

## **Protective Service Referrals:**

If you suspect or believe that an elderly person is a victim of abuse, neglect (including self-neglect) exploitation or abandonment contact the Protective Service Intake Lines listed below:

### **During Business Hours:**

#### ***In-State:***

***1-888-385-4225 (Toll Free)***

#### ***Out of State:***

***1-800-203-1234 (Toll Free)***

### **After Hour Emergencies:**

#### ***In-State:***

***2-1-1 (Toll Free)***

#### ***Out of State:***

***1-800-203-1234 (Toll Free)***

Protective Services for the Elderly is administered by the Connecticut Department of Social Services.

After hours telephone contact is provided by the United Way of Connecticut: 2-1-1

Protective Services for the Elderly Online Resource:

[www.ct.gov/dss/protectiveservicesforelderly](http://www.ct.gov/dss/protectiveservicesforelderly)

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# **State of Connecticut**

## **Department of Social Services**



## **Protective Services for the Elderly Program**

## Protective Services for the Elderly

The Protective Services for the Elderly Program (PSE) is designed to safeguard people 60 years and older from physical, mental and emotional abuse, neglect, abandonment, and /or financial abuse and exploitation. This includes allegations of abuse or neglect of residents in long-term care facilities.

## Types of Abuse

- **Abuse:** The willful infliction of physical pain or mental anguish or the willful deprivation by a caretaker of services, which are necessary to maintain physical and mental health.
- **Neglect:** The situation in which an elderly person is unable to take care of his or her needs or is being neglected by a caretaker responsible for providing services to maintain the person's physical or mental health.
- **Exploitation:** The act or process of taking advantage of an elderly person, whether for monetary or personal gain.
- **Abandonment:** Refers to the desertion or willful forsaking of an elderly person by a caretaker or the foregoing duties, or the withdrawal or neglect of duties and obligations owed an elderly person by a caretaker or other person.

## Making a Report

Per CT. General Statutes 17b-451, medical professionals, social workers, police officers, clergy, any person paid for caring for an elderly person by any institution, organization, agency or facility, who believe an elderly person may be abused, neglected, exploited, or abandoned, are required by law to report that information to the **Department of Social Services Protective Services For The Elderly Central Intake Line at (888)385-4225. For after hour emergencies, please call 2-1-1.**

In addition friends, neighbors, family members, and acquaintances who suspect an elderly person is being abused, neglected, exploited or abandoned should also call the PSE Central Intake Line.

## Other Information

**Safeguards for Reporters:** Any person who makes any report cannot be held liable in civil or criminal court when reports are made in good faith.

**Failure to report:** For mandated reporters, failure to report concerns to the Protective Services for the Elderly Program is considered a misdemeanor and is punishable by Connecticut law.

For the complete law and a list of mandated reporters refer to the Connecticut General Statutes: 17b 450- 461 inclusive.

## Services

A Department of Social Services worker meets with the elderly person and his or her family to determine unmet needs, and depending on the circumstances develops a plan to address those needs. When necessary, staff will intervene immediately to safeguard the individual's health and well-being.

The underlying goals behind the social worker's efforts are:

- preserving the elderly person's right of self-determination
- helping him or her remain in the preferred living situation, whenever possible
- preventing injury or bodily harm
- safeguarding legal rights

In addition to supportive counseling, the plan may include arranging for and coordinating any of the following services:

- adult companion
- adult day care
- homemaker, housekeeper or chore-person
- meals-on-wheels
- emergency response system
- emergency placement, if appropriate