Elder Abuse, Neglect and Exploitation: Legal Resources and Remedies Guide
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This guide was produced as a result of the Office of the Nevada Attorney General’s Enhanced Training and Services to End Abuse in Later Life (EALL) Project. Nevada’s EALL Project is a collaborative effort between the Office of Attorney General, Aging and Disability Services Division, local law enforcement statewide, local district attorney’s offices, local service providers, legal services, the Inter-Tribal Council of Nevada and the Nevada Coalition to End Domestic and Sexual Violence.

It is intended to be a resource guide, providing information about crimes to consider when investigating elder abuse, neglect and/or exploitation, and delivering information to officers out in the field on local resources and information regarding how to access civil legal remedies.

The content herein was provided by the following:
- Office of Nevada Attorney General
- American Bar Association, Commission on Law and Aging
- Black’s Law Dictionary
- Clark County District Attorney’s Office
- Las Vegas Metropolitan Police Department
- National Clearinghouse on Abuse in Later Life
- Nevada Aging and Disability Services Division
- Nevada Coalition to End Domestic and Sexual Violence

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Nevada’s definition of elder abuse mirrors the one used by the National Center on Elder Abuse: “any knowing, intended, or careless act that causes harm or serious risk of harm to an older person (age 60 or older) - physically, mentally, emotionally, or financially.” Crimes against elderly victims are similar to other types of domestic violence and frequently go unreported. Many victims are not able to report abuse due to physical or mental limitations, isolation, emotional or financial dependency, mental illness, substance abuse, or general desire to protect loved ones with whom they reside. It is particularly important for first responders to be aware of the different types and definitions of elder abuse, so appropriate intervention is possible when encountering an older adult in the field. Please be aware that many elder abuse victims experience more than one type of abuse.

**Physical Abuse**
Physical abuse is the infliction of pain or injury on an older and/or vulnerable person. Physical abuse could also include serious or unexplained injury, inappropriate physical or chemical restraint, medication abuse (over or under medicating), deprivation of food, shelter, clothing or services which are necessary to maintain the physical or mental health of an older and/or vulnerable person. Permitting any of the acts described above also is considered abuse.

**Signs physical abuse may be occurring:**
- Shows unexplained or sudden changes in behavior
- Is afraid to speak in the presence of the offender
- Is isolated
- Shows signs of being restrained
- Under or overmedicating an older adult
- Allowing an older adult to remain in feces, urine
- Visible or unexplained bruises/injuries
- Bone fractures/breaks, sprains, dislocations, black eyes
- Broken eyeglasses/frames or other assistive devices

**Sexual Abuse**
Nonconsensual sexual contact is defined as an act that the older and/or vulnerable person is unable to understand or to which this person is unable to communicate his or her objection. Sexual abuse also includes intentional touching either directly or through the clothing. Anytime nonconsensual sexual contact is alleged, law enforcement must be contacted immediately. A report to Elder Protective Services must also be made.

**Signs sexual abuse may be occurring:**
- Infections, pain, bruises or bleeding in genital areas
- Shows unexplained or sudden bleeding in genital areas
- Is afraid to speak in the presence of the offender
**Psychological Abuse**
Psychological or emotional abuse is threatening, controlling or socially isolating the older and/or vulnerable person, disregarding the needs of these individuals, or harming, damaging or destroying any property of the older and/or vulnerable person, including, without limitation, pets.

**Signs psychological abuse may be occurring include:**
- Strong odors of urine and or feces
- Lack of food
- Locks on the outside of interior doors (to lock older individual in a room)
- Locks on the refrigerator
- Damage to home caused by abusive behavior
- Isolation of the older person from friends or family members
- Shows unexplained or sudden changes in behavior
- Is afraid to speak in the presence of the offender

**Isolation**
Isolation is the act of preventing an older and/or vulnerable person from having contact with another person. Isolation can also include permitting any of the acts described to be committed against an older person. This does not include an act intended to protect the property, physical, and/or mental welfare of the older person or an act pursuant to the instructions of a physician.

**Signs Isolation may be occurring include:**
- Physically restraining and/or intentionally preventing the older/vulnerable person from receiving visitors, mail, telephone calls or access to social media.
- Knowingly providing a false statement contrary to the expressed wishes of the older/vulnerable person with the intent to prevent visitors and callers.

**Abandonment**
Abandonment is the desertion of an older and/or vulnerable person in an unsafe manner. Abandonment can also include withdrawal of necessary assistance owed to the older and/or vulnerable person by a caregiver or other person with an obligation to provide services to the older and/or vulnerable person. Please note: when an older person or vulnerable adult is in the hospital or another type of care facility, it is not considered abandonment if the family or caregiver is unable to provide the necessary care and will not agree to have the older person or vulnerable person discharged back home.

**Signs abandonment may be occurring include:**
- Lack of food
- Prescription medication overdue for refill
- Desertion of an older and/or vulnerable person at a hospital or other facility in an unsafe manner
- Withdrawal of necessary assistance to older and/or vulnerable person
**Neglect**
Neglect is the failure of a person or a manager of a facility who has assumed legal responsibility or a contractual obligation for caring for an older and/or vulnerable person, or who has voluntarily assumed responsibility to provide food, shelter, clothing or services which are necessary to maintain the physical or mental health of the older or vulnerable person. If a person who has voluntarily assumed responsibility to provide necessary supervision to the older or vulnerable person fails to provide adequate supervision, it is considered neglect.

**Signs neglect may be occurring:**
- Prescription bottles are empty and overdue for refill
- Improper clothing or heating/air conditioning to combat weather extremes
- Dehydration, malnutrition
- Untreated bed sores and poor hygiene
- Unattended and/or untreated health problems

**Exploitation**
Exploitation is any act taken by a person who has trust and confidence, and/or use of a Power of Attorney or guardianship to obtain control or convert money, assets or property, through deception, intimidation, or undue influence with the intention of permanently depriving the older and/or vulnerable person of their ownership, use, benefit or possession of their money, assets or property. Undue influence means the improper use of power or trust in a way that deprives a person of his or her free will and substitutes the objectives of another person. The term does not include the normal influence that one member of a family has over another.

**Signs exploitation may be occurring include:**
- Caregiver prevents older person from getting or keeping a job
- Important possessions, documents, or credit cards are missing
- Medications that were recently filled are already gone (drug diversion)
- Caregiver makes older person ask for money, giving them an allowance
- Sudden changes in bank account balances or banking practices
- Abrupt changes in a will or other financial documents
- Unpaid bills despite the availability of financial resources
- Elder person’s signature being forged for financial transactions
- Checks written to ‘Cash’
- Sudden appearance of previously uninvolved relatives
The following are terms commonly used in the field of aging.

Abandonment (NRS 200.5091-50995)
Desertion of an older person or a vulnerable person in an unsafe manner by a caretaker or other person with a legal duty of care; or withdrawal of necessary assistance owed to an older and/or vulnerable person by a caretaker or other person with an obligation to provide services to the older or vulnerable person.

Abuse (NRS 200.5091-50995)
Abuse means willful infliction of pain or injury on an older person or a vulnerable person; deprivation of food, shelter, clothing or services which are necessary to maintain the physical or mental health of an older and/or vulnerable person; infliction of psychological or emotional anguish, pain or distress on an older and/or vulnerable person through any act; nonconsensual sexual contact with an older and/or vulnerable person; or permitting any of these acts to be committed against an older and/or vulnerable person.

Exploitation (NRS 200.5091-50995)
Exploitation means any act taken by a person who has the trust and confidence of an older and/or vulnerable person or any use of the power of attorney or guardianship of an older and/or vulnerable person to obtain control, through deception, intimidation or undue influence, over the older person’s or vulnerable person’s money, assets or property with the intention of permanently depriving the older person or vulnerable person of the ownership, use, benefit or possession of his or her money, assets or property; This may also include converting money, assets or property of the older and/or vulnerable person with the intention of permanently depriving the older and/or vulnerable person of the ownership, use, benefit or possession of his or her money, assets or property.

Guardian (NRS 159.0487)
A court order granting certain powers to a family member, other individual, governmental agency, or institution to control the affairs of another person. At times, a special guardian is appointed by the court for a single purpose such as signing documents or approving medical procedures.

Guardian Ad Litem (NRS 159.0487)
A person appointed by the court to protect the best interests and rights of an incompetent person within legal proceedings.

Isolation (NRS 200.5091-50995)
Isolation means preventing an older and/or vulnerable person from having contact with another person by intentionally preventing the older and/or vulnerable person from receiving
visitors, mail or telephone calls, physically restraining the older and/or vulnerable person to prevent them from meeting with a person who comes to visit the older and/or vulnerable person, or permitting any of the acts described to be committed against an older and/or vulnerable person. The term does not include an act intended to protect the property or physical or mental welfare of the older and/or vulnerable person or an act performed pursuant to the instructions of a physician of the older and/or vulnerable person.

**Neglect (NRS 200.5092 [5])**
Neglect means the failure of a person or a manager of a facility who has assumed legal responsibility or a contractual obligation for caring for an older and/or vulnerable person or who has voluntarily assumed responsibility for his or her care to provide food, shelter, clothing or services which are necessary to maintain the physical or mental health of the older and/or vulnerable person.

**Self-Neglect**
The National Adult Protective Services Association defines self-neglect as “an adult’s inability, due to physical or mental impairment or diminished capacity, to perform essential self-care.” Signs of self-neglect may include: inadequate heating/plumbing/electrical or disconnected services, pathways unclear due to large amounts of clutter, animal feces in the home, filthy environment or very poorly maintained, not seeking or refusing medical care, lack of fresh or unspoiled food, dressing inappropriately for existing weather conditions, refusing to allow visitors into the residence.

**Older Person (NRS 228.2505)**
‘Older Person’ means a person who is 60 years of age or older.

**Protective Services (NRS 200.5092[7])**
Protective services refers to services with the purpose of preventing and remedying the abuse, neglect, exploitation, isolation and abandonment of older persons. The services may include:

(a) The investigation, evaluation, counseling, arrangement and referral for other services and assistance; and

(b) Services provided to an older and/or vulnerable person who is unable to provide for his or her own needs.

**Power of Attorney**
An instrument which delegates to another person authority to make health care and/or financial decisions for another person. A special type of power of attorney, the ‘durable’ power of attorney, continues the agency relationship beyond the incapacity of the principal.

**Principal**
An individual who grants authority to an agent in a power of attorney.

**Vulnerable Person (NRS 200.5091-50995)**
Vulnerable person means a person 18 years of age or older who suffers from a condition of physical or mental incapacitation because of a developmental disability, organic brain damage
or mental illness; or has one or more physical or mental limitations that restrict the ability of the person to perform the normal activities of daily living.

**Fiduciary**
A person who has the power and obligation to act for another under circumstances which require total trust, good faith and honesty.

**Fiduciary Relationship**
A relationship requiring the highest duty of care and arising between parties usually in one of four situations: (1) when one person places trust in the faithful integrity of another who, as a result, gains superiority or influence over the first, (2) when one person assumes control and responsibility over another, (3) when one person has a duty to act for or give advice to another on matters falling within the scope of the relationship, or (4) when there is a specific relationship that has traditionally been recognized as involving fiduciary duties, as with a lawyer and a client or a stockbroker and a customer. (*Black’s Law Dictionary*)

**Trustee**
A trustee manages property that is held in a trust. A trust is an arrangement in which one person holds the property of another for the benefit of a third party, called the beneficiary. The beneficiary is usually the owner of the property or a person designated as the beneficiary by the owner of the property. A trustee may be either an individual or a corporation.
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>ADL</td>
<td>Activities of Daily Living</td>
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<tr>
<td>ADSD</td>
<td>Aging and Disability Services Division</td>
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<tr>
<td>ALP</td>
<td>Assisted Living Program</td>
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<tr>
<td>BIP</td>
<td>Batterer’s Intervention Program</td>
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<tr>
<td>BHCQC</td>
<td>Bureau of Health Care Quality and Compliance</td>
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<tr>
<td>CNA</td>
<td>Certified Nursing Assistant</td>
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<tr>
<td>CIT</td>
<td>Crisis Intervention Team</td>
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<tr>
<td>DHHS</td>
<td>Department of Health and Human Services</td>
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<tr>
<td>DPBH</td>
<td>Division of Public and Behavioral Health</td>
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<tr>
<td>EPS</td>
<td>Elder Protective Services</td>
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<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
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<tr>
<td>LOC</td>
<td>Level of Care</td>
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<tr>
<td>LPN</td>
<td>Licensed Practical Nurse</td>
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<tr>
<td>LSW</td>
<td>Licensed Social Worker</td>
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<tr>
<td>LTC</td>
<td>Long Term Care</td>
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<tr>
<td>MFCU</td>
<td>Medicaid Fraud Control Unit</td>
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<tr>
<td>MSW</td>
<td>Master of Social Work</td>
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<tr>
<td>OAA</td>
<td>Older Americans Act</td>
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<tr>
<td>RSVP</td>
<td>Retired Senior Volunteer Program</td>
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<tr>
<td>SANE</td>
<td>Sexual Assault Nurse Examiner</td>
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<tr>
<td>SART</td>
<td>Sexual Assault Response Team</td>
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<tr>
<td>SMI</td>
<td>Severely Mentally Ill</td>
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<tr>
<td>SSA</td>
<td>Social Security Administration</td>
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<tr>
<td>SSI</td>
<td>Supplemental Security Income</td>
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<tr>
<td>VA</td>
<td>Veterans Administration</td>
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<tr>
<td>VOC REHAB</td>
<td>Vocational Rehabilitation</td>
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Although it is not always the case, elder abuse is often committed by intimate partners, adult children/other family members, caregivers and others in positions of authority.

**Officer Safety:** Do not discount the danger level. Older adults may be violent, live with violent people, be unpredictable or have vicious animals. Weapons may be present. Residences may be unsafe or hazardous.

**Policy of State NRS 200.5091**
It is the policy of the State of Nevada to provide for the cooperation of law enforcement officials, courts of competent jurisdiction and all appropriate state agencies providing human services in identifying the abuse, neglect, exploitation, isolation and abandonment of older and/or vulnerable persons through the complete reporting of abuse, neglect, exploitation, isolation and abandonment of older and/or vulnerable persons.
(Added to NRS by 1981, 1334; A 1997, 1348; 2005, 1107; 2015, 804)

**Report of abuse, neglect, exploitation, isolation or abandonment of older person; voluntary and mandatory reports, investigation, penalty. NRS 200.5093**
A report must be made to Aging and Disability Services Division of the Department of Health and Human Services or law enforcement as soon as reasonably practicable but not later than 24 hours after the person knows or has reasonable cause to believe the older person (age 60 years and older) has been abused, neglected, exploited, isolated or abandoned. Mandated reporters include, but are not limited to any person who, in a professional or occupational capacity, knows or has reasonable cause for concern (financial institutions staff, medical personnel including paramedics, EMTs and ambulance drivers, therapists, athletic trainers, licensed dietitian, hospital personnel, coroner, personal care services, employee of the Department of Health and Human Services, any employee of a law enforcement agency, social workers, funeral home personnel, firefighters and community health workers). Law enforcement officers are required to inform victims of suspected domestic violence about the following: information about the arrest process for the abuser and orders for protection via an informational card.

**For Law Enforcement reports on elder abuse:**
To report, call Elder Protective Services (EPS) Monday-Friday, 8:00 am – 5:00 pm:

- In **Northern Nevada**, the direct law enforcement contact number is 775-687-0800 and ask to speak with the Social Worker of the Day.
- In **Southern Nevada**, the direct law enforcement contact number is 702-486-6930 and ask to speak with the Social Worker of the Day.
- EPS statewide toll free number is 888-729-0571.
- **After hours**, call the Crisis Call Center, 775-221-7620 or 800-992-5757. EPS will receive the report the next business day. It is recommended law enforcement follow up with EPS to verify receipt of the case.
Law enforcement agency: Required to act promptly in obtaining certain warrants. NRS 200.50955
A law enforcement agency shall promptly seek to obtain a warrant for the arrest of any person the agency has probable cause to believe is criminally responsible for the abuse, neglect, exploitation, isolation or abandonment of an older and/or vulnerable person. (Added to NRS by 1997, 1348; A 2005, 1112; 2015, 811)

Harassment NRS 200.571
A person commits the crime of harassment if without lawful authority, the person knowingly threatens to cause bodily injury in the future to the person threatened or to any other person; or to cause physical damage to the property of another person; or to subject the person threatened or any other person to physical confinement or restraint; or to do any act which is intended to substantially harm the person threatened or any other person with respect to his/her physical or mental health or safety; and the person, by words or conduct, places the person receiving the threat in reasonable fear that the threat will be carried out.

Stalking NRS 200.575(1)
A person commits the crime of stalking if without lawful authority, the person willfully or maliciously engages in a course of conduct that would cause a reasonable person to feel terrorized, frightened, intimidated, harassed, or fearful for the immediate safety of a family or a household member, and actually causes the victim to feel terrorized, frightened, intimidated, or fearful for the immediate safety of a family member or household member. A ‘family or household member’ means a spouse, a former spouse, a parent or other person who is related by blood or marriage, or is or was actually residing with the person.

Aggravated stalking NRS 200.575(2)
A person commits the crime of aggravated stalking if the person commits the crime of stalking and threatens a person with the intent to cause him or her to be placed in reasonable fear of death or substantial bodily harm.
Related: NRS 200.575(3) Stalking with the internet

Domestic Violence NRS 33.018
Crimes constituting domestic violence include battery, assault, coercion, sexual assault, false imprisonment, unlawful/forcible entry, or harassment by: stalking, arson, trespassing, larceny, destruction of property, carrying a concealed weapon without permit, or injuring an animal. Covered relationships are spouse, former spouse, blood or marriage relation, current or former cohabitant, dating relationship, person with child in common, et al.
NRS 193.167 Additional penalty for crimes against older/vulnerable victims of assault, battery, sexual assault
Firearm Possession Crimes
NRS 202.257 Misdemeanor to possess if Blood Alcohol Concentration is 0.10 or higher or under influence of other drugs
NRS 202.275 Felony to possess short-barreled shotgun or rifle
NRS 202.360 Felony to possess if fugitive, domestic violence conviction (any state), felony conviction, user/addicted to drugs, mentally ill, or illegally present in the United States.

Sexual Assault NRS 200.366(1)
A person commits the crime of sexual assault if the person subjects another person to sexual penetration, or forces another person to make a sexual penetration on him or herself or another, or on a beast, against the will of the victim or under conditions in which the perpetrator knows or should know that the victim is mentally or physically incapable of resisting or understanding the nature of his or her conduct.

Elder/Vulnerable enhancement NRS 193.167 — consecutive 1-20 years for sexual assault, battery, kidnapping

Abuse, abandonment, neglect, isolation or exploitation (60 and older) NRS 200.5092
Definitions. As used in NRS 200.5091 to 200.50995, inclusive, unless the context otherwise requires:

1. ‘Abandonment’ means:
   (a) Desertion of an older and/or vulnerable person in an unsafe manner by a caretaker or other person with a legal duty of care; or
   (b) Withdrawal of necessary assistance owed to an older and/or vulnerable person by a caretaker or other person with an obligation to provide services to the older person or vulnerable person.

2. ‘Abuse’ means willful:
   (a) Infliction of pain or injury on an older and/or vulnerable person;
   (b) Deprivation of food, shelter, clothing or services which are necessary to maintain the physical or mental health of an older and/or vulnerable person;
   (c) Infliction of psychological or emotional anguish, pain or distress on an older and/or vulnerable person through any act, including, without limitation:
      (1) Threatening, controlling or socially isolating the older person or vulnerable person;
      (2) Disregarding the needs of the older person or vulnerable person; or
      (3) Harming, damaging or destroying any property of the older person or vulnerable person, including, without limitation, pets;
   (d) Nonconsensual sexual contact with an older and/or vulnerable person, including, without limitation:
      (1) An act that the older person or vulnerable person is unable to understand or to which the older person or vulnerable person is unable to communicate his or her objection; or
      (2) Intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh or buttocks of the older person or vulnerable person; or
      (e) Permitting any of the acts described in paragraphs (a) to (d), inclusive, to be committed against an older and/or vulnerable person.
3. ‘Exploitation’ means any act taken by a person who has the trust and confidence of an older and/or vulnerable person or any use of the power of attorney or guardianship of an older and/or vulnerable person to:
   (a) Obtain control, through deception, intimidation or undue influence, over the older person’s or vulnerable person’s money, assets or property with the intention of permanently depriving the older person or vulnerable person of the ownership, use, benefit or possession of his or her money, assets or property; or
   (b) Convert money, assets or property of the older person or vulnerable person with the intention of permanently depriving the older and/or vulnerable person of the ownership, use, benefit or possession of his or her money, assets or property.
As used in this subsection, “undue influence” means the improper use of power or trust in a way that deprives a person of his or her free will and substitutes the objectives of another person. The term does not include the normal influence that one member of a family has over another.

4. ‘Isolation’ means preventing an older and/or vulnerable person from having contact with another person by:
   (a) Intentionally preventing the older person or vulnerable person from receiving visitors, mail or telephone calls, including, without limitation, communicating to a person who comes to visit the older and/or vulnerable person or a person who telephones the older and/or vulnerable person that the older and/or vulnerable person is not present or does not want to meet with or talk to the visitor or caller knowing that the statement is false, contrary to the express wishes of the older and/or vulnerable person and intended to prevent the older and/or vulnerable person from having contact with the visitor;
   (b) Physically restraining the older and/or vulnerable person to prevent the older and/or vulnerable person from meeting with a person who comes to visit them; or
   (c) Permitting any of the acts described in paragraphs (a) and (b) to be committed against an older and/or vulnerable person.
The term does not include an act intended to protect the property or physical or mental welfare of the older and/or vulnerable person or an act performed pursuant to the instructions of a physician of the older and/or vulnerable person.

5. ‘Neglect’ means the failure of a person or a manager of a facility who has assumed legal responsibility or a contractual obligation for caring for an older and/or vulnerable person or who has voluntarily assumed responsibility for his or her care to provide food, shelter, clothing or services which are necessary to maintain the physical or mental health of the older and/or vulnerable person.

6. ‘Older person’ means a person who is 60 years of age or older.

7. ‘Protective services’ means services the purpose of which is to prevent and remedy the abuse, neglect, exploitation, isolation and abandonment of older persons. The services may include:
   (a) The investigation, evaluation, counseling, arrangement and referral for other services and assistance; and
   (b) Services provided to an older and/or vulnerable person who is unable to provide for his or her own needs.

8. ‘Vulnerable person’ means a person 18 years of age or older who:
(a) Suffers from a condition of physical or mental incapacitation because of a developmental disability, organic brain damage or mental illness; or

(b) Has one or more physical or mental limitations that restrict the ability of the person to perform the normal activities of daily living.

**Exploitation NRS 200.5092(3)**
Exploitation means any act by a person with trust or confidence of an older and/or vulnerable person OR has Power of Attorney/guardianship of older and/or vulnerable person, who uses deception, intimidation, or undue influence to obtain control over money, assets, property with intent to permanently deprive, OR who converts money, assets, property with intent to permanently deprive that older and/or vulnerable person of ownership or use.

**Self-Neglect**
The National Adult Protective Services Association defines self-neglect as “an adult’s inability, due to physical or mental impairment or diminished capacity, to perform essential self-care.” Although it is not a crime in Nevada, you will undoubtedly run across instances of self-neglect in the field. In order to increase the safety of the older and/or vulnerable person, this guide provides several resources with which to link them. Also consider that, although some cases present as self-neglect, upon further review or evaluation, it may be revealed there is, in fact, a caregiver who is negligent in the older and/or vulnerable person’s care.

**Other possible crimes:**

- False imprisonment
- Embezzlement
- Extortion
- Forgery
- Assault/Battery
- Manslaughter
- Identity theft
- Deceptive Trade
- Fraud (mortgage, tax, etc.)
- Theft
- Drug Diversion
- Human Trafficking
Guardianship
A court may appoint someone to make personal and/or financial decisions for a person if the judge decides the person lacks capacity to make decisions. This appointee is called a guardian or conservator. A guardian has a legal duty to act in a trustworthy manner and make decisions that are consistent with decisions the incapacitated person made before losing decision-making capacity, or that are in the incapacitated person’s best interest. A family member or close friend can fill this role. A public guardian (NRS 252.150-250) is appointed by a county commission to serve as guardian for a resident of Nevada with no relative or friend suitable and willing to serve as guardian, or whose guardian the court determines must be removed. A private professional guardian (NRS 159.024) is a person who receives compensation for services as a guardian to three or more people for whom the court has appointed a guardian who are not related to the guardian by blood or marriage. Private professional guardians must be licensed per NRS 628B. Any appointment of a guardian must be confirmed through judicial process and with oversight, whether a public guardian private professional guardian or a guardian generally. Guardianship is not an immediate emergency intervention. If you suspect elder abuse, neglect or exploitation, contact Aging and Disability Services Division/Elder Protective Services (775-687-4210).

Power of Attorney
A power of attorney is a legal document used by someone (the principal) to give someone else (the agent) authority to act for the principal. A principal must have decision-making capacity to sign a power of attorney. An agent’s authority ends when the principal revokes that authority or when the principal dies. A durable power of attorney stays in effect even if the principal loses decision-making capacity. Sample Power of Attorney templates are readily available on the internet. It is difficult to check the validity of a power of attorney document without further investigation. If the document originated from a legal office, contact that office for confirmation the document is still valid. Financial institutions can also be checked for signature matches and other document details. If you suspect elder abuse, neglect or exploitation, contact Aging and Disability Services Division/Elder Protective Services (775-687-4210).

Benefit Money Managers
A federal or state agency can name an individual or entity to manage money it provides to a beneficiary if the agency decides the beneficiary lacks capacity to manage the money because of impairment. Agencies use different names for these money managers. For example, the Social Security Administration calls them ‘representative payees’, the Department of Veterans Affairs calls them’ VA fiduciaries’. These payees have authority to manage only the money that the agency provides to a beneficiary. For a specific benefit, refer to the issuing agency.

Protection Orders
A Protection Order is an order issued by a court allowing an applicant to use the power of the court to require an adverse party to do, or not do, certain things. Examples include, but are not
limited to requiring the adverse party to stay away from locations frequented by the applicant or members of the applicant’s household, the adverse party must refrain from contacting, intimidating, threatening or otherwise interfering with the applicant or any other household members specifically named by the Court. Forms to begin this process are located at local domestic violence service providers’ offices and at any courthouse. In Clark, Carson, Douglas and Washoe Counties, community-based advocates staff an office for Protection Orders; Safe Nest in Clark, Advocates to End Domestic Violence in Carson, Victim Service Advocate in Douglas County and Committee to Aid Abused Women in Washoe. Many law enforcement agencies statewide house a system-based advocate to assist with Protection Orders. In Nevada, you file a petition for a Temporary or Extended Protection Order. The petition must adequately allege that the adverse party has committed domestic violence upon you or there is a possibility of it. A judge reviews the petition and will grant or deny a temporary Protective Order, or if applicable, an Extended Protection Order and set a hearing.
## Community Resources

<table>
<thead>
<tr>
<th>Name of Organization</th>
<th>Purpose</th>
<th>Phone Number/hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>911</td>
<td>Emergency response</td>
<td>Dial 911&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>National Domestic Violence Hotline</td>
<td>Referrals/crisis intervention</td>
<td>800-799-7233&lt;br&gt;800-787-3224 (TTY)&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>National Sexual Assault Hotline</td>
<td>Referrals/crisis intervention</td>
<td>800-656-4673&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>National Center on Elder Abuse</td>
<td>Information</td>
<td>855-500-3537&lt;br&gt;M-F 8:30 am-5:00 pm</td>
</tr>
<tr>
<td>Aging and Disability Services Division</td>
<td>Elder Protective Services, Long-Term Care Ombudsman</td>
<td>775-687-4210- Carson&lt;br&gt;775-687-0800- Reno&lt;br&gt;702-486-6930- Clark&lt;br&gt;888-729-0571- Rural Areas of NV&lt;br&gt;M-F 8:00 am-5:00 pm&lt;br&gt;After hours, call Crisis Call Center 775-221-7620</td>
</tr>
<tr>
<td>Bureau of Health Care Quality and Compliance (BHCQC)</td>
<td>Licensing and regulatory entity for facilities</td>
<td>775-684-1030 (North)&lt;br&gt;702-486-6515 (South)&lt;br&gt;M-F 8:00 am-5:00 pm</td>
</tr>
<tr>
<td>ElderHelpLV</td>
<td>Provides referrals to home health care services: Matches seniors with pre-screened elder care service providers of skilled nursing, personal care, senior transportation, senior housing, insurance, and more.</td>
<td>702-202-4190</td>
</tr>
<tr>
<td>Eldercare Locator</td>
<td>Resource referrals</td>
<td>775-684-1000&lt;br&gt;M-F 8:00 am-5:00 pm</td>
</tr>
<tr>
<td>Inter-Tribal Council of Nevada</td>
<td>Advocacy, Tribal resource referrals</td>
<td>775-355-0600&lt;br&gt;680 Greenbrae, Suite 265, Sparks&lt;br&gt;M-F 8:00 am-5:00 pm</td>
</tr>
<tr>
<td>Medicaid Fraud Control Unit</td>
<td>Investigates criminal abuse and/or neglect of residents in nursing homes and medical facilities receiving Medicaid funding.</td>
<td>775-684-1100 Carson City&lt;br&gt;702-486-3420 Las Vegas&lt;br&gt;M-F 8:00 am-5:00 pm</td>
</tr>
<tr>
<td>Nevada Aging and Disability Resource Center</td>
<td>Information, access to healthcare network, options counseling</td>
<td>877-861-1893&lt;br&gt;M-F 8:00 am -5:00 pm</td>
</tr>
</tbody>
</table>
| **Nevada 2-1-1** | **Information/Social Services Resource Referrals** | **Dial 211**
**24 hours a day/7 days a week** |
|-----------------|-------------------------------------------------|--------------------------------------------------|
| **Nevada Coalition for Suicide Prevention** | **Resource referrals, crisis hotline** | **800-273-8255**
**Suicide Prevention Hotline**
**24 hours a day/7 days a week** |
| **Nevada Senior Services** | **Offers 12-month telephone-based information and support service for caregivers—provides ongoing help to find practical solutions related to health, care, and well-being concerns. Customized plan is developed for each client.** | **702-648-3425 or**
**702-368-2273**
**Hours vary depending on service requested. Call for details.** |
| **Our Center** | **Advocacy for LGBTQ community** | **775-624-3720**
**1745 S. Wells Ave., Reno**
**Hours vary depending on service. Call for details.** |
| **The Center** | **Advocacy for LGBTQ community** | **702-733-9800 x 102**
**401 S. Maryland Pkwy, Las Vegas**
**M-F 10:00 am - 10:00 pm**
**Saturdays 10:00 am -3:00 pm** |
| **UNR Sanford Center for Aging** | **Research, education and outreach** | **775-784-4774**
**1664 N. Virginia St., Rm 150, Reno**
**M-F 8:00 am -5:00 pm** |

**Hospitals/Medical Care**

| **Carson Tahoe Regional Medical Center** | **Medical care** | **775-445-8000**
**1600 Medical Pkwy, Carson City**
**24 hours a day/7 days a week** |
| **Centennial Hills Hospital** | **Medical care** | **702-835-9861**
**6900 N. Durango Drive, Las Vegas,**
**24 hours a day/7 days a week** |
| **Desert Springs Hospital** | **Medical care** | **702-369-7911**
**2075 E. Flamingo Road, Las Vegas,**
**24 hours a day/7 days a week** |
| **Nevada Health Centers** | **24 hours a day/7 days a week**
**Medical care** | **702-307-5415**
**3900 Cambridge Family Health Center, STE 101, Las Vegas, NV 89119**
**702-735-9334**
**Eastern Medical/Dental, 2212 S. Eastern Avenue, Las Vegas, NV 89104** |
<table>
<thead>
<tr>
<th>Facility</th>
<th>Services</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Nevada Medical Center</td>
<td>Medical care</td>
<td>775-331-7000&lt;br&gt;2375 E. Prater Way, Sparks&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>Renown Hospital</td>
<td>Medical care</td>
<td>775-982-4100&lt;br&gt;1155 Mill Street, Reno&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>Saint Mary’s Hospital</td>
<td>Medical care</td>
<td>775-770-3000&lt;br&gt;235 W. 6th Street, Reno&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>Senior Bridges Program</td>
<td>Psychiatric program for seniors age 55+</td>
<td>866-531-0695&lt;br&gt;2385 E. Prater Way, Sparks&lt;br&gt;Call for appointment</td>
</tr>
<tr>
<td>Spring Valley Hospital</td>
<td>Medical care</td>
<td>702-853-3276&lt;br&gt;5400 S. Rainbow Blvd., Las Vegas&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>Summerlin Hospital</td>
<td>Medical care</td>
<td>702-233-7540&lt;br&gt;657 Town Center Drive, Las Vegas&lt;br&gt;24 hours a day/7 days a week</td>
</tr>
<tr>
<td>University Medical Center</td>
<td>24 hours a day/7 days a week&lt;br&gt;Quick Care Locations</td>
<td>702-383-2565&lt;br&gt;Enterprise, 1700 Wheeler Park, LV&lt;br&gt;702-383-6240&lt;br&gt;61 Nellis Blvd., Las Vegas&lt;br&gt;702-383-3850&lt;br&gt;Pecceo Ranch, 9320 W. Sahara Avenue, Las Vegas&lt;br&gt;702-383-3800&lt;br&gt;Rancho, 4231 N. Rancho Dr., Las Vegas&lt;br&gt;702-383-3645&lt;br&gt;Spring Valley, 4180 S. Rainbow #810, Las Vegas</td>
</tr>
<tr>
<td><strong>Valley Hospital</strong></td>
<td>Medical care</td>
<td>702-388-4665 620 Shadow Lane, Las Vegas 24 hours a day/7 days a week</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>Veterans Administration Medical Center</strong></td>
<td>Medical care</td>
<td>775-786-7200 (North) 975 Kirman Ave., Reno 702-791-9000 (South) 1501 Arville St., Las Vegas 24 hours a day/7 days a week</td>
</tr>
<tr>
<td><strong>WestCare, Inc.</strong></td>
<td>Acute Detox and Mental Health Stabilization Facility</td>
<td>702-383-4044 5659 West Duncan Dr., Las Vegas 24 hours a day/7 days a week</td>
</tr>
</tbody>
</table>

### Transportation

<table>
<thead>
<tr>
<th><strong>Access to Healthcare Free Rides</strong></th>
<th>Transit</th>
<th>844-469-4932 4001 S. Virginia Street, Reno</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amador Stage Lines</strong></td>
<td>Public transit</td>
<td>775-324-4444 635 Ferrari McLeod Blvd, Reno</td>
</tr>
<tr>
<td><strong>Artie J. Cannon Helping Hands of Henderson</strong></td>
<td>Provides transportation to medical appointments, grocery shopping, and a variety of errands for seniors 60+ who reside in Henderson. Transportation provided by volunteers. Telephone reassurance calls are also provided bi-monthly to check on client well-being.</td>
<td>702-616-6554</td>
</tr>
<tr>
<td><strong>Greyhound Bus</strong></td>
<td>Public transit</td>
<td>775-322-2970 155 Stevenson, Reno</td>
</tr>
<tr>
<td><strong>Helping Hands of Vegas Valley</strong></td>
<td>Transportation for seniors 60+ for medical appointments, grocery shopping, and running errands—transportation provided by volunteers who also provide support and companionship.</td>
<td>702-633-7264 2320 Paseo Del Prado, Suite B204, Las Vegas</td>
</tr>
<tr>
<td><strong>James Seastrand Helping Hands of North Las Vegas</strong></td>
<td>Transportation for seniors 60+ for medical appointments, grocery shopping, and prescription pickup—Friendly visitation and telephone reassurance.</td>
<td>702-649-7853 3640 N. 5th Street #130, North Las Vegas</td>
</tr>
<tr>
<td>Service Type</td>
<td>Description</td>
<td>Contact Information</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>JAC Assist (Jump Around Carson)</td>
<td>Door-to-door service for seniors with a doctor’s note</td>
<td>775-841-7433 Carson City</td>
</tr>
<tr>
<td>Lend a Hand Boulder City</td>
<td>Provides escorted transportation for Boulder City residents to medical appointments, grocery shopping, banking, etc.</td>
<td>702-294-2363 400 Utah Street, Boulder City</td>
</tr>
<tr>
<td>MTM</td>
<td>With Medicaid certification</td>
<td>844-879-7341 (North)</td>
</tr>
<tr>
<td>Rides for Veterans</td>
<td>Veterans only</td>
<td>775-829-5660 Reno</td>
</tr>
<tr>
<td>Regional Transportation Center Bus 4th Street Station</td>
<td>Transit</td>
<td>775-348-7433 4th and Center Streets, Reno</td>
</tr>
<tr>
<td>Regional Transportation Center Access</td>
<td>Door-to-door ADA (Americans with Disabilities Act) transportation</td>
<td>775-348-5438</td>
</tr>
<tr>
<td>Regional Transportation Services of Southern NV</td>
<td>Transit</td>
<td>600 S. Grand Central Parkway, Las Vegas Flexible Demand Response (FDR) 702-828-7433 Para-Transit 702-228-4800 Silver Star 702-228-7433 Transit 702-228-7433</td>
</tr>
</tbody>
</table>

### Legal Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clark County Family Law/Self-Help Center</td>
<td>Provides informed access, education, information and support services to self-represented persons having legal matters before the family court—free 10-minute attorney consultations—classes to help prepare court hearings—computers available to prepare documents.</td>
<td>702-455-1500 601 North Pecos, Las Vegas M-F 8:00 am- 4:00 pm</td>
</tr>
<tr>
<td>Legal Aid Center of Southern Nevada, Inc.</td>
<td>Legal Services</td>
<td>702-386-1080 or 800-522-1070 725 E. Charleston Blvd, Las Vegas M-F 8:00- 4:00</td>
</tr>
<tr>
<td>Nevada Disability Advocacy and Law Center</td>
<td>Federally mandated protection and advocacy agency which provides legal and non-legal advocacy services to individuals with disabilities—Investigates issues of abuse or neglect in care and treatment-providing facilities.</td>
<td>702-257-8150 or 888-349-3843 (South) 775-333-7878 or 800-992-5715 (North) 775-777-1590 or 800-992-5715 (Elko) M-F 1:00 pm – 5:00 pm</td>
</tr>
<tr>
<td>Nevada Legal Services</td>
<td>Public and subsidized housing matters—tax matters—government programs—healthcare—tenant’s rights</td>
<td>702-386-0404</td>
</tr>
<tr>
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</tr>
<tr>
<td></td>
<td>530 S. 6th Street, Las Vegas M-F 8:30 am -5:00 pm</td>
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<tr>
<td></td>
<td>775-753-5880</td>
<td></td>
</tr>
<tr>
<td></td>
<td>380 Court St., Suite D, Elko M-F 8:00 am- 4:00 pm</td>
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<tr>
<td></td>
<td>775-284-3491</td>
<td></td>
</tr>
<tr>
<td></td>
<td>204 Marsh Ave., Suite 101, Reno M-F 8:30 am- 5:00 pm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2621 Northgate Lane, Carson City M-F 8:00 am- 5:00 pm</td>
<td></td>
</tr>
<tr>
<td>Southern Nevada Senior Law Program</td>
<td>Legal Services for Clark County residents.</td>
<td>702-229-6596</td>
</tr>
<tr>
<td></td>
<td>411 E. Bonneville Ave, Las Vegas M-F 8:00am -5:00 pm</td>
<td></td>
</tr>
<tr>
<td>Volunteer Attorneys for Rural Nevadans</td>
<td>Legal Services for those living in all counties in NV except Washoe and Clark</td>
<td>775-883-8278</td>
</tr>
<tr>
<td></td>
<td>904 N. Nevada Street, Carson City M-F 8:00 am-5:00 pm</td>
<td></td>
</tr>
<tr>
<td>Washoe Legal Services</td>
<td>Legal Services for Washoe County residents.</td>
<td>775-329-2727</td>
</tr>
<tr>
<td></td>
<td>299 S. Arlington Ave, Reno M-F 9:00 am-5:00 pm</td>
<td></td>
</tr>
</tbody>
</table>

**Domestic Violence/Sexual Assault Service Providers**

<table>
<thead>
<tr>
<th>County</th>
<th>Agency</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carson</td>
<td>Advocates to End Domestic Violence</td>
<td>775-883-7654</td>
</tr>
<tr>
<td>Clark</td>
<td>Asian American Advocacy Clinic</td>
<td>702-825-1422</td>
</tr>
<tr>
<td>Clark</td>
<td>Bamboo Bridges</td>
<td>702-527-2533</td>
</tr>
<tr>
<td>Clark</td>
<td>Bridge Counseling Associates</td>
<td>702-474-6450</td>
</tr>
<tr>
<td>Clark</td>
<td>Embracing Project</td>
<td>702-994-0585</td>
</tr>
<tr>
<td>Clark</td>
<td>Family and Child Treatment of Southern NV</td>
<td>702-455-3642</td>
</tr>
<tr>
<td>Clark</td>
<td>Gay and Lesbian Community Center of Southern Nevada or ‘The Center’</td>
<td>702-733-9800</td>
</tr>
<tr>
<td>Clark</td>
<td>Gender Justice Nevada</td>
<td>702-810-4159</td>
</tr>
<tr>
<td>Clark</td>
<td>Hermandad Mexicana Transnacional</td>
<td>702-598-0052</td>
</tr>
<tr>
<td>Clark</td>
<td>Nevada Coalition to End Domestic and Sexual Violence</td>
<td>775-828-1115</td>
</tr>
<tr>
<td>Clark</td>
<td>Rape Crisis Center</td>
<td>702-385-2153</td>
</tr>
<tr>
<td>Clark</td>
<td>S.A.F.E. House</td>
<td>702-451-4203</td>
</tr>
<tr>
<td>County</td>
<td>Organization</td>
<td>Phone</td>
</tr>
<tr>
<td>-----------</td>
<td>------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Clark</td>
<td>24 Hour Wet Shelter/Behavioral Crisis</td>
<td>702-383-4044</td>
</tr>
<tr>
<td></td>
<td></td>
<td>930 North 4th Street, Las Vegas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>24 hours a day/7 days a week</td>
</tr>
<tr>
<td>Clark</td>
<td>Basic Needs</td>
<td>702-345-5116</td>
</tr>
<tr>
<td></td>
<td></td>
<td>355 W. Mesquite Blvd, Mesquite</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M-Th 8:00 am-3:00 pm</td>
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<tr>
<td></td>
<td></td>
<td>Fridays 8:00 am-12:00 noon</td>
</tr>
</tbody>
</table>

Emergency Shelter and Transitional Housing
<table>
<thead>
<tr>
<th>Region</th>
<th>Shelter Name</th>
<th>Phone Numbers and Addresses</th>
</tr>
</thead>
</table>
| Clark  | Catholic Charities (shelter services for men) | 702-385-2662  
1511 Las Vegas Blvd N. Las Vegas  
M-F 7:30 am-4:00 pm |
| Clark  | Community Shelter | 702-387-2282  
1501 Las Vegas Blvd North, LV  
24 hours a day/7 days a week |
| Clark  | Crisis Hotline/Domestic Violence Shelter | 702-646-4981  
2915 W. Charleston Blvd, Las Vegas  
24 hours a day/7 days a week |
| Clark  | Crisis Shelter | 702-385-0072  
7 West Owens Ave., North Las Vegas  
24 hours a day/7 days a week |
| Clark  | Emergency Services Shelter | 702-564-3227  
921 American Pacific Drive, Henderson  
24 hours a day/7 days a week |
| Clark  | Emergency Shelter | 702-382-1766  
480 W. Bonanza Rd, Las Vegas |
| Clark  | Las Vegas Rescue Mission | 702-382-1766  
480 W. Bonanza Road, Las Vegas  
M-F 8:00 am- 5:00 pm (office)  
Saturday 8:00 am- 6:30 pm  
Sunday 10:00 am-6:30 pm |
| Clark  | Safe Haven for Women  
Veteran Women’s Warrior Program | 702-385-2020  
5659 Duncan Dr. Las Vegas  
M-F 9:00 am -5:00 pm |
| Douglas | Abbey’s Crossing Confidential Shelter | 775-782-8692  
1255 Waterloo Ln, Gardnerville  
24 hours a day/7 days a week |
| Carson | F.I.S.H.  
(Friends in Service Helping) | 775-882-3474  
138 E. Long Street, Carson City  
M-F 9:00 am -5:00 pm |
| Lyon | Domestic Violence Shelter | 775-463-5843  
400 North Main St., Yerington  
24 hours a day/7 days a week |
| Elko | Samaritan House Emergency Shelter | 775-738-3038  
821 Water St., Elko  
24 hours a day/7 days a week |
| Mineral | Consolidated Agencies of Human Services | 775-945-2471  
925 5th Street, Hawthorne  
24 hours a day/7 days a week |
| Washoe | Volunteers of America Community Shelter | 775-322-9574 (families)  
775-329-4141 (men)  
775-329-4145 (women)  
Record Street, Reno  
Open 24/7 except closed 8:00 am-10:00 am each day |
| Washoe | Gospel Mission- Reno | 775-329-0485  
|        |                     | 335 Record St., Reno  
|        |                     | 6:30 am- 8:00 pm (office)  
|        |                     | 6:30 am- 2:00 pm (shelter check-in) |
| Washoe | Emergency/Residential Program | 775-298-0010  
|        |                     | 948 Incline Way, Incline Village  
|        |                     | 24 hours a day/7 days a week |
| Washoe | TADS (Temporary Assistance for Displaced Seniors) | Contact Washoe County Senior Services 775-328-2766  
|        |                     | M-F 8:00 am- 5:00 pm |
| Nye    | No to Abuse Domestic Violence Shelter | 775-751-1118  
|        |                     | 621 S. Blagg St., Pahrump  
|        |                     | 24 hours a day/7 days a week |
| Nye    | No to Abuse Domestic Violence Shelter | 775-482-3016  
|        |                     | 1120 Globemallow Ln, Tonopah  
|        |                     | 24 hours a day/7 days a week |