

more **RESOURCES** to **FIGHT ABUSE**



Legal Assistance

Bet Tzedek Legal Services: www.bettzedek.org 1-323-939-0506

California State Attorney General: www.ag.ca.gov 1-800-952-5225

Legal Aid Foundation of Los Angeles: www.lafla.org 1-800-399-4529

Los Angeles City Attorney's Office Elder Abuse Hotline: 1-877-477-3646

Los Angeles County Bar Association Lawyer Referral & Information: www.lacba.org 1-213-243-1525

Los Angeles County District Attorney Victim-Witness Assistance:
<http://da.co.la.ca.us> 1-800-773-7574

Los Angeles County District Attorney Elder Abuse Section: 1-213-580-3383

Los Angeles County Public Administrator – Public Guardian: 1-213-974-0515

LOOKING out for **YOURSELF**

Do:

- Stay active with your local senior center. It can be a valuable source of information.
- Plan for your care as you age. Identify reliable people who can provide assistance if needed.
- Review your finances regularly. Be extremely cautious when selecting “trustworthy” individuals to help manage your affairs when needed.
- Participate in community activities. Volunteering is a great way to have contact with others and make friends. Call WISE & Healthy Aging at 1-310-394-9871 for volunteer opportunities.

Don't:

- Don't put off preparing your future physical and financial needs.
- Don't accept personal care from anyone in exchange for property or assets without a lawyer or other trusted advocate to witness the transaction.
- Don't allow others to keep details of your finances from you.
- Don't give out personal or financial information to people you don't know, *especially over the phone*.
- Don't sign legal documents that you do not understand.

About WISE & Healthy Aging



WISE & Healthy Aging is the result of a November 2007 merger between WISE Senior Services and Center for Healthy Aging. With more than 40 years of serving seniors and their families, this non-profit, social services organization has been recognized for its wide range of innovative support services designed to meet the needs of a diverse clientele within the greater Los Angeles area. Current programs and services include:

- Adult Day Service Center
- Long-Term Care Ombudsman Program
- In-Home Care Management
- Caregiver Support Services
- Mental Health Services
- Peer Counseling
- Elder Abuse Prevention Program
- FAST (Financial Abuse Specialist Team)
- Senior Fraud Prevention Call Center
- Advocates for Conserved Elders (ACE) Project
- Transportation & Mobility Program
- Money Management Services
- Friendly Visitors Program
- Educational and Outreach Programs
- Healthy Meals Program
- Medicare Insurance Counseling
- Renter's and Homeowner's Exemption Assistance
- Reverse Mortgage Counseling
- Tax Preparation Service
- Information and Referral
- Volunteer Opportunities (RSVP) for Active Older Adults
- WISE Connections "Village-to-Village" Services

Our mission is to enhance the independence, dignity and quality of life of older adults through leadership, advocacy and innovative services.



1527 4th Street, 2nd Floor
Santa Monica, CA 90401

www.wiseandhealthyaging.org

(310) 394-9871

Elder Abuse: Prevention through Prosecution

Physical Abuse
Neglect
Psychological Abuse
Financial Abuse
Sexual Abuse



Stop Elder ABUSE.

This Resource Guide was created in collaboration with WISE & Healthy Aging, and was funded by The County of Los Angeles Area Agency on Aging and The City of Los Angeles Department of Aging



RECOGNIZE the SIGNS of ELDER ABUSE



Help stop the abuse of elder and dependent adults by being aware of these signs.

Physical Abuse

- Unexplained signs of injury such as bruises, welts, scars, broken bones or sprains
- Report of drug overdose or apparent failure to take medication regularly
- Broken eyeglasses or frames
- Signs of being restrained, such as rope marks on wrists
- Caregiver's refusal to allow you to see the person alone
- Physical or chemical restraints for caregiver's convenience

Emotional Abuse

- Threatening, belittling, or controlling caregiver behavior that you witness
- Behavior from the elder that mimics dementia, such as rocking, sucking, or mumbling

Sexual Abuse

- Bruises around breasts or genitals
- Unexplained venereal disease or genital infections
- Unexplained vaginal or anal bleeding
- Torn, stained, or bloody underclothing

Neglect by Caregivers or Self-Neglect

- Unusual weight loss, malnutrition, dehydration
- Untreated physical problems, such as bed sores
- Unsanitary living conditions: dirt, bugs, soiled bedding and clothes
- Dirty or unbathed
- Unsuitable clothing or covering for the weather
- Unsafe living conditions (no heat or running water; faulty electrical wiring, fire hazards)
- Desertion of the elder at a public place

Financial Exploitation

- Significant or unauthorized withdrawals from the elder's accounts
- Sudden changes in the elder's financial condition
- Items or cash missing from the household
- Suspicious changes in wills, power of attorney, titles, and policies
- Addition of names to the elder's signature card
- Unpaid bills or lack of medical care, although the elder has enough money to pay for them
- Financial activity the elder couldn't have done, such as an ATM withdrawal by a bedridden account holder
- Unnecessary services, goods, or subscriptions

Healthcare Fraud and Abuse

- Duplicate billings for the same medical service or device
- Evidence of overmedication or undermedication
- Evidence of inadequate care when bills are paid in full

REPORTING SUSPECTED ABUSE



Dial **911** to report elder abuse or neglect to the **Police** NOW if the abuse is immediate and life-threatening.

Elder Abuse Hotline at **1-877-477-3646** or **1-800-992-1660** to report allegations of abuse when you are unsure on where to call.

Adult Protective Services, County of Los Angeles, **1-888-202-4248** if you suspect elder abuse in the community. Call 213-351-5401 if you are outside of Los Angeles County.

Long-Term Care Ombudsman, at WISE & Healthy Aging **1-800-334-9473** and report suspected abuse occurring at board and care homes, nursing homes and assisted living facilities in LA County. Statewide Ombudsman after hours crisis line: 1-800-231-4024.

RESOURCES to FIGHT ABUSE

General Information

City of Los Angeles Department of Aging and Information and Assistance: **1-213-252-4030**

County of Los Angeles Area Agency on Aging: **1-800-510-2020**

Department of Community and Senior Services: www.css.lacounty.gov **1-213-738-4004**

Los Angeles County Information and Referral, for senior services dial: **211**
www.infoline-la.org

WISE & Healthy Aging Information & Referral for senior services: **1-310-394-9871** ext. **464**

Medicare or Medi-Cal Fraud

California Attorney General Bureau of Medi-Cal Fraud & Elder Abuse: **1-800-722-0432**

On-line complaint form: www.ag.ca.gov/bmfea

Center for Health Care Rights/California Health Advocates: www.cahealthadvocates.org

Health Insurance Counseling and Advocacy Program (HICAP)

Medicare and healthcare counseling: **1-800-434-0222**

Department of Health Services for Medi-Cal fraud **1-800-822-6222**

U.S. Health & Human Services TIPS Hotline to report Medicare fraud: **1-800-447-8477**

Social Security Administration

www.socialsecurity.gov Fraud Hotline: **1-800-269-0271**



Mental Health

County of Los Angeles Department of Mental Health,
Older Adult Services ACCESS Center, Help regarding
hoarding and other mental health issues: **1-800-854-7771**

Financial Fraud and Exploitation

Credit Card Fraud

If you are a victim of identity theft, or you want to avoid becoming a victim of identity theft, call these agencies to freeze new accounts being opened in your name. Also for disputes regarding your credit record.
Experian: www.experian.com **1-888-397-3742**
Equifax: www.equifax.com **1-800-525-6285**
TransUnion: www.transunion.com
1-800-680-7289

Free Annual Credit Report - request a free credit report: www.annualcreditreport.com
1-877-322-8228

Mail Fraud

Opt-out from unsolicited mail, pre-approved credit card and insurance offers:
1-888-567-8688

U.S. Postal Inspection Service – report mail fraud:
<http://postalinspectors.uspis.gov>
1-877-876-2455

Telephone Fraud

Federal Trade Commission (FTC) – telemarketing fraud/identity theft:
1-877-382-4357

Do Not Call Registry - stop telemarketers from calling you: www.donotcall.gov
1-888-382-1222

Internet Crime / Spam

Internet Crime Complaint Center:
www.ic3.gov
Forward spam e-mails to: **spam@uce.gov**

Brokers/Investments Fraud

California Department of Corporations
Seniors Against Investment Fraud (SAIF):
1-866-275-2677

Concerns about brokers, investment advisers, financial planners, mortgage lenders and bill payers: www.corp.ca.gov

Financial Industry Regulatory Authority (FINRA) BrokerCheck – check the background of a broker or brokerage: **1-800-289-9999**

Consumer Issues

California Department of Consumer Affairs – check licenses for doctors, nurses and other healthcare professionals: www.dca.ca.gov
1-800-952-5210

California Department of Insurance – insurance concerns: www.insurance.ca.gov
1-800-927-4357

California Department of Real Estate – real estate concerns: www.dre.ca.gov
1-213-620-2072

California Public Utilities Commission – utility complaints: www.cpuc.ca.gov/puc
1-800-649-7570

Contractors State License Board – concerns regarding licensed and unlicensed contractors: www.cslb.ca.gov **1-800-321-2752**

Los Angeles County Department of Consumer Affairs – landlord/tenant issues, housing discrimination, homebuyer issues, consumer complaints: www.dca.lacounty.gov
1-800-593-8222 or 1-213-974-9778