


Elder abuse and mistreatment affect 1 in 10 older adults.
You can help.

Help and observe: What about the situation caught your attention? It may be that something has changed. It's possible the older adult has said something, or that you witnessed abusive behavior.

Explain and ask: When you have a moment alone with the older adult, explain that you have observed something and ask if they would like to talk about it further. If you're not comfortable taking this step or if there isn't a safe time to do it, that's OK. You don't have to do it.




Listen:  Listen to what the older adult tells you about their situation, what they would like to have happen, and what they are already doing.

Phone calls: There are many organizations that can help someone who is being abused or mistreated. To get more information, contact your local Office for the Aging/NY Connects, Adult Protective Services, or other community agency you think can help.



A list of possible resources is on the back of this sheet.

Stay:  Understand that abuse and mistreatment can occur in any family. People can choose to stay in abusive situations, and it is very hard to leave. Take care of yourself as well so you can stay in the person's life as a trusted resource. Remember: If you didn't cause the problem, you may not be the one who can or should fix it.



Resource Guide

New York State Resources

NYS Elder Abuse Helpline for Concerned Persons

<https://elderabuse.weill.cornell.edu/programs/elder-abuse-helpline>
1-844-746-6905

NY Connects

www.nyconnects.ny.gov
1-800-342-9871

Adult Protective Services (APS) Helpline

www.ocfs.ny.gov/programs/adult-svcs
1-844-697-3505

NYS Office of Victims Services (OVS)

www.ovs.ny.gov/victim-assistance-program
1-800-247-8035

New York State Office for the Aging (NYSOFA)

www.aging.ny.gov
1-844-697-6321

Alzheimer's Association

www.alz.org
1-800-272-3900

NYS Department of Health (DOH)

www.health.ny.gov
County specific phone numbers listed online.

211

www.211.org

New York State Caregiving & Respite Coalition

www.nyscrc.org
585-287-6393

NYS Domestic Violence Hotline

www.opdv.ny.gov/survivors-victims
1-800-942-6906 or text 1-844-997-2121

AARP

www.aarp.org/caregiving
1-888-OUR-AARP (1-888-687-2277)



For more information on elder abuse prevention or educational opportunities contact:

Upstate Elder Abuse Center at Lifespan

585-244-8400

www.lifespanrochester.org

New York State Coalition on Elder Abuse
www.nyselderabuse.org

Adult Protective Services Helpline
1-844-697-3505
www.ocfs.ny.gov/programs/adult-svcs/aps

NY Connects
1-800-342-8971
www.aging.ny.gov/get-assistance