as possible will increase the chances that she will see and be able to read it. Some locations that might be helpful include:

- ◆ Doctors' offices
- ◆ Dentists' offices
- ◆ Emergency rooms
- ◆ Hairdressers
- ◆ Lawyers
- ◆ Physiotherapists
- ◆ Massage Therapists
- ◆ Podiatrists' offices
- ◆ Senior Centres
- ◆ Home Care Health Services

### **Newsletters**

Some societies use a newsletter as a way of keeping members informed about the activities of the service, as a way of acknowledging donors, and as a way of educating those who read it. Many organizations that work with older women have some form of publication and may be willing to insert an article about your new service.

### **Fact Sheets**

A fact sheet is usually one page (8.5" x 11") which in point form presents relevant facts about either a service or an issue. Sometimes myths are presented, followed by the facts. This format is useful when doing presentations and when people want information on abuse and is fairly inexpensive and easy to prepare. It is usually good for generating discussion. Make sure your service contact information is on each fact sheet.

## **Public Service Announcements**

Cable television stations or services serving the area often have a place where they list community agencies and community events, either on a bulletin board or along with paid ads on a program listings page. This may be an inexpensive and reliable source of advertising that reaches most seniors. Radio stations often provide local PSAs, and as many older women listen to the radio this is another good method of providing information on where abused women can seek help.

## **Community Newspapers**

Many community newspapers are free and have a wide circulation. Their publishers are often very receptive to submissions. Letters to the Editor and guest columns are also a good way to provide information.

## **Presentations**

When possible, consult with an advisory committee to develop the goals of the presentation realistic to the makeup of the participants. Each presentation should be carefully crafted around ages of participants and their backgrounds. Where possible provide copies of fact sheets or brochures.

## **Websites**

If your organization has a website, this will provide a good opportunity to outline your service and how older women can get in touch. Provide information to other services that work with older women to have the information on their website.

### ***Overview of Silent and Invisible: What's Age Got To Do With it? Safe Homes for Older Women: A three year pilot test.***

Through initial funding from National Crime Prevention Strategy and additional funding from the provincial government and foundations, this model of support has been pilot tested in four sites for the past three years in British Columbia and Yukon. The selection of the pilot sites were based on the following criteria:

- The need to test the model in both urban and rural settings
- A significant senior ages population
- The willingness of a transition house to support and house the program
- The experience of the transition house in working with older women
- The desire of the transition house to expand their support system
- The transition house staff's knowledge about outreach to older women in the community and acknowledgement of the enormous barriers facing older women in abusive relationships in today's society.

The sites selected were Whitehorse, Penticton, Victoria and Creston.

Whitehorse was selected because of its northern geographic location and a large aboriginal community as well as the interest and experience of the transition house in working with older women.

Penticton, a small city in the large South Okanagan region was selected because of its growing population of people moving to the Okanagan Valley, particularly from the prairie provinces, to retire. In addition, the transition house staff's experience in housing older women and their skill, knowledge and understanding of older women's needs, was a strong factor in selection of this site.

Victoria was selected as a large urban area outside Greater Vancouver area having a significant population of seniors. The Victoria Women's Transition House has a history of housing older women and has a community based outreach-counseling program for older abused women.

Creston, a small community in the Kootenay Valley requested to be included in this pilot project and self funded the first year. The Creston community has a large population of seniors. This is a tightly knit small community that recognized the serious issue facing older abused women and wanted to move forward in finding solutions. While Creston did not have a transition house, they did operate a successful safe home network for abused women and their children

The linkages established among the program elements introduced in the pilot project, safe homes, facilitated peer support groups and older women's outreach workers, and established transition house programs, were critical to the success of the project. The findings confirm the need for ongoing support and counselling for older women clients whether placed in safe homes or a transition house, staying elsewhere in a community or remaining in their homes and relationships. The traditional women's shelter organization provided the support and backup to the one outreach worker at each site who offered her clients a consistent source of support and advice from a woman of similar age. (Hightower, Smith and Hightower 2005, abstract)

At the conclusion of the three year project, sustaining funding had been achieved for the three BC programs and was being considered for Whitehorse, and the BC government was starting to consider expansion to other locations.

*For details of the project, evaluation and a discussion of what worked and didn't work, please refer to the final report and evaluation available from the BC/Yukon Society of Transition Houses.*

## **Section 5**

### **References and Sources of Help and Ideas**

#### **Sources Cited**

- Hightower, Henry C., Smith, M.J. and Hightower, J. (2005)  
Silent and Invisible: What's Age Got to Do With it? Final Report and Evaluation report of three year pilot project of Safe Homes for Older Abused Women  
Vancouver, BC: B.C./Yukon Society of Transition Houses.
- Hightower, J., and Smith, M.J. (2005)  
Developing Support Groups for Older Abused Women: A Resource Manual  
Vancouver, BC: B.C./Yukon Society of Transition Houses.
- Hightower, J., Smith, M.J., Hightower, H.C. (2001)  
Silent and Invisible - A Report on Abuse and Violence in the Lives of Older Women in British Columbia and Yukon  
Vancouver, BC: B.C./Yukon Society of Transition Houses.
- Hightower, J., Smith, M.J., Ward-Hall, C., Hightower, H.C. (1999)  
Meeting the Needs of Abused Older Women? A British Columbia and Yukon Transition House Survey  
Journal of Elder Abuse & Neglect 11 (4), 39-57.
- Levitt, Sarah (2001)  
Raising the Profile of Second Stage Programs in British Columbia  
B.C. Network of Second Stage Programs  
Vancouver, BC: B.C./Yukon Society of Transition Houses.
- National Centre on Elder Abuse (1996)  
Older Battered Women: Integrating Aging and Domestic Violence Services  
Washington D.C.
- Pritchard, Jacki (2000)  
The Needs of Older Women: Services for Victims of Elder Abuse and Other Abuse  
Bristol, UK: The Policy Press
- Statistics Canada (2004)  
Family Violence in Canada: A Statistical Profile 2004.  
Ottawa: Government of Canada.

### ***Other Articles and Reports***

Brandl, B., Hebert, M., Rozwadowski, J., Spangler D. (2003)  
Feeling Safe, Feeling Strong Support Groups for Older Abused Women.  
Violence Against Women, 9 (12) 1490-1503

Brandl, Bonnie (1997)  
Developing Services for Older Abused Women  
Madison, Wisconsin: Wisconsin Coalition Against Domestic Violence

Chan,C (2004)  
Working with Older Women who are survivors of Multiple Trauma: Treatment Issues,  
Education Wife Assault Newsletter Vol.13, (1)  
[http://www.womanabuseprevention.com/html/elder\\_abuse/Working\\_with\\_Older\\_Women.htm](http://www.womanabuseprevention.com/html/elder_abuse/Working_with_Older_Women.htm)

Dinshaw, F M. (2004)  
Elder Abuse: South Asian Women Speak Up  
Education Wife Assault Newsletter Vol. 13, (1)  
[http://www.womanabuseprevention.com/html/elder\\_abuse/Elder\\_Abuse\\_South\\_Asian.htm](http://www.womanabuseprevention.com/html/elder_abuse/Elder_Abuse_South_Asian.htm)

Grossman, S.F., Lundy M. (2003)  
Use of Domestic Violence Services Across Race and Ethnicity by Women Aged 55 and Older: The Illinois Experience.  
Violence Against Women, 9 (12) 1442-1452

Morgan Disney and Associates. (2000).  
Two Lives—Two Worlds: Older People and Domestic Violence.  
Canberra: Partnerships Against Domestic Violence, (Two Volumes)

Pritchard, J (2000)  
The Needs of Older Women: Services for Victims of Elder Abuse and Other Abuse,  
Bristol, UK: The Policy Press

Vinton, L. (1998).  
A nationwide survey of domestic violence shelters' programming for older women.  
Violence Against Women 4. 559-571.

Vinton, L. (2003)  
A Model Collaborative Project Toward Making Domestic Violence Centers Elder Ready  
Violence Against Women 9 (12,) 1504-1513

Vinton, L. (1999)  
Working with Abused Older Women from a Feminist Perspective  
Journal of Women and Aging 11 (2/3), 85-100

- Young, K. (1998).  
 Against the Odds: How Women Survive Domestic Violence.  
 Barton, ACT, Australia: Partnerships against Domestic Violence
- Zink, T., Jacobson, CJ, Regan, S, Pabst, S. (2004)  
 Hidden Victims: The healthcare needs and experiences of older women in abusive relationships  
*Journal of Women's Health* 13(8) 898-908
- Zink, T., Regan SC., Jacobson, J., Pabst S.(2003)  
 Cohort, Period, and Aging Effects A Qualitative Study of Older Women's Reasons for Remaining in Abusive Relationships  
*Violence Against Women* 9(12), 1429-1441

### ***Resources in British Columbia***

- Ama House  
 204 15210 North Bluff Road  
 White Rock, BC V4B 3E6  
 Ph: 604-542-5992  
 ama@atira.bc.ca
- BC/Yukon Society of Transition Houses  
 Suite 507, 475 Howe Street  
 Vancouver, BC  
 V6C 2B3  
 www.bcysth.ca
- BC Coalition of People with Disabilities  
 #204 – 456 West Broadway Street  
 Vancouver, BC V5Y 1R3  
 Contact: Margaret Birrell, Executive Director  
 Ph: 604-875-0188, Fax: 604-875-9227  
 feedback@bccpd.bc.ca  
 www.bccpd.bc.ca
- BC Coalition to Eliminate Abuse of Seniors  
 411 Dunsmuir Street  
 Vancouver, BC V6B 1X4  
 Contact: Penny Bain, Executive Director  
 Ph: 604-437-1940, Toll Free:1-866-437-1940  
 Fax: 604-437-1929  
 ceas@telus.net  
 www.bcceas.ca
- BC Federation of Retired Union Members  
 (Forum)  
 1200 – 1166 Alberni Street  
 Vancouver, BC V6E 3Z3  
 Contact: Kara Earl  
 Ph: 604-688-4565, Fax: 604-408-2525  
 Toll Free:1-800-896-5678  
 bcforum@wegroup.ca
- BC Health Coalition  
 c/o 411 Seniors Centre  
 411 Dunsmuir Street  
 Vancouver, BC V6B 1X4  
 Contact: Maryann Abbs  
 Ph: 604-681-7945, Fax: 604-681-7947  
 coordinator@bchealthcoalition.ca  
 www.bchealthcoalition.ca
- BC Housing  
 SAFER and Priority Placement  
 101 – 4555 Kingsway  
 Burnaby, BC  
 V5H 4V8  
 www.bchousing.org
- BC Institute Against Family Violence  
 802-207 West Hastings Street  
 Vancouver, BC V6B 1H7  
 www.bcifv.org/index.shtml

BC Old Age Pensioners Association  
P.O. Box 612  
Quathiaski Cove, BC V0P 1N0  
Contact: Martin Amiabel, President  
Ph: 250-285-3801, Fax: 250-285-2840  
[dogfish1@telus.net](mailto:dogfish1@telus.net)

BC Rural Women's Network  
P.O. Box 1242  
Vernon, BC V1T 6N6  
Contact: Nythalah Baker, Coordinator  
Ph: 250-542-7531, Fax: 250-545-6406  
[bcruralwomen@junction.net](mailto:bcruralwomen@junction.net)  
<http://www3.telus.net/bcwomen/rural>

British Columbia Community Response Networks  
[http://www.bccrns.ca/crn\\_foundation/support.php#goal](http://www.bccrns.ca/crn_foundation/support.php#goal)

Canadian Centre for Policy Alternatives  
1400 – 207 West Hastings Street  
Vancouver, BC V6B 1H7  
Contact: Seth Kline, Director  
Ph: 604-801-5121, Fax: 604-801-5122  
[info@bcpolicyalternatives.org](mailto:info@bcpolicyalternatives.org)  
[www.policyalternatives.ca](http://www.policyalternatives.ca)

Council of Senior Citizens Organization (COSCO)  
c/o 6079 - 184 A Street  
Surrey, BC V3S 7P7  
Contact: Ernie Bayer, Membership Secretary  
Ph: 604-576-9734  
[ecbayer@shaw.ca](mailto:ecbayer@shaw.ca)

End Legislated Poverty  
#211 – 456 W. Broadway  
Vancouver, BC V5Y 1R3  
Ph: 604-879-1209, Fax: 604-879-1229  
Toll-Free: 1-866-879-1209  
[elp@telus.net](mailto:elp@telus.net)

Lesbian, Gay, Transgendered or Bisexual Program  
c/o 411 Seniors Centre  
411 Dunsmuir Street  
Vancouver, BC V6B 1X4  
Contact: Contact: Joan Wright, Co-ordinator  
Ph: 604-684-8171 (local 237)  
[jwright@411seniors.bc.ca](mailto:jwright@411seniors.bc.ca)  
[www.411seniors.bc.ca](http://www.411seniors.bc.ca)

Pov/Net  
#800 – 1281 W. Georgia St.,  
Vancouver, BC V6E 3J7  
Contact: Penny Goldsmith, Co-ordinator  
Ph: 604-876-8638, Fax: 604-685-7611  
[penny@povnet.org](mailto:penny@povnet.org)  
<http://www.povnet.org>

Public Guardian and Trustee of British Columbia  
700 – 808 West Hastings Street,  
Vancouver, BC V6C 3L3  
[www.trustee.bc.ca](http://www.trustee.bc.ca)

Representation Agreement Resource Centre  
c/o 411 Seniors Centre  
411 Dunsmuir Street  
Vancouver, BC V6B 1X4  
Contact: Joanne Taylor  
Ph: 604-408-7414  
[info@rarc.ca](mailto:info@rarc.ca)

Seniors Housing Information Program (SHIP)  
Royal Square Mall  
Ste. 209 – 800 McBride Blvd.  
New Westminster, BC V2L 2B8  
Contact: Doris Routliffe  
Ph: 604-520-6621, Fax: 604-520-1798  
[info@seniorhousing.bc.ca](mailto:info@seniorhousing.bc.ca)  
[www.seniorhousing.bc.ca](http://www.seniorhousing.bc.ca)

Seniors Network BC  
c/o 411 Seniors Centre  
411 Dunsmuir Street  
Vancouver, BC V6B 1X4  
Contacts: Phil Lyons/Joyce Jones  
[srsnetbc@vcn.bc.ca](mailto:srsnetbc@vcn.bc.ca)  
[www.vcn.bc.ca/srsnetbc/](http://www.vcn.bc.ca/srsnetbc/)

Status of Women Canada – CFC  
#430 – 757 Hastings Street  
Vancouver, BC V6C 1A1  
Contact: Lorraine Cameron, Director  
Ph: 604-666-3465, Fax: 604-666-0212  
[swcbc@swc-cfc.gc.ca](mailto:swcbc@swc-cfc.gc.ca)  
[www.swc-cfc.gc.ca](http://www.swc-cfc.gc.ca)

The Grey Tigers  
4436 Valmont Place  
Victoria, BC V8N 5R6  
Contact: Barbara Hay (Co-founder)  
Ph: 250 477 0941, Fax: 250 360 1068

Vancouver Women's Health Collective  
#1- 175 East 15th Avenue  
Vancouver, BC V5T 2P6  
Ph: 604-736-5262  
Contact: Brenda Belak, Information Centre  
Director  
[vwhc@vcn.bc.ca](mailto:vwhc@vcn.bc.ca)  
[www.womenshealthcollective.ca](http://www.womenshealthcollective.ca)

Women Elders in Action (WE\*ACT)  
c/o 411 Seniors Centre  
411 Dunsmuir Street  
Vancouver, BC V6B 1X4  
Contact: Jan Westlund, Coordinator  
Ph: 604-684-8171 (228), Fax: 604-681-3589  
[jwestlund@411seniors.bc.ca](mailto:jwestlund@411seniors.bc.ca)  
[www.411seniors.bc.ca](http://www.411seniors.bc.ca)

Women Elders in Action/Penticton  
c/o 695 Young Street  
Penticton, BC V2A 5T3  
Contact: Phyllis Bentley  
Ph: 250-493-5118  
[Phyllis.Bentley@shaw.ca](mailto:Phyllis.Bentley@shaw.ca)

Women Seniors in Action  
[http://www.411seniors.bc.ca/Contentpages/we\\_act.htm](http://www.411seniors.bc.ca/Contentpages/we_act.htm)

### ***Resources Elsewhere in Canada***

Canadian Network for the Prevention of Elder Abuse  
[www.cnpea.ca](http://www.cnpea.ca)

Education Wife Assault,  
Suite 220, 215 Spadina Avenue,  
Toronto, Ontario M5T 2C7  
Ph: 416 968 3422  
Email: [info@womanabuseprevention.com](mailto:info@womanabuseprevention.com)

National Clearinghouse on Family Violence  
Health Canada  
7<sup>th</sup> Floor, Jeanne Mance Building,  
Tunney's Pasture,  
Ottawa, Ontario K1A 1B4  
[www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/index.html](http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/index.html)

Older Women's Network Ontario  
[www.olderwomensnetwork.org/](http://www.olderwomensnetwork.org/)  
Older Women's Network  
115 The Esplanade  
Toronto, Ontario M5E 1Y7  
Ph: 416 214 1518  
Email: [info@olderwomensnetwork.org](mailto:info@olderwomensnetwork.org)  
Web: [www.olderwomensnetwork.org](http://www.olderwomensnetwork.org)

Ontario Network for the Prevention of Elder Abuse  
[www.onpea.org](http://www.onpea.org)

Woman Abuse Council of Toronto  
6 Empress Avenue,  
Toronto, Ontario M2N 3T3  
Ph: 416 944 9242  
Email: [wact@womanabuse.ca](mailto:wact@womanabuse.ca)

### **Educational Videos**

What's Age Got To Do With It?  
14-minute video docu-drama and study guide examining the key causes of abuse of older women. Available also in French  
BC/Yukon Society of Transition Houses  
Vancouver, British Columbia

Criminal Justice Response to Domestic Violence in Later Life  
25 minutes, Also available in Spanish.  
Wisconsin Coalition Against Domestic Violence

Just to Have A Peaceful Life  
10 minutes. Terra Nova Films