Craig Smith was taken from us by cancer on May 27, 2010. Craig was a very special person who loved life, loved helping people and was loved by everyone who knew him. Craig lived self-advocacy. One of Craig’s main goals was to make the world a better place for all people with disabilities. He enjoyed his life as a trainer of support staff as well as self-advocates and was looking forward to continuing this role. He was a founder of Massachusetts Advocates Standing Strong (MASS), its first Chairperson and a true leader in many ways. Craig cherished his family and friends and will fondly be remembered by all.

Written by Anne Fracht, Self Advocate
Introduction to the Participant Workbook

Welcome to the Awareness and Action Participant Workbook. This workbook is designed to educate persons with disabilities and others on the topic of abuse. The Participant Workbook is a very important part of the Awareness and Action Training. You likely received this Workbook after you attended the training on how to Recognize, Report and Respond to abuse. Along with this Workbook you also received a DVD of abuse stories, national resources to help people, and information to find the name and phone number of the agency in your state to report abuse. Each of these tools will be helpful to you in using the Workbook.

The Workbook, similar to the Training, uses a video story for each type of abuse taught. As a reminder for users of the Workbook:

- Abuse is hard to talk about so use the Workbook carefully
- Have someone you trust help you to complete the Workbook
- The people in the videos are actors and no one was hurt making the videos

The five video chapters you will watch as you use the Workbook are:

- Physical Abuse
- Sexual Abuse
- Neglect
- Verbal Abuse
- Financial Abuse

The purpose of the Participant Workbook is to:

- Help you keep learning how to recognize, report and respond to abuse
- Use it frequently to strengthen your skills to stop abuse
- Give you tools and activities that you can do on your own
- Give you tools and activities that you can do with someone you trust - a friend, a staff person, a family member or a coach

How to use the Participant Workbook:

- Persons should attend the three hour Awareness and Action Training before using this Workbook so that they have a basic understanding of the topic of abuse.
- It is best to use this Workbook with someone you trust.
- Watch the chapter in the video that relates to each type of abuse before completing the activities. For example - watch the video chapter Physical Abuse before completing Physical Abuse activities.
- To use the Workbook frequently, feel free to copy the activities before completing them.
- If the material is too upsetting to you or brings back bad memories, put the Workbook down and talk with someone you trust about your feelings and emotions.
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Introduction to Abuse

Abuse is…

*When a person is wrongfully physically or emotionally hurt by another person*

The Awareness and Action Participant Workbook is designed to educate persons with disabilities and others on the topic of abuse. This booklet will teach you how to recognize abuse, report abuse, and the right way to respond to abuse. You will learn:

- *The five common types of abuse*
- *How to recognize the warning signs of abuse*
- *The importance of having people in your life whom you trust*
- *Who to report abuse to and why it is important to report*
- *How to respond in an abusive situation*

According to a study 9 out of 10 persons with developmental disabilities will be physically or sexually abused at some point in their lives.

*This is far too often.*

It is time to educate ourselves and lower the number of abuse cases for persons with disabilities.

*If you are abused, don’t blame yourself, it is NOT your fault.*
Breathing Exercise

The Breathing Exercise takes about two minutes and will help you relax before you begin working on the Participant Workbook.

**Directions:**

- Breathe in for four seconds, hold your breath for four seconds and breathe out slowly for four seconds. Now breathe regularly.
- Do it again. Breathe in for four seconds, hold your breath for four seconds and breathe out slowly for four seconds. Breathe regularly.
- By taking deep breaths, it helps you to relax and keep focused.
- Now you are ready to start using the Workbook.

If at any time you become uncomfortable with the information in the Workbook, you can repeat the Breathing Exercise to help you relax and re-focus.
Physical Abuse

Watch the Physical Abuse chapter on the Awareness and Action video.

Physical abuse is the use of physical force in a way that causes pain or injury.

This section explores physical abuse. When someone touches your body in a way that hurts, it can sometimes leave marks on the skin, broken bones, or you feel pain inside. These marks or feelings of pain are warning signs that physical abuse has occurred.

A slap on the cheek can leave a red mark or bruise and make you feel pain and sad.

Remember, abuse is NOT your fault.
Physical Abuse Activity 1

Recognizing Physical Abuse

Each picture shows an example of physical abuse.

Use a red marker to circle the abuse and talk about what is happening.

Example

- HITTING
- BITING
- SCRATCHING
- HAIR PULLING
- SLAPPING
- PUSHING

Answers are on the next page.
Physical Abuse Activity 1

ANSWERS

- HITTING
- BITING
- SCRATCHING
- HAIR PULLING
- SLAPPING
- PUSHING
Physical Abuse Activity 2
Recognizing Physical Abuse

Each picture shows an example of physical abuse.

Use a red marker to circle the abuse and describe the abuse in the box below the picture.

Answers are on the next page.
Physical Abuse Activity 2

ANSWERS

PUNCHING

GRABBING

BURNING

IMPROPER RESTRAINT

PUSHING

KICKING
Warning Signs of Physical Abuse

The woman in this picture has a bruise on her face. Warning signs are the marks that are left on your body or feelings of pain because of physical abuse. There are different kinds of marks left on the skin depending on what kind of physical abuse has occurred. Below are other examples of warning signs of physical abuse.

- Scratches
- Red Marks
- Broken Bones
- Pulled Out Hair or Bald Spots
- Burn Marks
- Bite Marks
Physical Abuse Activity 3

Abuse or NOT Abuse

Now that we have looked at examples of physical abuse and warning signs, it is important to understand the difference between a simple touch and physical abuse. Not all touches are pleasant, but that does not mean they are abusive. This next exercise is designed to help you recognize the difference.

This activity pairs pictures of two situations. One is physical abuse and the other is not. Using red and green markers, make a red mark in the box next to the picture of physical abuse and a green mark in the box beside the picture that is not physical abuse. In the example a green mark was placed next to the picture of someone’s leg being bandaged and a red mark was placed next to the picture of someone being kicked.
Physical Abuse Activity 3

Abuse or NOT Abuse

This activity pairs pictures of two situations. One is physical abuse and the other is not. Using red and green markers, make a red mark in the box next to the picture of physical abuse and a green mark in the box beside the picture that is not physical abuse.

Answers are on the next page.
Physical Abuse Activity 3

ANSWERS
Sexual Abuse

Watch the Sexual Abuse chapter on the Awareness and Action video.

**Sexual abuse is when a person touches your private parts or forces you to touch someone else’s private parts without your permission.**

This section discusses:

- Sexual abuse
- Identifying the parts of your body that are private places
- When touching becomes abusive
- Warning signs of sexual abuse

When someone looks at, takes pictures, or touches you in your private places without your permission, it is not alright. It is sexual abuse. When someone makes you touch them in their private places when you don’t want to, that is also sexual abuse, even if they promise you gifts or threaten to hurt you.

The use of threats or force to make a person have unwanted sex can sometimes leave red marks or bruising on the inner thigh and leave a person feeling sad, hurt and embarrassed.

**Remember, abuse is NOT your fault.**
Sexual Abuse Activity 1
Which body parts are private?

This activity explores the human body, both male and female. Using the red and green markers, make a red mark in the boxes beneath the body parts that are considered PRIVATE PLACES. Private body parts are:

■ Breasts  ■ Vagina  ■ Penis  ■ Anus  ■ Buttocks

Make a green mark in the boxes beneath the body parts that are not private places. Make a red mark in the boxes beneath the parts that are private places. Follow the Example below.

Example

Red and Green Markers  Body Part  Female Body

NOT Private  Head

Private  Breast
Sexual Abuse Activity 1
Which body parts are private?

Make a red mark in the boxes beneath the body parts that are considered PRIVATE PLACES. Make a green mark in the boxes beneath the body parts that are not private places.

Answers are on the next page.
Sexual Abuse Activity 1
ANSWERS
Sexual Abuse Activity 2
Which body parts are private?

Make a red mark in the boxes beneath the body parts that are considered PRIVATE PLACES. Make a green mark in the boxes beneath the body parts that are not private places.

Shoulder
Breast
Vagina
Leg Foot

Mouth
Stomach
Arm
Hand

Female Body

Answers are on the next page.
Sexual Abuse Activity 2
ANSWERS

Female Body

Shoulder
Breast
Vagina
Leg Foot
Mouth
Stomach
Arm
Hand
Sexual Abuse Activity 3
Recognizing Sexual Abuse

In this section we are going to discuss sexual abuse more in depth. We will look at different expressions of abuse and explore why this form of touching is not okay. Take a close look at the parts of the photos that are abusive and why.

Example

Forced Kissing

Kissing someone without their permission and with force

Force – Unwanted Kiss

Unhappy Expression

Force - Grabbing Her Face
Sexual Abuse Activity 3
Recognizing Sexual Abuse

Using the previous example, use your markers to draw a line between the large picture and the smaller pictures. Take a close look at the parts of these photos and talk about why it is abusive.

**Groping**

Answers are the next page.
Sexual Abuse Activity 3
ANSWERS
Recognizing Sexual Abuse

Groping
- Scared look
- Saying NO

Unwanted Touching

Rape
- Feeling sad, scared, ashamed
- Removing clothing without permission

Rape is a crime of forcing somebody to have sex without their permission.
Warning Signs of Sexual Abuse

When a person has experienced sexual abuse there are usually warning signs. There are different ways a person shows the warning signs of sexual abuse, such as changes in behavior and physical injuries.

**Changes in Behavior - Warning Signs**

- **Change in Mood**
  - Feeling sad or depressed

- **Behavior Changes**
  - Wanting to stay in bed or hide

- **Loss of Appetite**
  - Not feeling hungry, not wanting to eat

**Physical Warning Signs**

- **Pain in the private areas of the vagina or penis**
- **Rectal pain or bleeding**
- **Redness or bruising on the inner thighs**
- **Torn clothing**
Sexual Abuse Activity 4
Abuse or NOT Abuse

Now that we have learned about sexual abuse and warning signs, it is important to recognize the difference between situations when touching is okay and when touching is sexual abuse.

The pictures below are examples of touching that is okay.

- Receiving medical treatment
- Help with washing or toileting
- When you give permission

This next activity pairs pictures of two situations. One shows sexual abuse and the other does not. Using red and green markers, make a red mark in the box next to the picture that shows sexual abuse or warning signs and a green mark in the box next to the picture that is not sexual abuse. Follow the example.

Example
A green mark was placed next to the picture of gentle touch and a red mark was placed next to the picture of forced kissing.
Sexual Abuse Activity 4
Abuse or NOT Abuse?

Using the red and green markers, make a red mark in the box next to the picture that shows sexual abuse or warning signs of sexual abuse and a green mark in the box next to the picture that is not sexual abuse.

Answers are on the next page.
Sexual Abuse Activity 4

ANSWERS

Abuse or NOT Abuse?
Watch the Neglect chapter on the Awareness and Action video.

**Neglect is when a person responsible for the care and well-being of another person fails to provide the necessary care.**

There are important things that every person needs to live a healthy life. Some people need to rely on others to help them fill those needs. When a person is being neglected those important needs are not being met. Neglect means that something important is being left out or forgotten resulting in a person being hurt or unable to participate in daily living activities. This section will take a look at some basic needs and what the warning signs are when those needs are not being met.

For example, food is a basic need. If a person is not given enough food, and they become malnourished, this is a form of neglect.

Remember, abuse is NOT your fault.
Basic Needs IN Your Body

There are certain things every person needs to stay safe and healthy - we call these basic needs. This section will explore what these needs are and why it is important that they are met. Below are examples of basic needs we put in our bodies to stay healthy.

**Water**
A person needs to drink enough water to stay hydrated.

**Food**
People need to eat enough nutritional foods to stay healthy.

**Medicine**
Doctors prescribe medicine for some people to keep their bodies working right.

Doctors Orders  Prescription
Basic Needs **ON** Your Body

Below are examples of basic needs every person must have on their body.

**Hygiene**
Keeping your body, hair and mouth clean.

- **Bathing**
- **Brushing Teeth**
- **Brushing Hair**

**Clothing**
Dressing in clean, adequate clothing.
Basic Needs OUTSIDE Your Body

Below are examples of basic needs outside of our bodies that all people must have to stay safe and healthy.

**Shelter**
A safe place to live providing protection from the weather.

**Equipment**
Having the tools some people need available to participate in acts of daily living.

- **Devices to assist in the ability to move**
  - Canes
  - Wheelchairs
  - Crutches
  - Braces

- **Hearing Aids**

- **Communication Boards**
Neglect

We have learned what our basic needs are and why they are important. Neglect means that something is not done or something is left out. When our basic needs are not met and we are injured or unable to participate in daily living activities, it becomes neglect. This section identifies neglecting our basic needs.

- **Not Bathing or Washing Body**
- **Skin Infections**
- **No Water**
- **Dehydration**
- **No Medicine**
- **Get Sick**
- **No Food**
- **Malnourished**
- **Not Brushing Teeth**
- **Cavities**
Warning Signs of Neglect Activity 1

Below are some examples of the warning signs of neglect. When basic needs are omitted there are warning signs of neglect. A red line has been drawn between the picture of the basic need not being provided and the picture of the type of injury or result that might occur.

Example

<table>
<thead>
<tr>
<th>BASIC NEEDS NEGLECTED</th>
<th>NEGLECT - INJURY</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Water</td>
<td>Dehydration and Feeling Tired</td>
</tr>
<tr>
<td>No Medicine</td>
<td>Sick</td>
</tr>
<tr>
<td>No Food</td>
<td>Malnourished Weight Loss</td>
</tr>
</tbody>
</table>
Warning Signs of Neglect Activity 1

The pictures below show some examples of the neglect of basic needs that are on our bodies and the warning signs that these needs are not being met. Use your marker to draw a line between the picture of the basic need not being provided and the picture of the type of injury or restriction of daily living activity that will occur because of the neglect.

<table>
<thead>
<tr>
<th>BASIC NEED</th>
<th>NEGLECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Brushing Teeth</td>
<td>Tooth Decay Bad Breath</td>
</tr>
<tr>
<td>Dirty, Body Odor, Skin Conditions</td>
<td>No Mobility</td>
</tr>
<tr>
<td>No Wheelchair, Crutches or Cane</td>
<td></td>
</tr>
</tbody>
</table>

Answers are on the next page.
Warning Signs of Neglect Activity 1
ANSWERS

Basic Need

Not Brushing Teeth

Neglect

Tooth Decay
Bad Breath

Dirty, Body Odor,
Skin Conditions

No Mobility

Not Bathing or Washing Body

No Wheelchair,
Crutches or Cane
Verbal Abuse

Watch the Verbal Abuse chapter on the Awareness and Action video.

**Verbal Abuse is one person controlling another person through threats, humiliation or intimidation.**

The saying, “Sticks and stones will break your bones but names will never hurt you” **IS NOT TRUE.**

When words are used to hurt another person it doesn’t leave marks on the skin, but it makes a person feel hurt, sad or bad about who they are.

This section will explore different types of verbal abuse, feelings and emotions, and warning signs of verbal abuse.

One person may be ANGRY and use THREATS or YELL at another person making that person FEEL HURT or SAD.

**Remember, abuse is NOT your fault.**
Exploring Emotions

Emotions are feelings, a change in behavior or a physical response to a situation.

Review the list of emotions.

Think about situations or words that have been spoken to you in your own life that have made you feel:

- Angry
- Sad
- Scared
- Embarrassed
- Lonely
- Happy

Verbal Abuse uses language to cause a person emotional pain. Sometimes a person may say something that you don’t like. It might make you feel angry or even embarrassed, but it does not always mean verbal abuse has taken place.
Verbal Abuse Activity 1
Recognizing Verbal Abuse

Verbal abuse can take many different forms. The first step to understanding verbal abuse is to be able to notice and recognize different ways of using words to hurt another person. Each picture below shows an example of verbal abuse. Look at each picture. What do you see and how does it make you feel? Refer to the Emotions Chart to help you with your answers.

Example

**Screaming**
Screaming or yelling is speaking to someone in a loud angry voice. The woman in this picture looks like she is feeling angry or frustrated and is screaming.

Example

**Name Calling**
Name calling is when a person uses cruel words to make another person feel hurt. In this picture a man is calling a person the word “RETARD” making him feel bad and making him cry.
Verbal Abuse Activity 1
Recognizing Verbal Abuse

Look at each picture. What do you see and how does it make you feel? Write your response in the box. Refer to the Emotions Chart to help you with your answers. Remember, you can have someone you trust write your answers.

Threat

Swearing

#*!!

Teasing / Bullying

Answers are on the next page.
Verbal Abuse Activity 1
Recognizing Verbal Abuse
ANSWERS

Threat
To threaten someone is to make a person feel afraid that something bad will happen if they do not do as they are told. This woman is holding her fist up to show she might hurt someone. She is trying to make someone feel scared.

Swearing
To swear at someone is to speak to someone using bad words oftentimes with a loud voice. This man is angry and yelling.

Teasing / Bullying
To tease or bully someone is to make fun of someone in a hurtful way. In this picture a man is pointing and laughing at the other person. Perhaps he feels embarrassed, lonely and sad.
Warning Signs of Verbal Abuse

There are warning signs that verbal abuse has taken place. When somebody makes us feel bad, whether it is causing pain to our bodies or causing pain with words, it changes how we act and feel. Some of the warning signs can be seen with our eyes. Some are more emotional. All of them show that something has happened that is not okay.

Below are examples of different types of warning signs that verbal abuse has occurred and different ways a person may express them.

Changes in Emotions
Feeling scared, sad, anxious or confused all the time or around certain people; crying more often
Warning Signs of Verbal Abuse

Below are examples of different types of warning signs that verbal abuse has occurred and different ways a person may express them.

### Staying Away

Often times a person will stay away or hide from a specific person or not want to go to certain places.

### Changes in Eating

Not feeling hungry or refusing to eat, causing weight loss.

OR

Eating too much, causing weight gain.

### Hurting Yourself

In some cases, when a person is made to feel bad about who they are, they express that hurt by causing pain to their own body.
Not Verbal Abuse

It is important to remember that not all conversations are pleasant. Occasionally you will have discussions that make you feel

But that does not mean that it is verbal abuse.

These two people are having a disagreement. They are looking at things differently. They may get mad and even argue.

This is NOT verbal abuse. They are using words to express opinions, but NOT TO HURT one another.
Verbal Abuse Activity 2
Abuse or NOT Abuse?

We have observed several different ways words can be used to hurt a person and some of the warning signs showing that verbal abuse has taken place. We have also looked at an example of an unpleasant conversation that was not verbal abuse.

This exercise is designed to help you recognize when verbal abuse is happening and when it is not. Below are pairs of pictures, one is abusive and the other is not. A red mark in the box next to the picture shows verbal abuse and a green mark in the box beside the picture is not abuse.

Example

Example
Verbal Abuse Activity 2
Abuse or NOT Abuse?

Using red and green markers, make a red mark in the box next to the picture of verbal abuse and a green mark in the box next to the picture that is not abuse.

Answers are on the next page.
Verbal Abuse Activity 2
Abuse or NOT Abuse?
ANSWERS
Financial Abuse $

Watch the Financial Abuse $ chapter on the Awareness and Action video.

Financial Abuse $ is the illegal or improper use of another person’s funds, property or assets.

This section takes a look at financial abuse, when someone is misusing another person’s money, and the warning signs that financial abuse has taken place.

Some people need assistance with their money to buy the things they need and make sure their bills are paid. When someone takes another person’s money, possessions or credit cards without permission or takes money to buy things for themselves, it is financial abuse.

Stealing Identification (ID) = Forging Signature = Financial Abuse $

Someone taking your identification (ID) and copying the way you write your name to steal your money can leave you with no money. This is financial abuse $.

Remember, abuse is NOT your fault.
Financial Abuse $

When a person forges a signature, they are signing a name that is not their own. They are pretending to be someone else to get what they want. When a person cashes someone else’s check, using a forged signature, it is stealing.

This is Financial Abuse $ and a crime.

The following picture shows someone taking a credit card without permission. They are stealing the credit card to buy things. This is an example of financial abuse.

Example
Financial Abuse $ Activity 1

Each picture shows an example of financial abuse. Use your marker to circle the abuse and below the picture write what is happening.

Answers are on the next page.
Financial Abuse $ Activity 1
ANSWERS

- Taking and selling someone else’s medication
- Taking someone’s money without permission
- Taking another person’s jewelry without permission
- Taking someone else’s identification to steal their money
Warning Signs of Financial Abuse

Warning signs of Financial Abuse include:

- Things are missing, such as jewelry, clothing or belongings
- Medications are missing or going down too quickly
- Bank statements are not correct
- You have no money when you should
- You are always the one to pay for others when going out
- You are denied access to your money

Abuse | Warning Sign
--- | ---
Taking Jewelry Without Permission | Items are missing or in somebody else’s possession without your permission.

Taking Clothing Without Permission | Finding clothing missing from your closet or drawers.
Warning Signs of Financial Abuse $

**Abuse**

Selling Someone Else’s Medication

**Warning Sign**

Empty Bottles

Your medications are missing or being used up too quickly.

Never share your medications. Your medicine is yours ONLY.

---

**Abuse**

Using Credit Cards Without Permission

**Warning Sign**

Incorrect Bank Statements

Bank statements or credit card bills show purchases or withdrawals that were NOT made by you.

---

**Abuse**

Taking Someone’s Money Without Permission

**Warning Sign**

No Money

You have no money when you should.
Financial Abuse $ or NOT Abuse
Activity 1

There are times when someone uses your money and it is not financial abuse. Below are some examples where handling someone’s money is okay.

Now that we have looked at examples of financial abuse and warning signs, it is important to understand when another person is being financially abusive and when they are simply helping. This next activity is designed to help you recognize the difference.

This exercise pairs two pictures. One is showing warning signs of financial abuse, the other is not. A red mark next to the picture shows financial abuse warning signs and the green mark next to the picture does not show financial abuse warning signs.
Notes
Financial Abuse $ or NOT Abuse
Activity 1

This exercise pairs two pictures. One is showing financial abuse or warning signs of financial abuse and the other is not. Place a red mark next to the picture showing financial abuse and a green mark next to the picture that is not financial abuse.

Answers are on the next page.
Financial Abuse $ or NOT Abuse
Activity 1
ANSWERS
Reporting Abuse

Now that you recognize the different types of abuse: Physical, Sexual, Verbal, Neglect and Financial $...

- Physical Abuse
- Sexual Abuse
- Verbal Abuse
- Neglect
- Financial Abuse $

It is important to know who to report the abuse to.

- Trusted Person
- Mandated Reporter
- Adult Protective Services
- Police
- 911 in an emergency

Remember, abuse is NOT your fault.
Reporting Abuse

Trusted Person Activity 1

Some people need help reporting abuse. **It is okay to ask for help.** Finding people you trust to help you report abuse is important. Trusting someone means that you feel comfortable with and respected by that person. This is a person who will listen carefully and not take advantage of you.

This page is designed for you to put in pictures of people you trust, your family, friends, teachers, caregivers and doctors. Write their names and phone numbers in the boxes below so you will have all the information you need.

<table>
<thead>
<tr>
<th>Trusted Person</th>
<th>Trusted Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name ____________</td>
<td>Name ____________</td>
</tr>
<tr>
<td>Phone ____________</td>
<td>Phone ____________</td>
</tr>
</tbody>
</table>
Reporting Abuse

In most states, there are certain people who must report abuse. These people are called Mandated Reporters. If they learn of abuse they have to report it even if they did not see it. Below are some examples of mandated reporters. Even if you do not have mandated reports in your state, these people should be able to help you.

Mandated Reporters – people who can help you

<table>
<thead>
<tr>
<th>Police Officers</th>
<th>Doctors and Nurses</th>
<th>Teachers</th>
</tr>
</thead>
</table>

Below is a list of other Mandated Reporters. In most states they are required to report the abuse and help you to be safe.

- Caregivers or Staff
- Psychologists
- Social Workers
- Therapists
- Foster Parents
- Doctors / Dentists
- Service Coordinators, Case Managers
Adult Protective Services (APS)

Adult Protective Service (APS) agencies receive abuse reports and investigate allegations of abuse committed against persons with disabilities. To find the APS agency in your state, contact the National Adult Protective Services Association (NAPSA) by telephone at 1 (217) 523-4431. You can also go to NAPSA’s website at www.apsnetwork.org to locate the name and phone number of the APS agency in your state.

What will they ask on the phone?

- Name, address and phone number of person being abused
- Name, address and phone number of the abuser
- Place where the abuse happened
- What type of abuse happened
- How was the person hurt

How APS will respond:

- They receive your call
- They conduct abuse investigations
- They assess risk and safety
- They recommend protective services
Reporting Abuse

Emergencies

- If you suspect a crime has been committed, call your local police to file a report.
- If you or another person is hurt or in danger, call 911 for help.
- If there is an emergency and someone needs medical help, call 911.
Why is it important to report abuse?

Write your response in the box below. Remember you can have someone you trust write in your answers.

Although reporting can be difficult, if no one reports the abuse, the abuse will likely continue and will possibly put other people at risk.

Also, research shows that abuse gets worse if abuse is allowed to continue.

Remember, abuse is NOT your fault.
Responding to Abuse

Now that you have an understanding of how to recognize abuse and who to report abuse to, the final step is how to respond to the different types of abuse. What a person needs to do depends on the type of abuse that has occurred. Below and on the following pages explains what to do for each type of abuse.

Responding to Physical Abuse
- Tell a Trusted Person
- **Call 911** if you are assaulted or injured
- **Call APS** to report the abuse
- Go to a hospital to seek medical attention when injured
- Seek counseling services through your protective service agency

Responding to Sexual Abuse
- Tell a Trusted Person
- **Call 911** if you are assaulted or injured
- **Call APS** to report the abuse
- Go to a hospital with a Sexual Assault Nurse Examiner (SANE)
- Do not shower or bathe
- Do not wash your clothes
- Seek counseling services through your protective service agency

Remember, abuse is NOT your fault.
Responding to Neglect

- Tell a Trusted Person
- **Call APS** to report the abuse
- Seek medical attention if suffering from bedsores, malnutrition, dehydration or reaction to over or under medication
- Seek counseling services through your protective service agency

Responding to Verbal Abuse

- Tell a Trusted Person
- **Call APS** to report the abuse
- Seek counseling services through your protective service agency

Responding to Financial Abuse $

- Tell a Trusted Person
- **Call APS** to report the abuse
- Contact your bank and credit card companies
- Notify police and file reports of stolen property
- Seek counseling services through your protective service agency
Physical Abuse
Responding Activity 1

Mary tells you she has a bad bruise on her eye where her staff person hit her. Answer the questions in the space below. Remember, you can have someone you trust write your answers.

1. What can you do to help Mary?

2. What could you say to Mary?

3. Who else could help Mary?

Answers are on the next page.
Physical Abuse
Responding Activity 1
ANSWERS

Questions:
What can you do to help Mary?
What would you say to Mary?
Who else could help Mary?

Answers include:
- Believe the person
- Let them know it is not their fault
- Make sure person is safe
- Get medical treatment
- Listen carefully
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Provide resource information (APS, domestic violence program, police)
- Call the police or 911 if the person is assaulted
- Preserve the evidence. For example, take a picture of the injury.
Sexual Abuse
Responding Activity 2

Lucinda tells you her bus driver made her kiss him after she said NO. Answer the questions in the space below.

1. What can you do to help Lucinda?

2. What could you say to Lucinda?

3. Who else could help Lucinda?

Answers are on the next page.
Questions:
What can you do to help Lucinda?
What would you say to Lucinda?
Who else could help Lucinda?

Answers include:
- Believe the person
- Listen carefully
- Let the person know it is not their fault
- Make sure the person is safe
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Get counseling services
- Provide resource information (APS, domestic violence program, police)
Neglect
Responding Activity 3

You notice Sean is hungry, his clothes are dirty and he has not taken his medication recently. Answer the questions in the space below.

1. What can you do to help Sean?

2. What could you say to Sean?

3. Who else could help Sean?

Answers are on the next page.
Neglect
Responding Activity 3
ANSWERS

Questions:
What can you do to help Sean?
What would you say to Sean?
Who else could help Sean?

Answers include:
- Call 911 as this is an emergency
- Person requires medical attention
- Believe the person
- Listen carefully
- Let the person know it is not their fault
- Make sure the person is safe
- Preserve the evidence
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Provide resource information (APS, domestic violence program, police)
Verbal Abuse
Responding Activity 4

Jose tells you his brother is always screaming at him, calling him a stupid idiot. Answer the questions in the space below.

1. What can you do to help Jose?
   
   _______________________________________
   
   _______________________________________

2. What could you say to Jose?
   
   _______________________________________
   
   _______________________________________

3. Who else could help Jose?
   
   _______________________________________
   
   _______________________________________

Answers are on the next page.
Questions:
What can you do to help Jose?
What would you say to Jose?
Who else could help Jose?

Answers include:
- Believe the person
- Listen carefully
- Let them know it is not their fault
- Let them know that words hurt and it is not okay for someone to yell and scream and call you stupid
- Make sure the person is safe
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Get counseling treatment
- Provide resource information (APS, domestic violence program, police)
Financial Abuse $
Responding Activity 5

Frank tells you his caregiver takes money out of his bank account without him knowing. Answer the questions in the space below.

1. What can you do to help Frank?

2. What could you say to Frank?

3. Who else could help Frank?

Answers are on the next page.
Financial Abuse $
Responding Activity 5
ANSWERS

Questions:
What can you do to help Frank?
What would you say to Frank?
Who else could help Frank?

Answers include:
• Believe the person
• Listen carefully
• Let them know it is not their fault
• Preserve the evidence
• Tell a trusted person
• Tell a mandated reporter
• Call APS
• Call the police
• Contact the bank or credit card company
Conclusion

You now have an understanding of

- The five common types of abuse
- How to recognize the warning signs of abuse
- Who to report abuse to
- And how to respond to abuse

What can you do now…

Use what you have learned throughout this book and be one less person abused.

No one deserves to be abused. You have the power to report abuse and put a stop to it. You do not need permission to make a report or to ask for help. Speaking up about something that does not feel okay is the right thing to do even if you are not sure it is abuse.

The more people become aware of abuse and understand what to do, the less abuse will happen. We can begin to reverse the statistic so that 9 out of 10 people are NOT abused. By talking about abuse, learning about abuse and working together to recognize and report abuse, we can change this statistic.

If you want to keep learning, sign up and take the Awareness and Action training again.

Remember, abuse is NOT your fault.
Key Terms

Key terms are not definitions but broad descriptions of key words. Descriptions of words were used instead of definitions as states and agencies use different definitions for many of these words.

**Abuse:** when a person with a disability is wrongfully physically or emotionally hurt by another person.

**Bullying:** when a person is mean to another person over a long period of time and hurts that person physically (hitting or kicking) or emotionally (name calling or telling lies about the person). Usually the person is unable to protect themselves. The bully uses his or her power over another person. Bullying is abuse.

**Caregiver Abuse:** when a staff person, personal care attendant, or other person who is responsible for helping the person with a disability hurts them or takes advantage of them. Caregiver abuse can happen to anyone and in any place. Hughes, Celia M., MPA, Stop the Violence, Break the Silence Training Guide, edited by Abramson, Wendie H., LMSW, SafePlace, Morgan Printing Austin, Texas, 2000 151-152

**Caretaker (caregiver/support person):** any individual responsible for the health and welfare of a person with a disability by providing for or directly providing assistance in meeting a daily living need regardless of the location within which such assistance occurs. Taken from DPPC MGL Chapter 19C

**Confidentiality:** keeping information private.

**Crime:** an act which is against the law.

**Cyber-bullying:** when a person hurts another person with words or pictures when using technology devises such as cell phones, email/internet, and chat rooms or blogging. A cyber-bully can hide his or her real identity so the person does not know who he or she is talking or texting with.

**Denial:** not letting yourself think about things that are upsetting, sad, or unpleasant. A person who is in denial might think the maltreatment (abuse) is not really that bad. University of Illinois, Chicago, Institute on Disability and Human Development, Taking Charge: Responding to Abuse, Neglect, and Financial Exploitation, funded by a grant from the National Institute on Disability and Rehabilitation Research #H133G970124, 2002
**Emergency**: a situation involving the presence of imminent serious physical or serious emotional injury or both to a person with a disability that requires an immediate response to protect the individual with a disability from serious injury. *Taken from DPPC MGL Chapter 19C*

**Evidence**: things such as a physical mark or a bruise on a person’s body, the person’s clothing that may be covered with bodily fluids, or anything that can be seen that helps the person get medical treatment and shows that a crime or abuse has been committed.

**Family Violence**: is violence or abuse that happens in a family. The person doing the hurting may be a relative like a brother, sister, mother, father, son, daughter, grandparent, aunt, uncle, or cousin. Or the person doing the hurting may be a boyfriend, girlfriend, partner, husband, wife, or even a roommate. The person could also be a guardian. *Taken from “Stop the Violence, Break the Silence”*

**Fear of Retaliation**: being afraid that something bad will happen to you if you tell on a perpetrator. *Taken from “Taking Charge: Responding to abuse, neglect, and financial exploitation”*

**Financial Abuse ($)**: forging someone else’s signature for financial gain, cashing someone else’s checks for personal use, obtaining and misusing someone else’s bank book/card, misleading someone by providing false information about their living expenses, withholding someone’s funds, taking someone’s items such as jewelry, furniture, credit cards or other items without their permission and stealing someone’s identity for financial gain.

**Mandated Reporter**: is any person who in his/her professional capacity shall have reasonable cause to believe that a person with a disability is suffering from a reportable condition. Employees of state and private agencies providing services to people with disabilities are mandated reporters. Personal care attendants (PCAs), caregivers, case managers, service coordinators, support staff, police officers, doctors, nurses, dentists and teachers are some examples of mandated reporters. *Taken from DPPC MGL Chapter 19C*

**Manipulation**: to make a person do something that the person does not want to do or feels uncomfortable doing. To control a person’s actions to the other person’s advantage.

**Neglect**: when someone does not have enough food to eat or drink and is malnourished and/or dehydrated, does not bathe regularly or have clean clothes to wear, dresses incorrectly for the weather, does not have necessary supervision or assistance, lives in unsafe housing conditions, does not receive needed medical attention or have necessary
items – dentures, eyeglasses, hearing aids, walker, wheelchair, TTY (telephone communication for people who are deaf or hard of hearing) or communication board.

**Perpetrator:** a person who commits a crime or hurts another person. Perpetrators are often not strangers but rather support staff or someone who is close to the person with a disability. *Taken from “Taking Charge: Responding to abuse, neglect, and financial exploitation”*

**Physical Abuse:** when someone hits, kicks, punches you which may leave marks on your skin, grabs your arms, face or shoulders hard and leaves bruises, pushes you causing you to fall and break a bone, bites you, burns you with a cigarette/iron or uses an object to puncture your skin.

**Power of the Perpetrator:** perpetrator has a lot of control or power over the life of the victim and uses that control to meet his or her own needs. Perpetrators often have all of the power in relation to a person with a disability. Perpetrators count on the fact that the victim will not be seen as a believable witness. *Taken from “Taking Charge: Responding to abuse, neglect, and financial exploitation”*

**Preserve Evidence:** keeping items so that they are not destroyed. For example: to preserve evidence a person should not bathe and should not wash their clothes if sexually abused and should take pictures of physical injuries such as marks or bruises on the body. Evidence is given to a trusted person such as a support worker, a nurse or a police officer. Evidence can help show that a crime has been committed.

**Rape (Massachusetts legal definition):** (C265, S.22) Whoever has sexual intercourse or unnatural sexual intercourse with a person and compels such person to submit by force and against his will or compels such person to submit by threat of bodily injury, shall be punished by imprisonment in the state prison.
Includes three criteria:
• Any vaginal, anal or oral penetration by a penis, or other body part, or object.
• Lack of consent: may be communicated by any verbal or physical sign of resistance. Is present when victim is unable to give consent due to age, mental status (i.e. incapacitation resulting from drug or alcohol intoxication, unconsciousness, and severe mental handicap).
• Threat or actual use of force.
Massachusetts Law amended 1974
New law includes: Both genders

**Self Blame:** blaming yourself for something that has happened. Remember abuse is not your fault. *Taken from “Taking Charge: Responding to abuse, neglect, and financial exploitation”*
**Sexual Abuse:** when someone touches/hurts you in a private place (breast, vagina, penis, buttocks) on your body without your permission, asks you to touch them in a private place on their body, threatens to do something bad to you or to someone you care about if you don’t do what they want or promises to give you things (like money or candy or gifts) if you do what they want (penetration, molestation, exploitation).

**Survivor:** a person who has been hurt by violence or abuse and has lived through it. A survivor can go on to live a full and happy life. *Taken from “Stop the Violence, Break the Silence”*

**Trust:** rely upon or place confidence in someone that makes you feel comfortable. To feel confident that someone will believe you when you tell them something.

**Verbal Abuse:** when someone screams, shouts or yells at you, calls you names and makes you feel bad, threatens to hurt you, teases you about your disability, makes fun of you, threatens to take away food, shelter, care, clothes, possessions or necessary equipment such as a communication board, or tries to make you feel bad in front of others.

**Victim:** a person who has been hurt by violence or abuse. Anyone can be a victim of violence or abuse. Sometimes the person doing the abuse is a stranger. But it is usually a person you know. He or she can be a friend, neighbor, family member, support staff, van driver, teacher, etc. *Taken from “Stop the Violence, Break the Silence”*

**Violence:** when someone hurts another person on purpose. The person may be hurt a little bit or very badly. *Taken from “Stop the Violence, Break the Silence”*

**Warning sign:** a message that something may be wrong and that action may need to be taken. **A red flag!** Regarding abuse there are physical, verbal and behavioral warning signs that a person may be abused. Examples are:
Physical – wounds, bruises, bleeding or bite marks
Verbal – name calling, screaming, teasing
Behavioral – crying, difficulty sleeping, weight gain or weight loss

**Wrongfully:** a person is not treated right, fairly or justly.
National Resources
State Adult Protective Service Agencies

Alabama
Adult Protective Services Division (for adults 18 and over, including the elderly)
50 North Ripley Street
Montgomery, Alabama 36130-4000
Phone: 334-242-1350
Abuse Hotline: 800-458-7214 (only available during business hours; individuals who wish to report abuse or neglect of elders or persons with disabilities after regular business hours should contact their county sheriff’s office).
Email: aps@dhr.alabama.gov
Web site: http://dhr.alabama.gov/services/Adult_Protective_Services/Adult_Protective_Services.aspx

Alaska
Alaska Adult Protective Services for Vulnerable Adults (disabled persons 18 and over as well as seniors)
550 W. Eighth Avenue
Anchorage, Alaska 99501
To report abuse, contact: 907-269-3666 or 800-478-9996 (toll-free number works in Alaska only)
Online form for reporting abuse (available 24 hours a day):
http://www.hss.state.ak.us/dsds/apsreport.htm
Email: hsswebmaster@alaska.gov
Web site: http://www.hss.state.ak.us/dsds/aps.htm

Arizona
Arizona Adult Protective Services
1789 West Jefferson Street (Site Code 950A)
Phoenix, AZ 85007
To report the abuse, contact: 1-877-SOS-ADULT (1-877-767-2385) Monday-Friday from 7:00AM to 7:00PM and Saturday and Sunday from 10:00AM to 6:00PM
Online report form (24 hours a day):
https://www.azdes.gov/forms.aspx?menu=100&ekfrm=1236
Arkansas  
Arkansas Adult Protective Services  
Adult abuse hotline: 800-482-8049  
Online Staff Directory: [http://www.aradultprotection.com/map.htm](http://www.aradultprotection.com/map.htm)  

California  
California Adult Protective Services (for elder or dependent adults)  
To report suspected abuse of elders or dependent adults that occurs in a private home, hospital, or hotel, contact the APS agency for the county in which the abuse took place. A list can be found here:  
[http://www.cdss.ca.gov/agedblinddisabled/PG2300.htm](http://www.cdss.ca.gov/agedblinddisabled/PG2300.htm)  
To report suspected abuse of an elder or dependent adult that occurs in a state hospital or nursing home, contact the local Ombudsman office in the county in which the abuse took place.  
English form for reporting suspected dependent adult/elder abuse (SOC 341):  
Spanish version of Form SOC 341:  
Form for reporting suspected elder/dependent adult financial abuse (SOC 342):  
For a list of resources for elders in the state of California, call: 800-510-2020 (inside California) or 800-677-1116 (outside California).  
APS Web site: [http://www.cdss.ca.gov/agedblinddisabled/PG1298.htm](http://www.cdss.ca.gov/agedblinddisabled/PG1298.htm)

Colorado  
Colorado Adult Protective Services (for At-risk Adults 18 or over)  
To report abuse, contact the APS intake agency for the county in which the individual resides. A list of county APS agencies can be found here:  

Connecticut  
Connecticut Office of Protection and Advocacy for Persons with Disabilities  
60B Weston Street  
Hartford, CT 06120-1551  
Phone: 860-297-4300 or 800-842-7303 (toll-free number available in Connecticut only)  
TTY: 860-566-8714  
Fax: 860-297-4380  
Email: [OPA-Information@po.state.ct.us](mailto:OPA-Information@po.state.ct.us)
Department of Protective Services for the Elderly
25 Sigourney Street
Hartford, CT 06106-5033
Phone: 860-424-5964

Delaware
Delaware Adult Protective Services Agency
New Castle (Administrative Office)
Herman M. Holloway, Sr. Campus
Main Administration Building, First Floor Annex
1901 N. DuPont Highway
New Castle, DE 19720
Phone: (302) 255-9390 or 1-800-223-9074
Toll-free statewide phone number for APS intake: 800-223-9074 (available from 8:00AM to 4:30PM Monday-Friday)
Fax: (302) 255-4445

Newark
University Plaza
256 Chapman Road
Oxford Building, Suite 200
Newark, DE 19702
Phone: (302) 391-3500 or 1-800-223-9074
Fax: (302) 391-3501
TDD: (302) 391-3505

Milford
Milford State Service Center
18 N. Walnut St., First Floor
Milford, DE 19963
Phone: (302) 424-7310 or 1-800-223-9074
Fax: (302) 422-1346
TDD: (302) 424-7141
Email: DelawareADRC@state.de.us

Florida
Florida Adult Protective Services
Abuse Hotline: 800-962-2873
TTD: 800-453-5145
Fax: 800-914-0004
Important information necessary for reporting abuse can be found here: http://www.dcf.state.fl.us/programs/abuse/what.shtml
Report abuse online: http://www.dcf.state.fl.us/programs/abuse/report.shtml
APS Web site: http://www.dcf.state.fl.us/programs/aps/
Georgia
Georgia Adult Protective Services
2 Peachtree Street, NW
Suite 9-385
Atlanta, Georgia 30303-3142
Phone: 404-657-5258
Fax: 404-657-5285
Toll Free: 1-866-55-AGING or 1-866-552-4464
To report abuse of a vulnerable adult or elder (65 or older), call 888-774-0152
Within Metro Atlanta calling area: 404-657-5250 (available Monday-Friday from 8:00AM - 5:00PM)
Submit a fax referral: 770-408-3001
Referral form (MS Word format) can be found here:
http://dhs.georgia.gov/portal/site/DHS-DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnextoid=018267b27ed0010VgnVCM100000bf01010aRCRD
Reports of abuse of persons living in nursing homes or long term care facilities should be made to the Department of Community Health: 404-656-4507
DCH web site:
http://dch.georgia.gov/02/dch/home/0,2467,31446711,00.html;jsessionid=1DAA6B7C12822A468AC0EEDE81040BC9
Adult Protective Services web site: http://dhs.georgia.gov/portal/site/DHS-DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnextoid=018267b27ed0010VgnVCM100000bf01010aRCRD

Hawaii
Hawaii Adult Protective Services
Patricia McManaman, Director
Phone: 808-586-4997
Fax: 808-832-5391
To report abuse:
Oahu: 808-832-5115
East Hawaii: 808-933-8820
West Hawaii: 808-327-6280
Kauai: 801-241-3337
Maui/Lanai: 808-243-5151
Molokai: 808-553-1763
APS lines available during normal business hours; to report abuse after regular business hours, contact the local police department.
Email: dhs@dhs.hawaii.gov
DHS web site: http://hawaii.gov/dhs
Idaho
Idaho Commission on Aging, Adult Protective Services Division
P.O. Box 83720
341 W. Washington
3rd Floor
Boise, Idaho 83702
Phone: 208-334-3833
Fax: 208-334-3033
Reports of suspected abuse may also be filed with the APS agency in which the abuse took place. A list of APS agencies can be found on the APS web site:

Illinois
 Adults with Disabilities Abuse Intervention
To find the DHS office serving your area, use the DHS office locator:
http://www.dhs.state.il.us/page.aspx?module=12
24 hour hotline (persons between the ages of 18 and 59: 800-368-1463
24 hour elder abuse hotline (persons age 60 and over) : 866-800-1409
DHS web site: http://www.dhs.state.il.us/page.aspx?item=30270
Department on Aging web site: http://www.state.il.us/aging/1abuse/legal/abuse.htm

Indiana
Indiana Adult Protective Services
Location of APS offices varies by county. A directory of APS offices can be found here:
http://www.in.gov/fssa/files/APS_Investigators.pdf
APS area map: http://www.in.gov/fssa/files/APS_Unit_Map.pdf
Statewide referral line: 800-992-6978
Web site: http://www.in.gov/fssa/da/3479.htm

Iowa
Iowa Dependent Adult Abuse Program
Child and dependent adult abuse hotline: 800-362-2178
To make a referral for adult protection services or to file or report, contact your local
DHS office or call the 24 hour hotline. A directory of DHS offices can be found here:
http://www.dhs.state.ia.us/Consumers/Find_Help/MapLocations.html
Text only list of counties can be found here:
http://www.dhs.state.ia.us/Consumers/Find_Help/MapLocationsText.html
APS web site:
http://www.dhs.state.ia.us/Consumers/Safety_and_Protection/Abuse.Reporting/DependentAdultAbuse.html
Kansas
Kansas Adult Protective Services
Find the location of your local SRS office here:
http://www.srs.ki.gov/Pages/FindSRSLocations.aspx
Phone: 888-369-4777
24 hour hotline: 800-922-5330
Web site: http://www.srs.ki.gov/services/Pages/default.aspx

Kentucky
Kentucky Cabinet for Health and Family Services (CHFS)
Adult Protective Services Branch
Phone: 502-564-8043
24 hour hotline: 877-597-2331
(Persons 18 or over who have been the victims of abuse, neglect or exploitation)
Web site: http://chfs.ky.gov/
Note: contact information for hotline is not accurate on web site.

Louisiana
Adult Protective Services Division
PO box 3518
Bin #11
628 N 4th St.
Baton Rouge, LA 70821
Phone: 800-898-4910 (a person with a disability aged 18-59 or emancipated minors with disabilities)
Secondary phone: 225-342-9057
Phone: 800-259-4990 (persons age 60 and over) inside Louisiana or 259-342-9722 outside Louisiana
Consumer information line: 800-351-4889
Fax: 225-342-9069
Frequently asked questions: http://new.dhh.louisiana.gov/index.cfm/faq/category/15
Web site:
http://wwwprd.doa.louisiana.gov/LaServices/PublicPages/ServiceDetail.cfm?service_id=2502
EPS web site (includes a list of regional offices):
Maine
Maine Adult Protective Services
11 State House Station
32 Blossom Lane
Augusta, Maine 04333
Phone: 207-287-9200; 800-262-2232; 800-606-0215 TTY
Fax: 207-287-9229
24 hour hotline: 800-624-8404 (a person with a disability aged 18 or over)
TTY: 800-963-9490 (after business hours)
Reports of suspected abuse of adults with developmental disabilities can be filed through the Office of Adults with Cognitive and Physical Disability Services.
Contact information for each office can be found on the APS web site:

Maryland
Adult Protective Services Division
311 West Saratoga Street
Baltimore, MD 21201
Phone: 800-332-6347
Phone: 877-91-prevent (877-917-7383) or contact your local DSS office. A list of DSS offices can be found on the APS web site.
Download APS brochure here:

Massachusetts
Massachusetts Disabled Persons Protection Commission (to report suspected abuse of persons with disabilities 18-59)
300 Granite Street, Suite 404
Braintree, MA 02184
Phone: 617-727-6465
TTY: 888-822-0350
24 hour hotline: 800-426-9009
Fax: 617-727-6469
Web site: http://www.mass.gov/dppc
Contact form for general questions can be found here:
http://www.mass.gov/?pageID=dppcutilities&L=1&sid=Dppc&U=Dppc_contact_us
Reports of suspected abuse of persons over age 59 should be filed with the Massachusetts Executive Office of Elder Affairs. Contact the elder abuse hotline at 800-922-2275
Elder affairs web site:
http://www.mass.gov/?pageID=eldershomepage&L=1&L0=Home&sid=Elders
**Michigan**

**Michigan Adult Protective Services** (aged 18 or over)

APS hotline: 800-996-6228

Find your local DHS office here: [http://www.michigan.gov/dhs/0,1607,7-124-5461---00.html](http://www.michigan.gov/dhs/0,1607,7-124-5461---00.html)

Printer friendly version: [http://www.michigan.gov/printerFriendly/0,1687,7-124-5452_7119---,00.html](http://www.michigan.gov/printerFriendly/0,1687,7-124-5452_7119---,00.html)

Text only version: [http://www.michigan.gov/textonly/0,2964,7-124-5452_7119---,00.html](http://www.michigan.gov/textonly/0,2964,7-124-5452_7119---,00.html)

Web site: [http://www.michigan.gov/dhs/0,1607,7-124-5452_7119-15663--,00.html](http://www.michigan.gov/dhs/0,1607,7-124-5452_7119-15663--,00.html)

**Minnesota**

**Minnesota Adult Protective Services** (serves vulnerable adults with disabilities 18 and over as well as the elderly)

Phone: (651) 431-2609 or (800) 882-6262.

TDD/TTY: (800) 627-3529

Common Entry Point (CEP) offices in counties throughout Minnesota receive and screen reports of suspected abuse, neglect and exploitation. Find your local CEP office (document updated regularly) here:


Policy manual (contains information on filing reports):


Email contacts: jennifer.kirchen@state.mn.us or deb.siebenaler@state.mn.us

Web site:


**Mississippi**

**Adult Protective Services**

Phone: 601-359-4929

Adult Protective Services: 800-222-8000 (suspected abuse, neglect, or exploitation of a child or vulnerable adult, a person aged 18 or over with a disability living in a private home setting)

Mississippi Department of Health: 800-227-7308 (a person residing in a licensed nursing home or care)

Medicaid Fraud Control Unit, Office of the State Attorney General: 800-852-8341 (financial exploitation of persons living in licensed care facilities)

Email contact: aging@mdhs.ms.gov

Web site: [http://www.mdhs.state.ms.us/fcs_aps.html](http://www.mdhs.state.ms.us/fcs_aps.html)
Missouri
Missouri Department of Health and Senior Services (to report suspected abuse, neglect or exploitation of an adult with a disability between ages 18-59 or an elder)
PO Box 570
Jefferson City, MO 65102-0570
Phone: 573-751-4842
Hotline: 800-392-0210
Hotline available 365 days a year from 8:00 AM to 8:00PM
Elder Abuse guide for reporting abuse and neglect:
Email: info@health.mo.gov

Montana
Adult Protective Services
APS department serves adults with disabilities as well as the elderly. To report suspected abuse, neglect, or exploitation of a vulnerable adult, contact the APS department serving the region in which the abuse took place. A list of APS contacts by region can be found here: http://www.dphhs.mt.gov/sltc/aboutsltc/Contacts/aps.pdf
Alternatively, find your local APS office by calling: 800-551-3191
APS Policy Manual:

Nebraska
Adult Protective Services Division (to report suspected abuse, neglect, or exploitation of a vulnerable adult)
P.O. Box 95026
301 Sentennial South
Lincoln, NE 68509-5026
Main switchboard: 402-471-3121
24 hour hotline: 800-652-1999
Office and facility locations (listed by county):
http://www.hhs.state.ne.us/map/mapindex.htm
Web site: http://www.hhs.state.ne.us/nea/aps/apsindex.htm
Email: dhs-helpline@nebraska.gov
Nevada
Nevada Metro Abuse and Neglect (To report the abuse, neglect, or exploitation of a vulnerable adult aged 18-59)
4750 West Oakey
Las Vegas, NV 89102
Metro Abuse and Neglect: 702-828-3364 (available business days from 7:00AM-4:00PM)
Abuse of persons age 60 and over should be reported by calling 702-828-3364

New Hampshire
New Hampshire Bureau of Elder and Adult Services (to report suspected abuse, neglect, or exploitation of vulnerable adults or the elderly residing in private homes, licensed and unlicensed care facilities, or nursing homes)
Division of Community Based Care Services
129 Pleasant Street
Concord, NH 03301
Phone: 603-271-4680
Toll-free info line: 800-351-1888 hotline: 603-271-7014
Toll-free hotline number (in-state only): 800-949-0470
TTD Access Relay: 800-735-2964
Fax: 603-271-4643
Submit questions by email using the form here:
http://apps.dhhs.nh.gov/EmailContact/EmailContact.aspx?a=beas&b=Bureau%20of%20Elderly%20and%20Adult%20Services
Web site: http://www.dhhs.nh.gov/dcbcs/beas/

New Jersey
Adult Protective Services
P.O. Box 812
Trenton, NJ 08625-0812
Phone: 609-341-5467
To report suspected abuse, neglect, or exploitation of any vulnerable adult (such as an elder or person with a disability), call the public awareness, information, assistance and outreach unit: 800-792-8820
Reports may also be filed with your local APS office. A list of APS offices can be found here: http://www.nj.gov/health/senior/adultpsp.shtml
New Mexico

New Mexico Adult Protective Services Agency (for all vulnerable adults, including the elderly)
Division Office: 505-841-4569
24 hour APS Statewide Intake Unit: 866-654-3219 (inside New Mexico) or 505-476-4912 (in Santa Fe or outside New Mexico)
APS agencies provide services for counties throughout New Mexico. A list of APS offices and contacts can be found here:
http://www.nmaging.state.nm.us/APS_office_contacts.html
Web site: http://www.nmaging.state.nm.us/Adult_Protective_Services_Division.html

New York

Protective Services for Adults
52 Washington Street
Rensselaer, New York 12144
Phone: 800-342-3009 (Press Option 6) (within New York State only) or
Contact the local county Department of Social Services Adult Protective Services. Both options are available during business hours; if you suspect a vulnerable adult is in immediate danger, contact local law enforcement).
Local DSS offices handle abuse cases throughout New York State. Find the DSS office serving your area here: http://www.ocfs.state.ny.us/main/localdss.asp
Web site: http://www.ocfs.state.ny.us/main/psa/

North Carolina

Adult Protective Services Division
Mailing Address: 2101 Mail Service Center, Raleigh, NC 27699-2101
Telephone: (919) 733-3983
Fax: (919) 733-0443
County Social Services offices receive reports of suspected abuse, neglect, or exploitation of elderly and disabled adults. Find your local Social Services Office using the form here:
http://www.ncdhhs.gov/dss/local/
Printable version of county directory (in PDF format):
APS forms and tools can be found here:
http://www.ncdhhs.gov/aging/adultsvcs/afs_aps_tool.htm
Contact the Division of Social Services using this form:
http://www.ncdhhs.gov/dss/contact/email_form.aspx
North Dakota
Vulnerable Adult Protective Services (To report suspected abuse, neglect, or exploitation of an elder or vulnerable adult)
Jan Engan, Director
1237 W Divide Ave, Suite 6
Bismarck, ND 58501
Phone: 701-328-4601 / ND Relay TTY: 1-800-366-6888
Report the abuse of an elder residing in a nursing home by calling: 800-451-8693
Fax: 701-328-8744
Email: dhsaging@nd.gov

Ohio
Ohio Adult Protective Services (To report the abuse, neglect, or exploitation of a vulnerable adult (18-59 years of age)
Phone: 866-313-6733
To report the abuse of elders (age 60 and over) contact the Office of Job and Family Services agency for the county in which the abuse took place.
To find the JFS office for your county, call: 866-635-3748
ODJFS web site (also contains information for reporting elder abuse):
http://jfs.ohio.gov/families/protective_services/index.stm

Oklahoma
Oklahoma Adult Protective Services
Sequoyah Memorial Office Building
P.O. Box 25352
2400 Lincoln Blvd.
Oklahoma City, OK 73105
Referral line: 405-521-3660
Fax: 405-522-3463
Email: CommunityAPS@okdhs.org
To report suspected abuse, neglect, or exploitation of a vulnerable adult, contact your local DHS office during normal business hours.
A map of local DHS offices can be found here: http://www.okdhs.org/okdhslocal/
To make a referral after regular business hours, contact the statewide abuse hotline: 800-522-3511
Oregon
Seniors and People with Disabilities
500 Summer St. NE E12
Salem, OR 97301-1073
Email: spd.web@state.or.us
Reports of suspected abuse of vulnerable adults (with physical and developmental disabilities) as well as the elderly are filed with the DHS office located in the area in which the abuse took place. To find contact information for your local DHS office, contact the referral line: 800-232-3020 (in-state only) or 503-945-5811. Referral line available business days from 8:00AM to 5:00PM. Contact information for each DHS office can also be found here: http://www.oregon.gov/DHS/spwpd/offices.shtml

Pennsylvania
Pennsylvania Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101-1919
Phone: 717-783-1550
24 hour Department of Aging hotline: 800-490-8505
To report suspected abuse, neglect, or exploitation of a vulnerable adult, contact the area agency on aging for the county in which the abuse took place. To find your local area agency, call: 412-350-6905
Locate your area agency for aging here: http://apsnetwork.org/Abuse/pennsylvania.html
Alternatively, use the map here: http://www.portal.state.pa.us/portal/server.pt?open=514&objID=616424&mode=2
Email: aging@state.pa.us
Web site: http://www.aging.state.pa.us/portal/server.pt/community/department_of_aging_home/18206

Puerto Rico
Puerto Rico Adult Protective Services
To report the abuse, neglect, or exploitation of a vulnerable adult, contact the APS agency serving the area in which the abuse took place.
To find the APS agency in your county, dial 211 (from inside Puerto Rico), or 877-732-9832 (within Puerto Rico).
Rhode Island
Rhode Island Aging and Disability Resource Center
74 West Road
Hazard Building
Cranston, RI 02920
Phone: 401-462-2629 to report suspected abuse, neglect, or exploitation of a vulnerable adult between the ages of 18 and 65, during normal business hours:
To report suspected abuse of an elder over the age of 65, contact the Rhode Island Division of Elderly affairs: 401-519-0371
DEA web site: http://www.dea.ri.gov

South Carolina
Adult Protective Services
Mildred S. Washington, LBSW
Director of Adult Services
P.O. Box 1520
Columbia, SC 29202-1520
Phone: 803-898-7318
Adult Protective Services: To report suspected abuse of a child or vulnerable adult (including an elder), contact the hotline serving the county in which the abuse took place. A directory of intake agencies can be found on the APS portion of the DHS web site: https://dss.sc.gov/content/customers/protection/aps/index.aspx

South Dakota Department
Adult Protective Services
700 Governor’s Drive
Pierre, SD 57501
Phone: 605-773-3656 or 866-854-5465
Fax: 605-773-4085
To report suspected abuse, neglect, or exploitation of an elder or vulnerable adult, contact your nearest DSS office. A directory of DSS offices can be found here: http://dss.sd.gov/elderlyservices/offices/index.asp
Abuse, Neglect and Exploitation of Elders or Adults with Disabilities Brochure: http://dss.sd.gov/formspubs/docs/ELDERLY/ASAneglectbrochure.pdf
Mandatory Reporting PowerPoint Presentation: http://dss.sd.gov/elderlyservices/docs/MandatoryReporting2011PPT.pdf
Web site: http://dss.sd.gov/elderlyservices/services/adultprotective.asp
Email: asa@state.sd.us
Tennessee
Adult Protective Services
Commissioner’s Office
400 Deaderick Street, 15th Floor
Nashville, TN 37243-1403
Phone: 615-313-4700
Fax: 615-741-4165
APS hotline: 888-APS-TENN (888-277-8366)
Email: Human-Services.Webmaster@tn.gov

Texas
Texas Department of Family and Protective Services
701 W. 51st Street
Austin, TX 78751
Mailing address: P.O. Box 149030
State office: 512-438-4800
To report suspected abuse or neglect of a child, disabled adult, or elder residing in a private home setting, contact the abuse hotline: 800-252-5400 (available nationwide).
To report institutional abuse: 800-647-7418
Web site: http://www.dfps.state.tx.us

Utah
Utah Adult Protective Services
Aging Services Administrative Office
195 North 1950 West
Salt Lake City, UT 84116
Phone: 801-538-3910
Toll-free: 877-424-4640
Fax: 801-538-4395
To report suspect abuse, neglect, or exploitation of an elder or vulnerable adult:
Salt Lake County: 801-538-3567
All other counties: 800-371-7897
Email: das@utah.gov
Vermont

Adult Protective Services Division (To report the abuse, neglect, or exploitation of a vulnerable adult)
103 South Main Street
Ladd Hall
Waterbury, VT 05671
Phone: 800-564-1612 or 802-241-3918 (both numbers available Monday-Friday from 7:45AM to 4:30)
To file a report after regular business hours (or on weekends or holidays), call the Emergency Services Program: 800-649-5285
Fax a report: 802-241-4092
File a report online 24 hours a day using the form here: http://www.dlp.vermont.gov/abuse-reporting-form/abuse-reporting-form
Web site: http://www.dlp.vermont.gov/protection

Virginia

Virginia Adult Protective Services
801 E. Main Street
Richmond, VA 23219-2901
To report suspected abuse, neglect, or exploitation of an elder or vulnerable (incapacitated) adult, contact your local DSS office
Find your local DSS office here: http://www.dss.virginia.gov/localagency/
24 hour hotline: 888-832-3858
Web site: http://www.dss.virginia.gov/family/as/aps.cgi

Washington

Washington Adult Protective Services
To report abuse, neglect, or exploitation of an elder or vulnerable adult living in a private home, contact the local APS office for the county in which the abuse took place. To find your local APS agency, contact the 24 hour End Harm hotline: 866-END-HARM (866-363-4276)
Alternatively, you can find your local APS agency here: http://www.aasa.dshs.wa.gov/Resources/clickmap.htm
To report suspected abuse of an elder or vulnerable adult who resides in a nursing home or adult care facility, contact the Complaint Resolution Unit hotline: 800-562-6078
Email: SLOANCS@dshs.wa.gov
Web site: http://www.aasa.dshs.wa.gov/APS/reportabuse.htm
**West Virginia**

*Adult Protective Services Division*

To report suspected abuse, neglect, or exploitation of a vulnerable (incapacitated) adult, contact the Department of Health and Human Resources agency serving your area. Find your local DHHR office here: [http://www.wvdhhr.org/bcf/county/](http://www.wvdhhr.org/bcf/county/)

24 hour hotline: 800-352-6513

Contact the West Virginia Bureau for Children and Families using the form here: [http://www.wvdhhr.org/bcf/knowledgebase/contact.aspx](http://www.wvdhhr.org/bcf/knowledgebase/contact.aspx)


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**Wisconsin**

*Adult Protective Services*

1 West Wilson Street
Madison, WI 53703
Phone: 608-266-1865
TTY: 888-701-1251

Email: [DHSwebmaster@wisconsin.gov](mailto:DHSwebmaster@wisconsin.gov)

Find contact information for DHS staff using the form here: [http://www.dhs.wisconsin.gov/data/servicesearch.asp](http://www.dhs.wisconsin.gov/data/servicesearch.asp)

To report suspected abuse, neglect, or exploitation of an Adult at Risk (ages 18-59), contact your local Adult at Risk Agency. Find your local Adult at Risk agency here: [http://www.dhs.wisconsin.gov/APS/Contacts/aaragencies.htm](http://www.dhs.wisconsin.gov/APS/Contacts/aaragencies.htm)

To report abuse of an elder, contact your local Elder Abuse Agency. Find your local Elder Abuse Agency here: [http://www.dhs.wisconsin.gov/APS/Contacts/eaaragencies.htm](http://www.dhs.wisconsin.gov/APS/Contacts/eaaragencies.htm)

To report abuse of an elder or vulnerable adult living in a nursing home or adult care facility, contact the Office of Caregiver Quality’s Quality Assurance Department: 608-261-8319

Email: [DHSCaregiverIntake@wisconsin.gov](mailto:DHSCaregiverIntake@wisconsin.gov)


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**Wyoming**

*Adult Protective Services Division*

Dorothy Thomas
2300 Capitol Ave., Third floor
Cheyenne, WY 82002
Phone: 307-777-3602
TTY: 307-777-3663
Fax: 307-777-3693

To report suspected abuse, neglect, or exploitation of an elder or vulnerable adult, contact the DFS office in the county where the abuse took place. A directory of DFS offices can be found here: [http://dfsweb.state.wy.us/dfs/contact.html#offices](http://dfsweb.state.wy.us/dfs/contact.html#offices)
local APS Team s address issues related to supporting vulnerable adults and elders who are victims of abuse, neglect, and exploitation.
Web site: http://dfsweb.state.wy.us/protective-services/aps/index.html
National Adult Protective Services Association (NAPSA)
The mission of NAPSA is to improve the quality and availability of protective services for adults with disabilities and elders who are abused, neglected, or exploited and are unable to protect their own interests. To find the name and phone number of the Adult Protective Service agency in your state, contact NAPSA.
217-523-4431
www.apsnetwork.org

Americans with Disabilities Act Information Line
For information and technical assistance about the Americans with Disabilities Act (ADA) contact the ADA Information Line.
U.S. Department of Justice
1-800-514-0301 (TDD: 1-800-514-0383)
www.ada.gov

Office of Civil Rights
Office of Justice Programs
U.S. department of Justice
www.ojp.usdoj.gov/about/offices/ocr.htm

Blindness
American Council for the Blind
1-800-424-866
www.acb.org

American Foundation for the Blind
1-800-232-5463
www.afb.org

Deafness
Alexander Graham Bell Association for the Deaf and Hard of Hearing
1-866-337-5220 (TDD: 202-337-5221)
www.agbell.org

National Association of the Deaf
301-587-1788 (TDD: 1-800-621-0394)
www.nad.org
National Institute on Deafness and Other Communication Disorders
National Institute of Health, U.S. Department of Health and Human Services
1-800-241-1044 (TDD: 1-800-241-1055)
www.nidcd.nih.gov

Registry of Interpreters for the Deaf
703-838-0030 (TDD: 703-838-0459)
www.rid.org

Telecommunications Relay Services
711

**Developmental and Intellectual Disabilities**
American Association on Intellectual and Developmental Disabilities
1-800-424-3688
www.aamr.org

ARC of the U.S.
1-800-433-5225
www.thearc.org

National Association of Developmental Disabilities Councils
http://www.naddc.org

National Down Syndrome Congress
1-800-232-6372
www.ndsccenter.org

Self Advocates Becoming Empowered
National Self Advocacy Organization
www.sabeusa.org
SABEnational@gmail.com

**Mental Health**
Depression and Bipolar Support Alliance
1-800-826-3632
www.dbsalliance.org

National Alliance on Mental Illness
1-800-969-6642 (TDD: 703-516-7227)
www.nami.org
Mental Health America Help Desk
1-800-969-6642 (TDD: 1-800-433-5959)
[Website URL]

The National Institute of Mental Health
http://www.nimh.nih.gov/

National Suicide Prevention Hotline
1-800-273-8255 (TDD: 1-800-799-4889)
[Website URL]

Treatment Advocacy Center
703-294-6001; 703-294-6002
[Website URL]

Older Persons
Eldercare Locator, Administration on Aging
U.S. Department of Health and Human Services
1-800-677-1116
[Website URL]

National Association of Area Agencies on Aging
202-872-0888
[Website URL]

Sexual Assault
Centers for Disease Control and Prevention
U.S. Department of Health and Human Services
1-800-232-4636 (TDD: 1-888-232-63480)
[Website URL]

National Sexual Assault Hotline
Rape Abuse Incest National Network
1-800-656-HOPE
[Website URL]

National Center for Victims of Crime
202-467-8700
[Website URL]
Other National Victim Service Providers and Resources

Bureau of Justice Assistance
Office of Justice Programs
U.S. Department of Justice
202-616-6500
www.ojp.usdoj.gov/BJA

COPS Office Response Center
Office of Community Oriented Policing Services
U.S. Department of Justice
1-800-421-6770
www.cops.usdoj.gov

Families and Friends of Violent Crime Victims
1-800-346-7555 (TDD: 425-355-6962)
www.fnfvcv.org

The Federal Trade Commission (FTC) – Identity Theft Hotline
1-877-IDTHEFT (1-877-438-4338)
www.ftc.gov/idtheft

National Council on Disability
Phone Number: 202-272-2004 Voice; 202-272-2074 TTY
www.ncd.gov

National Council on Independent Living
www.ncil.org

National Criminal Justice Reference Service
1-800-851-3420 (TDD: 1-877-712-9279)
www.ncjrs.gov

National Fraud Information Center/Internet Fraud Watch
National Consumers League
1-800-879-7060
www.fraud.org
National Organization for Victims Assistance
1-800-879-6682
www.try-nova.org

National Organization on Disability
http://www.nod.org

Office of the Inspector General – Social Security Fraud Hotline
1-800-269-0271 (TTY: 1-866-501-2101)
www.ssa.gov/oig/guidelin.htm

Office for Victims of Crime
Office of Justice Programs
U.S. Department of Justice
202-307-5983 (TDD: 202-514-7908)
www.ovc.gov

Office for Victims of Crime Resource Center
Office of Justice Programs
U.S. Department of Justice
1-800-851-3420 (TTY: 1-877-712-9279)
www.ovc.gov/ovcrs

Office for Victims of Crime Training and Technical Center
Office of Justice Programs
U.S. Department of Justice
1-866-682-8822 (TDD: 1-866-682-8880)
www.ovcttac.gov

Office on Violence Against Women
U.S. Department of Justice
www.usdoj.gov/ovw

United Cerebral Palsy
1-800-872-5872
www.ucp.org

The U.S. Department of Health and Human Services Office on Disability (HHS)
1-877-696-6775
www.hhs.gov/od
For copies of the Awareness and Action Participant Workbook or other Building Partnerships Initiative (BPI) materials, please contact:

Building Partnerships Initiative
c/o Disabled Persons Protection Commission
300 Granite Street, Suite 404
Braintree, MA 02184
Phone: 617-727-6465
888-822-0350 TTY
Fax: 617-727-6469
Web: www.mass.gov/dppe