



SUSPECTED DEPENDENT ADULT/ELDER ABUSE: REPORTING GUIDELINES

I. AUTHORITY:

State of California, Welfare and Institutions Code, Sections 15630, 15633, 15634, and 15658:

II. APPLICATION:

This policy defines the mandated process for reporting suspected dependent adult or elder abuse and neglect.

III. DEFINITIONS:

"Elder" means any person residing in this state, 65 years of age or older. *W&I Code 15610.27*

"Dependent Adult" means any person between the ages of 18 and 64 years and who has physical or mental limitations that restrict his or her ability to carry out normal activities or to protect his or her rights, including, but not limited to, persons who have physical or developmental disabilities, or whose physical or mental abilities have diminished because of age. *W&I Code 15610.23*

"Abuse of an elder or a dependent adult" means either of the following:

- (a) *"Physical abuse, neglect, financial abuse, abandonment, isolation, abduction, or other treatment with resulting physical harm or pain or mental suffering."*
- (b) *"The deprivation by a care custodian of goods or services that are necessary to avoid physical harm or mental suffering." W&I Code 15610.07 (a)(b)*

"Neglect" means either of the following:

- (a) *"The negligent failure of any person having the care or custody of an elder or a dependent adult to exercise that degree of care that a reasonable person in a like position would exercise."*
- (b) *"The negligent failure of an elder or dependent adult to exercise that degree of self care that a reasonable person in a like position would exercise." W&I Code 15610.57*

"Adult Protective Services (APS) Registry" means a county-operated registry for the reporting of suspected dependent adult/elder abuse.

"Mandated Reporters" include, but are not limited to Health care and public safety providers.

IV. REPORTING PROCEDURE:

1. As soon as possible, a telephone report should be made. Contact the County of Orange Social Services Agency, Adult Protective Services Registry (Orange County Elder Abuse) at\ 800-451-5155 (24 hours per day). For victims in a long-term care facility, telephone (714) 479-0107 (Long Term Care Ombudsman).



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2. Reporting of suspected abuse or neglect should not supersede necessary patient care

The telephone report should include:

1. Name of person making the report.
2. Name and age of the elder or dependent adult.
3. Victim's address.
4. Present location of the victim.
5. Nature and extent of any injury or neglect.
6. Date of the incident.
7. Information that led reporting person to suspect abuse.
8. Destination, if person is transported.

3. In an emergency situation, the local police or sheriff department should be contacted immediately.
4. Complete State of California, Health and Human Services Agency, California Department of Social Services form SOC 341 (rev 3/15), Report of Suspected Dependent Adult/Elder Abuse at www.dss.cahwnet.gov/Forms/English/SOC341.pdf. This form may also be available through Adult Protective Services
5. After a verbal report of abuse or neglect is made by telephone, the completed state Adult/Elder Abuse Report Form should be mailed or faxed within two working days to:

Social Services Agency / Adult Protective Services
 PO Box 22006
 Santa Ana, CA 92702-2006
 FAX (714) 704-6161

- A. The original and first copy are sent to the address above, and the second copy retained by the reporting agency or person.
- B. The registry form may also be used for reporting suspicion of abuse situations where there is reasonable concern that a dependent adult or elder is being subjected to abuse, neglect, or exploitation.
- C. Additional forms and answers to questions regarding elder and dependent adult abuse or reporting requirements may be obtained by calling the APS Registry at (800) 451-5155.

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