

If you know an elderly person who is being harmed in any way, **CALL NOW:**

**LIFESPAN**  
**244-8400**

outside Monroe County call  
**1-800-454-5030**

**OR**

**your local Department of Social Services**

In Monroe County: **(585) 274-6497**

In Genesee County: **(585) 344-2580**

In Livingston County: **(585) 243-7300**

In Ontario County: **(585) 396-4133**

In Orleans County: **(585) 589-5676**

In Seneca County: **(315) 539-1800**

In Schuyler County: **(607) 535-8338**

In Wayne County: **(315) 946-4881**

In Wyoming County: **(585) 786-8900**

In Yates County: **(315) 536-5183**



1900 S. Clinton Ave.  
Rochester, NY 14618

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**LIFESPAN offers a comprehensive array of programs and services to help protect elders from abuse and mistreatment.**

**Anti-Scams Program** **244-8400**

Provides educational presentations to seniors and others about scams and frauds that target elders. Provides direct intervention in cases of scams, frauds and contractor problems.

**Elder Abuse Outreach Program (EAOP)** **232-4090 or 800-641-6132**

A collaboration between The Legal Aid Society of Rochester and LIFESPAN Elder Abuse Prevention Program, combining the services of an attorney and a social worker to resolve the abuse and mistreatment of elders. Provides outreach and training, legal counseling and social work services, legal representation.

**Financial Services Program** **244-8400**

Provides older adults and their families with financial counseling and daily financial management services to protect elders from financial exploitation.

**Elder Abuse Prevention Training and Informational Presentations** **244-8400**

Training for professionals and those who work with or have frequent contact with elders to recognize elder abuse and mistreatment and how to facilitate interventions. Informational presentations about elder abuse and mistreatment for organizations, agencies, caregivers and others

**Stop Elder Abuse and Mistreatment (SEAM)** **244-8400**

A groundbreaking, new program for abusers (both men and women) of elders that provides a 16-week group process to change attitudes and behaviors and prevent further abuse and mistreatment.

**Geriatrics Addictions Program (GAP)** **244-8400**

A unique community collaborative program providing risk-reduction intervention to older adults with substance abuse problems. Services include in-home evaluation, in-home treatment where appropriate, and training for professionals.

**Annual Elder Abuse Prevention Conference and Quarterly Newsletter**

For more information, call **244-8400 ext. 143**

It shouldn't hurt to be old



Elder Abuse,  
Mistreatment  
and Neglect  
The Hidden  
Problem



# No one talks much about elder abuse.

**Not the victims** who are too frightened, too ashamed or too sick to tell someone

**Not the neighbors** who may not recognize the problem or don't know who to tell

**And not the perpetrators.**

**Elder abuse is hidden.** It is a crime that thrives on silence. Elder abuse exists in every community and every neighborhood, rich and poor, even in "nice" families. Adult children and grandchildren are often abusers. Sometimes it's an acquaintance or caregiver.

If you know an elderly person who is being harmed in any way, either by the actions of other people or through self-neglect,

**CALL LIFESPAN  
244-8400**

**or outside Monroe County call  
1-800-454-5030**

or Protective Services for Adults in your local Department of Social Services.



Shining Light on the  
Hidden Problem of  
Elder Abuse

# Caring people can help stop elder abuse and mistreatment in their families and community.

## Elder Abuse Is:

- Pushing, hitting, punching.
- Shouting at, berating, intimidating, threatening to harm an elderly person.
- Taking financial advantage of one who is lonely, vulnerable or has memory lapses.
- Taking money an elderly person needs, "borrowing" money with no intention to pay it back, tricking someone to buy something they have no use for.
- Neglecting an elderly person's physical, medical and emotional needs.
- Allowing an older adult to neglect their personal needs.

## What to Look for:

- Unexplained injuries, bruises, burns.
- Excessive fears, withdrawal, agitation.
- Sudden inability to pay bills, buy food or personal items.
- Changes in appetite; unusual weight gain or loss.
- Poor personal hygiene.
- Does not know personal finances.
- Unexplained changes in health.

## DO's for families and friends:

- Respect and honor our elders
- Report suspected abuse/mistreatment or self-neglect
- Find sources of help and use them
- Visit regularly; monitor the well being of elderly neighbors
- Keep track of medicines and doctors' visits
- Volunteer to help
- Realize abuse can happen in your family or neighborhood
- Speak up when something looks or sounds wrong

## DON'Ts for older adults

- Don't live with a person who has a background of violent behavior or alcohol or drug abuse
- Don't hesitate to tell others if you are abused, mistreated, neglected — your doctor, the clergy, a friend or family member
- Don't leave cash or valuables lying around
- Don't give friends or family money you need to live on
- Don't sign a document unless someone you trust reads it
- Don't allow anyone to keep details of your finances or property from you