

What information do I need to make a report to Adult Protective Services?

Please have the following information ready when you call or report on line. Not all information is mandatory, but can be very helpful.

- Reason for concern, include as many details as possible regarding the suspected abuse, neglect or exploitation.
- Name, address and phone number of the victim as well as other identifying information such as date of birth or age and social security number.
- Information about any disabilities, health problems or mental illness in regards to the victim.
- Name, address phone number, and identifying information of the alleged perpetrator.
- Any safety concerns for a field investigator conducting their initial visit. (i.e. aggressive animals, drugs, weapons, etc.)
- Your name, address and phone number.

An Adult Protective Services Specialist will investigate the reported allegations. In any confirmed cases, a plan is developed to prevent the recurrence of abuse, neglect or exploitation to the adult. Pertinent findings are reported to the authorities for potential legal actions.

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Aging and Adult Services at 602-542-4446; TTY/TDD Services: 7-1-1. ♦ Free language translations for DES services are available upon request. ♦ Disponible in español en la oficina local.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

AAA-1004PAMNA (6-12)

ARIZONA DEPARTMENT OF
ECONOMIC SECURITY



HELP STOP ADULT ABUSE, NEGLECT AND EXPLOITATION

CALL 1-877-SOS-ADULT
(1-877-767-2385)

Monday - Friday 7 am - 7 pm
Saturday - Sunday 10 am-6 pm

or Report Online at
www.AZDES.gov/ReportAbuse
Available 24 Hours a Day,
Seven Days a Week

fax: 602-277-4984



Adult Protective

Services Definitions:

Vulnerable: An individual who is 18 years of age or older who is unable to protect himself from abuse, neglect or exploitation by others because of a physical or mental impairment.

Adult: 18 years or older.

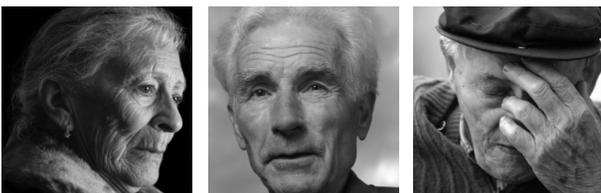
Adult Protective Services receives reports of suspected adult abuse, neglect and exploitation of vulnerable adults. Calls are taken promptly by the APS Central Intake Unit, Monday through Friday, 7 am to 7 pm or Saturday and Sunday, 10 am to 6 pm. All calls are answered by Adult Protective Services Specialists who are trained to gather facts necessary to begin the course of action each call requires.

The statewide toll-free number to call is 1-877 SOS-ADULT or the TDD number is 1-877-815-8390.

You may also submit your report anytime online at :
www.azdes.gov/reportadultabuse

Make a difference today...

Report abuse, neglect and exploitation!



Did you know?

- Adult Protective Services receive over 9, 000 reports involving mistreatment of vulnerable adults every year.
- The majority of incidents of abuse, neglect and exploitation of vulnerable adults go unreported.
- Other than self neglect, family members are the largest number of perpetrators of abuse, neglect, and exploitation of vulnerable adults.
- Any person who makes a report to Adult Protective Services in good faith is immune from both civil and criminal liability.
- Many professionals such a doctors, nurses, psychologists, dentists, social service workers and law enforcement, are required by law to report suspected instances of abuse, neglect and exploitation.

What to look for...

Warning signs for abuse may be:

- Unexplained injuries in unexpected places, or in the shape of an object, e.g., hand, cord, iron, etc.
- Explanation of injuries not consistent with the injury or its location.
- Multiple injuries in various stages of healing.
- Injury not cared for properly or delays in seeking care or treatment.

Warning signs for neglect may be:

- Malnutrition, dehydration, improper administration of medications, lack of basic hygiene, isolation and depression.
- Bedsores (pressure sores).
- Unkempt, dirty, body odor, feces on body.
- Clothing is insufficient or inappropriate for the weather.
- Fleas and lice on the individual.
- Soiled or urine soaked bedding.

Warning signs for exploitation may be:

- The alleged victim is being asked to sign financial documents, e.g., Powers of Attorney.
- Accompanied by a stranger to the bank that encourages them to withdraw large amounts of cash.
- Accompanied by a family member or other person who seems to coerce them into making transactions.
- Concerned or confused about “missing” funds in their accounts.

For additional resources

Division of Aging and Adult Services
1789 West Jefferson Ave
Phoenix, Arizona 85007
602-542-4446
www.azdes.gov