

Who Must Report Suspected Abuse And Neglect?

In California: "Any person who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult, whether or not that person receives compensation, including administrators, supervisors and any licensed staff of a public or private facility that provides care or services for elder or dependent adults, or any elder or dependent adult care custodian, health practitioner, clergy member or employee of a county adult protective services agency or a local law enforcement agency, is a **mandated reporter**." (WIC Section 15610.17)

Regal Company Policy: Anyone within the scope of his/her employment who has observed or has knowledge of an incident that reasonably appears to indicate abuse should inform their supervisor and report to the appropriate authority.

The following professionals or job titles are considered mandated reporters¹:

- All licensed healthcare professionals, including but not limited to:
 - Physicians
 - Nurses
 - Mental Health Professionals
 - EMTs, paramedics, medical examiners
 - All employees in a long-term health facility
 - Licensed Clinical Social Workers, Marriage & Family Counselors
- Child care custodians/Elder or dependent adult custodians
- Teachers
- Clergy
- Employee of a protective service or law enforcement agency
- Commercial film & photographic print processors

Still Unsure Of Your Status As A Mandated Reporter?

If you are unsure whether or not you are a mandated reporter, contact your supervisor.

REMEMBER, YOU DO NOT HAVE TO BE A MANDATED REPORTER TO SUBMIT A REPORT!

¹ <https://wdacs.lacounty.gov/services/older-dependent-adult-services/adult-protective-services-aps/>

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Types Of Abuse That Should Be Reported

- Physical
- Verbal/Mental Suffering
- Sexual Abuse
- Abandonment
- Isolation
- Financial
- Neglect
- Self-neglect

When And How To Report:

Immediately or within 48 hours of the incident or when the information is uncovered:

Step 1: Immediately or within 48 hours of the incident by telephone or online

Step 2: A written report must be sent within 2 working days by mail, email, or fax. Please see your county's website below for written report form and instructions.

What Information Is Included in the APS Report?

APS Reports May Request the Following Information:

- Name of reporter
- Name, age, and present location of the elder/dependent adult
- Primary language of elder/dependent adult
- Names and addresses of family members or any other person responsible for the elder/dependent adult's care (if available)
- The nature and extent of the elder/dependent adult's current health condition (if known)
- The date and location of the abuse incident
- Any other information requested by the receiving agency, including information that led the reporters to suspect elder/dependent abuse
- Information about anyone suspected to have abused the elder/dependent adult
- Estimated length of time in which elder/dependent adult is expected to remain at current location
- Any safety factors of which the investigator of abuse should be aware (e.g. dogs or weapons in home, etc.)

What Happens After I File An APS Report?

APS Social Workers Will:

- Respond to an incident within 24 hours
- Conduct an investigation of the alleged abuse
- Connect individuals with services provided by local government or community programs (e.g. temporary housing placement, transportation, food resources, legal resources)
- Work closely with County law enforcement, legal, social service and healthcare departments and agencies to resolve issues uncovered through APS investigations

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What is NOT part of the APS Social Worker's Role?^{2,3}

- Discuss or disclose outcomes of an APS investigation with anyone unless lawfully necessary, including Regal Social Workers (see WIC Section 15633.5)
- Remove a person from his/her home against his/her will
- Write psychiatric holds
- Authorize or force the client to accept medical treatment
- Make the client take medications, see a doctor, bathe or self-manage health conditions
- Authorize placement in a SNF or any other facility
- Hire or fire IHSS Providers
- Transport clients

When And How Can Regal Social Workers Help?

Regal Social Workers have a different scope of practice than APS social workers.

What Regal Social Workers CAN Do:

- File APS reports using firsthand information related to suspected abuse or neglect
- Provide guidance to other Regal staff regarding the process for filing APS reports and tips for completing the reporting forms
- Support members with any other social service resources or needs identified by the Regal care team and within their scope of work (outlined in the Regal Social Work Referral Form)

What Regal Social Workers CAN'T Do:

- File APS reports on behalf of anyone
- Investigate or gather information about suspected abuse or neglect
- All activities that APS Social Workers cannot do

County Aps Reporting Information		
Los Angeles	(877) 477-3646	Los Angeles County Website
Ventura	(805) 654-3200	Ventura County Website
Orange	(800) 451-5155	Orange County Website
San Bernardino	(877) 565-2020	San Bernardino County Website
Riverside	(800) 491-7123	Riverside County Website
San Diego	(800) 339-4661	San Diego County Website

² <https://wdacs.lacounty.gov/services/older-dependent-adult-services/adult-protective-services-aps/>

³ <https://www.cdss.ca.gov/inforesources/adult-protective-services>