

SENIOR FOCUS ON ELDER ABUSE AND NEGLECT

**If you believe that you or someone you
know is being abused, report it
immediately to:**

**Adult Protective Services
(800) 992-1660**

**Long-Term Care Ombudsman
(800) 334-9473**

**After hours crisis line
(800) 231-4024**

**For additional information or
copies of this brochure, go to
[http://www.aging.lacity.org/pdf/brochures/
ElderAbuseEnglish.pdf](http://www.aging.lacity.org/pdf/brochures/ElderAbuseEnglish.pdf)
or please call
(213) 252-4030**

For more information or assistance
about services for older adults and
caregivers, contact us at:



City of Los Angeles
Department of Aging
3580 Wilshire Blvd., Suite 300
Los Angeles, CA 90010

(800) 510-2020
(213) 252-4030

www.aging.lacity.org
www.losangeles.networkofcare.org
age.webinfo@lacity.org

As a covered entity under Title II of the Americans with Disability Act, the
City of Los Angeles does not discriminate on the basis of disability.
Programs and Services provided by the City of Los Angeles Department of
Aging are funded by the Older Americans Act.



What is Elder Abuse?

Elder abuse can take on many forms, they include:

- **Physical Abuse:** Use of physical force that may result in bodily injury, physical pain, or impairment.
- **Sexual Abuse:** Non-consensual sexual contact of any kind with an elderly person.
- **Emotional or Psychological Abuse:** Infliction of anguish, pain, or distress through verbal or non-verbal acts.
- **Financial/Material Exploitation:** Illegal or improper use of an elder's funds, property, or assets.
- **Neglect:** Refusal, or failure, to fulfill any part of a person's obligations or duties to an elderly person.
- **Self-Neglect:** Behaviors of an elderly person that threaten their health and/or safety.
- **Abandonment:** Desertion of an elderly person by an individual who has physical custody of the elder or is assumed to be responsible for their care.

How often does Elder Abuse happen?

While there are no exact statistics on elder abuse, it is estimated that 90,000 cases of abuse are reported to Adult Protective Services (APS) in California annually, and for every case report, 5-7 cases go unreported.

In the last 10 years, the number of reported elder abuse cases increased by 150%.

What do you do if you suspect someone is being abused?

If the person lives in the community, you can make an anonymous report to Adult Protective Services (APS) and if the person lives in a nursing home or similar setting, you can make a report to the Long-Term Care Ombudsman.

[Adult Protective Services \(APS\).....\(800\) 992-1660](#)

[Long-Term Care Ombudsman.....\(800\) 334-9473](#)

[Ombudsman after hours crisis line...\(800\) 231-4024](#)

Adult Protective Services (APS) is the County agency responsible for investigating cases of abuse and neglect of seniors and persons with a disability in the community. When APS receives a referral, a worker goes out to the person's home to investigate the alleged abuse. Based on the information collected, referrals are made to assist with the coordination of services and support for the victim while working to resolve the situation. When appropriate, a referral is made to law enforcement.



The Long-Term Care Ombudsman is responsible for investigating cases of abuse and neglect in institutional settings, which include skilled nursing facilities, assisted living, adult day care centers and adult residential facilities for persons with a disability. When a referral is received, the Ombudsman goes to the facility to conduct an investigation of the alleged victimization. When needed, a referral is made to law enforcement. Whereas, in other instances, the Ombudsman works with the victim to resolve the situation.

Other important information about reporting a case of abuse and neglect:

- You do not have to have proof that the abuse is occurring. Even if you just suspect that something may be happening, you should make a report.
- You can make your report anonymously.
- You can make a report 24 hours a day 7 days a week.



Elder Abuse

Prevention

Do's and Don'ts

Do:

- Stay active in your community
- Plan for your care as you age and identify reliable people who can provide assistance if you need it.
- Review your finances regularly, and be cautious in selecting a trustworthy person to help you manage your finances.

Don't:

- Accept personal care from anyone in exchange for assets or property without a lawyer or trusted person to act as a witness to the agreement.
- Allow others to keep details about your finances or property from you.
- Give out any personal information to people you don't know, especially over the phone.