If you know an older adult who is being harmed in any way, CALL NOW:

Lifespan
585-244-8400
outside Monroe County call 1-866-454-5110

OR YOUR LOCAL DEPARTMENT OF SOCIAL SERVICES

In Monroe County: 585-753-6532
In Genesee County: 585-344-2580
In Livingston County: 585-243-7300
In Ontario County: 585-396-4111
In Orleans County: 585-589-7000
In Seneca County: 315-539-1850
In Schuyler County: 607-535-8338
In Wayne County: 315-946-4881
In Wyoming County: 585-786-8900
In Yates County: 315-536-3417

The Upstate Elder Abuse Center at Lifespan works to prevent and stop elder abuse.

Scam Prevention Program
585-244-8400
Provides educational presentations for older adults and others about scams and frauds that target older adults. Provides direct intervention in cases of scams, frauds and contractor problems.

Financial Services Program
585-244-8400
Provides older adults and their families with financial counseling and daily financial management services to protect older adults from financial exploitation.

Elder Abuse Prevention Training and Informational Presentations
585-244-8400
Training for professionals and those who have frequent contact with older adults to recognize the signs of elder abuse and financial exploitation.

Stop Elder Abuse and Mistreatment (S.E.A.M.)
585-244-8400
A groundbreaking psycho-social program for abusers (both men and women) of older adults that provides a 10-week group process to change attitudes and behaviors, and prevent further abuse and mistreatment.

Geriatrics Addictions Program (GAP)
585-244-8400
This unique home-based program fills a gap in services for older adults who are abusing alcohol, prescription drugs or illegal drugs. GAP provides in-home assessment and intervention, supportive counseling for families and training for professionals.

Upstate Elder Abuse Center at Lifespan
1900 S. Clinton Ave., Rochester, NY 14618
www.lifespanrochester.org
Elder Abuse is:
- Pushing, hitting, punching.
- Shouting at, berating, intimidating, threatening to harm an older adult.
- Taking financial advantage of one who is lonely, vulnerable or has memory lapses.
- Taking money an older adult needs, “borrowing” money with no intention to pay it back, tricking someone to buy something he/she has no use for.
- Neglecting an older adult’s physical, medical and emotional needs.
- Allowing an older adult to neglect their personal needs.

What to Look for:
- Unexplained injuries, bruises, burns.
- Excessive fear, withdrawal, agitation.
- Sudden inability to pay bills, buy food or personal items.
- Changes in appetite; unusual weight gain or loss.
- Poor personal hygiene.
- Does not know personal finances.
- Unexplained changes in health.

DOs for families and friends:
- Respect and honor older adults.
- Report suspected abuse/mistreatment or self-neglect.
- Find sources of help and use them.
- Visit regularly; monitor the well-being of older adult neighbors.
- Keep track of medicines and doctors’ visits.
- Volunteer to help.
- Realize abuse can happen in your family or neighborhood.
- Speak up when something looks or sounds wrong.

DON’Ts for older adults
- Don’t live with a person who has a background of violent behavior or alcohol or drug abuse.
- Don’t hesitate to tell others if you are abused, mistreated, neglected — your doctor, the clergy, a friend or family member.
- Don’t leave cash, personal information or valuables lying around.
- Don’t give friends or family money you need to live on.
- Don’t sign a document unless someone you trust reads it first.
- Don’t allow anyone to keep details of your finances or property from you.

Investigation and intervention services in cases and suspected cases of elder abuse and mistreatment.
Informational presentations about elder abuse and mistreatment for organizations, agencies, caregivers and others.
Training for professionals and those who work with/have frequent contact with older adults to recognize the signs and symptoms of abuse and mistreatment and to facilitate intervention.