

Protective Service Referrals:

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

North Central Region

Hartford Area	(860) 723-1003
Manchester Area	(860) 647-5914
New Britain Area	(860) 612-3565
Windham Area	(860) 465-3550

Southwestern Region

Middletown Area	(860) 704-3046
New Haven Area	(203) 974-8027
Norwich/New London Area	(860) 886-0521

Western Region

Bridgeport Area	(203) 551-2701
Danbury Area	(203) 207-8900
Stamford Area	(203) 251-9392
Torrington Area	(860) 496-6950
Waterbury Area	(203) 597-4141

***In-State: Statewide Toll Free Number:
1-888-385-4225***

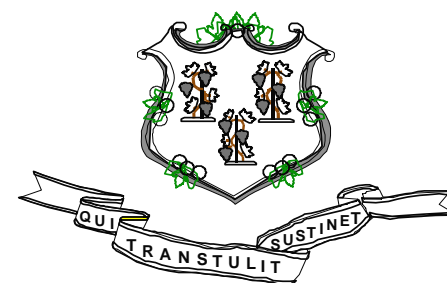
***Out of State: InfoLine at
1-800-203-1234***

***for After Hours Emergencies Call:
In-State: InfoLine at 211***

***Out of State: InfoLine at
1-800-203-1234***

Protecting our Elderly

**A guide to state services
safeguarding the elderly
from abuse, neglect, and
exploitation**



Caring for Connecticut

A Growing Problem

Today, the elderly population is growing faster than any other age group. And, unfortunately, the lives of many seniors are less than they had hoped for. Many live alone and are unable to take care of themselves. Worse yet, others are taken advantage of or abused.

Providing the Answer

In 1978, the State of Connecticut assumed responsibility for protecting people aged 60 or older from abuse, neglect or exploitation, which are defined as follows:

- **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.

Reporting Information

Medical professionals, social workers, police officers, clergy and nursing home staff, who believe an elderly person may be abused, neglected or exploited, are required by law to report that information to the local office of the Department of Social Services.

In addition, friends, neighbors, family members, and acquaintances who suspect an elderly person is being abused, neglected or exploited should call the closest office of the Department of Social Services.

If it is determined that an elderly person is in need of protective services, the Department of Social Services provides crisis intervention and support services designed to assure an elders safety.

Services

A Department of Social Services worker meets with the elderly person and his or her family to determine unmet needs, and develops a comprehensive 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 choreperson*
- *meals-on-wheels*
- *emergency response system*
- *emergency placement, if appropriate*

Eligibility:

Protective services are provided to those in need regardless of income or assets.

In Extreme Cases:

If an elderly person does not give consent to receive "necessary and reasonable services," and it is felt he or she lacks the capacity to give consent, the Department of Social Services, Protective Services Program may seek court authorization to provide those services.

In certain circumstances, the department may petition the probate court for the appointment of a conservator whose role it is to make decisions on behalf of the client. If possible, a family member will assume that role or if none is available or capable, the Commissioner of the Department of Social Services will be named conservator.

The Department of Social Services' programs are available to all applicants and recipients without regard to race, color, creed, sex, sexual orientation, age, disabilities, learning disabilities, national origin, ancestry or language barriers. The Department has a TDD/TTY line for persons who are deaf or hearing impaired and have a **TDD/TTY: 1-800-842-4524**.

