

What is the mission of Protective Services?

North Shore Elder Services is an agency designated by the Commonwealth to investigate reports of suspected abuse or neglect and to provide protective services to elders in the communities of Danvers, Marblehead, Middleton, Peabody, and Salem.

We strive to implement the least restrictive and least intrusive measures possible to keep elders safe. We understand and respect the balance of the right of self-determination against the mandate to protect.

Chapter 19-A of the Massachusetts General Laws was established to protect elders from abuse, neglect, self-neglect and financial or sexual exploitation by persons with whom they have an ongoing personal relationship.

Who is protected?

All people 60 years of age and older living in the community are protected under this law.

What is a reportable condition?

- Physical, Emotional or Sexual Abuse
- Financial Exploitation
- Caretaker Neglect
- Self-Neglect

How do I make a report?

Weekdays 9:00am-5:00pm

Call North Shore Elder Services

Main Phone: (978) 750-4540

TTY: (978) 624-2244

Nights, Weekends & Holidays

Call the Elder Abuse 24-hour Hotline

1-800-922-2275

What happens next?

A Protective Services caseworker is assigned to assess the situation and determine whether abuse or neglect is present. If allegations are substantiated, the caseworker may offer the elder services such as:

- Personal/Family Counseling
- Safety Planning
- Homemaker & Health Aides
- Housing Options
- Transportation
- Money Management
- Legal assistance

Who can make a report?

Anyone who has reason to believe an elder has been abused or is self-neglecting may make a report. The report may be made anonymously.

Who must make a report?

Mandated reporters, by law, must report elder abuse or self-neglect. Mandated reporters who fail to report these problems may be subject to a fine. Mandated reporters include:

- Physicians, podiatrists, nurses
- Social workers/ case managers
- Occupational/physical therapists
- Psychologists
- EMTs, firefighters and police
- Council on Aging directors & outreach workers
- Directors of home health and homemaker agencies
- Managers of assisted living residences

How can you help?

Report suspected elder abuse or neglect. If you are unsure of whether or not a situation is reportable, you are welcome to call for a consult with the Protective Services Supervisor.