



a Point32Health company

Identifying and reporting elder abuse and neglect

To complete this training:

1. Review this presentation to learn:
 - How to identify elder abuse and neglect
 - File a protective services report with Massachusetts Elder Protective Services.
2. Submit the online attestation form located at the end of this presentation.



Identifying elders at risk for abuse and neglect

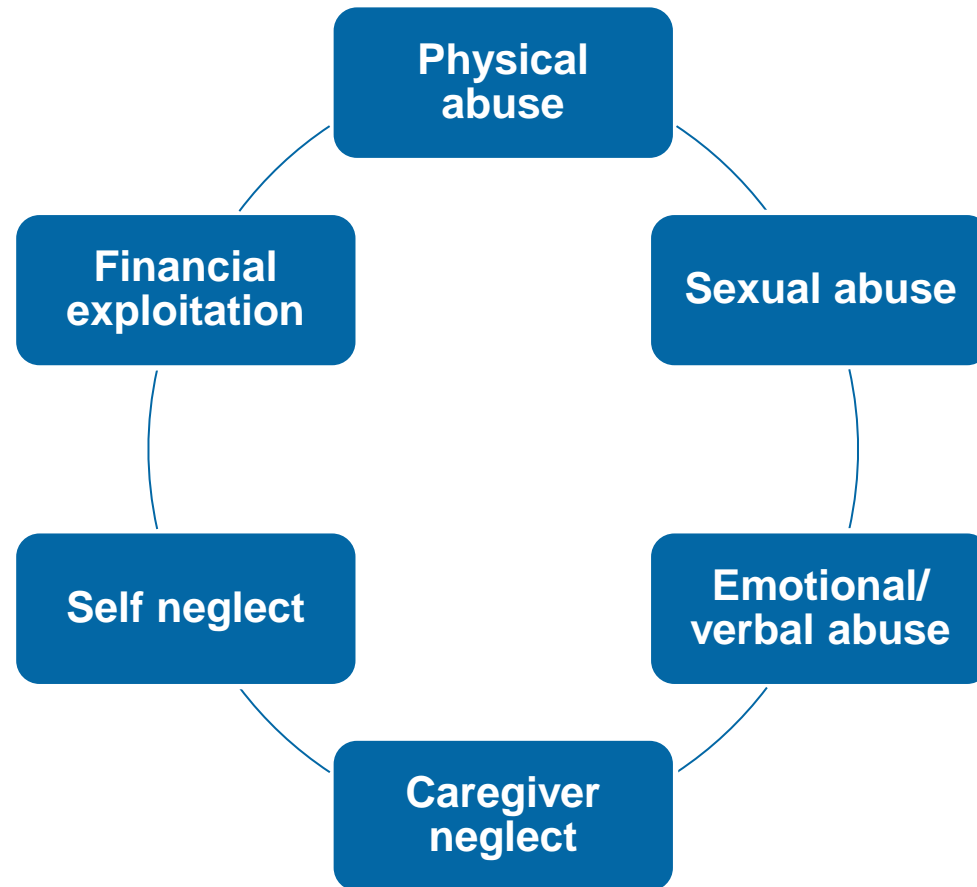
Elder abuse affects people across all socioeconomic groups, cultures, races, and ethnicities. Individuals who are most vulnerable are often:

- In poor physical health
- Homebound and isolated
- Afflicted with a behavioral health illness
- Struggling with addiction or substance use
- Diagnosed with dementia
- Dependent on family members or caregivers who are unable to provide or manage necessary care
- Disconnected socially or have distanced themselves from others



Elder abuse and neglect takes many forms

There is no single pattern of elder abuse. It is a complex problem that can come about as a result of many causes. The source of the abuse, neglect, or self-neglect may be **intentional** or **unintentional** and can take many forms including:



Seeing the signs of elder abuse and neglect

While many of these indications may be the result of medical or behavioral health conditions, their appearance should warrant further investigation. The following occurrences that cannot be explained medically may signal elder abuse:

Signs of elder abuse

- Unexplained bruises, burns, cuts, or scars
- Dehydration, malnutrition, or poor hygiene
- A person's dismissive attitude or statements about their injuries or condition
- Unexplained changes in behavior or demeanor
- Missing medical aids (eyeglasses, hearing aids, dentures) or medications
- Unreasonable fearfulness of others or avoiding social contact
- Unusual financial activity, large withdrawals or unfamiliar bills, loans or debt



Reporting elder abuse and neglect

How to report elder abuse and neglect

Massachusetts Elder Protective Services investigates cases of abuse or neglect when the person is age 60 or older.*

Anyone can report elder abuse at any time -- reports can be filed 24 hours a day.
There are two ways to report elder abuse:

Call the Massachusetts Elder Abuse Hotline at [800-922-2275](tel:800-922-2275)

- To file an urgent report, call the hotline.
- If a [mandated reporter](#) makes a verbal report through the hotline, they must submit an [Elder Abuse Mandated Reporter Form](#) within 48 hours.

File a report online at mass.gov/reporting-elder-abuse-neglect

- View the [Massachusetts Elder Abuse Online Reporting User Guide](#) for detailed information about reporting suspected elder abuse or neglect online.

* To report abuse of a person with a disability under the age of 60, call the Disabled Persons Protection Commission at 800-426-9009. To report abuse of a person in a nursing home or hospital, call the Department of Public Health at 800-462-5540.

Who are mandated reporters

Certain medical and other professionals are required to report elder abuse and neglect when they encounter it. Massachusetts law requires mandated reporters to report suspected abuse to the Elder Protective Services program. Mandated reporters who fail to report elder abuse or neglect may be subject to a fine.

[Mandated reporters](#) include but are not limited to:

- Physicians
- Physician assistants
- Nurses
- Osteopaths
- Social workers
- Psychologists
- Occupational and physical therapists
- Directors of home health agencies
- Assisted living residence staff
- Case managers
- Health aides
- Outreach workers



Additional Resources

Visit the Massachusetts EOHHS [Reporting Elder Abuse and Neglect](#) website to find:

- [Types and signs of elder abuse](#)
- [How to report elder abuse](#)
- [Massachusetts Elder Abuse Online Reporting User Guide](#)
- [Requirements for mandated reporters](#)
- [MA Regulation 651 CMR 5.00: Elder abuse reporting and protective services program](#)
- [Clinical Practice Guideline: Elder abuse and neglect](#)

*We appreciate your attention
and participation.*

Please [click here](#) to attest to your
completion of this training.