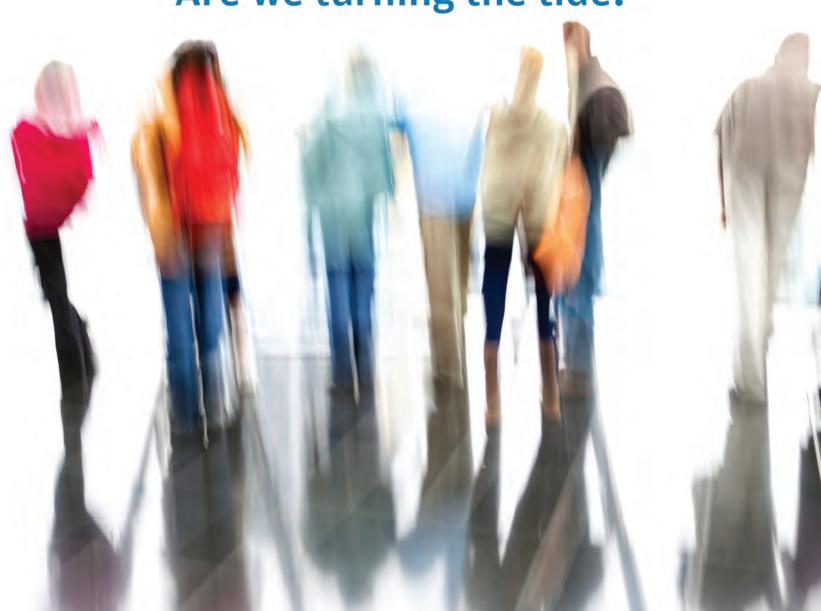
transition

The Magazine of Disability Alliance BC

VIOLENCE AND ABUSE

Are we turning the tide?





Help DABC Celebrate Our 40th birthday bash October 4 at the Italian Cultural Centre!

For our Fall Fling, we're thrilled to welcome back CBC Radio's **Stephen Quinn** (On the Coast) as our MC and fabulous entertainer **David C. Jones**. Together, they will host our hilarious quiz game, which was a huge hit at last year's gala! You'll also enjoy drinks, a delicious dinner, entertainment, live and silent auctions and a great raffle draw for 2 return tickets to any scheduled Air Canada destination in North America, including Hawaii, Mexico and the Caribbean. This year, we are also thrilled to welcome musician **Katheryn Petersen**. Katheryn and her red accordion have been inseparable for years!





DABC's Employment Awards

Do you know an employer who should be celebrated for helping to ensure that more people with disabilities are employed? Or do you know an employee with a disability who you'd like to recognize for their excellent work? Each year, DABC presents two employment awards at our annual gala. Please help us promote outstanding achievement in the employment of people with disabilities by submitting a nomination. Nomination forms at www.disabilityalliancebc.org/fall-fling.

Tickets | Book one of our limited tables for your organization (8 seats for \$760) or buy single tickets (\$95 each). Buy tickets at Eventbrite: http://tinyurl.com/kfocx6z. Your organization or business can also join our amazing list of sponsors. Please contact us for details on your sponsorship rewards.

Can't join us? You can still support us by making a donation through <u>CanadaHelps.org</u> or by donating event tickets so people living on low incomes can attend. All proceeds from the Fall Fling benefit people with disabilities through our programs and services.

We look forward to seeing you. Thank you for your generous support!

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In this Transition, we take a look at the difficult topic of violence and abuse. It's something we need to be aware of and work on together within the disability community and without—and much good work is being done.

I believe that any form of oppression or discrimination including that experienced by people with disabilities is a form of violence. For more than a decade, most of my work has focused on human rights and disability, and this passion has often led to projects that address violence in some form.

For example, I am currently working with DisAbled Women's Network of Canada (DAWN) to review legislation, policy and services that address violence against women. This project is asking the question, "Do legislation, policy and services reflect the needs of disabled wom-

A 2015 report from the Canadian Human Rights Commission showed that 58% of complaints that year were made on the grounds of disability. Yet, in my review, I have found legislation and policy rarely directly addresses the issues of the disability community.

en?" It has become clear that disability is often listed as a category of special interest, but there are rarely specific measures or actions that explicitly address the particular needs of women who have a disability and Deaf women.

I have started to understand that the ways we frame and define violence often exclude the experiences of both women and men with disabilities. For example, by devoting resources to problems labelled "domestic violence" or "intimate partner violence," family, caregiver or institutional violence is not easily included or addressed.

A 2015 report from the Canadian Human Rights Commission showed that 58% of complaints that year were made on the grounds of disability. Yet, in my review, I found

legislation and policy rarely directly addresses the issues of the disability community.

Violence and abuse are on a spectrum; they can include physical violence, such as pinching, hitting, or shoving; emotional abuse, sexual abuse, social isolation, financial abuse, bullying and neglect. People with disabilities often rely on family, social services and community programs to provide some portion of their daily needs, housing and transportation, so they may be afraid to report abuse. And, they often do not have access to ways of reporting abuse. For example, they may have restricted or no access to computers or phones, and may be monitored when they're out in the community.

For those of us working in the human rights and anti-violence sectors, it is clear that solutions can only begin when people with lived experience are at the table when new legislation, policy and service practices are being created. There are some groups within the disability community itself that need specific consideration. For example, countless studies and statistics show if you are of Indigenous ancestry, Deaf, diagnosed with an intellectual disability or female, you are at higher risk of violence and abuse. We know that children and seniors are also at risk. And we know that seniors and children with disabilities are even more at risk. For people who fit in more than one of these categories, the risk of violence compounds.

People who spend time in institutions of any kind report much higher rates of violence and sexual abuse, and children are particularly vulnerable. The disturbing numbers continue. According to a 2012 World Health Organization report, children with disabilities are four times as likely to experience violence compared to non-disabled children. Adults with disabilities experience violence at approximately two times the rate of non-disabled people.

However, there is also good news. There are many organizations in British Columbia that are addressing violence in our province, including Ending Violence Association BC (EVABC), police departments and the RCMP, the Ministry of Justice, and the Provincial Office for Domestic Violence.

EVABC is working with the disability community, including Disability Alliance BC, to integrate disability awareness toolkits into shelters and programs. The Provincial Office for Domestic Violence, which is in its third and final year of its funding cycle, has also attempted to address issues specific to the disability community.

I am hopeful these conversations will lead to practical policies and programs that will address the safety of our community.

In this edition, you'll find articles on the ways violence and abuse are still affecting people with disabilities and seniors; DABC's work on violence prevention; and, services and programs you can contact for support and information.

JEWELLES SMITH IS CHAIRPERSON
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ABOUT TRANSITION

Editorial Statement

The views and opinions expressed within the pages of TRANSITION are not necessarily those held by the total membership or Board of Directors. The material presented is meant to be thought-provoking and to promote dialogue.

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For more information on our violence prevention work, please contact Karen Martin at: local 604-875-0188 toll Free 1-800-663-1278 karen@disability alliancebc.org.

Karen is Coordinator of Accessibility and Inclusion Training at DABC.

DABC and Violence Prevention

Since 2012, DABC has been working on violence prevention and response with many community and government organizations. Some of our main projects and activities to date are:

2012-2015

We partnered with the DisAbled Women's Network Canada, the Canadian Association for Community Living, and SPARC BC on the pan-Canadian project, *InFocus: Bringing People with Disabilities into the Picture*, which conducted focus groups with people with disabilities and delivered workshops on violence to service providers and people with disabilities.

2015/16

Based on the work done through the *InFocus* project, DABC created and delivered training along with a resource booklet for service providers, *Right to Be Safe: Creating Inclusive Services for Women with Disabilities Experiencing Violence*. This project was funded by the BC Ministry of Justice Civil Forfeiture Proceeds.

2016

We reviewed Ending Violence Association of BC's Sexual Assault: Anti-violence Worker Handbook and the Campus Sexual Violence: Guidelines for a Comprehensive Response from a disability perspective to ensure that consideration for women with disabilities was incorporated throughout these resources.

2017/18

DABC has begun the *How I Need to Know Project*. In this 18-month project, we are creating a series of videos and help sheets for people with disabilities who are victims of crime. The videos will be in plain language and sign language. The project resources will be available to victim-serving organizations, support workers and people with disabilities. This project is funded by the Department of Justice Victim's Fund. 1

IN MEMORIAM

Remembering Janis Walsh

JANE DYSON | Our dear Janis was with DABC for over 11 years, and she was one of the kindest people I have ever worked with.

She called everyone love, it's an English tradition, but it was also about who Janis was: loving, kind, and inclusive. It didn't matter who she was talking to, a Ministry worker, a client, a Deputy Minister, it was always "love."

Since Janis' passing, I've told people many times about how she was like a Mom to us in our office. Janis took care of us: in addition to her regular work she organized our Christmas potluck, making sure everyone knew what they should bring. She made sure our poor old office plants got watered and she took time to make sure everyone was feeling okay.

Janis was patient and kind with us all, and her infectious laugh could always be heard around the office. She loved a good joke, and we would laugh together at the goofiest things.

Some years back, Janis and I were both in the UK at the same time. I was there because my mother was ill, and Janis and Tony took the time to call me at my parent's house to see if I would like to meet up with them, as respite for me from a difficult time. I have never forgotten that kindness.

And all of us at DABC who loved and worked with Janis will never forget her: her kindness, empathy, and everything she did for us. Our hearts will always be with Janis and her

family, and we thank them for sharing her with us for so many years.

CHRISTINE GORDON | From my perch at the Disability Alliance office, I more often heard Janis than saw her. Her calm and compassionate voice as she answered the relentlessly ringing Advocacy Access telephone would waft in my direction. Every time I heard it, I felt better and I was grateful that the often desperate people she spoke to were given solace.

It's not easy to help people. It can be the most demanding and frustrating endeavour, trying the patience of even the most well-intentioned people. Janis seemed to have an infinite supply of patience and empathy which was as present at the end of the day as at the beginning. There was never a hint of judgment in her voice or tone, just acceptance mixed with a hint of love and reinforced by the fact that she used "love" as an honorific for all of the callers.

Janis reached out to DABC volunteers and staff with the same openness. To be in her circle promised that you could avail yourself of her warmth, enjoy a laugh or do some serious work because Janis was a hard worker who took every responsibility seriously. If she was delegated to come up with games for the Christmas party, she went at this task with the same fierce determination as she did wrestling with the database.

Janis was the kind of person who never forgot to visit someone in



the hospital or to follow-up with a telephone call or email. In this age of rapidly declining social etiquette, Janis behaved impeccably. I sense that she believed that good manners define a person and contribute to a civilized community. I took away from my conversations with her the idea that Janis also highly valued self-determination no matter how rocky that path can get. She was always open to thinking about why someone wanted to make a particular choice and then to puzzle out what it meant to them even when, on the surface, the choice appeared to be wrongheaded.

To lose Janis is to lose a lot—not just for the people who knew her, but for the people who will not get to know her. Her kind of empathy, openness and civility is in short supply in the world and it must be treasured. What we do not lose is her example; the rich role model that she gave us and that we can all seek to follow.

Violence Against Women Living with Disabilities

I by Ending Violence Association of BC

ittle has changed over the last 25 years. Women living with disabilities continue to experience disproportionately high rates of interpersonal violence, including domestic and sexual violence. (Vecova, 2011). Violence against women with disabilities is perpetrated primarily by people they know, such as a partner or spouse, family member or caregiver (Perreault, 2009; Vecova, 2011).

They are often targeted because of misperceptions that they are weak, they lack credibility, and/or they are unlikely to disclose or report experiences of violence.

Women living with disabilities are at higher risk of interpersonal violence for a number of reasons, including: "...physical vulnerability resulting from a disability that may make it difficult to protect themselves by resisting or getting away; difficulties in communicating what has happened

We are currently working in partnership with DABC to provide expertise on the project, How I Need to Know: Helping People with Disabilities Who Are Victims of Crime Through the Justice System Process.

to them because of a communications disability; emotional vulnerability because of social isolation; inability to identify what constitutes abusive behaviour because of mental health issues or an intellectual disability; dependence on other people for basic care; and abusers' perceptions that they can 'get away with it' because no one will believe the woman" (EVA BC, 2013, p. 92).

Domestic Violence

The rates of domestic violence are twice as high for women with activity limitations than for women without activity limitations (Cohen et al., 2006).

Given how many women living with disabilities are affected by domestic violence, it is crucial that support

services are able to effectively identify risk and develop safety plans that consider each woman's unique circumstances and needs.

Safety planning efforts should also take account of the woman's understanding of how her disability impacts her situation. The possible barriers that she may encounter when accessing support services, medical services, court houses, food banks and lawyers should all be considered.

Some women experience changes in their symptoms and abilities on a daily basis. Stress often increases symptoms and decreases abilities.

It is important for a worker to be aware of specific disability-related information when creating a safety



plan with a woman who lives with a disability. We also need to consider how the abuser might create or exploit barriers to entrap or harm the woman. If the woman and her abuser both receive services from the same disability organization, clear strategies should be created for her safety.

From "Safety Planning Across Culture & Community: A Guide for Front Line Violence Against Women Responders" (Ending Violence Association of BC, 2013, section 2.6)

Sexual Violence

Sexual violence also disproportionately affects women living with disabilities.

Women with disabilities are three times more likely to be sexually assaulted than women without disabilities (Brownridge, 2006) and, according to the World Health Organization, women with intellectual disabilities appear to be particularly vulnerable (Hughes et al., 2012).

Women with disabilities may also be at greater risk because of limited access to sex education. They may not identify what they have experienced as sexual assault.

Recognizing the diverse circumstances and needs of women victims/survivors living with disabilities, EVA BC works to integrate

a disability lens in all of our projects and initiatives, and collaborate with disability organizations on initiatives to end violence.

We are currently working in partnership with DABC to provide expertise on the project, How I Need to Know: Helping People with Disabilities Who Are Victims of Crime Through the Justice System Process. This 18-month project is funded by the Department of Justice Canada.

Through this project and partnership, EVA BC is working to support DABC's efforts to:

- increase access to victim and justice system services and resources for people with disabilities who are victims of crime;
- increase the capacity of community-based victim service workers to provide accessible and inclusive supports; and
- develop cross-sectoral collaboration between the disability community and the violence prevention and response sector.

WHO IS EVA BC?

The Ending Violence Association of British Columbia (EVA BC) is a province-wide, umbrella organization established 25 years ago.

We are funded primarily by the Province of BC to serve as a resource for over 240 community-based services supporting victims/survivors of sexual assault, relationship violence, child abuse and criminal harassment.

We recognize how important it is for community-based anti-violence workers across BC to be knowledgeable and well-equipped in supporting victims/survivors living with disabilities.

We regularly consult with organizations who advocate for victims/survivors with disabilities, including Disability Alliance BC (DABC), to ensure that our efforts are approached through a lens that recognizes the needs of people living with disabilities.

Learn more at http://endingviolence.org







We couldn't do it without you.

Thank you to these organizations, government departments and companies who support our work on behalf of people with disabilities.

Air Canada Foundation

BC Association for Individualized Technology and Supports for People with Disabilities

BC Government and Services Employees Union

BC Housing, HAFI Program

BC Hydro Employees Community Services Fund

BC Rehabilitation Foundation

BC Teachers' Federation

Canadian Union of Public Employees of BC.

Canadian Union of Public Employees of BC Local 1936

Canadian Union of Public Employees of BC Local 1004

City of Vancouver

Community Futures British Columbia

Council of Canadians with Disabilities

Davies Home Health Care

Department of Justice Canada, Victims Fund

Emergency Management BC, Ministry of Transportation and Infrastructure

Government of Canada's Social Development Partnership Program-Disability Component

Health Sciences Association of BC

Home Medical Equipment Dealers
Association of BC

Hospital Employees Union, People with Disabilities Committee

Inclusion BC

Island Mediquip

Klein Lawyers LLP

The Law Foundation of British Columbia

Murphy Battista LLP

Notary Foundation of BC

Planned Lifetime Advocacy Network

Sodexo

TELUS Employees Charitable Giving Program

Trial Lawyers Association of BC

United Way of the Lower Mainland

Vancity

Vancity Credit Union Fairview Community Branch

Vancouver Coastal Health

Vancouver Foundation

Vancouver Taxi Association

Work BC Employment Services



We gratefully acknowledge the financial support of the Province of BC.

The Right Fit Pilot Project

Matching wheelchair-accessible housing with those who need it.

BY DAWN STEELE | In Vancouver's out-of-control housing market, finding decent affordable housing is a major challenge, even for those who have no unique housing needs.

But for people with disabilities who need affordable, wheelchair accessible housing, the search for a home to call one's own can feel like mission impossible. Wheelchair users typically wait years to find suitable homes, and many suffer great hardship trying to make do in unsuitable housing while they wait.

DABC has teamed up with key partners to try to tackle this problem with a three-year pilot project called The Right Fit. Funded by the Vancouver Foundation and the BC Rehab Foundation, The Right Fit Pilot Project (RFPP) will test a new approach to matching people with disabilities who are wheelchair users with affordable and accessible housing in Metro Vancouver.

Currently, challenges include a limited supply of fully-accessible units and the length of time it takes to line up the special equipment and home supports needed before someone can move in. These delays mean that, by the time all the necessary supports are ready, the unit may no longer be available. With high demand for affordable units, housing providers are naturally reluctant to keep them empty for too long.

This mismatch means accessible units often end up being rented to people who don't need the extra

"We're very excited that we have the potential to work together to make a real difference in people's lives. We also hope that lessons learned from the three-year pilot will guide development of a province-wide strategy to address these challenges."

Jane Dyson, DABC Executive Director

features, while wheelchair users are forced to live in inappropriate housing or care facilities.

A key feature of the RFPP is testing streamlined processes for getting wheelchair users the supports and equipment they need to move into a new accessible home. The RFPP team will also work closely with housing providers and renters to help match accessible units to people who need them.

RFPP Steering Committee partners include BC Housing, the City of Vancouver and its Persons with Disabilities Advisory Committee, Disability Alliance BC, the Individualized Funding Resource Centre, the Ministry of Social Development and Social Innovation, Vancouver Coastal Health and Fraser Health.

Questions? Please email <u>rfppcoordination@gmail.com</u>.

DAWN STEELE IS COORDINATOR OF THE RIGHT FIT PILOT PROJECT

vancouver foundation



ADVERTISE WITH DABC



Share information about your business or organization with our growing network. It's a way to invest not only in your business, but in the dignity and independence of people who live with a disability. Advertising revenue helps support DABC services and programs.

TRANSITION MAGAZINE

We have a wide range of ad sizes to choose from, on either black ink or colour pages, with prices for budgets large and small.

You can design the ad or we'll do it for you at a reasonable cost. And, you can book one ad or a series. The more you book, the more you save.

We also offer a 35% discount for not-for-profit organizations.

E-NEWS ADVERTISING

We are also now offering ad space in our monthly e-newsletter, *Our Voice*.

- Reach our growing list of subscribers with options from monthly to one-time ads.
- Choose from three ad types to fit your needs and budget.

INFORMATION

For information on advertising with DABC, please contact Ann at 604-875-0188 or transitionads@ gmail.com.

<u>DISABILITYALLIANCEBC.ORG/</u> ADVERTISE.HTM



Please Come and Visit Our New Website!

We're very excited about a complete renovation of the Disability Alliance BC website.

With this new site, our goals are to:

 make our most asked-about resources very easy to find; for example, the BC Disability Benefits Help Sheets



- create a clear distinction between our front-line services (like help with PWD applications and filing income taxes), and our ongoing programs and community partnerships (like emergency preparedness and systemic advocacy)
- integrate our social media platforms more closely with the website
- create a more mobile-friendly site
- make the website more streamlined, simplified and, we think, beautiful!

Visit www.disabilityalliancebc.org



We can:

- assess your strengths, needs & interests
- arrange and support you at job interviews
- cover transportation and dependant care costs
- fund self-employment training
- provide assistive equipment and technology
- provide specialized assessments
- arrange workplace access or modifications
- provide communication / hearing devices, interpreting / captioning, and other services as needed

Visit your local



Centre de services à l'emploi

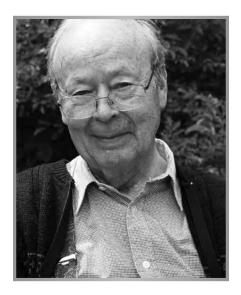
vancouverworkbc.ca





Abuse of Seniors a Continuing Problem

Two advocates talk about how we can help.



Did You Lose a Fight or Walk Into a Door?

BY GUDRUN LANGOLF

This kind of feeble joke we might still say to someone with a visible injury can mask the awful truth: there has been abuse.

It is not always a black eye. Repeated broken bones and bruises can be evidence that a person has been abused. The psychological damage to self-confidence and self-image are not so visible.

"Domestic or family violence" is assault, plain and simple. Except, as you may have guessed, it is not simple.

Violence against seniors is all too common. Physical abuse is not confined to a particular age group, gender, sexual orientation or physical disability. Most often, it happens because of a power imbalance and feelings of inadequacy by the

perpetrator. Many cases of abuse escalate over time from verbal bullying to explosive physical attacks. It is most likely accompanied by social isolation where the victim is deliberately kept from contact with supportive family members or friends.

Perversely, many people suffering abuse seem to cooperate with the victimizer. They have been convinced that they are worthless and guilty and deserve to be punished.

By the time there is violence, no amount of analysis is going to help resolve the situation. The abused person has to seek safety. And this may happen a few times because there is a "honeymoon phase" where the victimizer is "so very sorry and will never do it again." Usually, until the next time and the next.

Many factors can be part of a senior staying in an unsafe situation:

- He or she sees no alternatives
- Lack of money
- Fear of worse treatment
- Fear of losing the "love," attention or company of the perpetrator

What can you do?

You cannot fix the situation alone. If anyone you know is in danger to life and limb, call 911. These first responders are very familiar with assaults in a family or facility situation.

In the Lower Mainland-Sunshine Coast, you can phone 211 for infor-

mation about shelters or agencies that can help the person. Of course, it is best if the person is able to do that on his or her own.

Currently, there are two transition houses for senior women in BC. One is located in Surrey and the other one in Victoria. There appear to be no such facilities for men, other than shelters.

In seniors' circles, and in the media, we talk a lot about loneliness and social isolation. Perhaps we can all do our part by paying attention to seniors and others at risk. A friendly "Hello" or "Isn't it a fine day?" will help people know that they are noticed and they may feel less alone. Don't be intrusive—just be friendly and acknowledge their existence. Because somebody is alone does not mean he or she is lonely, but friendly chatter will cheer anyone's day.



PLEASE SEE VICTIM SUPPORT AGENCIES ON PAGE 22.

Physical Violence and Older Adults

BY MARTHA JANE LEWIS

According to a recent study produced by the National Initiative for the Care of the Elderly, Into the Light: National Survey on the Mistreatment of Older Canadians 2015, based on a survey of older adults, the prevalence of physical abuse of older adults is 2.2%. The perpetrator is most likely a spouse or ex-

Disability Alliance BC

spouse (34%), a child or grandchild (27%), a friend (12%) or a service provider (7%).

Three quarters of older adults who live in the community appear to be at risk from harm primarily from their own relatives or friends. This could be the result of a pattern of violence within those families that continues regardless of age or it can be the result of seniors being seen as physically or mentally vulnerable and, therefore, easy targets for violent or greedy abusers.

The RCMP reports that most of the cases they deal with affecting older adults do not involve physical violence. Instead, most cases of elder abuse are categorized as financial abuse, including frauds and scams.

For older adults living in congregate living settings, such as residential care homes, there are rare situations where a resident with dementia attacks a fellow resident.

There are also rare, but enormously upsetting, stories about seniors being violated by residential care staff. This fear has been listed as one of the reasons people want to stay in their own homes as long as possible. In the long-term care sector, there is also a risk of staff being physically harmed by residents.

One of the saddest facts is that older adults who are dependent on relatives or friends for assistance with daily living activities and for social interaction might be the least likely to complain or seek help. They fear there will be no one to help them or keep them company, if they break away from the abuser.

The person they are relying on can take advantage of the older adult or even to neglect or abuse them.

SAIL Can Help

If you have concerns for yourself or another senior, you can call the Seniors Abuse and Information Line (SAIL) at 604-437-1940 or 1-866-437-1940, seven days a week from 8 am to 8 pm. You can stay anonymous, if that is more comfortable for you.

Sometimes callers are seniors with concerns and questions about their own situation. Other callers are a friend, family member or professional who wants to find out how they can help a senior they are concerned about.

Maybe some of these calls sound familiar to you. "My son is pressuring me to lend him money, but I can't really afford to do this. How can I say no? I feel really scared because he comes over when he's drunk and says he won't let me see my grandchildren unless I give him my savings."

"My father is living in Northern BC and whenever I try to call him, the woman who has moved in with him won't let me talk to him. I think this woman is controlling him to get his money. What can I do?"

You can download the BC Victim Services ebook "Understanding and Responding to Elder Abuse" from www.seniorsfirstbc.ca. This comprehensive 41+ page booklet describes the various types of elder abuse, why some victims choose not to speak out, and how you can encourage them to take steps to protect themselves. It also lists organizations for people to contact when they are looking for help.

ABOUT THE AUTHORS

Gudrun Langolf is the Acting President of the Council of Senior Citizens' Organizations of BC (COSCO).

COSCO is an umbrella organization that brings together 85 different groups which represent approximately 100,000 seniors in BC. COSCO is affiliated with the National Pensioners' Federation which represents over 1 million seniors.

www.coscobc.org

Martha Jane Lewis, is Executive Director of Seniors First BC (formerly known as BC Centre for Elder Advocacy and Support).

Seniors First BC provides direct services to the public through anonymous calls to the Seniors Abuse and Information Line (TTY and language interpretation available), the Victim Services Program, the Legal Advocacy Program and free clinics operated by the Elder Law Clinic. It also provides information through workshops and presentations around the province, including some where the attendees can meet with legal staff. Visit the website for information, resource lists, and links to publications, including "Recognizing and Responding to Elder Abuse," "Legal Issues in Residential Care" and the When I'm 64 series about government benefits, services and forward planning.

www.seniorsfirstbc.ca



WHAT THE LAW SAYS | FACT 1

Victims' Right to Information

If you are a victim of a crime, you have a right to information about the person who harmed you.

- Information about an offender confined to a federal institution, may be provided by the Correctional Service of Canada.
- Information about an offender confined to a provincial correctional centre may be obtained from the British Columbia Corrections Branch through the Victim Safety Unit.
- The Parole Board of Canada may provide information for federal offenders on parole matters.

However, this information is not available to you automatically. You need to make a request in writing from the appropriate agency.

You may receive this kind of information:

- the offender's name
- the offence and the court which convicted the offender
- the date the sentence began and length of sentence
- the offender's eligibility and review dates for temporary absences, day paroles and full parole, and more.

The National Sex Offender Registry provides fast access by police to current vital information about convicted sex offenders. People convicted of a sex offence may be ordered by the court to register annually and every time they change address or legal name. Police agencies in every province and territory can access the database and use the information there to help keep the public safe.

EXCERPTED FROM VICTIMS INFO. FOR MANY MORE RESOURCES, PLEASE GO TO <u>WWW.VICTIMSINFO.CA</u>, AN ONLINE RESOURCE FOR VICTIMS AND WITNESSES OF CRIME IN BC. 1



Talk to:
Program Coordinator Stephen Street
604-688-6464 | info@connectra.org | www.connectra.org

Looking for work?





TAP INTO ONE-ON-ONE MENTORSHIP SUPPORT

The Employment Mentorship Support Project offers eight months of one-on-one volunteer support for people with physical disabilities in Metro Vancouver who want to explore work, social and leisure options. It's a partnership between the ConnecTra Society and UBC that aims to reduce barriers to employment and increase social involvement for people with disabilities.



A joint partnership between the University of British Columbia and the ConnecTra Society



CONNECTRA

CREATING OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

www.disabilityalliancebc.org Disability Alliance BC



INVITE DABC TO HOST A WORKSHOP

DABC provides workshops across the province to share information on provincial and federal (CPP-D) disability benefits, the Registered Disability Savings Plan (RDSP), Disability Tax Credit (DTC), income tax filing and emergency preparedness.

Most of our workshops are provided free of charge, across BC. However, we ask that a minimum of ten participants be confirmed for workshops outside of Metro Vancouver.

For more information or to request a workshop, please use the form on our website at www.disabilityalliancebc.org/program/workshops. Or contact Val at DABC at 604-875-0188 feedback@disabilityalliancebc.org.

Tax Filing

Our Tax AID DABC program provides workshops on simple income tax filing issues for people with disabilities, common tax filing credits, options for dealing with tax debt, options for filing your income taxes, strategies for communicating with Canada Revenue Agency, and other programs that can be accessed through income tax filing.

Disability Benefits

DABC advocates provide workshops on provincial disability benefits (Persons with Disabilities (PWD) and the Persons with Persistent and Multiple Barriers (PPMB) benefits), as well as federal disability benefits (Canadian Pension Plan-Disability). The workshops include information about financial and medical eligibility criteria and the supplementary supports that are attached to PWD and PPMB. The workshop can be tailored to the needs of the organization or group.

RDSP/DTC

Access RDSP advocates provide workshops on the eligibility criteria for the Disability Tax Credit (DTC), strategies for communicating with your doctor, options if your DTC application is denied, eligibility criteria for the Registered Disability Savings Plan (RDSP), tips for communicating with your bank, information about Canada Disability Savings grants and bonds, best practices for maximizing RDSP benefits, and accessing the Endowment 150 grant.

Emergency Planning and Preparedness

DABC offers workshops to businesses, provincial and local governments, and community organizations on how to create emergency plans that include people with disabilities and seniors. These workshops may be provided at no cost when funding is available.

CMIST and the Functional Needs Framework

CMIST stands for the following needs: Communication, Medical, Functional Independence, Supervision, and Transportation. This approach to emergency planning and response offers a different way to consider the range of needs of the people in your local community.

The Duty to Accommodate is part of the BC Human Rights Code. You will learn what the law says about providing public services in a way that is accessible to all citizens and how to implement solutions to address accessibility.

The CMIST workshop can make your emergency planning and response more comprehensive and inclusive.

We provide half and full-day workshops (half-day workshops are offered only in Metro Vancouver). Through presentation, table top exercises and group discussions, you will gain understanding of how disabilities impact a person's ability to respond in emergencies, and you will take away planning and response solutions you can implement to meet those needs.

Navigating Pity I by Nancy Chamberlayne

t's always a shock when I feel the sting of being pitied. It can take the form of hovering, being too helpful, condescending facial expressions or statements like "poor you" or "you're so brave."

At first, this kind of behaviour startles me, but it's quickly followed by indignation and anger. I think to myself, "How dare you? Don't pity me!" You would think after 30 years of living with MS, I would have a better response.

I've come to see that anger is a waste of energy and not productive. Internalizing it is even worse because the feelings grow and fester. My abrupt, sometimes cantankerous reaction does not teach people that pitying someone is unhelpful and degrading.

I wondered how other people handled being pitied, so I asked the members of my MS Self Help group how they reacted to this hot button word.

Everyone in the group had experienced being pitied, but their reactions varied. Some felt annoyed, even angry like me. Others came to believe they were helpless, small and inferior. Some came to doubt their ability to cope with the MS.

The most common reaction to being pitied was to simply ignore the situation. However, this can leave you upset because you feel you're not standing up for yourself. And some people feel that ignoring the offending words doesn't give the person doing the pitying a needed reaction. And when you say "it's their problem not mine," negative feelings can

still linger. Some people use humour as a way to diffuse the situation, but it can often come across as sarcasm. Some people come right out and say, "Don't pity me!", but this blunt statement can cause conflict or stifle conversation.

I've found there's a better way to deal with being pitied. I take a breath and use the following technique. It allows you to express your thoughts and feelings without being confrontational. It gives you a sense of control and satisfies the need to feel heard. You may have heard about this method of expressing yourself in "I statements."

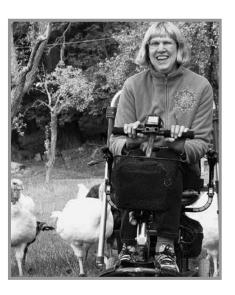
There's a simple format you try to follow: "I feel (describe the emotion) when (describe the person's behaviour) because (describe how the behaviour affects you)."

If someone behaves toward you in a pitying way, you might say: "I feel angry when you're too helpful because I can cope with the MS."

Communicating in "I" statements in the moment does takes practice, but I've found it's worth it. It can lead to a greater understanding of each other. It can also be an opportunity to educate.

Self-pity is another kind of pity which also leads to a sense of powerlessness. Many group members have found themselves in this emotionally stagnant place. It made them feel miserable and hopeless.

It's normal to have an occasional down day, but when a person is stuck in that dark place, it can become self-pity.



I wondered how other people handled being pitied, so I asked the members of my MS Self Help group how they reacted to this hot button word.

A recent experience pushed my dignity to the limit. I had to hold on to it so I didn't allow myself to fall into self-pity. I did this by believing in myself and repeating, "No one can touch my dignity, unless I choose to give it away."

Group members found that with perseverance a person can move beyond "poor you" and "poor me" behaviours. And after 30 years of MS, I finally realized that pity is a challenge to be overcome too.

I would like to thank The Living Well with MS Group members for their thoughtful and insightful contributions.



Effective April 1, 2017, MSDSI now offers an "alternative hearing assistance supplement" of \$100 per month to eligible Deaf clients, in recognition of the costs associated with meeting their accessibility needs.

Human Rights Victory Leads to New PWD Supplement | BY KATE FEENEY

Like many Ministry of Social Development and Social Innovation (MSDSI) clients, Christopher Shay struggled to afford his smartphone and home internet after he started receiving income assistance and then disability assistance in 2014. There were times when these services were cut off because of unpaid bills. Other times, he did not have enough to eat because he was scrimping on groceries in order to pay for his phone and internet.

These everyday tools were critical for Mr. Shay because he is Deaf and relies on them to meet his accessibility needs. For example, he uses his smartphone and home internet to communicate with his landlord who does not understand sign language and to connect with friends and online communities in sign language via videoconferencing technologies.

In 2015, Mr. Shay applied for MS-DSI's "Hearing Instrument" supplement and specifically requested a payment of \$100 per month to fund the costs of his smartphone and home internet. MSDSI denied his

application because the "Hearing Instrument" supplement was only available to fund the costs of hearing aids and Cochlear implants.

In Mr. Shay's view, MSDSI's refusal to meet his accessibility needs was an important human rights issue. With the assistance of the BC Public Interest Advocacy Centre (BCPIAC), he made a complaint to the BC Human Rights Tribunal. He says, "This case was never just about me. I took it on to ensure that no Deaf person is cut off from their communities due to poverty."

Happily, Mr. Shay's human rights complaint did not proceed far before the Ministry of Justice agreed that MSDSI had an obligation to meet his accessibility needs. Effective April 1, 2017, MSDSI now offers an "alternative hearing assistance supplement" of \$100 per month to eligible Deaf clients, in recognition of the costs associated with meeting their accessibility needs. Interestingly, MSDSI did not choose to specify that the supplement is intended to fund the costs of a smartphone and internet. This means that recipients of the new supplement are not limited to spending the supplement on their cell phone and internet bills. They can allocate

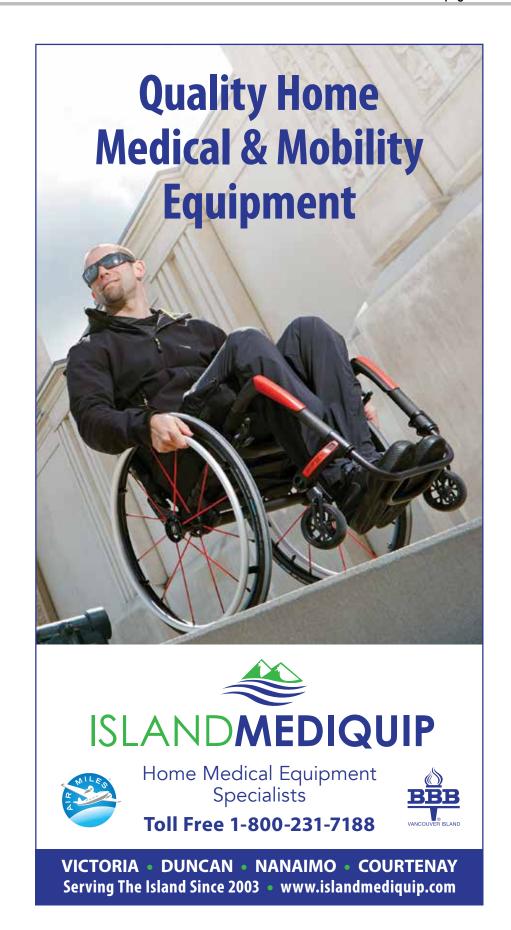
the money in whatever way meets their individual needs.

We appreciate that MSDSI moved quickly to remedy the discrimination identified in Mr. Shay's complaint. BCPIAC will continue to work on expanding the right to cell phone and internet access to include all MSDSI clients, especially in light of MSDSI's shift to delivering its services mostly over the phone and online.

This case was not Mr. Shay's first human rights victory against MSDSI. Following an earlier human rights complaint about his experiences going through MSDSI's intake process, MSDSI agreed to changes including: asking applicants whether they have communication-related disability barriers early in the intake process; assigning applicants with these barriers to specialized intake workers; allowing clients with barriers to choose their preferred mode of communication with MSDSI: and. scheduling sign language interpretation on an expedited basis.

Reflecting on his two human rights cases, Mr. Shay observed, "these cases were really part of a larger battle to educate hearing people about Deaf people's accessibility needs and to combat stereotypes about Deaf people. Deaf people can do everything that hearing people can do."

KATE FEENEY IS A STAFF LAWYER WITH THE BC PUBLIC INTEREST ADVOCACY CENTRE. LEARN ABOUT BCPIAC AT BCPIAC.COM.





Government of BC | Victim Services

Service BC (Enquiry BC)

Telephone: 604-660-2421 (Lower Mainland)

250-387-6121 (Greater Victoria)

1-800-663-7867 (toll-free outside Lower Mainland)

TTY/TDD for hearing impaired: 604-775-0303 (Vancouver)

1-800-661-8773 (Elsewhere in BC)

Web: http://tinyurl.com/kmds6kz

Can be used to call toll-free to provincial government offices and services throughout BC during regular office hours, 8:30 am - 4:30 pm.

Ministry of Public Safety and Solicitor General

Web: http://tinyurl.com/nygyfx7

Victim Services and Crime Prevention Division

Telephone: 604-660-5199

Fax: 604-660-5340

Email: <u>victimservices@gov.bc.ca</u>
Web: http://tinyurl.com/khvoewl

To view Victim Services and Crime Prevention Division publications, including forms, go to: http://tinyurl.com/kzs6hgm/. For a list of all victim services

in BC, go to: http://tinyurl.com/k3l6v4a

VictimLink BC

Telephone: 1-800-563-0808

TTY: 604-875-0885 Text: 604-836-6381

To call TTY/TDD collect, call the Telus Relay Service

(TRS) at 711.

Web: http://www.victimlinkbc.ca

VictimLink BC provides services in more than 110

languages.

Victim Safety Unit

Telephone: 604-660-0316 (Lower Mainland)

1-877-315-8822 (toll-free from anywhere in Canada)

Fax: 604-660-0335

Web: http://tinyurl.com/ky4e4h3

To register for victim notification, go to: http://ti-

nvurl.com/kv4e4h3

Crime Victim Assistance Program

Telephone: 604-660-3888 (Lower Mainland) 1-866-660-3888 (toll-free outside Lower Mainland)

Email: mailto:cvap@gov.bc.ca

To access CVAP Counselling Guidelines and Application Forms, go to: http://tinyurl.com/k808kfx

Protection Order Registry

Victims can call VictimLink BC at 1-800-563-0808 to verify the status of their order.

Web: http://tinyurl.com/kncrnca

Corrections Branch

Web: http://tinyurl.com/mb36boz

BC Prosecution Services (Criminal Justice Branch)

Telephone: 250-387-3840

Fax: 250-387-0090

Regional: 1-800-455-8813 (Fraser)

1-888-249-9333 (Interior) 1-800-292-6833 (Northern)

1-888-339-1188 (Vancouver Island (Powell River))

1-800-661-2279 (Vancouver)

Web: http://tinyurl.com/lfqr4s6

This website provides access to the Crown Counsel

Policy Manual: http://tinyurl.com/kabhgto

Ministry of Social Development and Social Innovation

Income assistance information for persons with disabilities.

Web: http://tinyurl.com/m8dvzdm

BC Housing

BC Housing's role is to assist British Columbians in greatest need of affordable and appropriate housing by providing options along the continuum. The housing continuum extends from emergency shelter and housing for the homeless through to affordable rental housing and homeownership. Where there are gaps in the housing continuum, they are addressed through the creation of new housing options or by adapting existing housing.

Web: http://www.bchousing.org/Options/Home_ Renovations

Operates programs to renovate or adapt homes for people with disabilities and to help seniors to live independently—Home Adaptations for Independence (HAFI):

For BC Housing programs for seniors see: Web: http://www.bchousing.org/Find/Senior

Ministry of Health

Web: http://tinyurl.com/zg4d8xs

Or call HealthLinkBC – 811 Hearing Impaired – 711

Seniors' Directorate (SeniorsBC)

Web: http://tinyurl.com/mvnttpx

This website provides information about government programs and services for older adults. Includes links to information on elder abuse, advance care planning, financial programs, transportation, etc.

BC Seniors Guide

In hard copy booklet and online pdf form, a compilation of information on provincial and federal programs, with sections on benefits, health, lifestyle, housing, transportation, finances, safety and security, and other services.

Web: http://tinyurl.com/k5nt5ol

Also available in French, Chinese and Punjabi.

BC Mental Health and Substance Use Services

An agency of the Provincial Health Services Authority, it provides a range of mental health services to people across BC, including:

- Specialized tertiary mental health treatment services for adults and children
- · Forensic psychiatric services
- Research and knowledge exchange
- Mental health promotion
- Mindcheck.ca
- Healthy Living Toolkits for Professionals and Families
- The Provincial Suicide Clinical Framework
- Anti-Depressant Skills and Work self-care guide

THESE RESOURCES ARE EXCERPTED FROM UNDERSTANDING AND RESPONDING TO ELDER ABUSE, PUBLISHED BY THE MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL.

WHAT THE LAW SAYS | FACT 2

Victims' Right to Respect

Here's what the BC Victims of Crime Act has to say about each person's right to courtesy and respect.

"All justice system personnel must treat a victim with courtesy and respect and must not discriminate against a victim on the basis of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, gender, sexual orientation, political belief or age...

To the extent that it is practicable, the government must promote the following goals:

- a. to develop victim services and promote equal access to victim services at all locations throughout British Columbia;
- b. to have victims adequately protected against intimidation and retaliation;
- c. to have property of victims obtained by offenders in the course of offences returned promptly

- to the victims by the police if the retention is not needed for investigation or prosecution purposes;
- d. to have justice system personnel trained to respond appropriately to victims;
- e. to give proper recognition to the need of victims for timely investigation and prosecution of offences;
- to have facilities in courthouses that accommodate victims awaiting courtroom appearance separately from the accused and witnesses for the accused;
- g. to afford victims throughout British Columbia equal access to:
 - courtrooms and prosecutors' offices that are designed to be used by persons with physical disabilities,
 - . interpreters for speakers of any language, and
 - culturally sensitive services for aboriginal persons and members of ethno-cultural minorities."





Disability Alliance BC, Plan Institute and BC Aboriginal Network on Disability Society in a new partnership.

Information and Support on the Registered Disability Savings Plan



CONTACT OUR PARTNERS



BC ABORIGINAL NETWORK ON DISABILITY SOCIETY

For Indigenous people with disabilities, contact BCANDS and we can help you with the RDSP process. We can assist with the DTC application, filing taxes, and opening the RDSP account. Phone: (250) 381-7303 ext. 204 | Toll Free: 1-888-815 -5511 (TTY Accessible) | rdsp1@bcands.bc.ca



DISABILITY ALLIANCE BC

To access DABC's RDSP and DTC services, or to request one of our workshops, please contact us at: Local: 604-872-1278 | Toll Free: 1-800-663-1278 | rdsp@disabilityalliancebc.org



PLAN INSTITUTE

We can provide you with information on the RDSP, future planning, and the Endowment 150 (free \$150 for BC residents).

- Call our disability planning hotline at 1-844-311-7526
- Take the RDSP tutorial or apply for Endowment 150 at www.rdsp.com
- RDSP info sessions and other future planning workshops at planinstitute.ca

WHAT THE LAW SAYS | FACT 3

Accommodating Disabilities in Court

It is an important safeguard in our justice system that people accused of a crime have the right to see and hear the evidence of people testifying against them.

But, this requirement may make it particularly difficult for children and some adult witnesses to testify—for example, someone with a mental illness. In these situations, the Crown Counsel may apply to the judge for the use of one or more "testimonial accommodations."

An example of a testimonial accommodation is a special screen constructed in such a way that the witness cannot see the accused, but the accused can see the witness. The court can also allow the witness to testify from another room using closed circuit television.

Other assistance, such as the presence of a support person or various other aids, can be allowed for child witnesses or witnesses with some intellectual or physical disabilities.

If you or someone you are helping is a witness who may need special help to testify, be sure to tell Crown Counsel or the police as soon as possible, so there will be enough time for Crown to apply to the court. Testimonial accommodations are not automatically available. You need to ask for them.

ADAPTED FROM TESTIMONIAL ACCOMMODATIONS AT VICTIMS INFO, WWW.VICTIMSINFO.CA.



Join DABC's Visionaries Circle

To promote the dignity and independence of people with disabilities.

Be part of our Visionaries Circle with monthly giving: the best kind of support you can offer. Even a small amount goes a long way and provides a more stable funding base we can count on to plan and provide our programs and services.

Joining is easy. You choose how.

- You can set up monthly donations in seconds at <u>www.CanadaHelps.org</u> by searching for "Disability Alliance BC."
- Or, set up a monthly credit card donation by contacting Terry at 604-875-0188.

Thank you for your support!

SUPPORT DABC

BECOME A DABC MEMBER

Numbers matter. The more members we have, the stronger our voice in the community.

Please become a Disability Alliance BC (DABC) member today. You can be a voting member or a non-voting member, and we welcome both individuals and groups.

I accept your invitation to join the DABC and enclose my membership fee of \$15 (individuals) and \$25 (groups).

I am also including a tax-deductible donation of \$_____. (Donations over \$10 are tax deductible).

Please return your payment/donation with this form to: DABC, 204-456 W. Broadway, Vancouver, BC V5Y 1R3.

You can also become a member or donate online at: http://www.disabilityalliancebc.org/about-dabc/become-a-member.

THANK YOU FOR YOUR INVALUABLE SUPPORT

Please check the applicable boxes: New membership or Renewal
☐ Voting Member or ☐ Non-voting Member
Voting members are people with disabilities and self-help groups where at least 50% of members have a disability.
Name
Organization
Address
City/Prov Postal Code
Phone Email

ABOUT US

Our mission is to support people, with all disabilities, to live with dignity, independence and as equal and full participants in the community. We champion issues impacting the lives of people with disabilities through our direct services, community partnerships, advocacy, research and publications.

FRONT LINE SERVICES

Our Advocacy Access Program provides one-on-one assistance with provincial and federal (Canada Pension Plan Disability) income supports and other benefits. Our Tax AID DABC program helps PWD and PPMB recipients to file their income taxes year-round.

PROGRAMS AND PROJECTS
Our projects respond to community need and increase people's ability to participate and contribute.

MAKING NEW PARTNERSHIPS We keep connected with a large network of community organizations across BC and regularly provide them with updates about issues of importance to the disability community.

FREE PUBLICATIONS

We publish a range of capacitybuilding self-help guides and advocate resources, in readerfriendly language. Resources are provided free of charge, either by mail or from our website.

www.disabilityalliancebc.org Disability Alliance BC



Policing the Moving City

Metro Vancouver Transit Police are committed to providing a safe and secure transit system for everyone. We've outlined in our 2016-2020 Strategic Plan how we will work to protect and assist all community members including people with disabilities.

We understand that working collaboratively is vital to delivering our commitment and ensuring solutions are effective and sustainable. The Chief's Community Council is one way we are seeking input and advice from groups who represent those special groups in our communities.

Jane Dyson (Executive Director of Disability Alliance BC) is a member of the Committee and provides valuable input on the disability community.

Jane Dyson (Executive Director of Disability Alliance BC) is a member of the Committee and provides valuable input on the disability community.

We work with partners to enhance our crisis intervention capabilities and responses, but also to gain a better understanding of the day-to-day needs of people with disabilities, for example. This has helped us to provide for their safety and security when using the transit system. Staff work with groups and advocates representing people with mental illness, youth at risk, Indigenous people, immigrants, seniors, as well as people who have a physical, visual or hearing disability, to name just a few.

Always at the top of mind is the fact that many people from these groups rely solely on public transit for transportation.

There is a Transit Police community outreach team that provides safety advice and presentations to groups interested in understanding the many safety features already in place throughout the transit system. Team members are also able to

respond to questions people might have specific to their individual safety needs.

In 2016, we introduced dedicated Neighbourhood Police Officers (NPO), based at six key transit hubs. They have specific responsibilities to develop a thorough understanding of their communities, identify safety issues that need to be addressed and work in partnership to address those issues.

In 2013, Transit Police introduced Text Messaging as a non-emergency way for passengers to contact us. It offers a discrete way to report non-emergency situations when people might be worried about using the telephone or one of the safety mechanisms on board vehicles. This enhanced service has been very well received and many conversations take place each day, with the majority resulting in a police file being created.

If you have not used it before and you are a transit user, why not store the number on your phone so it is ready if you ever need to use it?

To contact your NPO or find out more about Transit Police, please visit http://www.transitpolice.ca or call 604-515-8300. The website will also take you to our YouTube safety videos. Or, you can text Transit Police at 877777 or download the Metro Vancouver Transit Police "SeeSay" App at Google Play or the Apple App Store. The Metro Vancouver Transit police is an organization dedicated to serving you.

LANCE TALBOTT IS MANAGER, STRATEGIC SERVICES WITH METRO VANCOUVER TRANSIT POLICE.

Metro Vancouver Transit Police is the only police service in Canada dedicated to providing community safety on an urban passenger transit system.

We provide policing to the Sky-Train and Canada Line. West Coast Express, Coast Mountain Bus Company and SeaBus. Transit Police officers have the same powers as municipal police officers and new officers receive the same training at the Justice Institute of BC Police Academy.



Policing the Moving City Report crime and non-emergency police issues.

604 515 8300

87 77 77

SeeSay App

In an emergency, call 911

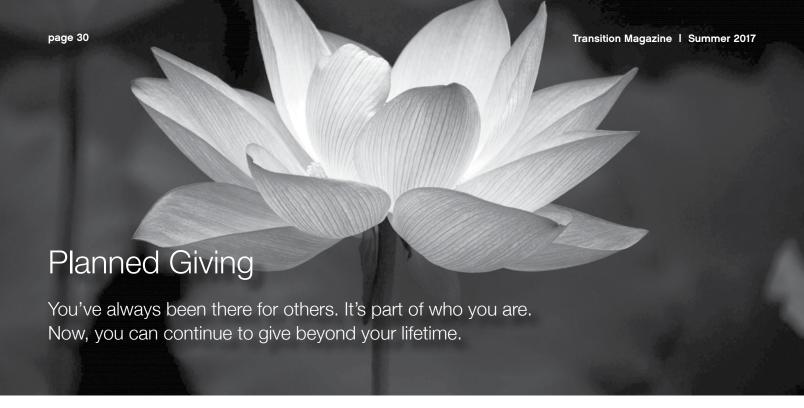




Proud supporters of the BC Coalition to End Distracted Driving.



www.disabilityalliancebc.org **Disability Alliance BC**



The DABC has a Planned Giving program.
Planned Giving is the opportunity to think ahead about causes or organizations that you may want to financially support beyond your lifetime.

You can take the time now to gather information and leave instructions in your will.

By planning ahead, you can research charities, or have someone research charities for you, that fit your values. You won't feel rushed or pressured to make a decision and you can ensure that your money is spent in the way you want.

Benefits

There are many benefits to Planned Giving. By writing down your wishes, you will have increased peace of mind and control over your finances.

Through Planned Giving, you can provide a significant future donation without reducing your income today.

A gift in your will to a registered Canadian charity is tax-deductible.

And, your Planned Gift helps the DABC to be here in the future for those who need us.

Tax Savings

You can realize significant tax savings with Planned Giving. For example, stocks, bonds and mutual funds that you may have in a trust can be transferred in your will to a charity and a tax receipt will be issued.

A bequest from your estate of cash or RRSPs will reduce the taxes that your estate will be required to pay.

Other ways of donating give twofold value: by naming the DABC as the beneficiary in a life insurance policy, you do not incur any costs now and a tax receipt is issued when the estate is settled.

To Learn More

Our donors are important to us and we'll work with you to be recognized in the way that you'd prefer.

If you would like more information about Planned Giving, please contact Justina at the DABC at iloh@disabilityalliancebc.org or 604-875-0188. She will send you DABC Planned Giving information for you to review with your financial planner or lawyer, family and friends.



WANT TO GET AWAY?

ENTER DABC'S WHISK
ME AWAY RAFFLE!

Win 2 return tickets to any scheduled North American Air Canada destination*!

Subject to certain conditions

To buy tickets, call Justina at 604-875-0188 or email jloh@disabilityalliancebc.org

Tickets are: 1 for \$8 3 for \$20 10 for \$50

Draw October 4th, 9PM at DABC's Fall Fling Gala, 3075 Slocan St. Vancouver. You do not need to be present to win.

All proceeds from this raffle-will be used towards DABCs programs helping British Columbians with Disabilities

Chances are 1 in 2,600 (total tickets for sale) to win a grand prize Problem Gambling Help Line: 1-888-795-6111 www.bcresponsiblegambling.co AIR CANADA 🎕

BC Gaming Event License # 95768** Know your limit play Within it 19*



we are all

Suite 204, 456 West Broadway, Vancouver, BC V5Y 1R3 (604) 875-0188 · fax (604) 875-9227 · tty (604) 875-8835 trans@disabilityalliancebc.org · www.disabilityalliancebc.org



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