



For more information on signs of abuse or neglect, what is reportable or how to file a report, please go to:

**Department of Children and Families  
(DCF)**

Children ages birth to 17

[www.mass.gov/eohhs/gov/departments/  
dcf/child-abuse-neglect/reporting-  
abuse.html](http://www.mass.gov/eohhs/gov/departments/DCF/child-abuse-neglect/reporting-abuse.html)

**Disabled Persons Protection  
Commission (DPPC)**

Adults with disabilities ages 18-59

[www.mass.gov/dppc](http://www.mass.gov/dppc)

**Executive Office of Elder Affairs**

Adults ages 60 and over

[www.mass.gov/elders](http://www.mass.gov/elders)

Abuse - Any act or omission, by a caretaker which is not self abuse, and which results in serious physical or emotional injury to a disabled persons.

Omission - A caretaker failure to take action to protect or provide for the daily needs of a disabled person

Caretaker - A parent, guardian, other persons, or agency representative for the disabled person's health or welfare by providing assistance in meeting a daily living need, whether in the same home as the disabled persons, a relative's home, or any other day or residential setting.

Act - a caretaker's intentional, reckless, or negligent action resulting in injury or death

Mistreatment - being cruel or thoughtless toward a person. This includes but is not limited to:

- Unreasonable degree of force or threat not to protect the individual from bodily harm.
- Infliction of mental or verbal abuse, such as screaming, name calling, or any other activity which is damaging to individual's self-respect.
- Incitement or encouragement of individuals or others to mistreat an individual.

Suspected abuse should be reported immediately to one of the state agencies listed below:

**Department of Children and Families  
(DCF)**

Children ages birth to 17

1-800-792-5200

**Disabled Persons Protection  
Commission (DPPC)**

Adults with disabilities ages 18-59

1-800-426-9009

**Executive Office of Elder Affairs**

Adults ages 60 and over

1-800-922-2275

**Resident of Hospital/Nursing Home**

Adults ages 60 and over living in a community medical facility

1-800-462-5540