

HELPING OLDER PHILADELPHIANS SINCE 1973

Philadelphia Corporation for Aging (PCA) is a private, nonprofit Area Agency on Aging for Philadelphia. PCA is the first place for older Philadelphians and adults with disabilities to turn for information and services to help maintain or improve the quality of their lives. PCA provides vital programs that allow individuals to remain in their homes and engaged in their communities.

One of the region's largest nonprofit organizations, PCA is funded primarily by federal and state sources.



ABOUT PCA

PCA touches the lives of more than 140,000 Philadelphians each year through its work offering supports and services to older adults in several areas: **Community and Connection** – providing older adults with access to transportation, employment, insurance, peers and activities across Philadelphia. **Help in the Home** – with support for those needing assessment, coordination, home delivered meals, home repairs, alternative living arrangements and caregiving resources. **Protection and Advocacy** – confidentially providing investigation and protection, advocating for long-term care patients, and giving legal guidance for challenges older adults may face.

CONTACT PCA

PCAcare.org, PCA's website, provides information on services, organizations, and activities for older Philadelphians, those with disabilities and caregivers. Translations are offered in 17 languages.

PCA Helpline 215-765-9040 is available from 8:30 a.m. to 5:00 p.m. Toll free 888-482-9060 (outside Philadelphia) and TDD 215-765-9041.



642 N. Broad Street, Philadelphia, PA 19130
215.952.9000



OLDER ADULT PROTECTIVE SERVICES

For Older Philadelphians at Risk





WHO IS ELIGIBLE FOR OLDER ADULT PROTECTIVE SERVICES?

Protective services are available to those older adults with all of the following characteristics:

- Are 60 years of age or older
- Live in Philadelphia County
- Are incapacitated mentally or physically or can't perform basic tasks of self-care
- Lack a responsible caretaker
- Are believed to be at-risk of imminent danger

Those who reach out to PCA for assistance but do not meet these characteristics are referred to other social services within PCA or other relevant agencies as appropriate.

SIGNS OF ELDER ABUSE AND NEGLECT

Elder abuse and neglect are some of the most under-recognized and under-reported social problems in the United States. Please report elder abuse and neglect if you see these happening, or are experiencing them. These are some of the warning signs of an older adult who may be experiencing abuse or neglect:

- Withdrawal from normal activities
- Increased fear or anxiety
- Isolation from family and friends
- Unexplained injuries
- Unusual weight loss, or dehydration
- Unsanitary living conditions
- Unpaid bill or unusual bills
- Fraudulent signatures
- Unexplained changes in financial documents (wills)

WHAT ARE OLDER ADULT PROTECTIVE SERVICES?

PCA's Older Adult Protective Services are those activities, resources and supports provided to older Philadelphians to detect, prevent, reduce, or eliminate the following:

- Self-neglect
- Neglect by a caregiver
- Physical, sexual, or psychological abuse
- Financial exploitation – misuse of money, resources, or personal property
- Abandonment

Staffed by trained care managers, investigators and specialists, Older Adult Protective Services are available to older adults through PCA to provide:

- Intake
- Assessment
- Investigation
- Care planning/Risk mitigation
- Crisis resolution
- Follow-up Services

HOW REPORTS OF NEED ARE MADE

Older Adult Protective Services are provided by calling PCA's Helpline, **215-765-9040**, (outside Philadelphia, toll-free 1-888- 482-9060) 24 hours a day, seven days per week. Anyone may call and report an older adult in need and remain anonymous. As mandated by law, all reports are strictly confidential.

****If anyone is in imminent danger, please call 911.**