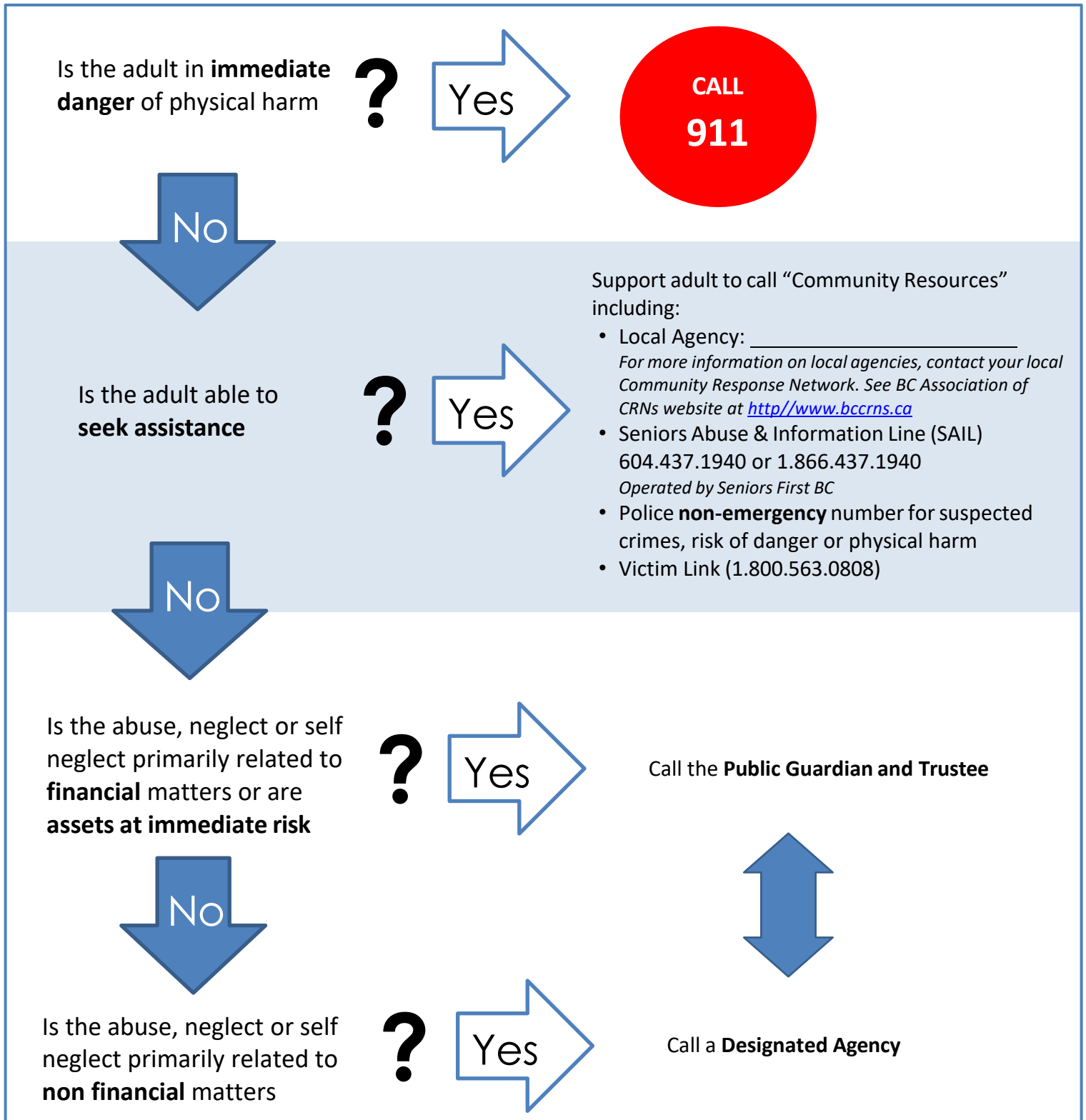


How to assist an adult who is abused, neglected or self neglecting

A Decision Tree for effective referrals of adults in B.C.
who may be vulnerable and/or incapable

For introductory videos on how to use this Decision Tree and the roles of the police, designated agencies and the Public Guardian and Trustee (PGT), visit <https://www.youtube.com/@pgtbc>.



Police	Designated Agency: Regional Health Authorities and Community Living BC (CLBC)	Public Guardian and Trustee (PGT)
For a video on role of the Police, visit https://youtu.be/86uokvZVF6w	For a video on the role of Designated Agencies, visit https://youtu.be/fjL8Sz8LqIk	For a video on role of the PGT, visit https://youtu.be/PZtCunZqEvM
Governing Legislation:	Governing Legislation:	Governing Legislation:
Criminal Code RSC 1985 c. C-46	Adult Guardianship Act RSBC 1996 c. 6	Public Guardian and Trustee Act RSBC 1996 c.383
Why would you call?	Why would you call?	Why would you call?
You suspect a crime has occurred, might occur or someone is exhibiting behavior indicating a lack of wellbeing and unpredictability.	You are concerned that an adult is being abused, neglected or is self neglecting and is unable to seek support and assistance on their own due to: <ul style="list-style-type: none"> • physical restraint, • a physical handicap limiting ability to seek help, or • an illness, disease, injury or other condition affecting ability to make decisions about the abuse or neglect The adult may live in their own home, the home of a relative, a care facility, or any other place except correctional centres.	You have reason to believe that an adult is not capable of managing their financial and legal affairs and there is imminent risk to their assets. Concerns may include: <ul style="list-style-type: none"> • the adult appears to be under duress and going along with decisions they do not agree with • there may be financial mismanagement of an adult's financial affairs • the adult may not be able to look after their financial affairs and needs someone to make financial decisions • someone with authority to manage the adult's financial affairs may not be fulfilling their duties and responsibilities
Where should you call?	Where should you call?	Where should you call?
<ul style="list-style-type: none"> • Emergency - Call 911 if you suspect <ul style="list-style-type: none"> ○ Immediate risk to a person's physical safety, or ○ A crime is occurring • Local Police non-emergency Tel: _____ 	View https://www.trustee.bc.ca/Documents/designated-agency-responders/Designated_Agencies_Contacts.pdf for links to all Designated Agencies, or visit your Health Authority website (search abuse and neglect) <ul style="list-style-type: none"> • Local Health Authority Tel: _____ • Local Community Living BC (CLBC) Tel: _____ 	Visit https://www.trustee.bc.ca/services/services-to-adults/Pages/assessment-and-investigation-services.aspx for PGT referral form. Contact Information: <ul style="list-style-type: none"> • Toll free Tel: 1.877.511.4111 • Local Tel: 604.660.4507 • Toll free Fax: 1.855.660.9479 • Local Fax: 604.660.9479 • Email: AIS-PDS@trustee.bc.ca
What can you expect?	What can you expect?	What can you expect?
You will be asked to provide information about the nature of your concern, the adult you feel is a victim and any possible suspect(s). You can expect that some basic information about yourself will also be requested.	You will be asked to provide information about the adult and the nature of your concern.	You will be asked to provide information about the nature of your concern, personal information about the adult and any decision maker.
Actions may include:	Actions may include:	Actions may include:
<ul style="list-style-type: none"> • Attending the location • Dispatching special units where available • Visiting adult, gathering information and evidence which may indicate a criminal offence such as: <ul style="list-style-type: none"> ○ assault, sexual assault, ○ failure to provide necessities of life ○ theft, theft by power of attorney ○ fraud, forgery, extortion • Liaising with Designated Agency and/or Public Guardian and Trustee as required • Assessing for adult's wellbeing • Considering peace bonds, no contact orders • Referring to community resources • Considering/recommending charges 	<ul style="list-style-type: none"> • Interviewing adult and others • Requesting information • Offering support and assistance (includes referral to community resources) • Liaising with Public Guardian and Trustee and/or police as required • Reporting suspected crimes to police • Exercising emergency powers to enter and remove adult to a safe place • Obtaining a restraining order • Obtaining a court order for support and assistance 	<ul style="list-style-type: none"> • Gathering additional information • Requesting account information from financial institutions and current decision makers (attorney, representative, trustee, committee) • Liaising with Designated Agency, community services, or police, as appropriate • If urgent risk to assets, exercising protective powers such as: <ul style="list-style-type: none"> ○ stopping withdrawals or sale of assets ○ redirecting income for the adult's health or safety • Looking for an appropriate decision maker. If none, and a decision maker is needed, consider obtaining authority as Committee of Estate, or in exceptional circumstances, Committee of Person.

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