

## WHAT CAN ACE DO FOR YOU?

Examples of types of cases we handle:

- Denial of government pension benefits or services or problems with other community services
- Poor care in a long-term care home or other seniors' residence
- Inappropriate use of the Power of Attorney you have given to a relative or a friend
- Money or property taken by someone in a position of trust or authority without your consent or without fully informing you
- Refusal by retirement home to allow you to return from hospital because they say you need too much care
- Problems with hospital admission, detention, or discharge
- Pressure to move out of your home or retirement home or problems with care services
- Information about your rights after there has been a finding that you are incapable of making decisions, and information about how to challenge this finding
- Abuse, or threats of abuse, whether physical, emotional or financial

## ADVOCACY CENTRE FOR THE ELDERLY

The following publications are available from Community Legal Education Ontario ([www.cleo.on.ca](http://www.cleo.on.ca)):

*Every Resident: Bill of Rights for people who live in Ontario long-term care homes*

*Elder Abuse: The Hidden Crime*

*Care Homes*

*Home Care Bill of Rights*

*Home Care Complaints and Appeals*

*Power of Attorney for Personal Care*

*Continuing Power of Attorney for Property*

ACE has produced publications on residents' rights in long-term care homes, advance care planning, powers of attorney, and elder abuse.

For a complete listing of our publications, to learn more about us or to support ACE's work, visit our website:

[www.ancelaw.ca](http://www.ancelaw.ca)

ACE is funded through:



## ADVOCACY CENTRE FOR THE ELDERLY

### Legal Services for Seniors

2 Carlton Street Suite 701  
Toronto, Ontario M5B 1J3

Phone: (416) 598-2656

Fax: (416) 598-7924

[www.ancelaw.ca](http://www.ancelaw.ca)

# ADVOCACY CENTRE FOR THE ELDERLY

ACE is a community legal clinic for low income seniors across the province. In addition to working on systemic issues which impact many older adults, we also provide direct services to seniors who live in the Greater Toronto Area.

ACE is the first and oldest legal clinic in Canada to specialize in the legal problems of seniors.

We are staffed by experienced lawyers and legal support workers and managed by a volunteer Board of Directors, at least half of whom are seniors themselves.

## ACE LAWYERS & STAFF CAN...

- Provide you with information on your legal rights
- Assist you in dealing with government offices
- Represent you in court and before legal tribunals
- Consult with lawyers and organizations representing older clients with legal problems
- Deliver workshops and public legal education programs for seniors' organizations, health and social services providers, and other groups interested in seniors' issues

# HOW TO REACH US: CALL (416) 598-2656

When you call, ACE staff will guide you through our intake process. First, our staff will speak with you and take down the details of your problem. Further assistance may be provided by a lawyer.

Should more than telephone advice be required, a lawyer may make an appointment with you.

If you are unable to come to our offices due to health problems, a staff person may visit you at your place of residence (including a long-term care home, hospital, or retirement home).

**ACE does not provide assistance in all areas of the law. We do not prepare wills or give advice on real estate, estate administration, criminal law or family law matters such as divorce or separation agreements. If we are unable to assist you directly, we will make every effort to refer you to someone who can.**

## HOURS OF SERVICE

Monday, Tuesday, Wednesday, Friday  
9:00 a.m. to 5:00 p.m.  
Thursday 1:00 p.m. to 5:00 p.m.

**(416) 598-2656**

# ADVOCACY CENTRE FOR THE ELDERLY

Services can be provided to people who:

- Are 60 years of age or older
- Reside in and around Toronto
- Meet ACE's financial eligibility guidelines
- Have a legal problem that is within ACE's mandate

These age, geographic and financial guidelines may be waived where an important issue for seniors is involved.

## ACE PROVIDES... FREE LEGAL SERVICES TO LOW INCOME SENIORS

Although ACE provides a free service to low-income seniors, in some cases a client may be asked to contribute to the cost of a court action.

## LAWYER/CLIENT CONFIDENTIALITY

The normal rules of lawyer/client confidentiality apply to all matters.

**PHONE: (416) 598-2656 • [www.ancelaw.ca](http://www.ancelaw.ca)**