

A RESOURCE GUIDE FOR ACTION

ELDER JUSTICE



 **Wise & Healthy Aging**

Created by Wise & Healthy Aging and funded in part
by the City and County of Los Angeles Area Agencies on Aging.



Recognizing the Signs...

PHYSICAL ABUSE

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

EMOTIONAL ABUSE

- Threatening, belittling, or controlling caregiver behavior that you witness
- Someone isolates an elder; refusing to allow access to visitors, mail, phone, etc.
- Uncharacteristic behavior such as withdrawal or changes in alertness

SEXUAL ABUSE

- Bruises around breasts or genitals
- Unexplained sexually transmitted diseases or 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
- Poor hygiene, lack of clean or appropriate clothing
- 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 at the bank
- Unpaid bills or lack of medical care, although the elder has money to pay for them
- Financial activity the elder couldn't have done, (ATM withdrawals by a bedridden account holder)
- Unnecessary services, goods, or subscriptions
- Unusual change in spending habits

SCAMS

- Constant phone calls from various phone numbers
- Elder/adult suddenly wiring money
- Large accumulation of lottery mail
- Elder/adult secretive about a relationship with someone they have not met in person



HOW TO Report Abuse or Neglect

- **Dial 911 to report elder abuse or neglect to the Police **NOW** if the abuse is immediate and life-threatening.**
- **Elder Abuse Hotline**
Call (877) 477-3646 to report allegations of abuse when you are unsure of where to call.
- **Adult Protective Services, County of Los Angeles**
Call (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**
Call (800) 334-9473 if you suspect abuse occurring at a skilled nursing, assisted living, or board and care facility.
wiseombudsman.org
- **Statewide Ombudsman after-hours crisis line**
(800) 231-4024.
- **National Elder Fraud Hotline**
Assistance with reporting at federal, state and local levels and referrals to fraud resources
(833) 721-8311.



RESOURCES

GENERAL INFORMATION

- **City of Los Angeles Department of Aging**
aging.lacity.org
(213) 482-7252
- **County of Los Angeles Aging & Disabilities Department Information & Assistance**
ad.lacounty.gov
(800) 510-2020
- **Los Angeles County Information and Referral:**
211la.org or Dial 211
- **City of Los Angeles Information & Referral**
lacity.gov/myla311
(213) 473-3231

LEGAL ASSISTANCE

- **Bet Tzedek Legal Services**
www.bettzedek.org
(323) 939-0506

- **California State Attorney General**
ag.ca.gov
(800) 952-5225
- **Legal Aid Foundation of Los Angeles**
lafla.org
(800) 399-4529
- **Los Angeles City Attorney's Office Elder Abuse Hotline**
(877) 477-3646
- **Los Angeles County Bar Assoc. Lawyer Referral & Information Smart Law**
smartlaw.org
(213) 243-1525
- **Los Angeles County District Attorney Elder Abuse Section**
(213) 257-2290
- **Los Angeles County Public Administrator/ Public Guardian**
(213) 974-0515
- **CANHR State Bar Certified Lawyer Referral Service**
(800) 474-1116

DOMESTIC VIOLENCE

- **National Domestic Violence Hotline:** (800) 799-7233
- **Domestic Violence Hotline Southern California**
(800) 978-3600
Callers may receive help in 13 languages
- **VINE – Victim Information and Notification Everyday**
(A service by the Los Angeles County Sheriff's Department to notify you when the status of an inmate changes.)
(877) 846-3452

MENTAL WELLNESS

- **County of Los Angeles Department of Mental Health, Older Adult Services ACCESS Center**
(Help regarding hoarding and other mental health issues)
(800) 854-7771
- **National Suicide Prevention Lifeline**
(800) 273-8255 or Dial 988
- **24-Hour Friendship Line**
(For those who are lonely and need to talk)
(800) 971-0016
- **LA Found help for when a loved one goes missing due to a wandering from dementia**
lafound.lacounty.gov
(883) 569-7651
- **Wise & Healthy Aging Elder Abuse Support Groups**
wiseandhealthyaging.org
(310) 394-9871
- **Los Angeles County District Attorney Victim Assistance**
(800) 380-3811 or
(626) 927-2500
da.lacounty.gov/victims

MEDICARE OR MEDI-CAL FRAUD

- **California Attorney General Bureau of Medi-Cal Fraud & Elder Abuse**
(800) 722-0432
Online complaint form
oag.ca.gov/dmfea
- **Center for Health Care Rights/California Health Advocates**
cahealthadvocates.org



- **Health Insurance Counseling and Advocacy Program (HICAP)**
Medicare and healthcare counseling
(800) 434-0222
- **Department of Health Services for Medi-Cal fraud**
(800) 822-6222
- **U.S. Health & Human Services TIPS Hotline to report Medicare fraud**
(800) 447-8477

SOCIAL SECURITY ADMINISTRATION

- **Fraud Hotline**
(800) 269-0271
SSA.gov

CREDIT CARD FRAUD

- If you are a victim of identity theft, or want to avoid becoming a victim, call these agencies to freeze new accounts being opened in your name. Also, for disputes regarding your credit record.
- **Experian.com**
(888) 397-3742
- **Equifax.com**
(800) 525-6285
- **TransUnion.com**
(800) 680-7289
- **Free Annual Credit Report**
annualcreditreport.com
(877) 322-8228

MAIL FRAUD

- **U.S. Postal Inspection Service Report Mail Fraud**
uspis.gov
(877) 876-2455
- **Opt-out from unsolicited mail, pre-approved credit card and insurance offers**
(888) 567-8688

- **Direct Marketing Association Inc.**
Remove name from mailing and emailing list
dmachoice.org

TELEPHONE FRAUD

- **Federal Trade Commission (FTC)**
Telemarketing fraud and identity theft
(877) 382-4357

Do Not Call Registry
Stop telemarketers from calling you.
donotcall.gov
(888) 382-1222

INTERNET CRIME/SPAM

- **Internet Crime Complaint Center**
Make a complaint online.
IC3.gov

BROKER/INVESTMENT FRAUD

- **Department of Financial Protection and Innovation, Seniors Against Investment Fraud (SAIF)**
dfpi.ca.gov
(866) 275-2677
- **Financial Industry Regulatory Authority (FINRA) BrokerCheck**
Check the background of a broker or brokerage.
brokercheck.finra.org
(800) 289-9999

CONSUMER ISSUES

- **California Department of Consumer Affairs**
Check licenses for doctors, nurses and other healthcare professionals
dca.ca.gov
(800) 952-5210

- **California Department of Insurance**
Insurance concerns
insurance.ca.gov
(800) 927-4357
- **California Department of Real Estate**
Real estate concerns
dre.ca.gov
(213) 620-2072
- **California Public Utilities Commission**
Utility complaints
cpuc.ca.gov
(800) 649-7570
- **Contractors State License Board**
Concerns regarding licensed and unlicensed contractors
cslb.ca.gov
(800) 321-2752
- **Los Angeles County Department of Consumer and Business Affairs**
Landlord/tenant issues, housing discrimination, consumer complaints
dcba.lacounty.gov
(800) 593-8222





Protecting 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.
- Use the resources in this guide to get support.

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 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.

ELDER★JUSTICE LEAGUE

Recognize. Report. Recover.



Wise & Healthy Aging

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Wise & Healthy Aging is a nonprofit, social services organization recognized for its wide range of innovative support services designed to meet the needs of a diverse clientele within Los Angeles and San Bernadino counties.

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