



March 3, 2021

RONALD BONNETROUGE  
MLA, DEH CHO

**Oral Question 572-19(2): Elder Abuse**

This letter is in follow up to the Oral Question you raised on February 23, 2021 regarding Elder Abuse.

Community Social Service Workers (CSSWs) in Fort Providence do provide a supportive role to seniors and their families through system navigation and advocacy for services. This responsibility falls under the scope of all CSSWs in the community, as there is no designated Adult Services Worker in the Region. CSSWs have worked with elders and their families in accessing various services such as counsellors, emergency shelters, the Office of the Public Guardian, NWT Senior Society, the Department of Education, Culture and Employment, Home Heating Subsidy, RCMP, and various health care services. CSSWs are also available to be an advocate and support elders in navigating various systems, even with tasks such attending meetings, explaining and filling out paperwork, and arranging case conferences when multiple service providers are involved.

In particular, for those adults whose decision making abilities are compromised, CSSWs can work in collaboration with the family and Office of the Public Guardian to ensure that those adults are protected from being taken advantage of as a consequence of their vulnerability. If those adults have been a victim of elder abuse, CSSWs can play a supportive role in accessing the necessary support services as well as coordinating with the RCMP when necessary. If there are any concerns or questions about CSSWs, please contact the Regional Manager of Child and Family Services in the Dehcho Region Lyndsay Pallister at (867) 695-2293 or at [Lyndsay.Pallister@gov.nt.ca](mailto:Lyndsay.Pallister@gov.nt.ca).

Further, there is a Community Justice Program and a Justice Coordinator in the community of Fort Providence, operated through the Zhati Koe Friendship Centre. Charlie MacDonald is the contact. Should an elder come forward to the RCMP to press charges for abuse, the RCMP will refer them to the Community Justice Program as part of that process.

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Victim Services are also available to elders in Fort Providence for support and navigation. Services are provided by the Coordinator and Outreach Worker in Hay River, who delivers services to the South Slave Region both in-person and through telephone assistance. Contact information for this program can be found on the Department of Justice website:

<https://www.justice.gov.nt.ca/en/victim-services-contacts/>

The community-based Victim Services worker promotes and delivers services to victims involved in the criminal justice process and other victims who need 1) assistance through an assessment of need, 2) practical advice and information, 3) referral to other agencies when considered necessary, and 4) support throughout court and the criminal justice process.

Specifically, the Victim Services worker:

- Provides direct service to clients by assessing client status, determining immediate need and providing emotional support and practical assistance to victims;
- Provides victims with information about the court process and accompanies the victim to court or the health care facilities if necessary;
- Attends to victims of crime in crisis and emergency situations often during irregular hours and when called by the RCMP, health workers or social workers;
- Serves as liaison between the victim and the police or community services to obtain information and assist the victim;
- Refers clients to appropriate community, regional and territorial support services; and
- Promotes the Victim Services program through ongoing contact with police, the public at large and community agencies and organizations.

Thank you.



Julie Green  
Minister of Health and Social Services

c Clerk of the Legislative Assembly

Legislative Coordinator  
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