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**Reporting Elder Abuse**

* If it is an emergency and you would like to report a crime, call **911**
* Call your local **police department**
* **Seniors Safety Line - 1-866-299-1011**

Free to call, confidential

24/7

Over 200 languages

Provide contact information for agencies province-wide

* **Crime Stoppers – 1-800-222-TIPS (8477)**

Report Elder Abuse anonymously

* **Long-Term Care Action Line - 1-866-876-7658**

It is mandatory to report abuse when an older adult lives in a Long-Term Care Facility

* **Retirement Homes Regulatory Authority (RHRA) –**

**1-855-275-7472**

It is mandatory to report abuse when an older adult lives in a Retirement Home

* **Office of the Public Guardian & Trustee (OPGT), Guardianship Investigations Unit, Ministry of the Attorney General -**

**1-800-366-0335**

**Additional Important Resources**

* **Pat’s Place**

**Family Service Toronto - 416-595-9618**

Temporary safe haven for older adults experiencing abuse

* **Advocacy Centre for the Elderly (ACE) - 416-598-2656**

Community based legal clinic for low income older adults

* **Elder Abuse Prevention Ontario (EAPO) - 416-916-6728**

Learn more about Elder Abuse

Training & educational opportunities

Access information Elder Abuse Networks across the province

Directory of programs & services

* **Canadian Anti-Fraud Centre - 1-888-495-8501**

Collects information on fraud & identity theft

Information on past & current scams

Report fraud

## If you’ve been scammed

Criminals may try to steal your personal and financial information by hacking into databases owned by financial institutions or companies and services you may deal with. Criminals may try to use the information to access your accounts and steal your money. They could even try to borrow money in your name.

If your financial institution or a company or service you deal with has recently been hacked, you may be at risk.

* Change your passwords immediately
* Review your bank account and credit card statements on a regular basis and make sure there are no unauthorized transactions
* Report any unauthorized transactions immediately
* Order and review your credit report immediately. If there are accounts that you don’t recognize, it could mean that someone has applied for a credit card, line of credit, mortgage or other loan under your name

## If you become a victim of fraud

* Contact your financial institution and any other companies where your account has been compromised
* Contact Canada’s two credit bureaus, [Equifax](https://www.consumer.equifax.ca/personal/education/identity/how-can-i-place-a-fraud-alert-on-my-equifax-credit-report/) and [TransUnion](https://www.transunion.ca/customer-support/contact-us) and ask them to place a fraud alert on your credit report file to tell lenders to contact you and confirm your identity before they approve any applications for credit
* File a report with your local police

Notify the [Canadian Anti-Fraud Centre](http://www.antifraudcentre-centreantifraude.ca/reportincident-signalerincident/index-eng.htm) or Toll free: 1-888-495-8501

## Additional Resources

You can visit the Competition Bureau’s [anti-fraud toolbox](https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04336.html) to view recent fraud alerts.

You can also read the [Little Black Book of Scams](https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04333.html) to learn more about different types of scams and how to protect yourself. Types of scams you can learn about include:

* business scams
* door-to-door scams
* emergency scams
* health and medical scams
* phishing scams
* romance scams
* tax scams

If you have noticed or believe you have been misled by false and misleading advertising in the marketplace, you can [report it to the Competition Bureau](https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/frm-eng/GH%C3%89T-7TDNA5).