

# Elder Abuse

## Available Services for Victims

If you are 60 years or older and are the victim of abuse, neglect or exploitation, you may contact the **Division of Adult Protective Services** within the Tennessee Department of Human Services to file a complaint or seek assistance.

**Neglect** occurs when the basic needs of a dependent adult are not met by a caregiver. Neglect may be unintentional, resulting from the caregiver's lack of ability to provide or arrange for the care or services the adult requires. Neglect also may be due to the intentional failure of the caregiver to meet the adult's needs.

**Self-Neglect** occurs when a dependent adult is unable to care for him/herself or to obtain needed care. The impairments result in significant danger to the adult and in some situations deterioration can occur to the point that the adult's life may be at risk.

**Abuse** (physical, sexual, and emotional) generally involves more extreme forms of harm to the adult, including the infliction of pain, injury, mental anguish, unreasonable confinement, or other cruel treatment.

**Financial Exploitation** occurs when a caregiver improperly uses funds intended for the care or use of the adult. These are funds paid to the adult or to the caregiver by a governmental agency.

## Help Lines

Contact the  
Adult Protective Services  
Intake Offices in the  
following cities:

**KNOXVILLE**  
(865) 594-5685

**CHATTANOOGA**  
(423) 634-6624

**NASHVILLE**  
(615) 532-3492

**MEMPHIS**  
(901) 320-7220

### TOLL FREE

If you are outside the above  
calling areas, please call  
1-888-APS-TENN  
(1-888-277-8366)

### ONLINE

Find out more about  
available service online  
[www.state.tn.us/humanserv](http://www.state.tn.us/humanserv)

### DISTRICT ATTORNEY

Your local District Attorney's  
Office can be reached at

# 1-888-277-8366

This poster is produced in accordance with Public Chapter 780, passed by the Tennessee General Assembly in 2004 to address the issue of elder abuse. The law requires physicians' offices and health care facilities to post information for citizens explaining their right to file a complaint or seek assistance from the State.

This Informational Poster may be accessed online at  
[www.medwire.org/TMA/elderabuseposter.pdf](http://www.medwire.org/TMA/elderabuseposter.pdf)  
Courtesy of the