

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

<https://www.mass.gov/how-to/report-child-abuse-or-neglect>

**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

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 person.

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 an 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 an individual's self-respect.
- Incitement or encouragement of individuals or others to mistreat another 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 who are age 60 and over living in a community medical facility

1-888-243-5337