



Nepean, Rideau and Osgoode  
Community Resource Centre  
NROCRC

- Counselling
- Youth Counselling
- Community Development
- Housing Loss Prevention
- Elder Abuse Response & Referral Service (EARRS)
- Multicultural/Newcomers Support Services
- Legal Aid Drop-In
- Violence Against Women Services
- Diabetes Education
- Credit Canada Debt Solutions (financial counselling)
- Rural Ottawa Youth Retail Employment Program (ROYREP)



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- Elder Abuse Response and Referral Service (EARRS)

1547 Merival Road, Unit 240

Emerald Plaza

613-596-5626

Monique Blais, Intake Worker

Ext 230

Alison Timmons, Case Manager

Ext 256





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# EARRS Services

- Emotional Support
- Consultation
- Case Management
- Information
- Referrals



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# Callers

- Older adult
- Sons and daughters
- Grandchildren
- Friends and neighbours
- Service providers





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# Reporting

- Ottawa Police – Elder Abuse Unit  
613-236-1222
- Abuse in Retirement Homes  
Retirement Homes Regulatory Authority  
1-855-275-7472
- Abuse in Long Term Care  
Ministry of Health and Long Term Care  
1-866-434-0144



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QUESTIONS???





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**THANK YOU!!!**