

Protective Services



It's our purpose to assist these communities by offering home-based supportive services that increase older adults' independence and choice:

Amherst • Blandford • Chester
Chesterfield • Cummington
Easthampton • Goshen
Granville • Hadley • Hatfield
Huntington • Middlefield •
Montgomery • Northampton •
Pelham • Plainfield
Russell • Southampton • Southwick
Tolland • Westfield
Westhampton • Williamsburg
Worthington

Highland Valley Elder Services, Inc.

is a private tax-exempt organization that links people and communities to resources for dignity and choice.

We are a federally designated Area Agency on Aging (AAA) and a state designated Aging Services Access Point (ASAP). The Agency receives federal funds from the Administration on Aging and state funding from the Massachusetts Executive Office of Aging & Independence (AGE).



**To Report Elder Abuse 24/7:
Contact 800-922-2275**

 320 Riverside Drive, Suite B
Florence, MA 01062

 413-586-2000

 www.highlandvalley.org
info@highlandvalley.org



Highland Valley
ELDER SERVICES

Safety From Abuse & Neglect

www.highlandvalley.org



Highland Valley
ELDER SERVICES

SAFETY FROM ABUSE & NEGLECT

Highland Valley's Protective Services program operates to ensure that older adults in our community can live quality long lives, free from the risk of abuse, financial exploitation or self-neglect. However, if an allegation of abuse or neglect is reported, our protective services staff is there to investigate reports and work with the family and community agencies to provide the appropriate medical, mental health, legal and social services.



IDENTIFYING ELDER ABUSE

Elder abuse can occur in a number of forms, from physical to emotional abuse. It can also include financial exploitation and/or caretaker neglect. And, sometimes, elders living alone can be victims of self-neglect. A variety of signs may indicate abuse or self-neglect, including suspicious bruises, pressure marks or broken bones as well as poor hygiene and unattended medical needs. If you suspect a problem, please make a report.

Please take note:

If you believe there is an immediate danger to the well being of an older adult, you should contact the police emergency dispatch system by calling 911.



REPORTING ELDER ABUSE

Anyone who has a concern that an older adult has been abused or is at risk for abuse or neglect should report directly to the:

Massachusetts Statewide Elder Abuse Hotline, 24 hours a day, 7 days a week, by calling 800-922-2275 V/TTD.

Your report will be kept strictly confidential and there is no personal liability risk to you for making the report.

PROTECTIVE SERVICES ACTION STEPS

The moment a report is received at Highland Valley, we assign a protective services caseworker to conduct a thorough investigation and to determine whether abuse is present and if so, the nature and the extent of it. If abuse is confirmed, the caseworker will work with the older adults and their caregivers to develop a protective services care plan designed to end the abuse. For cases in which self-neglect is apparent, older adults and caregivers will be involved in developing a plan aimed at improving the older adults' self-care and reducing risk for further self-neglect. The plan may provide additional support services available through Highland Valley and other community partners.

Mandated Reporters

Massachusetts laws require numerous individuals and organizations to report elder abuse or face a fine. These include Councils on Aging, fire departments, doctors, nurses, social workers, police and other emergency responders, elder outreach workers, directors of home health agencies and certain other workers. Mandated reporters must call immediately to report abuse and file a written report within 48 hours. Please contact the Protective Services program for a complete list of mandated reporters.