

Protective Services Program

Fact Sheet

Service

Keeping older adults safe and secure at home and in the community is a critical priority.

The Protective Services Program provides services to older adults, age 60 or over, who may be at risk of physical or emotional abuse, neglect, or those at-risk due to self-neglect or financial exploitation.

Skilled and experienced protective service case workers work with individuals to investigate abuse, neglect and self neglect issues and develop service plans to educate, empower, and alleviate requested concerns.

Reports of any type of alleged abuse are kept confidential.

Mandated Reporters

Health care providers, mental health, social service professionals, police officers, fire fighters, and other professionals are mandated reporters.

Types of Abuse

- **Physical** – Non-accidental infliction or threat of force resulting in injury.
- **Neglect** – Failure by a caregiver to provide essentials, which result in harm.
- **Emotional** – Willful infliction of mental or emotional anguish.
- **Financial Exploitation** – Unauthorized use of funds or resources.
- **Sexual Abuse** – Non consensual sexual contact of any kind.

Intervention

- **Assessment** – Investigation of abuse or neglect and self neglect.
- **Casework** – Access home care, health, legal, mental health, or social services for older adults.
- **Emergency Care** – Referral to local shelters or food resources.
- Referrals to services to reduce risk and promote safety.

Prevention Awareness

Provide education and training for mandated reporters, social services agencies, councils on aging, safety officials, and community/civic groups about elder abuse and neglect issues.

Report

To make a report call the Massachusetts Elder Abuse Hotline, open 24 hours a day, 7 days a week at 800-922-2275.

Contact Us

Visit us online at agespan.org

Phone and Email: 1-800-892-0890 or email info@agespan.org.

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