

## How Do I Report Abuse, Neglect or Exploitation?

Call **1-800-922-2275**

**Available 24 hours a day,  
7 days a week**

## What Happens After I Call and Make a Report?

Once a report is taken by Centralized Intake, reports are forwarded to the applicable local Protective Services Agency, such as OCES.

The OCES Protective Services Staff will:

- conduct an assessment to determine if there is abuse or neglect
- evaluate elders functional capacity and resources available
- provide resources and/or arrange for services
- assist with crisis intervention and advocacy
- help keep elders safely in their own homes

## Service Area

Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleboro, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater & Whitman



## Old Colony Elder Services

144 Main Street  
Brockton, MA 02301  
508-584-1561

TTY: 508-587-0280

Fax: 508-897-0031

[www.ocesma.org](http://www.ocesma.org)

[www.800ageinfo.com](http://www.800ageinfo.com)

1-800-Age-Info (1-800-243-4636)

**Services are available in many languages!**

OCES and its programs are funded in part by contracts with the Executive Office of Elder Affairs.

# Protective Services



Providing services to the community since 1974



**OCES aspires to welcome everyone without exception! Whether you are looking for help or are interested in helping others, we are here to support you.**



## Elder Abuse

According to law, elder abuse is an act or omission that results in serious physical or emotional injury to an elder.

### Deliberate and Serious Physical, Sexual, or Emotional Injury

Non-accidental injury, such as:

- fracture
- extensive bruising
- puncture wound

Serious emotional injury, including:

- severe anxiety
- depression
- withdrawal

## Neglect

Neglect involves the failure of a caretaker to provide one or more necessities essential for the physical, intellectual and emotional well-being of an elder, such as

- food
- shelter
- clothing
- social contact
- medical care
- personal care

## Financial Exploitation

The act or omission by another person that causes

- substantial monetary or property loss to an elder
- substantial monetary or property gain that should have benefited the elder but instead benefited another person

## Self Neglect

A self-caused act or failure to act that results in

- lack of food, money, shelter or medical care
- substance abuse
- depression, confusion or fear
- eviction or premature nursing facility placement

## Who is a Victim?

Anyone living in the community, 60 years of age or older, who

- suffers serious physical, sexual or emotional injury; or
- is neglecting himself/herself; or
- is being neglected or financially exploited by his/her caretaker.

## Who is a Caretaker?

A person responsible for the care of an elderly person, such as

- a family member
- a person who has assumed responsibility for an elder on a voluntary, fiduciary or contractual basis

## Who Should Initiate a Report?

Anyone who has reasonable cause to believe that an elder is suffering from or has died from abuse, neglect or exploitation should report it.

Professionals who must report abuse or neglect include but are not limited to

- Physician
- Dentist
- Nurses
- Probation Officer
- Social Worker
- Physical Therapist
- Police Officer
- Podiatrist
- Firefighter
- Occupational Therapist
- EMTs
- Home Care Worker
- Psychologist
- Care Manager
- COA Director

Anyone who reports alleged abuse or neglect in good faith shall not be liable in any civil or criminal action.