Reporting Abuse or Neglect

Children, elders and adults with disabilities are far too often victims of abuse. Abuse can be in the form of physical, sexual, financial, neglect/omission, emotional or mistreatment.

MCS Office Locations

Springfield Office
1000 Wilbraham Road
Springfield, MA 01109
Tel: 413-782-2500

Westfield Office
3 State Street
Westfield, MA 01085
Tel: 413-562-4885

Holyoke Office
260 Westfield Road
Holyoke, MA 01040
Tel: 413-534-3299

Visit our website at www.mcsnet.org
Follow us on Facebook at: facebook.com/MCSofthePioneerValley

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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


**Disabled Persons Protection Commission (DPPC)**

Adults with disabilities ages 18-59

www.mass.gov/dppc

**Executive Office of Elder Affairs**

Adults ages 60 and over

www.mass.gov/elders

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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