

How do I report elder abuse?

Call your local Elder Protective Services agency. Mandated Reporters must follow up verbal reports with a Mandated Reporter Form, available on the LifePath website.

If the elder lives in Franklin County or North Quabbin region, your local protective services agency is LifePath, Inc. You can contact LifePath by phone at 413-773-5555 or 978-544-2259 or by email at info@LifePathMA.org.

If you wish to make a report after 5 p.m. or on a weekend or holiday, contact the Massachusetts Elder Abuse hotline at 800-922-2275.

Where can I get more information?

For more information about elder abuse and the Elder Protective Services Program, contact the Executive Office of Elder Affairs.

- Mass.gov/Elders
- 800AgeInfo.com
- 1-800-AGE-INFO

“This has been so wonderful and quick. And all I did was make a phone call.”

At LifePath, we listen first, and then help each person find the best options for their unique needs. We help elders and persons with disabilities maintain independence and quality of life in their own homes and communities. We help caregivers to find relief and help loved ones to choose the right path.

For over 40 years, we've been offering options for independence. We welcome all people regardless of race, physical appearance or ability, sex, age, nationality or ancestry, class, religious or political beliefs, marital status, sexual orientation, or gender identity.

LifePath, a private, nonprofit corporation, serves Franklin County plus Athol, Petersham, Phillipston, and Royalston. Some of LifePath programs extend into Berkshire, Hampden, Hampshire and Worcester counties.

LifePath, Inc., is an Area Agency on Aging and Aging Services Access Point funded in part by the federal Older Americans Act, Executive Office of Elder Affairs, Massachusetts Council on Aging, MassHealth Office of Long-Term Care, United Way of Franklin County, and other sources both public and private. LifePath is operated by a local volunteer board of directors, a majority of whom are, by law, elders. As an AA/EOE employer, LifePath does not discriminate in program admissions, access, services, or employment practices.

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Elder Protective Services

Helping to prevent elder abuse, financial exploitation, and neglect in Franklin County and the North Quabbin region

A Service of LifePath, Inc.

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413-773-5555 | 978-544-2259 | 800-732-4636
TDD 413-772-6566 | Fax 413-772-1084
Elder Protective Services 24/7 Hotline: 800-922-2275
info@LifePathMA.org | LifePathMA.org



Formerly Franklin County
Home Care Corporation



What is elder abuse?

Massachusetts Law (M.G.L. c. 19A Sec. 14-26) defines elder abuse as acts or omissions resulting in serious physical, sexual, or emotional injury, or financial loss to an elder. Elder abuse includes physical, sexual, and emotional abuse, caretaker neglect, financial exploitation, and self-neglect. Everyone age 60 and older living in the community is protected by this law.

What are protective services?

Protective Services are designed to eliminate or alleviate elder abuse and self-neglect. Casework may include:

- Counseling
- Safety planning
- Family intervention
- Home-care services
- Transportation
- Housing referrals
- Legal assistance

Who can report elder abuse?

Anyone who has reasonable cause to believe an elder has been abused or neglected may report elder abuse. **The identity of the reporter is confidential.**

Who must report elder abuse?

You are a mandated reporter of elder abuse if you are a:

- Medical professional
- Mental health counselor
- Social worker
- Director of a council on aging or assisted-living facility
- Police officer or probation officer

For a full list of individuals who are mandated to report elder abuse, visit the Elder Protective Services page at LifePathMA.org.



What happens after a report is made?

If it is determined that there is a protective service concern, a caseworker will investigate the situation.

If abuse or self-neglect is confirmed, the caseworker will offer the elder a choice of services designed to alleviate the protective services concern.

The elder's rights and wishes are always respected.

“Every person has the right to live free from abuse or neglect.”