

ALL ABOUT ELDER ABUSE

A Guide for Older Adults and
People Who Care for Them

CENTER FOR ADVOCACY
C | A | R | I | E
FOR THE RIGHTS AND INTERESTS
OF THE ELDERLY

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INTRODUCTION

Reports of elder abuse and neglect have risen dramatically over the past ten years. Although this may be due partially to increased awareness of the problem and the need to report, the increase may also be due to a rise in family tension, poverty, drug and alcohol abuse, and decreases in available community services. The most prevalent types of elder abuse are caregiver neglect and self neglect, with physical abuse and financial exploitation also accounting for a significant portion of cases.

Elder abuse victims statistically are most often white females over the age of 75, and the abuser is typically a family member living in the same household. However, elder abuse reaches across all racial, ethnic, religious and economic groups. Although reported elder abuse victims are typically white females, there may be cultural issues accounting for a lack of information on elder abuse, or a resistance to report. Elderly men may also be less likely to report that they need help because of stereotypes about male physical and emotional strength.

Elder abuse and neglect are prevalent in our society, and yet it is estimated that only one in fourteen cases of elder abuse are reported to authorities. Therefore, it is very important that people of all ages be aware of what elder abuse is, how to spot it, and where to get help for an elderly person in need. This booklet is designed to explain what elder abuse is, the signs and symptoms, how to cope with emotions, where to get help, how to decide what help is appropriate, and how to take precautions against abuse, neglect and exploitation.

If you have any questions about elder abuse, please call CARIE at 215-545-5728. An advocate is available Monday through Friday, 9:00 a.m. - 5:00 p.m. to discuss cases of elder abuse. All calls are kept confidential.

* The information above utilizes statistical data from the National Center on Elder Abuse.

WHAT IS ELDER ABUSE AND NEGLECT?

- 1. PHYSICAL ABUSE:** The infliction of injury, unreasonable confinement, or punishment with resulting physical harm (e.g. slapping, cutting, and burning). This may also include using physical restraints for punishment, or handling an elderly person roughly enough to cause bruising.
- 2. PSYCHOLOGICAL ABUSE:** The threat of injury, unreasonable confinement, and punishment or verbal intimidation/humiliation, which may result in mental anguish such as anxiety or depression. This may include yelling, screaming, or using demeaning language or ridicule.
- 3. SEXUAL ABUSE:** Sexual contact that results from threats, force, or the inability of the person to give consent, including but not limited to assault, rape, and sexual harassment.
- 4. FINANCIAL EXPLOITATION:** An improper course of conduct with or without informed consent of the older adult that results in monetary, personal, or other benefit, gain or profit for the perpetrator or monetary or personal loss for the older adult.
- 5. ACTIVE NEGLECT:** The willful deprivation of goods or services which are necessary to maintain physical or mental health. For example: Deliberate abandonment or the deliberate denial of food or health related services.
- 6. PASSIVE NEGLECT:** The deprivation of goods or services, which are necessary to maintain physical or mental health, without a conscious attempt to inflict physical or emotional distress. For example: Abandonment or the denial of services because of inadequate knowledge or infirmity.
- 7. SELF NEGLECT:** Not providing oneself with basic necessities or care due to choice of lifestyle, physical or mental infirmity. Preventing self from obtaining help or lack of resources or information. For example: Refusing to eat or refusing care necessary to maintain health.

THE SIGNS AND SYMPTOMS OF ELDER ABUSE

There are many signs that can signal that elder abuse is happening. It is important to know that these signs may not necessarily mean abuse is taking place, but may indicate that a problem is occurring and should be given professional attention.

The older person might:

- have bruises, burns, cuts, or more serious injuries like a broken hip or cracked rib
- appear dehydrated, or thin and malnourished
- be over-medicated, confused or shaking
- need dental care, or missing needed eyeglasses

The older person might act:

- afraid all the time or very nervous
- withdrawn and unwilling to talk
- depressed, ashamed, or overly embarrassed
- confused, panicked, or lost

The older person's family or caregiver might:

- neglect to provide medication or access to proper medical care
- not keep the older person properly dressed or clean
- display violent behavior or excessive anger
- have a problem with alcohol or drugs

Signs of financial exploitation might include:

- sudden bank account closings or withdrawals
- abrupt changes in an older person's will
- an older person living in poverty or without proper care even though he or she has adequate financial resources

HOW DO I COPE WITH MY FEELINGS WHEN SOMEONE I LOVE IS HURTING ME?

When someone you love is hurting you, it can be very painful, physically and emotionally. The following is designed to help you understand some of your feelings about your situation, and about getting help. Below are some of the most common thoughts expressed by older people living with family violence.

"I feel so alone."

It is common to feel alone when you are living with family violence. Unfortunately, many older people are experiencing abuse everyday. However, because it is a widespread problem, there are people and organizations, like CARIE, in the community that will understand what you are going through and can help.

"I feel like there's nothing I can do."

Many people who are experiencing abuse feel trapped in their situation, and powerless to change it. Whether the abuse is physical violence, verbal abuse, or financial exploitation, being hurt by a loved one often takes away a person's confidence and feeling of worth. If you are living with family violence, you can call CARIE to find out about your choices or ways to get help. CARIE's very caring and sensitive advocates can describe to you different resources that can assist you so you can decide what is best for you in your situation. Understanding that there is help available may help you begin to regain a feeling of confidence and control.

"I must have been a bad parent."

Parents often feel anxiety about raising their children to be healthy, educated, and successful. When children grow up, many parents still feel responsible. When adult children are abusive, parents may feel that the abuse is their fault, and that they did not raise their children properly. Remember that adult children are adults, and they are responsible for their actions. Regardless of how they were raised, abuse and violence are never appropriate ways to treat others. While your feelings of anxiety for an adult child may relate to his or her well-being and happiness, you are not to blame for their actions as adults.

"No one will believe me if I tell them."

When bad things happen to people, it can help to talk about it. Sometimes when people talk about family violence, it is hard for others to understand. Some people even refuse to believe it could happen. Fortunately, many older people receive support from loved ones, friends, and neighbors when they need to talk about family violence. Church or synagogue members, doctors, or community agencies are good to talk to as well. If you need to talk to someone about family violence, CARIE advocates will listen and try to help.

"People will think I don't love my family if I get help."

Letting people know about your family problems might feel scary or embarrassing. Getting help that involves putting a family member out of your house with a court order, or calling the police, can be difficult, and make you feel like you are betraying the family. Although it may be hard to get help when others do not understand, taking care of yourself is very important. Keep in mind something called "tough love". Many older people with mentally ill or drug addicted abusive adult relatives living with them find that the only way their relative will get help is if they put them out of the house. "Tough love" is making hard decisions like this, and hoping that it will get the person the help needed.

"If I try to get help, it could make things worse."

Unfortunately, sometimes when people get help, the violent family member becomes more aggressive or abusive. However, for some people, getting help can make a world of difference. Everyone's situation is different. You may want to find out what help is available to you, and then think about your family member and how he or she might react.

"Who will help me if I put them out?"

Some older people do not get help because the person who is abusive to them may run errands, do chores or provide care that allows them to live in their own homes. Some older people live in very difficult situations because they fear going into a nursing home. There may be help through community agencies to provide in-home services for you that can take the place of your family member's assistance, and allow you to get help to stop the abuse. A CARIE advocate can talk to you about these services so you can decide what is right for you.

"How can I trust anyone again?"

Being hurt by someone you love is especially painful because you had placed trust in them. Placing trust in others after being hurt by a loved one is very difficult. Know that trusting someone does not entitle them to hurt you, and it is not your fault for trusting the person that hurt you. It is common for people to be somewhat distant after being hurt. Letting yourself cope with pain is important to do. Allow yourself to heal, and you will trust again in time.

"I'm angry with my family, and with myself for letting it happen."

Anger is also a normal reaction to being hurt. It is healthy because it allows you to express feelings you may have been hiding. Anger is an important part of the healing process. But again, remember that you did not cause the abuse, or allow it to happen. Being angry with yourself over a long period of time for something you could not control can cause emotional and even physical problems. If you feel unable to stop being angry with yourself, you may want to consider counseling so that you can be comfortable with yourself and your feelings again.

"I'll just live with it, and maybe they'll stop."

Many older people who are living with family violence hold out hope that their loved one will change their ways, and stop hurting them. Unfortunately, a very small percentage of people who are violent or abusive toward family stop this behavior, even with counseling support. It is very difficult for a person to completely change the way he or she communicates, and reacts to feelings of stress and anger. Keep this in mind when you are deciding if you would like to get help.

"I just want to live in peace."

Living with family violence can be physically and emotionally exhausting. Knowing yourself and the limits of what you can handle is very important. If you get to the point where you want to get help, please call CARIE and find out what choices you have.

When someone you love is hurting you, it is painful, physically and emotionally. But whether you choose to get help or not, remember that you are not only a victim of family violence, but also a survivor. Everything that you have done to cope with your situation has helped you to survive.

HOW CAN I PROTECT MYSELF FROM ABUSE, NEGLECT, AND EXPLOITATION?

There are many precautions you can take to avoid elder abuse. These steps may decrease your chances of becoming a victim.

- Be careful about allowing people to live in your house, whether they are family, friends or tenants. Be sure that you have an agreement, preferably written, about what rent, if any, will be paid, or what services you expect the person to perform (for example, chores such as shopping or cleaning). A written agreement may make it easier to have someone evicted if there is a problem. Be especially cautious about allowing a person with a history of violent behaviors, or alcohol or drug addiction to live in your house. Also be clear about who may live in your house, or visit, and do not distribute keys to your home freely.
- If you are considering living in someone else's home, make sure you understand what expectations that person has about your contribution to the household (for example, payments for rent and food, or assistance with household chores). If you will be paying for your room and board, you may want to have an agreement, preferably written, detailing what you can expect in return for your payments. Again, be especially cautious about moving into someone's home who has a history of violent behaviors, or has an alcohol or drug problem.
- Take special care when appointing a power of attorney or representative payee, or completing or revising a will. Be sure to have any documents you complete or change reviewed by an attorney or legal service. Do not add someone's name to your bank account, or transfer property or assets to someone without consulting with an attorney or legal services.
- Have your Social Security or other benefits directly deposited into your bank account. Be fully aware of your financial situation at all times, especially if you have named someone to handle your affairs on your behalf. Do not write blank checks, and keep your checkbook in a safe place.
- Practice good home security. Keep valuables in a safe place, and do not keep large sums of cash in the house. Be sure that your doors and windows lock securely, and be careful about who you allow into your house. The Crime Prevention Officer in your police district can do a free security check of your home, and make recommendations for improved security. Do not let unexpected callers into your home, even if they say they are there to conduct business (for example, UPS, PECO, Philadelphia Water Department, roofing contractor). Ask for identification, and if you are still unsure, ask them to wait outside while you call their office.

- Practice good street smarts. Be aware of your surroundings, and travel with someone else when possible. Do not carry a large amount of cash or valuables. Be extra careful when entering or leaving the bank. Be skeptical of "get rich quick opportunities", or people on the street asking you to withdraw money or transfer property to participate in a contest, lottery, or business transaction. Report suspected scams or frauds to the police.
- Be suspicious of phone callers who promise you cash or valuable prize awards in exchange for personal information. Do not send money or give a credit card number to callers. If you are interested in what the caller is offering, always take the caller's business information and check with the Better Business Bureau before giving out information or making payments.
- Keep up relations with neighbors, family, friends and community centers. The more active you are, and the more people who are concerned about your well being, the less likely that you will be targeted as a victim.

Contact your local police district's Crime Prevention Officer, attorney or local legal services, church or synagogue, community center, or CARIE for more advice on taking precautions against victimization.

WHERE CAN I GET HELP?

Protection From Abuse Orders

What is a “Protection from Abuse (PFA) Order”?

This is an Order you can get from the Court to protect you from being abused (physical injury, stalking, false imprisonment, sexual assaults, etc) by a family or household member.

How can a PFA help me?

- o A PFA can direct the abuser not to harm, harass, threaten or stalk the victim again
- o In some cases, the Order can:
 - Grant the victim exclusive possession of a residence or order the abuser to provide alternate housing
 - Forbid contact between the abuser and victim
 - Award temporary custody of minor children
 - Award temporary support
 - Remove weapons
 - Reimburse for certain expenses incurred because of abuse

How do I obtain a Protection from Abuse Order?

If you do not have an attorney, a victim can file a petition to get a Civil Protection from Abuse Order by going to:

Family Court Building
Family Court’s Domestic Violence Unit, Room 242
34 South 11th Street
Philadelphia, PA
215-686-3511 (24-hour information line)

Open: Monday-Friday
8:00 a.m. -5:00 p.m.

If the victim needs to file after 5:00 p.m. or on weekends or holidays, go to:

Criminal Justice Center
1301 Filbert Street
Room B-03
Philadelphia, PA

There is no filing fee.

Do I need an attorney to file a petition for a PFA?

No, but you may want to have representation at the hearing. Older adults who need legal assistance for the PFA hearing or general information on how to file for protection may contact:

SeniorLAW Center
Land Title Building
100 South Broad Street
Suite 1810
Philadelphia, PA
215-238-6390

Tips on filing a PFA petition

- Due to the large volume of people filing for a PFA on Mondays through Fridays, you should plan to arrive as close to 8:00 a.m. as possible. This process may take several hours and people are processed on a "first come, first served" basis.
- It is helpful if the victim knows the abuser's address, date of birth and social security number. If you have that information, bring it along with you when filing the petition.
- The abuser must receive a copy of the petition and notification of the hearing date. It is recommended that the victim have the police serve these papers to the alleged abuser. To have this done, the victim should take these papers to the police district closest to where the defendant lives.

Older Adult Protective Services

What is "Older Adult Protective Services"?

This is a 24 hour/ 7 day a week hotline that receives and investigates reports of abuse, neglect, and exploitation of persons 60 years of age or older. Protective Services may provide assistance in the form of emergency placement and emergency referral to services.

How do I make a report of elder abuse to Older Adult Protective Services (OAPS)?

You should call your county Area Agency on Aging where the older adult victim resides. Calls can also be received from anyone willing to provide testament to the abuse/neglect. Calls can be anonymous, but victim's information is required. The following is a listing of OAPS resources for the Delaware Valley area:

Bucks County:

Bucks County Area Agency on Aging

- Protective Services: 1-800-243-3767

Chester County:

Department of Aging Services, Government Services Center

- Protective Services: 610-344-6610

Delaware County:

County of Delaware Services for the Aging (COSA)

- Protective Services: 610-490-1300

Montgomery County:

Montgomery County Office on Aging and Adult Services

- Protective Services: 1-800-734-2020

Philadelphia County:

Philadelphia Corporation for Aging (PCA)

- Protective Services: 215-765-9033

Involuntary Psychiatric Commitment (302 Petition)

What is an Involuntary Psychiatric Commitment?

It is consent for a person to receive an involuntary emergency psychiatric evaluation who is exhibiting dangerous behaviors due to a mental illness that puts that person or other people at risk of being harmed.

How do I file?

Contact the Mental Health Delegate with information regarding the person's behavior. The situation will be reviewed to see if filing a "302" petition is appropriate. If it is, the Delegate will refer you to the closest crisis response center or dispatch a mobile mental health evaluation team for further assistance.

Call: Mental Health Delegate (Philadelphia County)
 24 hours a day, 7 days a week
 215-685-6440

Defiant Trespass Order

What is a Defiant Trespass Order?

This is a court order that, in certain situations, can be used to remove a person who is living in your home.

Under what conditions could you obtain a Defiant Trespass Order?

The person who is resistant to leaving the home:

- Cannot be removed via a Protection from Abuse Order because s/he does not fit the criteria.
- Is a family member age 18 or over or is unrelated to you and does not have a written or verbal lease agreement or landlord/tenant understanding with rent or other compensation involved.

How do I obtain a Defiant Trespass Order?

- Notify the person, via certified mail, that they have 10 business days to vacate the premises and that failure to comply will result in the filing of criminal charges.
- If the person does not leave the home within 10 business days, the owner of house should file a Defiant Trespass, Private Criminal Complaint with:

District Attorney's Complaint Unit
34 South 11th Street, 6th Floor
Philadelphia, PA
215-686-9863

Hours: Monday – Friday
9:00 a.m. – 5:00 p.m.

Fees and acceptable methods of payment:

\$38.00 filing fee, in cash or money order,
which you must have at the time of filing

- The owner of the house must retain a copy of the notice and proof of mailing for the court hearing.
- The owner of the house must also show proof of ownership of the house at the court hearing.

What happens after the order is filed?

- There will be a hearing before a trial commissioner, and the parties will be urged to make an agreement, which may include a “stay away” order. If the trespasser does not agree, the case will be listed for a Municipal Court trial.
- The trespasser is prosecuted by the District Attorney's Office, so there is no need for the person filing the complaint to have an attorney. If the trespasser is found guilty, the person will be required to vacate the premises immediately.

Private Criminal Complaint

What is a “private criminal complaint”?

A private criminal complaint is the beginning of criminal charges against someone 18 years of age or older. This can be filed with the District Attorney's Complaint Unit after a police report has been made on matters such as harassment, criminal mischief, vandalism, etc. By filing this, you are accusing them of committing a crime.

What types of “crime” are covered by a private criminal complaint?

If you have been assaulted, threatened, or someone has damaged your property, you may be able to file a criminal complaint.

How do I file a private criminal complaint?

- If you have been assaulted, threatened, or someone has damaged your property, you should first contact the Police.
- After the Police have looked into your allegations, they may refer you to: the District Attorney's Private Criminal Complaint Unit, located at:

34 South 11th Street, 6th floor
Philadelphia, PA
215-686-9863

Hours: Monday through Friday
9:00a.m. - 4:30p.m.

- Minimum requirements:
 - You must have evidence that the crime was committed (i.e. you or someone else who is willing to testify witnessed the crime, etc.)
 - You must have the full name and address (either work or home) of the person against whom you are filing a complaint.
 - You are required to pay a \$38.00 filing fee at the time of filing (cash, money order, or credit card in your name and must arrive prior to 3:30 p.m.)

Private Criminal Complaint - Family Court

When would I file a private complaint in Family Court?

When you want to file a complaint of abuse, harassment, or criminal mischief against a minor (under the age of 18).

How do I file a private criminal complaint against a minor?

Make application for a complaint by calling 215-686-8370. The complaint will then be handled in the Family Court System at 1801 Vine Street, and may require a court appearance by the person filing the complaint.

Small Claims Court

When do you file in "small claims court"?

This is a venue to sue someone you think has cheated you. You can claim up to \$10,000. You do not need a lawyer. Any claim larger than \$10,000 must be handled by a private attorney.

Where do I file a claim?

First Filing Office
Room 500, 5th Floor
34 South 11th Street
Philadelphia, PA
215-686-7987 or 7988

Hours: Monday through Friday
9:00 a.m. – 4:00 p.m.

- An interviewer will assist you and will set a time and location for a hearing. The hearing will be held in courtroom at 34 South 11th Street within 90 days.
- If you are disabled, you may be able to file by mail.

What information should I bring along when I file?

- Bring three copies of bills, estimates, contracts or other documents pertaining to the case.
- The correct name of the defendant and the correct address where service can be made.
- Be prepared to tell the interviewer the exact nature of your complaint, including dates, places and amounts involved in your claim.
- If the defendant is a business, you must be able to advise the interviewer of the nature the business (e.g. whether it's a corporation, partnership, or individual proprietorship).
- In the event of an automobile accident, you must also have the defendant's date of birth, operator's number and automobile license number.

Are there any filing fees?

- Yes. They are as follows:
 - a. \$62.00 if your claim is between \$.01 and \$2,000.00
 - b. \$82.00 if your claim is between \$2,000.01 and \$10,000.00
- Payment must be given in cash, business check or attorney's check.
- If you are suing more than one defendant or if the defendant is out of this county, there will be additional filing fees.

General Resources

CARIE

100 South Broad Street, Suite 1500
Philadelphia, PA 19110
215- 545-5728 or 1-800-356-3606

www.carie.org

An Advocacy agency that works to protect the rights of older adults through problem solving, education, consultation and referral. The CARIE Line is a free telephone consultation, information and options counseling service provided to older adults, their caregivers and professionals. Advocates educate callers about options and resources.

Legal Services

SeniorLAW Center

Land Title Building
100 South Broad Street, Suite 1810
Philadelphia, PA 19110

www.seniorlawcenter.org

Telephone intake: 215- 988-1242; Spanish line: 215-701-3211
Mondays through Fridays, 9:00 a.m.-1:00 p.m.

Walk-in hours: Mondays-Wednesdays, 9:00 a.m. - 4:00 p.m.

Can assist with obtaining Protection From Abuse (PFA) & Defiant Trespass orders

Community Legal Services, Elderly Law Project

3638 North Broad Street
Philadelphia, PA 19140
215-227-2400

Walk-in hours: Monday, Wednesday, Friday, 9:00 a.m. – 12:00 p.m.

Pennsylvania Bar Associations’ “Lawyer Referral Service”

Provides referrals to attorneys in private practice who charge for their services. The caller’s legal needs are assessed and s/he is connected with an attorney who identified him/herself as having expertise in that particular area of law. Please note: Some counties charge for this referral service.

- Bucks County: 215- 348-9413 or 800-479-8585
- Chester County: 610-429-1500
- Delaware County: 610-566-6625
- Montgomery County: 610-279-9660
- Philadelphia County: 215-238-1701

Police Assistance

Victim Assistance Officers in each Police District

1 st District: 215-686-3010	16 th District: 215-686-3160
2 nd District: 215-686-3020	17 th District: 215-686-3170
3 rd District: 215-686-3030	18 th District: 215-686-3180
4 th District: 215-686-3040	19 th District: 215-686-3190
5 th District: 215-686-3050	22 nd District: 215-686-3220
6 th District: 215-686-3060	23 rd District: 215-686-3230
7 th District: 215-686-3070	24 th District: 215-686-3240
8 th District: 215-686-3080	25 th District: 215-686-3250
9 th District: 215-686-3090	26 th District: 215-686-3260
12 th District: 215-686-3120	35 th District: 215-686-3350
14 th District: 215-686-3140	39 th District: 215-686-3390
15 th District: 215-686-3150	

CARE UNIT (Crimes Against the Retired and Elderly)

39th & Lancaster Avenue, 2nd floor
16th Police District
215-685-9486 or -9487

The Crimes Against the Retired and Elderly Unit (CARE) is a department in the Major Crimes Unit of the Philadelphia Police Department that investigates frauds, flimflams, scams, and abuse or neglect where the complainants are elderly.

Victim Services

May provide counseling, court accompaniment, and assistance completing applications to Crime Victims Compensation Fund.

1. Northwest Victims Services
6301 Germantown Avenue
Philadelphia, PA 19144
215-438-4410
Districts served: 5th, 14th, 35th, and 39th Police Districts
Zip Codes Served: 19118, 19119, 19120, 19126, 19127, 19128, 19129, 19132, 19138, 19140, 19141, 19144, 19150
2. Victim/Witness Services of South Philadelphia
1210 South Broad Street
Philadelphia, PA 19146
215-551-3360
Districts served: 1st, 3rd, 4th, and 17th Police Districts
Zip Codes Served: 19145, 19146, 19147, 19148

3. West/Southwest Victim Services
5429 Chestnut Street, Suite G-3
Philadelphia, PA 19139
215-748-7780
Districts served: 12th, 16th, 18th and 19th Police Districts
Zip Codes Served: 19104, 19131, 19139, 19142, 19143, 19151, 19153
4. East Division Crime Victim Services
North Mascher Street
Philadelphia, PA 19140
215-426-4810
Districts served: 24th, 25th, 26th Police Districts
Zip Codes Served: 19122, 19123, 19125, 19133, 19134, 19140
5. Center City Crime Victim Services
42 South 15th Street, Suite 1103
Philadelphia, PA 19102
215-665-9680
Districts served: 6th and 9th Police Districts
6. North Central Victim Services
1415 North Broad Street, Room 219
Philadelphia, PA 19122
215-763-3280
Districts served: 22nd and 23rd Police Districts
Zip Codes Served: 19121, 19122, 19123, 19130, 19132, 19134
7. Northeast Victim Services (NEVS)
2824 Cottman Avenue, Suite #4
Philadelphia, PA 19149
215-332-3888
Districts served: 2nd, 7th, 8th, and 15th Police Districts
Zip Codes Served: 19111, 19114, 19115, 19116, 19124, 19135, 19136, 19137, 19149, 19152, 19154
8. PAVE (Providing Advocacy for the Victimized Elderly)
CARIE
100 South Broad Street, Suite 1500
Philadelphia, PA 19110
215-545-5728 or 1-800-356-3606
An elderly victim assistance program that serves adults 60 years old and over in Philadelphia.

Hotlines

Provides counseling, support groups, and shelter information for victims of domestic violence.

The Philadelphia Domestic Violence Hotline

1-866-723-3014 (1-866-SAFE-014)

The hotline service includes services from a variety of agencies within Philadelphia: Women Against Abuse; Women in Transition; Congresso de Latinos Unidos, Inc.; Lutheran Settlement House. Provides Language Line service for those who speak languages other than English or Spanish.

Suburban Philadelphia Hotlines:

- A Woman's Place (Bucks County): 1-800-220-8116
- Domestic Abuse Project of Delaware County: 610-565-6272
- Domestic Violence Center of Chester County: 610-431-1430
- Laurel House (Montgomery County): 1-800-642-3150
- Women's Center of Montgomery County: 1-800-773-2424
- Camden County Women's Center: 856-227-1234

National Hotline:

National Domestic Violence Hotline: **1-800-799-7233 (1-800-799-SAFE)**

TDD for the Hearing Impaired: **1-800-787-3224**

Long Term Care Ombudsman Program

Investigates and resolves complaints of nursing and personal care home residents.

1. CARIE

100 South Broad Street, Suite 1500

Philadelphia, PA 19110

215-545-5728

Provides ombudsman services for facilities located in the West, South, Center City, and North Central Philadelphia

2. Northwest Interfaith Movement (NIM)

6757 Greene Street, 3rd Floor

Philadelphia, PA 19119

215-843-0304

Provides ombudsman services for facilities located in the Northeast and Northwest

Resources Available in Other Counties

Other resources such as victim services, legal services, police and courts are available in other counties. If you need information about these services in a county outside of Philadelphia, please call CARIE at 215-545-5728.

WHAT HELP IS RIGHT FOR ME?

If you are not sure what help is right for you in your situation, call CARIE at 215-545-5728. Caring and sensitive advocates can explain what resources and services are available to you, how to best access these services, and the benefits and drawbacks of each option. CARIE advocates will listen to your needs, and keep everything you say confidential.

If you need help accessing the system of services, CARIE advocates will guide you through the process, providing intervention on your behalf where necessary. Most importantly, CARIE advocates will inform you of your options, and respect any decision you make about getting help.

CARIE CARES ABOUT OLDER ADULTS

A CARIE LINE Telephone Counselor/Advocate can:

- answer your questions about services and benefits you may be eligible to receive
- inform you about your rights as a consumer of services and benefits
- provide you with tips on how to be a smart consumer and get needed services
- assist you with problems regarding services or benefits that you can't resolve

CARIE LINE specializes in providing information and assistance to older people in the following areas:

Caregiver Resources	Insurance Options
Discounts for Seniors	Legal Resources
Elder Abuse and Crime Against the Elderly	Mental Health Services
Entitlements	Nursing Home Information
Health Services	Nutritional Services
Housing Alternatives	Transportation for Seniors
In-Home/Long Term Care Services	Utilities Assistance

CARIE LINE services are provided over the phone and are **free of charge**. Consumer booklets and brochures on many of the above topics are also available free of charge and can be mailed to you.

**CALL THE CARIE Line AT 215-545-5728
talk to someone who cares**

CARIE, the Center for Advocacy for the Rights and Interests of the Elderly, established in 1977, is a non-profit organization dedicated to improving the quality of life for older adults.

CARIE works for older people, to protect their rights, promote an awareness of their needs and ensure that necessary services are made available.

CARIE provides a wealth of problem solving, educational and informational services - from nursing home and personal care home visitation and advocacy, to conferences, to telephone consultation and education, to a speaker's bureau.

CARIE helps older people and those who care for them.

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