

什么是虐待老人？

虐待是指损害老年人安全或身心健康的任何单次或反复多次的行为、威胁，或缺乏适当的作为。

虐待的种类

身体上 (包括性侵)： 拳打、掌掴、粗暴推搡、暴力举动、强行限制行动自由。

心理上： 人身伤害威胁、违背意愿把老人送进照护机构、骚扰、遗弃、剥夺决策能力。

经济上： 偷盗老人的钱、财产或资产。这包括但不限于伪造老人的签名，强迫老人更改委托书或遗嘱。这是指未经允许使用老人的财产或资产。用欺诈、哄骗、虚假借口谋取财务利益。

忽视： 未能提供基本或个人的必要需求，不关心或遗弃老人，导致老人面临危险或受到伤害。

虐待老人的迹象或表现：

身体虐待： 无端受伤、有病不予治疗、“意外事故”史、对受伤的说法不一、身体不寻常部位或两侧淤青。

心理虐待： 恐惧、焦虑、忧郁、冷淡、不愿自由发言、其他人总是代老人说话。

经济虐待： 服务或产品收费过高、突然无端无力支付账单、异乎寻常的银行交易活动、老人的住宅意外出售、突然无端转移资产、突然更改遗嘱、委托书或财务文件。

忽视： 不修边幅、着装不当或肮脏、很少洗澡或个人卫生差、营养不良或脱水、生活条件不健康或危险、生病或受伤未得到治疗。



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始终相信自己的直觉。如果您或您认识的老人是犯罪受害人，请立即报警。



如何报警

在老人面临紧急危险的紧急情况下，请致电 911。

若老人受到经济虐待，请致电 613-236-1222 内线 7300。

所有其他形式的虐待老人现象，请致电 613-230-6211 或就近去警察局报案。

如需有关老人受虐的信息或建议，请致电咨询热线：613-236-1222 内线 2400。

报警后会发生什么？

警察会做风险评估。投诉人/受害人可能须向警方提供录像声明。将会收集所有犯罪证据（例如财务文件、录像、照片），并询问证人。一旦警方认定有合理及可信理由相信发生了刑事犯罪，就会征求受害人的意见，作出控告或警告嫌疑人的决定。还可能会寻求另外（即卫生、社会和社区机构）的解决办法。如果警告是最佳的解决办法，警方会向嫌疑人发出正式警告。如果嫌疑人被捕并受到指控，所有相关人员（包括投诉人、受害人和证人）可能都必须出庭作证。刑事法庭程序有数个步骤，可能耗时很久。审判可能耗时数日。在经济虐待案件中，警方无法追回被取走的金钱。只有法官可以下令物归原主。

资源：

如需有关老人受虐或居家安全的信息，请访问渥太华警署服务网站
www.ottawapolice.ca

渥太华警署资源：

如要举报，请致电 613-236-1222，紧急情况致电 911

老人虐待信息专线 613-236-1222 内线 2400

受害人紧急协助组 613-236-1222 内线 2223

访问 www.ottawapolice.ca

渥太华资源：

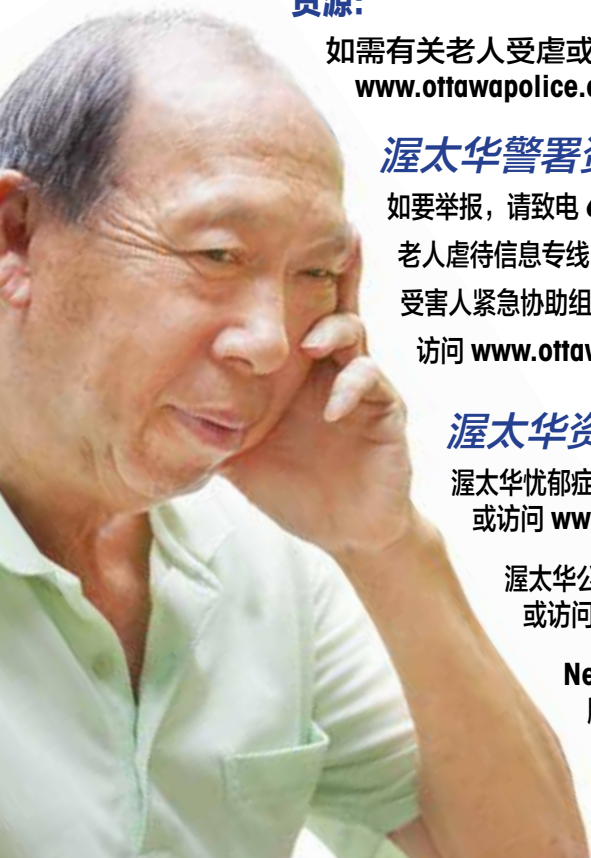
渥太华忧郁症中心 613-238-3311

或访问 www.dcottawa.on.ca

渥太华公共卫生局 613-580-6744

或访问 www.ottawa.ca

Nepean Rideau 和 Osgoode 社区资源中心老人虐待应对及转介
服务 613-596-5626 内线 230，或访问 www.nrocr.org



What is Elder Abuse?

Abuse is any single or repeated act, threat, lack of appropriate action compromising the safety or wellbeing of an older person.

TYPES OF ABUSE

Physical (including sexual assault): Punching, slapping, rough handling, gestures of violence, forcible restraints.

Psychological: Threats to harm, unwanted institutionalization, harassment, abandonment, removal of decision-making ability.

Financial: Theft of money, property or assets. It includes but is not limited to forging an older person's signature, forcing a senior to change their Power of Attorney or Will. It is using the senior's property or assets without permission. Use deception, trickery, false pretence for financial gain.

Neglect: Failing to provide basic or personal needs, lack of attention or abandonment resulting in a risk or harm to an older person.

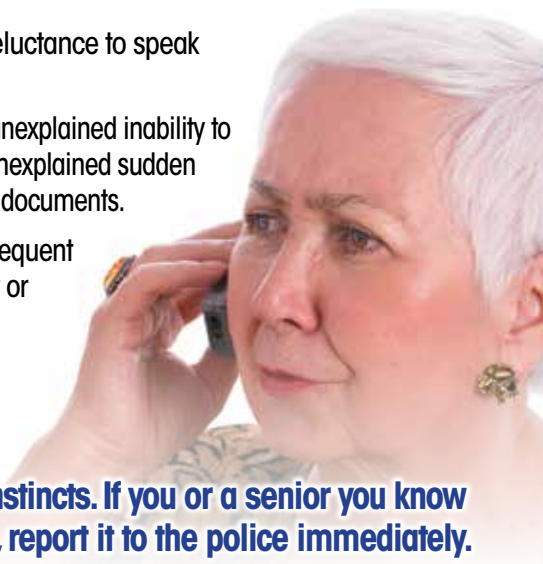
SIGNS OR SYMPTOMS OF ABUSE

Physical abuse: Unexplained injuries, untreated medical problems, history of "accidents", inconsistent stories for injuries, bruising in odd places or bilateral.

Psychological abuse: Fear, anxiety, depression, withdrawal, reluctance to speak freely, other person always speaking for senior.

Financial abuse: Overcharging for services or products, sudden unexplained inability to pay bills, unusual banking activity, senior's home unexpectedly sold, unexplained sudden transfer of assets, abrupt change in will, Power of Attorney or financial documents.

Neglect: Unkempt appearance, inappropriate or dirty clothing, infrequent bathing or poor hygiene, malnourishment or dehydration, unhealthy or dangerous living conditions, untreated medical conditions or injury.



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Always trust your instincts. If you or a senior you know is a victim of crime, report it to the police immediately.

HOW TO MAKE A REPORT TO POLICE

For emergencies where the safety of a senior is in imminent risk, call **911**.

For financially related elder abuse call **613-236-1222** ext. **7300**.

For all other forms of elder abuse, call **613-230-6211** or attend the police station nearest you.

For information or advice on elder abuse call the consultation line at **613-236-1222** ext. **2400**.

WHAT HAPPENS WHEN A POLICE REPORT IS MADE?

The police will do a risk assessment. The complainant/victim may have to provide a video statement to police. All evidence of a crime will be collected (for example financial documents, video, photos) and witnesses will be interviewed. Once Police determine that there is reasonable and probable grounds to believe a criminal offence was committed, a decision to charge or warn the suspect will be made by consulting the victim. Alternative solutions may also be explored (ie health, social and community agencies). If a warning is the best solution, the suspect will be formally warned by police. If the suspect is arrested and charged, all persons involved including the complainant, victim and witnesses may have to testify in court. There are several steps in the criminal court process which can prove lengthy. A trial can take several days. In financial abuse cases, the police cannot recover the money taken. Only a judge can order restitution.

RESOURCES:

For information on senior's abuse or safety in your home visit the Ottawa Police Service Web site at www.ottawapolice.ca or

Ottawa Police Resources:

To file a report, call **613-236-1222** or for emergencies, call **911**

Elder Abuse Information Line **613-236-1222**, ext. **2400**

Victim Crisis Unit **613-236-1222** ext. **2223**

Visit www.ottawapolice.ca

Ottawa Resources:

Distress centre Ottawa **613-238-3311**

or visit www.dcottawa.on.ca

Ottawa Public Health **613-580-6744**

or visit www.ottawa.ca

Nepean Rideau and Osgoode Community Resource
Centre Elder Abuse Response and Referral Service
613-596-5626 ext. **230** or visit www.nroccr.org

