

What Help is Available?

APS provides the following:

- Investigation
- Emergency Response
- Assessment and Evaluation
- Case Management
 - Consultation/Coordination
 - Referral to other community services
 - Advocacy and Mediation
 - Translation Services (upon request)
- Support Services such as:
 - Emergency Shelter
 - Temporary In-Home Protection
 - Bus or Gasoline Vouchers

Must I Accept Services?

No, individuals are not under obligation to accept assistance from Adult Protective Services. Services are offered at the direct request of the client or in response to referrals from other concerned persons.

Is There a Cost?

No, services are provided at no cost to the recipient and without regard to income.

**ELDER AND
DEPENDENT ADULT
ABUSE HURTS!
DON'T IGNORE IT!**

How to Get Help

Mandatory reporters, who must give the initial report by calling the APS hotline, include:

- Care custodians
- Health practitioners
- Protective agency staff
- Financial institutions
- Clergy

If you or anyone you know is a victim of abuse, or is vulnerable to abuse, you may file a report. Welfare and Institutions Code Section 15630 provides for voluntary reporting of suspected abuse by non-mandated reporters. All calls are confidential. The privacy of all reporting parties will be maintained. Reports about possible danger or presence of abuse will be investigated quickly. For assistance, contact:

Adult Protective Services

24-hour, toll-free hotline
(877) 565-2020

Long Term Care Ombudsman

Facility Abuse Only
(800) 334-WISE (9473)

State Long Term Care Crisis Line

24-hour, toll-free hotline
(800) 231-4024

www.SBCounty.gov/DAAS

DAAS APS BRO 3 (06/22)



**STAND UP
AND
SPEAK OUT!**

**Adult Protective
Services (APS)**

(877) 565-2020

**AGING AND ADULT SERVICES
PUBLIC GUARDIAN**

What is Elder and Dependent Adult Abuse?

Information in this brochure will help you understand and identify elder and dependent adult abuse.

- Many adults are hurt by abuse, neglect and exploitation.
- Adults who are most vulnerable may have physical handicaps, be frail or may have a mental or emotional disability.
- Abuse can go on for years or may be a recent threat to a person's safety.
- Those who are abused often need assistance in protecting themselves and their income, assets or environment.

APS and Long-Term Care Ombudsman programs of San Bernardino County's Department of Aging and Adult Services - Public Guardian (DAAS-PG) are dedicated to providing various services necessary to protect dependent adults (18-59) and elders, 60 years and older.

What Are the Types of Abuse?

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

- Physical/Sexual
- Neglect by Self or Others
- Financial
- Abandonment
- Isolation
- Mental Suffering
- Abduction

What Are the Signs of Abuse?

Physical/Sexual:

- Bodily injury, cuts, bruises, burns
- Unexplained injuries
- Physical restraints
- Evidence of sexual abuse
- Deprivation of food and water

Neglect by Self or Others:

- Inadequate food
- Malnourishment
- Visitors
- Dehydration
- Untreated medical conditions
- Misuse of medication
- Unsafe housing

Financial:

- Misuse of funds
- Unusual activity in bank account
- Checks cashed by others
- Suspicious changes in property ownership
- Unpaid bills
- Missing belongings

Abandonment:

A dependent adult or elder who is left alone and unable to provide the basic necessities of daily living.

Isolation:

Preventing:

- Receipt of mail
- Phone calls
- Visitors
- Contact with other concerned persons

Mental Suffering:

- Fear
- Agitation
- Depression brought about by:
 - Threats
 - Harassment
 - Intimidating behavior

Abduction:

The action or an instance of forcibly restraining and/or taking an elder or dependent adult or any conservatee away against his/her will and/or without the consent of the conservator or the court and preventing him/her to return.