

# How to Report Abuse or Neglect

If you are a victim of abuse, or suspect anyone you know may be a victim of abuse, please contact the nearest Aging and Adult Services Office. Ask for the **Social Worker on duty**:

**Salinas: 755-4466**  
**Peninsula: 883-7565**

**After hours call:**  
**911**

Offices are open Monday through Friday from 8:00 a.m. to 5:00 p.m.

Emergency response Social Workers are available after hours and on weekends for emergencies. Call 911 to reach the Social Worker on duty.

All calls are thoroughly reviewed by the Social Worker on duty. Calls reporting an allegation of danger or presence of abuse, will be promptly investigated by a specially trained Social Worker.

## Who Makes a Report?

- Family members, neighbors, friends
- Anyone concerned about the health or safety of an elder or dependent adult
- Mandated reporters

## Mandated Reporters Include:

- ◆ Any elder or dependent care provider, paid or unpaid
- ◆ Health Practitioners
- ◆ Employees of public or private facilities providing care for elders or dependent adults
- ◆ Employees of county adult protective services agency or local law enforcement
- ◆ Employees of banks or financial institutions are required to report suspected financial abuse

**Mandated Reporters must report abuse by calling APS and completing a written report within two working days.**

The **Ombudsman for Long-Term Care** investigates complaints of abuse or neglect of dependent adults and elders in assisted living or skilled nursing facilities.

**Crisis Line: 1-800-510-2020**

**Monterey: 655-7565**

**Salinas: 646-5041**

*Monterey County APS, Revised 6/2013*

# Adult Protective Services

**Monterey County**  
**Department of**  
**Social Services**

Office for Aging and Adult Services

## *What are Adult Protective Services?*

Many adults are hurt by abuse, neglect, and exploitation. The adults who are most vulnerable are those with physical disabilities, frailty, and mental or emotional disabilities. Abuse can go on for years or may be a recent threat to the safety of an individual. Those who are abused often need assistance in protecting themselves, their income, their assets or their environment.

The **ADULT PROTECTIVE SERVICES UNIT** of the Monterey County Department of Social and Employment Services is the agency dedicated to provide the various services necessary to protect dependent adults 18+ and the elderly. This service is available at no cost and without regard to income.

- ❖ All referrals are confidential, and the privacy of reporting parties will be maintained.
- ❖ Bilingual staff are available upon request.

## *What Services are Included?*

- ❖ In-depth information and referral regarding services available through our agency and the community.
- ❖ Investigation, assessment, and evaluation on behalf of persons reported to be in danger. Services are provided at the direct request of the client or by referrals from other concerned persons.
- ❖ Consultation and coordination with clients, concerned others, and professional agencies to remedy or prevent the recurrence of danger.
- ❖ Advocacy, mediation, information, planning and referral for the individual in arranging for necessary services.
- ❖ Case management activities to safeguard the rights, interests, entitlements, safety or welfare of the individual and to eliminate barriers to necessary services.

## *What is Abuse?*

Abuse of an elder or a dependent adult includes any of the following:

- **Physical**

Bruises, unexplained injuries, burns, restraints, indications of sexual assault, or deprivation of food and/or water.

- **Neglect by Self or Others**

Malnourishment, and/or dehydration, untreated medical condition or living in an environment containing health and/or safety hazards.

- **Financial**

Theft, misuse of funds, extortion or fraud.

- **Abandonment**

Inability to take care of him/herself and being left without care by the person responsible for providing care.

- **Isolation**

Prevented from receiving mail, making telephone calls and/or having visitors.

- **Abduction**

Removed from California without the consent of a person legally responsible to give consent, including the individual, a conservator or the court.