



### **WHAT IS ELDER ABUSE?**

Elder abuse includes: physical, sexual, and emotional abuse, caretaker neglect, financial exploitation and self-neglect.

### **WHO IS PROTECTED?**

Those 60 years and older living in the community are protected by this law.

REPORT ELDER ABUSE  
**1-800-922-2275**  
Operating **7** days a week **24** hours a day.

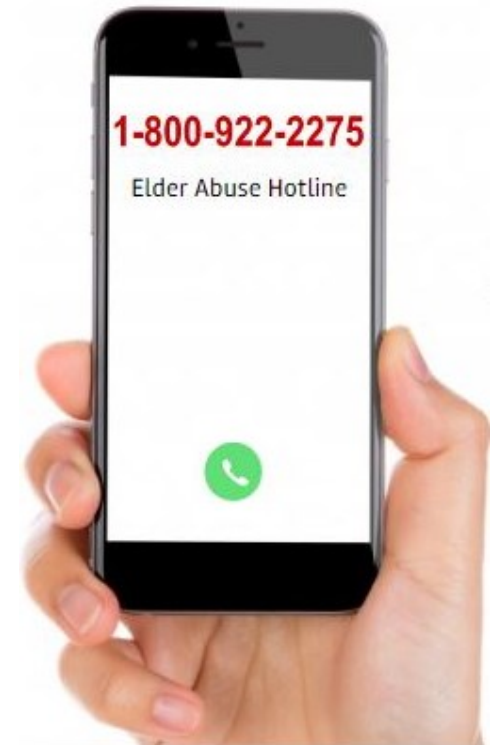


Executive Office of Elder Affairs  
[www.mass.gov.elder](http://www.mass.gov.elder) or  
[www.800ageinfo.com](http://www.800ageinfo.com)  
1-800-AGE-INFO (1-800-243-4636)  
TTY: 1-800-872-0166  
ELDER ABUSE HOTLINE:  
1-800-922-2275  
Administrative: 617-727-7750

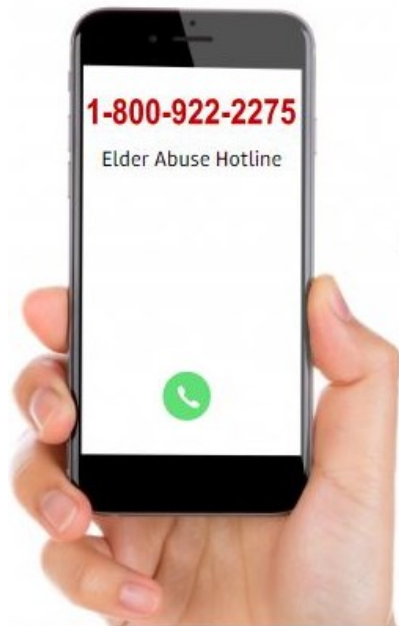


Executive Office of  
Elder Affairs

REPORT ELDER ABUSE  
**1-800-922-2275**  
Operating **7** days a week **24** hours a day.



Speak to a live operator **24/7**



### HOW DO I REPORT ELDER ABUSE?

To report suspected elder abuse, call the statewide 24-hour hotline at 1-800-922-2275. All calls (day or night, 7 days a week) will go directly to the Massachusetts-based call center, regardless of the location of the reporter or the elder within Massachusetts.

### IMPORTANT NOTE:

While the initial intake is centralized, all reports will be referred to local Protective Services Agencies for screening and if indicated investigation and service planning.

### WHO MUST REPORT ELDER ABUSE?

Mandated reporters of elder abuse include: Physicians, physician assistants, nurses, medical interns, coroners, dentists, podiatrists, osteopaths, social workers, occupational, physical therapists, psychologists, family counselors, police, probation officers, EMTs, firefighters director of a home health aide agency, director of a homemaker agency, director of an assisted living residence, case managers, health aides, homemakers, director of a Council on Aging, Council on Aging outreach workers.

Mandated reporters who fail to report elder abuse may be subject to a fine.

## THE ELDER'S RIGHTS AND WISHES ARE ALWAYS RESPECTED.

### WHAT HAPPENS AFTER A REPORT IS MADE?

Once a report is received, the intake will be reviewed by the local protective services agency. If a report is screened in for investigation, a Protective Services caseworker will be assigned to investigate the situation. The caseworker determines whether abuse is likely to be present and the nature and extent of the abuse. If abuse is confirmed, the caseworker will offer the elder a choice of services designed to alleviate or end the abuse.

### WHAT ARE PROTECTIVE SERVICES?

Protective Services are services designed to eliminate or alleviate abuse of an elder. Caseworkers work with family and community agencies to connect elders to medical, mental health, legal and social services.

Protective Services casework may include services such as:

- ◇ Assistance with locating resources for things such as counseling, housing and legal services,
- ◇ Safety planning,
- ◇ Family intervention,
- ◇ Homemaker/health aide services,
- ◇ Transportation,
- ◇ Money Management Program and Financial counseling
- ◇ Legal assistance, and
- ◇ Advocacy.

### REPORT ELDER ABUSE

# 1-800-922-2275

Operating 7 days a week 24 hours a day.