Dear Fellow Californians:

Based on state and federal statistics, nearly 200,000 Californians are victims of elder abuse every year. Already of crisis proportion, the problem threatens to grow worse as the “graying” of the Baby Boom generation results in unprecedented demographic shifts. Specifically, the United States Census Bureau projects that California’s elderly population, already the largest in the nation, will nearly double in size within the next two decades.

What must Californians be prepared to do?

Eighteenth-century Irish statesman Edmund Burke once wrote, “The only thing necessary for the triumph of evil is for good [people] to do nothing.” The same can be said about how Californians respond to elder abuse – one of the most disturbing and rapidly growing areas of crime in the new millennium. Seniors, with their families and caretakers, should learn to recognize the telltale indicators of abuse and how to take precautions against becoming victims. In the wake of victimization, they need to know how to respond and to whom they can turn for aid.

To assist Californians in learning how to combat elder abuse, some of the state’s most respected elder abuse prosecutors, investigators, elder advocates and scholars were called upon to produce a knowledge base from which seniors and their caretakers can draw. The result is this thirty-six page free publication, “A Citizen’s Guide to Preventing & Reporting Elder Abuse.”

Decades of experience and expertise help shape this guide. Coupled with your diligence and care, this resource will assist in ensuring that California’s elderly will live with security and dignity.
Introduction
This guide is divided into three chapters. Chapter 1 addresses three of today's most prevalent areas of elder abuse:

- Physical and emotional abuse
- Financial abuse
- Abuse in long-term care facilities

In each of these areas, the guide provides (1) a basic overview and definition; (2) a discussion of the most common warning signs; and (3) practical advice on how to protect yourself, a loved one or friend from victimization.

Chapter 2 explains how to report elder abuse and to whom.

Chapter 3 provides a collection of valuable websites to readers in search of additional advice and information.

Acknowledgments
This guide was prepared by the California Department of Justice’s Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with AARP. The Department of Justice gratefully acknowledges the following organizations for their contributions:

Contributors (In alphabetical order):
California Advocates for Nursing Home Reform, California Community Partnership for the Prevention of Financial Abuse, California Welfare Directors Association, Department of Justice-Government Law Section, Office of the Alameda County District Attorney, Office of the Contra Costa County District Attorney, Office of the San Diego County District Attorney and University of Southern California.

Table of Contents

Chapter 1: Elder Abuse
Part A: Physical and Emotional Abuse
- What is Physical and Emotional Elder Abuse? 3
- Recognizing the Warning Signs 3-4

Part B: Financial Elder Abuse
- What is Financial Elder Abuse? 5
- Recognizing the Warning Signs 6
- Telemarketing Fraud 7-8
- Identity Theft 9
- Home Improvement Scams 10-11
- Estate Planning Hazards 12-13

Part C: Elder Abuse in the Long-Term Care Facility
- What is Long-Term Care? 14
- How to Choose a Long-Term Care Facility 14-15
- Recognizing the Warning Signs 16-17
- Residents’ Bill of Rights 18-19

Chapter 2: Reporting Elder Abuse
Part A: How to Report 21
Part B: To Whom to Report 22-34
- Adult Protective Services (APS) 22-25
- Long-Term Care Ombudsman Program 26-29
- County Law Enforcement and Prosecution Agencies 30-33
- Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse 34

Chapter 3: On-Line Resources 35-36