

PROTECTIVE SERVICES

Under the Protective Services Law, adults age 60 and older who – because of mental or physical dysfunction – are at risk from abuse, neglect, exploitation or dangerous situations, may be reported in need of Protective Services.

PREVENTING ABUSE

Family members and close friends are not the only ones in a position to recognize when an older person is at risk of abuse or neglect. Unfortunately, sometimes they are the perpetrators, with the risk being greater if the caregiver has a history of violence, drug or alcohol abuse, or is unemployed or financially unstable.

Many adult children accept the responsibility of caring for an older parent or relative without a full understanding of the time and money involved.

If you are considering assuming this responsibility, be honest about what you can do, be aware of your financial situation, and seek outside support.

Older Adult Protective Services

Office Open Monday – Friday
8:00 am to 4:30 pm

Central Office:
Human Services Center
1430 Dekalb St., Box 311
Norristown, PA 19404-0311
(610) 278-3601
Fax (610) 278-3769

ELDER ABUSE HOTLINE

To report a case of
suspected elder abuse to
Protective Services, call **1-800-734-2020**



Montgomery County Board of Commissioners

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www.montcopa.org/mcaas

OLDER ADULT PROTECTIVE SERVICES

A program of the Montgomery County Office of Aging & Adult Services (AAS)

What is Elder Abuse?

Older adults who are frail, vulnerable and experiencing difficulty caring for themselves are potential victims of elder abuse, neglect or exploitation. Family members, caregivers and others sometimes become the perpetrators of mistreatment.

Statistics tell us that victims are often female and 75 years of age or older. They are often dependent on others for care, food and shelter. Elder abuse is a problem that is easily hidden, but records indicate that hundreds of thousands of elders nationally are abused each year.

How can you identify Elder Abuse?

Elder Abuse can present in many forms: physical abuse, sexual abuse, emotional abuse, financial exploitation, caregiver neglect and self-neglect.

Elder Abuse is not always easily identified. The following are a few warning signs of Elder Abuse:

- *Bruises and other injuries may be blamed on self-caused falls.
However, injuries may be the result of a frustrated or ill equipped caregiver.*
- *Weight loss and lack of needed medical care may be blamed on a person being “old and stubborn.”
However, the true cause could be an inability to self-manage due to dementia.*
- *An inability to pay bills and insecure housing may appear to be poor financial management.
However, the person may be the victim of scams or exploitation by a friend or family member.*

What happens after I report Elder Abuse?

When you call **1-800-734-2020** you will be asked detailed information. While it can be helpful to us for you to share your name and number, you may make an anonymous report.

A determination will be made as to how our agency can best respond to your concerns. Often, a timely investigation is initiated to explore the situation.

The protective services team is specially trained to intercede as needed, keeping the older person's right to choose in mind.

If the older adult is in need of immediate protection, AAS may provide temporary shelter, access to medical care, in-home services or other interventions to alleviate the crisis. Once the situation is stabilized, longer term considerations are addressed with the older adult and significant others.

Our team will also provide other referral information such as elder attorney lists, domestic violence and victim services hot lines.

**Every call is appreciated,
as we depend on a
concerned public to draw
our attention to
the need!**

**Employees and
administrators of nursing
facilities, personal care
homes, adult day cares and
home health agencies who
suspect elder abuse are
required by law to report to
our Elder Abuse Hotline at
1-800-734-2020.**

**ELDER ABUSE HOTLINE:
If you suspect an elderly
person is being abused,
don't wait – call today !**

**1-800-734-2020
24 HOURS/7DAYS A WEEK
* ALL CALLS
CONFIDENTIAL**