

***If you believe that you or someone you know is being abused or financially exploited, report it immediately to the Elder Abuse Hotlines below.***

**To report abuse or exploitation found at home:  
Adult Protective Services  
(877) 477-3646**

**To report abuse or exploitation at a nursing home, assisted living or board and care home:**

**Long-Term Care Ombudsman  
(800) 334-9473  
After hours crisis line  
(800) 231-4024**

**About Reporting:**

- You can make a report anonymously 24 hours a day, 7 days a week.
- You do not need to have proof that the abuse is occurring. Even if you suspect something, you should report it!

For more information or assistance about services for older adults and caregivers, contact us at:



City of Los Angeles  
Department of Aging  
221 N. Figueroa St., Ste. 500  
Los Angeles, CA 90012

(800) 510-2020  
(213) 482-7252  
[www.aging.lacity.org](http://www.aging.lacity.org)  
Email: [age.webinfo@lacity.org](mailto:age.webinfo@lacity.org)

**For information on other common scams, visit:  
Federal Trade Commission  
[www.ftc.gov](http://www.ftc.gov)**

For information on scams, identity theft assistance, privacy and safer computing, visit:  
[www.onguardonline.gov](http://www.onguardonline.gov)

As a covered entity under Title II of the Americans with Disability Act, the City of Los Angeles does not discriminate on the basis of disability.

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**PROTECTING  
ONESELF AND  
LOVED ONES AS WE AGE**





## Top Three Imposter Scams Affecting Seniors:

**Lottery Sweepstake Scams**  
Mailings, emails, phone calls from a lottery winning asking in advance for service fees or tax fees.

**Grandparent Scams**  
Phone calls, texts or emails saying "It's me, grandma. I'm in some trouble. Can you send me some money? But don't tell mom," **pretending** to be a grandchild in distress.

**Other Scams:**

- Debt Collection
- Charities
- IRS

**Romance Scams**  
Scammer expresses friendship or romantic interests too quickly, are never able to meet in person and asks for financial help.

**YOU'VE WON!**



### Ways to Protect Yourself



- Check it out first with friends and family.
- Hang up on solicitors.
- Shred financial or medical statements with your name/ account numbers/address.
- Guard financial information on your computer and phone.

**Never:**

- **Never wire money or purchase prepaid gift cards** for someone you don't know or to pay bills charged.
- Never pay in advance fully for services.
- Never pay in advance to collect lottery winnings.

## Types of Elder Abuse



- Physical
- Sexual
- Financial
- Emotional



- Self-Neglect
- Neglect
- Isolation from others



### Report Fraud To These Agencies

- **Los Angeles Dept. of Consumer Affairs:** (800) 593-8222 or [www.dcba.lacounty.gov](http://www.dcba.lacounty.gov)
- **Federal Trade Commission:** (877) 382-4357 or [www.ftc.gov](http://www.ftc.gov) Report scams/identity theft
- **Internet Crime Complaint Center:** [www.ic3.gov](http://www.ic3.gov) Report Internet fraud
- **Consumer Financial Protection Bureau:** (855) 411-2372 or [www.consumerfinance.gov/older-americans](http://www.consumerfinance.gov/older-americans)


### How often does elder abuse happen?






**1 in 10 Americans age 60+** experience abuse<sup>1</sup>.

For every elder abuse report, **24** go unreported<sup>2</sup>.



### Potential Signs of Scams/Abuse



	<b>Potential Signs of Scams/Abuse</b>	
Fear and/or Isolation	Unusual banking activity or wiring money to strangers	
		New secret "best friend"
Unclean Living Conditions	Skipped Medical appointments	

<sup>1</sup>National Center on Elder Abuse, 2013.

<sup>2</sup>New York State Elder Abuse Prevalence Study, 2011.