

Adult Protective Services

Frequently Asked Questions

- **What information do I need to provide when making a report?**
 - Your name and contact information (in case we have follow-up questions). You can choose not to provide your name.
 - The names and contact information for the vulnerable adult and the person you think is causing harm.
 - Description of the situation.
 - Any known safety concerns.
- **I think there might be abuse or neglect happening, but I'm not sure. What should I do?**

Make a report anyway! We'll take care of the rest.
- **Can I get in trouble if I make a report without knowing all the details first?**

Share what you do know about the situation. It's our job to investigate the details. If you make a report in good faith, you have immunity from liability.

Report to Adult Protective Services



REPORT ONLINE

dshs.wa.gov/altsa/reportadultabuse



REPORT BY PHONE

877-734-6277 | (TTY) 833-866-5595



LEARN MORE ABOUT APS

dshs.wa.gov/altsa/aps

Call **911 immediately** if you think someone is in danger or needs urgent help.

– OR –

SCAN WITH YOUR SMARTPHONE





KNOW THE SIGNS

See. Stop. Report.

Adult Protective Services

We investigate allegations of abuse, neglect, abandonment, financial exploitation and self-neglect of vulnerable adults in Washington state. We collaborate with other agencies and community partners to offer protective services.

Our goal is to promote lives free of harm while respecting individual choice.

Who is considered a vulnerable adult?

A person who is:

- 60 years of age or older who has the functional, mental or physical inability to care for himself or herself; or
- Subject to guardianship or conservatorship under RCW 11.130; or
- Who has a developmental disability; or
- Admitted to any facility; or
- Receiving services from home health, hospice, or home care agencies licensed or required to be licensed; or
- Receiving services from an individual provider; or
- Who self-directs his or her own care and receives services from a personal aide.

Neglect and Self-Neglect

- Lack of food and water.
- Changes in personal hygiene.
- Lack of medication, missed appointments or isolation.

Financial Exploitation

- Basic needs not met.
- Unpaid bills.
- Unexplained financial changes.

Physical Abuse

- Suspicious bruises, black eyes or welts.
- Unexplained broken bones, cuts, or sprains.
- Sudden changes in behavior.

Mental Abuse

- Threatening significant harm.
- Derogatory names, insults, profanity or ridicule.
- Harassment or humiliation.

Sexual Abuse

- Unusual bruising on thighs or chest.
- Unexplained sexually transmitted infections (STIs).
- Withdrawn from social interactions.



STRONGER TOGETHER

Reporting is a partnership

Help protect vulnerable adults

- ❑ **VISIT:** Check on your family and friends.
- ❑ **SHARE:** Tell others about APS.
- ❑ **SUPPORT:** Offer support to caregivers.
- ❑ **REPORT:** Recognize the signs and report to APS.