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## Appendix 2

# Making an Official Referral/Report in Newfoundland and Labrador

### What's In This Chapter:

**This appendix provides contact info to:**

- **Assist an Abused Senior to Obtain Services from their Regional Health Authority**
- **Report a Case of Neglect under the Neglected Adults Welfare Act**
- **Report a Case of Abuse or Neglect in a Personal Care Home**
- **Report a Case of Abuse or Neglect in a Long-term Care Facility or Hospital (acute-care institution)**
- **Help an Abused Senior Call the Police**
- **Plus, includes a map of the Regional Health Authorities.**

Please Note: As contact information and policies and procedures may change over time, the Seniors Resource Centre-NL will strive to keep this appendix updated on their websites at [www.seniorsresource.ca](http://www.seniorsresource.ca) and [www.nlnpea.ca](http://www.nlnpea.ca) (the website of its NL Network for the Prevention of Elder Abuse).

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**Remember: in all cases, you should call the police and/or emergency services if you feel a senior is in immediate danger!**

## **MAKING A REPORT TO A REGIONAL HEALTH AUTHORITY**

In Newfoundland and Labrador, all official reports/referrals concerning an abused senior must go through your Regional Health Authority. (Health authorities are responsible for all health and community services programs, long-term care facilities, and hospitals in your region. Each regional health authority operates independently. Procedures and/or names of departments/programs may vary slightly from region to region. To see which region you're in, please see map on following page).

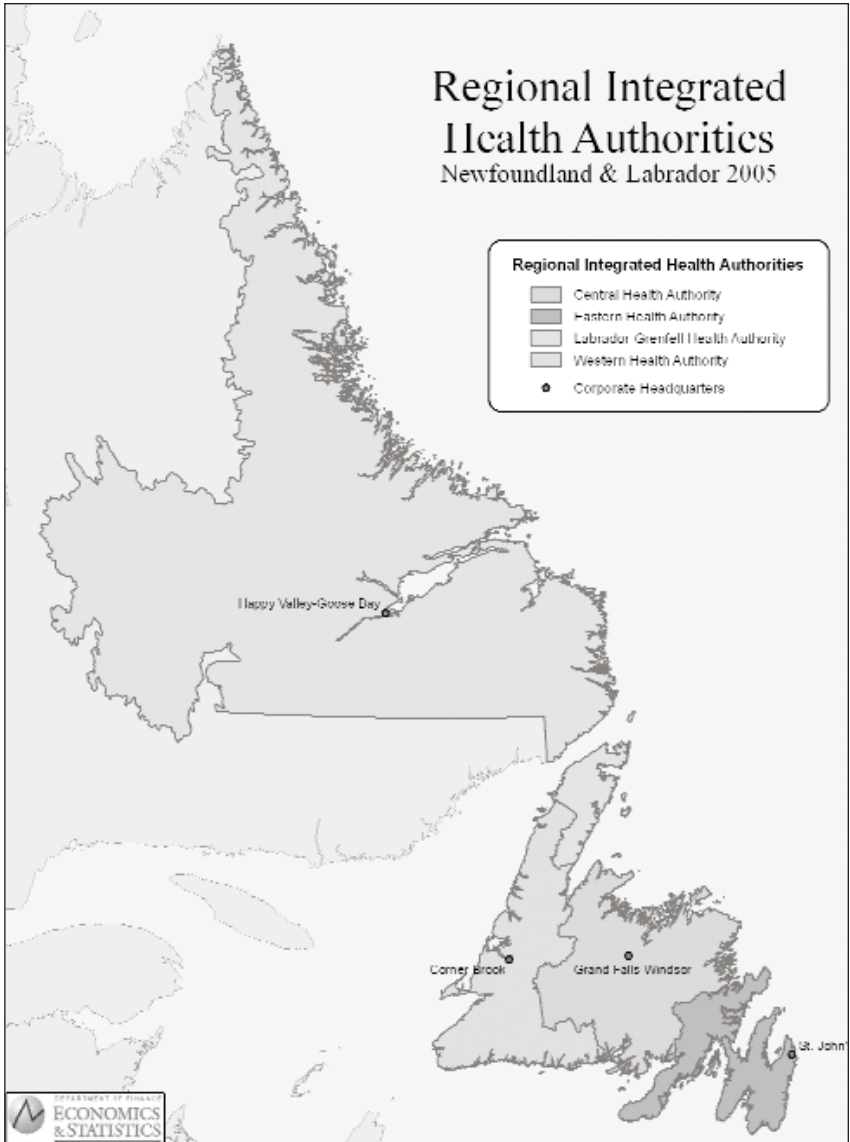
The following contact information will help you to connect to the appropriate people in each health authority. Note: if you are specifically making a complaint about a **long-term care facility or hospital (acute-care institution)**, you should first report it to the Administrator/Manager of the facility. They are required to do a full investigation when a complaint of abuse or neglect is made.

Document any discussions and actions taken. If you then feel the situation has not been resolved by the facility management, you can make a formal complaint to your regional health authority. Initially a complaint may be made by phone or in writing, but all phone complaints should be followed up with a letter.

A complaint should include:

- The name of the institution
- The name of the person/resident/patient about whom you are concerned
- Your name and relationship to the person/resident/patient

- A summary of your concerns and complaints, including specific dates and details about alleged incidents of abuse
- A request for a response in writing, and
- A request that your complaint be handled confidentially.



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## Eastern Regional Health Authority (Eastern Health)

Please refer to the program area closest to you: St. John's Region (this area takes in St. John's and the surrounding area up to Trepassey, including St. Shotts); Rural Avalon; or Bonavista, Burin, Clarenville Area.

- To assist an abused senior to connect to a social worker who can advise them on services available in their community; or
- To report a case of neglect under the Neglected Adults Act

### Contact:

For St. John's Region, call: 752-4885

For Rural Avalon, call: 786-5245

For Bonavista/Clarenville/Burin Peninsula, call: 466-5707

Note: These numbers are usually only answered during regular business hours, and you may get an answering machine after business hours or if the social worker is on a call. However, if you leave a message, your call will be returned. These are the main numbers within Eastern Health for concerns about a senior who is being neglected or abused in the community.

- To report a case of abuse or neglect in a long-term care facility or hospital (acute-care institution), first contact the management of the facility. If you feel your complaint has not been resolved by the management, use the following number (which covers all of the Eastern Health region).

**Contact:** Client Services at 777-6500 or by email: [client.relations@easternhealth.ca](mailto:client.relations@easternhealth.ca)

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- To report a case of abuse or neglect in a personal care home

Personal Care Homes are licensed, privately-owned and operated residential homes for senior citizens and other adults who need assistance with activities of daily living. The licensing of these homes is the responsibility of the Regional Health Authorities and governed by the:

Health and Community Services Act

(<http://www.assembly.nl.ca/Legislation/sr/statutes/p37-1.htm>);

Personal Care Home Regulations, 2001

(<http://www.assembly.nl.ca/legislation/sr/annualregs/2001/Nr010015.htm>);

Personal Care Home Operational Standards, 2007

(<http://www.health.gov.nl.ca/health/publications/index.html#7>)

If you suspect a case of abuse or neglect in a personal care home, you should contact your Regional Health Authority.

The numbers below will help direct you to the correct contact within Eastern Health. Please refer to the location closest to where the Personal Care Home is operated.

**Contact:**

St. John's	752-4835
Clareville	466-5700
Come-by-Chance	542-3507
Lethbridge	467-4302
Bonavista	468-1000

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Marystown	279-7900
Holyrood	229-1551
Bay Roberts	786-5245
Whitbourne	759-3370
Placentia	227-3641
Hr. Grace	945-6512

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## Central Regional Health Authority (Central Health)

- To assist an abused senior to connect to a social worker who can advise them on services available in their community; or
- To report a case of neglect under the Neglected Adults Act

**Contact:** 651-6340

Note: This number is usually only answered during regular business hours, and you may get an answering machine after business hours or if the social worker is on a call. However, if you leave a message, your call will be returned. This is the main number within Central Health for concerns about a senior who is being neglected or abused in the community.

- To report a case of abuse or neglect in a long-term care facility or hospital (acute-care institution), first contact the management of the facility. If you feel your complaint has not been resolved by the management, use the following number.

**Contact:** 651-6279

- To report a case of abuse or neglect in a personal care home

Personal Care Homes are licensed, privately-owned and operated residential homes for senior citizens and other adults who need assistance with activities of daily living. The licensing of these homes is the responsibility of the Regional Health Authorities and governed by the:

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Health and Community Services Act

(<http://www.assembly.nl.ca/Legislation/sr/statutes/p37-1.htm>);

Personal Care Home Regulations, 2001

(<http://www.assembly.nl.ca/legislation/sr/annualregs/2001/Nr010015.htm>);

Personal Care Home Operational Standards, 2007

(<http://www.health.gov.nl.ca/health/publications/index.html#7>)

If you suspect a case of abuse or neglect in a personal care home, you should contact your Regional Health Authority.

The numbers below will help direct you to the correct contact within Central Health. Please refer to the location closest to where the Personal Care Home is operated.

**Contact:**

Gander 256-8989

Grand Falls-Windsor 489-8856



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## Western Regional Health Authority (Western Health)

- To assist an abused senior to connect to a social worker who can advise them on services available in their community; or
- To report a case of neglect under the Neglected Adults Act

**Contact:** 634-5551, ext 226

Note: This number is usually only answered during regular business hours, and you may get an answering machine after business hours or if the social worker is on a call. However, if you leave a message, your call will be returned. This is the main number within Western Health for concerns about a senior who is being neglected or abused in the community.

- To report a case of abuse or neglect in a long-term care facility or hospital (acute-care institution), first contact the management of the facility. If you feel your complaint has not been resolved by the management, use the following number.

**Contact:** 646-5800, ext.7209

- To report a case of abuse or neglect in a personal care home

Personal Care Homes are licensed, privately-owned and operated residential homes for senior citizens and other adults who need assistance with activities of daily living. The licensing of these homes is the responsibility of the Regional Health Authorities and governed by the:

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Health and Community Services Act

(<http://www.assembly.nl.ca/Legislation/sr/statutes/p37-1.htm>);

Personal Care Home Regulations, 2001

(<http://www.assembly.nl.ca/legislation/sr/annualregs/2001/Nr010015.htm>);

Personal Care Home Operational Standards, 2007

(<http://www.health.gov.nl.ca/health/publications/index.html#7>)

If you suspect a case of abuse or neglect in a personal care home, you should contact your Regional Health Authority. For Western Health, **contact: 634-5564**

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## Labrador-Grenfell Regional Health Authority (Labrador-Grenfell Health)

- To assist an abused senior to connect to a social worker who can advise them on services available in their community; or
- To report a case of neglect under the Neglected Adults Act

**Contact: 454-0372**

Note: This number is usually only answered during regular business hours, and you may get an answering machine after business hours or if the social worker is on a call. However, if you leave a message, your call will be returned. This is the main number within Labrador-Grenfell Health for concerns about a senior who is being neglected or abused in the community.

- To report a case of abuse or neglect in a long-term care facility or hospital (acute-care institution), first contact the management of the facility. If you feel your complaint has not been resolved by the management, use the following number.

**Contact: 454-0372**

- To report a case of abuse or neglect in a personal care home

Personal Care Homes are licensed, privately-owned and operated residential homes for senior citizens and other adults who need assistance with activities of daily living. The licensing of these homes is the responsibility of the Regional Health Authorities and governed by the:

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Health and Community Services Act

(<http://www.assembly.nl.ca/Legislation/sr/statutes/p37-1.htm>);

Personal Care Home Regulations, 2001

(<http://www.assembly.nl.ca/legislation/sr/annualregs/2001/Nr010015.htm>);

Personal Care Home Operational Standards, 2007

(<http://www.health.gov.nl.ca/health/publications/index.html#7>)

If you suspect a case of abuse or neglect in a personal care home, you should contact your Regional Health Authority. For Labrador-Grenfell Health, **contact:** 454-0376

**\*NOTE: If your client is a registered member of the Labrador Inuit,** they may also be referred to a Nunatsiavut Health and Social Development team leader for home and continuing care services. (Reports of neglect under the Neglected Adults Act or concerns about abuse or neglect in a long-term or acute care facility or a personal care home relating to an Inuit client should still go to the Labrador-Grenfell Health contacts listed previously.)

An abused Inuit senior may connect with a Nunatsiavut Health and Social Development team leader by calling the one closest to their area at the following numbers:

- Happy Valley-Goose Bay: 896-3396
- Makkovik: 923-2340
- Rigolet: 947-3309
- Postville: 479-9878
- Hopedale: 933-3834
- Nain: 922-2114

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**If your client is an Innu**, they may also contact the Sheshatshiu Innu Band Council or the Mushuau Innu Health Commission for home and continuing care services. (All reports of neglect under the Neglected Adults Welfare Act and/or concerns about abuse or neglect in a long-term or acute care facility or in a personal care home relating to an Innu client should still be directed to the Labrador-Grenfell Health contacts listed previously.)

- In Natuashish, an abused Innu senior may call the **Mushuau Innu Health Commission** (part of the Natuashish Band Council) at 478-8871
- In Sheshatshiu, an abused Innu senior may call the **Sheshatshiu Innu Band Council – Health Office** at 497-8522

## **HOW TO CONNECT WITH THE POLICE**

To contact the police:

- In St. John's, Mount Pearl, and the surrounding communities that comprise the North East Avalon, call the Royal Newfoundland Constabulary at 729-8333 (Inquiries) or 729-8000 (to request police assistance) 24 hours a day
- In Corner Brook, call the Royal Newfoundland Constabulary at 637-4100
- In Labrador West, call the Royal Newfoundland Constabulary at 944-7602

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- For the rest of the province, contact the RCMP by calling **1-800-709-RCMP (7267)** or by contacting the nearest office:

- √ Baie Verte Detachment: 532-4221
- √ Barachois Brook Detachment: 646-2692
- √ Bay d’Espoir Detachment: 882-2230
- √ Bay Roberts Detachment: 786-2118
- √ Bell Island Detachment: 488-3312
- √ Bonavista Detachment: 468-7333
- √ Botwood Detachment: 257-2312
- √ Buchans Detachment: 672-3944
- √ Burgeo Detachment: 886-2241
- √ Burin Detachment: 891-2569
- √ Carmanville Detachment: 534-2686
- √ Cartwright Detachment: 938-7218
- √ Channel/Port-aux-Basques Detachment: 695-2149
- √ Clarenville Detachment: 466-3211
- √ Deer Lake Detachment: 635-2173
- √ Ferryland Detachment: 432-2440
- √ Flowers Cove Detachment: 456-2500
- √ Fogo Island Detachment: 266-2251
- √ Forteau Detachment: 931-2790
- √ Gander Detachment: 256-6841
- √ Glovertown Detachment: 533-2828
- √ Grand Bank Detachment: 832-2677
- √ Grand Falls-Windsor Detachment: 489-2121
- √ Happy Valley-Goose Bay Detachment: 896-3383
- √ Harbour Breton Detachment: 885-2320

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- √ Harbour Grace Detachment: 596-5014
  - √ Hollyrood Detachment: 229-3892
  - √ Hopedale Detachment: 933-3820
  - √ Lewisporte Detachment: 535-8637
  - √ Makkovik Detachment: 923-2405
  - √ Mary's Harbour Detachment: 921-6229
  - √ Marystown Detachment: 279-3001
  - √ Nain Detachment: 922-2862
  - √ Natuashish Detachment: 478-8900
  - √ New-Wes Valley Detachment: 536-2419
  - √ Picadilly Detachment: 642-5316
  - √ Placentia Detachment: 227-2000
  - √ Port Saunders Detachment: 861-3555
  - √ Rigolet Detachment: 947-3400
  - √ Rocky Harbour Detachment: 458-2222
  - √ Roddickton Detachment: 457-2468
  - √ Sheshatshiu Detachment: 497-8700
  - √ Springdale Detachment: 673-3864
  - √ Stephenville Detachment: 643-2118
  - √ St Anthony Detachment: 454-3543
  - √ Trepassey Detachment: 438-2700
  - √ Twillingate Detachment: 884-2811
  - √ Whitbourne Detachment: 759-2600

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