

## VICTIM SERVICES DIVISION

### *Commitment to Serving Our Community*

San Mateo County Victim Services Division has been providing support to victims of crime and their families since 1975. Our Victim Advocates care for a victim's physical, emotional and financial needs after a crime. We do this by providing support, information, links to community resources and assisting in the enforcement of victim's rights.



Our services are free of charge and are provided to all individuals regardless of immigration status, race, religion or income.

## Contact Us

(650) 599-7479

E-mail: [victimservices@smcgov.org](mailto:victimservices@smcgov.org)

Web: [da.smcgov.org](http://da.smcgov.org)

400 County Center, 3rd Floor  
Redwood City, CA 94063

222 Paul Scannell Dr, 2nd Floor  
San Mateo, CA 94402

1050 Mission Road  
South San Francisco, CA 94080



### 24-hour hotlines:

Adult Protective Services: 1-800-675-8437  
*(reports can be confidential)*

Ombudsman: 1-800-231-4204  
*(for individuals in long term care facilities)*

safe zone



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# Support for Elder and Dependent Adult Victims



## Information for victims and family members

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**VICTIM SERVICES DIVISION**

## What is elder or dependent adult abuse?



Elder abuse is the abuse of someone who is 65 years or older. Dependent adult abuse is the

abuse of someone who has certain mental or physical disabilities that keep him/her from being able to do normal activities or protect himself/herself.

### **Elder/dependent adult abuse may be any of the following things:**

Physical/Sexual/Verbal abuse: may include slapping, kicking, pushing, beating, shaking, pinching or forcing sex acts without consent or the ability to consent. Verbal abuse may include statements including threats, name-calling, swearing, yelling, humiliating remarks and threats.

Neglect: may include the failure to provide clothing, medication, food or leaving a person unattended.

Financial (fiduciary) exploitation: may include theft, improper use of money or property, extortion, embezzlement, fraud or unauthorized use of funds.

## How can the Victim Services Division help?

A criminal act may have serious and lasting physical, economic and emotional impact on an elder or dependent adult. Our Elder/Dependent Adult Victim Advocate works with victims of crime and family members to provide services to address their needs and concerns including:

**Applying for Victim Compensation:** Our Victim Advocate can help victims complete an application for certain expenses related to the crime including medical and mental health expenses and relocation or home security upgrades.

**Support and information throughout the court process:** The court process can be confusing and overwhelming. Our Victim Advocate can explain the process, advocate for the victim throughout the process, and provide information about victim rights.

**Information and referral to other agencies:** Our Victim Advocate can find local agencies to meet the needs of elder/dependent adult victims.

## Help for victims of elder or dependent adult abuse

### **If you are being hurt or abused**

If you are being abused in any of these ways or if you feel afraid or controlled by a family member, spouse/partner or a caregiver it may help you to talk to a counselor. This may help you even if you do not want (or are not sure if you want) to ask for legal protections.

### **If you know someone who is being hurt or abused**



Becoming a victim of crime can have a devastating impact on an older person or a dependent adult.

Many victims may feel that they have few options. They may feel unable to resolve or avoid abusive situations due to cognitive impediments, health or limited resources. Some persons may be unaware of the victimization or may refuse to report and testify against the person who has abused them.

**If you suspect someone is being abused talk with him or her and then consider reporting your suspicions to authorities.**