

**TO REPORT  
ELDER ABUSE:**

**You Can Call Your  
Local Designated  
Protective Services  
Agency Directly :  
(during business hours)**

**IF THE ELDER LIVES IN:**

ATTACH  
CATCHMENT  
AREA  
LABEL

**YOUR LOCAL  
PROTECTIVE SERVICES  
AGENCY IS:**

ATTACH  
AGENCY  
LABEL

**You Can Also Call**

**The Massachusetts  
ELDER ABUSE HOTLINE  
24 Hours a Day,  
7 Days a Week  
I-800-922-2275  
V/TDD**

Translation is available:  
State in English the language you  
speak and we will connect you to  
our translation service.



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



Executive Office  
of Elder Affairs

**HELP PREVENT  
ELDER ABUSE,  
NEGLECT,  
FINANCIAL  
EXPLOITATION  
AND  
SELF-NEGLECT**

**REPORT IT!**

**THE ELDER  
ABUSE HOTLINE**

**I-800-922-2275  
V/TDD**

Charles D. Baker, Governor

Susan Thomson,  
Acting Secretary

## What is Elder Abuse?

Massachusetts Law (M.G.L. c. 19A §§14-26) defines elder abuse as acts or omissions resulting in serious physical, sexual, or emotional injury, or financial loss to an elder. Elder abuse includes: physical, sexual, and emotional abuse, caretaker neglect, financial exploitation and self-neglect. Contact your local Protective Services agency with questions about the definitions of abuse.

## Who is Protected?

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

## Who Can Report Elder Abuse?

Anyone who has reasonable cause to believe an elder has been abused or neglected may report elder abuse. **The identity of the reporter is confidential.**

## Who Must Report Elder Abuse?

You are a mandated reporter of elder abuse if you are a: physician, physician assistant, nurse, or medical intern; coroner; dentist, podiatrist, or osteopath; social worker, occupational or physical therapist; psychologist or family counselor; police, probation officer, EMT, or firefighter; director of a home health aide agency, homemaker agency, or assisted living residence; case manager, health aide, or homemaker; or Council on Aging director or outreach worker. Mandated reporters who fail to report elder abuse may be subject to a fine.

## How Do I Report Elder Abuse?

You can make reports directly to the local Elder Protective Services agency for the area where the elder lives. Mandated reporters must follow-up verbal reports with a written report.

You can also make a report to the Elder Abuse Hotline 24 hours a day, seven days a week. The Hotline will contact one of the local Elder Protective Services agencies to respond to appropriate reports.

## ELDER ABUSE HOTLINE

**1-800-922-2275**

## What about Liability?

Mandated reporters are not liable in any civil or criminal action by reason of submitting a report to Protective Services; and, others who make reports are not liable in such matters if the report is made in good faith and without malicious intent.

## What Happens After a Report is Made?

A Protective Services caseworker is assigned to investigate the situation. The caseworker determines whether abuse is 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.

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

## What are Protective Services?

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

Protective Services casework may include services such as:

- ◇ Counseling,
- ◇ Safety planning,
- ◇ Family intervention,
- ◇ Homemaker/health aide services,
- ◇ Transportation,
- ◇ Housing,
- ◇ Legal assistance, and

## REMEMBER

**You can help prevent elder abuse,  
neglect, financial exploitation  
and self-neglect.**

## REPORT IT!

**Call Your Local Agency or**

**1-800-922-2275**

## Where Can I Get More Information?

For further information about elder abuse and the Elder Protective Services Program, contact the **Executive Office of Elder Affairs**.

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www.mass.gov.elder or www.800ageinfo.com  
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