

NYC Elder Abuse Center's Helpline for Concerned Persons

When to refer

You can offer the Helpline to any concerned person – friend, family member, and so on – in the life of an elder abuse victim.

The Helpline specialist can:

- Provide ongoing emotional support.
- Normalize various processes, for example, that of Adult Protective Services.
- Encourage ways to advocate and problem-solve.
- Serve as a resource for frequent or frustrated callers.

Why to refer

Connection with the Helpline specialist might positively influence:

- The success of an action plan for the victim.
- Continued engagement in older adult's life.

Helpline details

- Non-emergency phone line open Monday through Friday, 9 a.m. to 5 p.m.
- Callers can live anywhere but the older adult must live in one of New York City's five boroughs.
- Services are for concerned persons – not victims or abusers.
- Currently, service is offered only in English.
- Agency staff can contact specialist and request an outreach call.

Sample introduction for referring potential callers

"I know other people who have had a difficult time helping [a parent/friend/neighbor] who was being abused. They felt really [overwhelmed/stressed out/frustrated]. You're working so hard to take care of [person], and it can be helpful to talk about how things are going, questions or concerns you might have, and challenges you're facing. I know there's a Helpline for Concerned Persons with a specialist who has a background in elder abuse. Here's [their number/a brochure/the web site]. If you're interested, I can also pass your information to the specialist and she can call you directly."

212-746-6905 or helpline@nyceac.org

<https://nyceac.org/helpline-for-concerned-persons/>

