



Elder Abuse, Neglect and Exploitation: Legal Resources and Remedies Guide

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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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 about local resources and information regarding how to access civil legal remedies.

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Elder Abuse Defined

Nevada's definition of elder abuse is in NRS 200.5092. In Nevada, an older person is defined as a person who is 60 years of age or older (NRS 200.5092(6)). 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 or depend upon. 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. 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. Please be aware that many elder abuse victims experience more than one type of abuse.

Abandonment

Abandonment is the desertion of an older 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 person. Please note: when an older person 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 discharged back home.

Signs abandonment may be occurring include:

- Lack of food
- Prescription medication overdue for refill
- Desertion of an older person at a hospital or other facility in an unsafe manner
- Withdrawal of necessary assistance to older person

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 person of their ownership, use, benefit, or possession of their money, assets, or property. Exploitation may take place within jointly titled assets or accounts. 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
- Sudden changes in title of property

Isolation

Isolation is the act of preventing an older 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 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.

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 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 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/or 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
- Hazardous or unsafe living conditions

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
- Being in feces, urine
- Visible or unexplained bruises/injuries
- Bone fractures/breaks, sprains, dislocations, black eyes
- Broken eyeglasses/frames or other assistive devices

Psychological Abuse

Psychological or emotional abuse is threatening, controlling, or socially isolating the older 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
- Is extremely withdrawn or agitated

Sexual Abuse

Nonconsensual sexual contact is defined as an act that the older 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 clothing. Any time nonconsensual sexual contact is alleged, law enforcement must be contacted immediately. A report to Adult Protective Services should also be made.

Signs sexual abuse may be occurring:

- Infections, pain, bruises, or bleeding in genital areas
- Shows unexplained or sudden changes in behavior
- Is afraid to speak in the presence of the offender
- Is afraid to bathe or practice proper hygiene
- Torn, stained, or bloody undergarments

List of Terms and their Definitions

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.

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)

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.

Older Person *(NRS 228.255)*

A person who is 60 years of age or older.

Protective Services *(NRS 200.5092[7])*

Protective services refer 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.

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.

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.

Vulnerable Person (NRS 200.5092 [8])

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.

List of Acronyms used in the Field of Aging

Acronym	Meaning
ADL	Activities of Daily Living
ADSD	Aging and Disability Services Division
ALP	Assisted Living Program
BIP	Batterer's Intervention Program
BHCQC	Bureau of Health Care Quality and Compliance
CNA	Certified Nursing Assistant
CIT	Crisis Intervention Team
DHHS	Department of Health and Human Services
DPBH	Division of Public and Behavioral Health
APS	Adult Protective Services
HIPAA	Health Insurance Portability and Accountability Act
LOC	Level of Care
LPN	Licensed Practical Nurse
LSW	Licensed Social Worker
LTC	Long Term Care
MFCU	Medicaid Fraud Control Unit
MSW	Master of Social Work
OAA	Older Americans Act
RSVP	Retired Senior Volunteer Program
SANE	Sexual Assault Nurse Examiner
SART	Sexual Assault Response Team
SMI	Severely Mentally Ill
SSA	Social Security Administration
SSI	Supplemental Security Income
VA	Veterans Administration
VOC REHAB	Vocational Rehabilitation

Crimes to Consider when Investigating Elder Abuse, Neglect, or Exploitation

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 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)

Aggravated stalking *(NRS 200.575[3])*

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[4])* **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 0.08 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.

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.

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.

Sexual Assault *NRS 200.366*

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

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.

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 person or a 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 person or a 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 person or a vulnerable person;
 - b. Deprivation of food, shelter, clothing or services which are necessary to maintain the physical or mental health of an older person or a vulnerable person;
 - c. Infliction of psychological or emotional anguish, pain or distress on an older person or a vulnerable person through any act, including, without limitation:
 - i. Threatening, controlling or socially isolating the older person or vulnerable person;
 - ii. Disregarding the needs of the older person or vulnerable person; or
 - iii. Harming, damaging or destroying any property of the older person or vulnerable person, including, without limitation, pets;
 - d. Nonconsensual sexual contact with an older person or a vulnerable person, including, without limitation:

- i. 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
 - ii. 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
 - iii. Permitting any of the acts described in paragraphs (a) to (d), inclusive, to be committed against an older person or a vulnerable person.
3. “Exploitation” means any act taken by a person who has the trust and confidence of an older person or a vulnerable person or any use of the power of attorney or guardianship of an older person or a 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 person 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 person or a 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 person or vulnerable person or a person who telephones the older person or vulnerable person that the older person 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 person or vulnerable person and intended to prevent the older person or vulnerable person from having contact with the visitor;
 - b. Physically restraining the older person or vulnerable person to prevent the older person or vulnerable person from meeting with a person who comes to visit the older person or vulnerable person; or
 - c. Permitting any of the acts described in paragraphs (a) and (b) to be committed against an older person or a vulnerable person.

The term does not include an act intended to protect the property or physical or mental welfare of the older person or vulnerable person or an act performed pursuant to the instructions of a physician of the older person 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 person or a 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 person or vulnerable person.

(Added to NRS by [1981, 1334](#); A [1983, 1359, 1652](#); [1995, 2250](#); [1997, 1348](#); [1999, 3517](#); [2003, 491](#); [2005, 1108](#); [2015, 804](#); [2019, 3484](#))

Other possible crimes:

- False imprisonment
- Embezzlement
- Extortion
- Forgery
- Assault/Battery
- Manslaughter
- Identity theft
- Deceptive Trade
- Fraud (mortgage, tax, etc.)
- Theft
- Drug Diversion
- Human Trafficking

Civil Legal Remedies

Benefit Money Managers

A federal or state agency can approve 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.

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. The individual under guardianship is called a protected person. A guardian has a fiduciary duty to act in a trustworthy manner and make decisions that are consistent with decisions the protected person made before losing decision-making capacity, or that are in the protected person's best interest. A family member or close friend can fill this role. A public guardian (NRS 253.150-250) 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 is not related to the guardian by blood or marriage. Private professional guardians must be licensed per (NRS 628B.030). Any appointment of a guardian must be confirmed through judicial process and with oversight. If you suspect elder abuse, neglect, or exploitation, contact Aging and Disability Services Division/Adult Protective Services Las Vegas/Clark County (702) 486-6930 or Statewide/All Other Areas (888) 729-0571.

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. An agent's authority ends when the principal revokes that authority (this can be done verbally) or when the principal dies. 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. Financial institutions can also be checked for signature matches and other document details. The State of Nevada recognizes the out-of-state Power of Attorney if they meet the requirements of that state. If you suspect elder abuse, neglect, or exploitation, contact Aging and Disability Services Division/Adult Protective Services Las Vegas/Clark County (702) 486-6930 or Statewide/All Other Areas (888) 729-0571.

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 Domestic Violence Resource Center 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

It takes all of us working together to support older adult victims of physical, sexual, and psychological abuse, neglect, and exploitation as they move toward recovery and healing. The following list includes key service providers and others offering services to this population.

Name of Organization	Purpose	Phone Number/hours
911	Emergency response	Dial 911 24 hours a day/7-days a week
National Domestic Violence Hotline	Referrals/crisis intervention	800-799-7233 800-787-3224 (TTY) Text "Start" to 88788 24 hours a day/7-days a week
National Sexual Assault Hotline	Referrals/crisis intervention	800-656-4673 24 hours a day/7-days a week
National Center on Elder Abuse	Information	855-500-3537 8:30 am-5:00 PT M-F
Aging and Disability Services Division	Elder Protective Services, Long-Term Care Ombudsman	775-687-4210- Carson 775-687-0800- Reno (702) 486-3545-Las Vegas (775) 738-1966-Elko 8:00-5:00 M-F After hours, call Crisis Call Center Statewide/All other areas (888) 729-0571
Bureau of Health Care Quality and Compliance (BHCQC)	Licensing and regulatory entity for facilities	Complaint Intake line at (702) 668-3250
ElderHelpLV	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.	1-702-689-0536
Eldercare Locator	Resource referrals	1-800-677-1116 8:00-5:00 M-F EST
Inter-Tribal Council of Nevada	Advocacy, Tribal resource referrals	775-355-0600 Monday – Friday: 8:00 am to 4:30 pm 10 State Street Reno, NV 89501

Medicaid Fraud Control Unit	Investigates criminal abuse and/or neglect of residents in nursing homes and medical facilities receiving Medicaid funding.	775-684-1100 Carson City 702-486-3420 Las Vegas M-F 8:00-5:00
Nevada Aging and Disability Resource Center	Information, Access to Healthcare Network, Options Counseling	775-684-1100 Carson City 702-486-3420 Las Vegas M-F 8:00-5:00
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	1-800-273-8255 Suicide Prevention Hotline 24 hours a day/7-days a week
Nevada Senior Services	Offers 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 the service requested. Call for details.
Our Center	Advocacy for LGBTQ community	775-624-3720 1745 S. Wells Ave., Reno Hours vary depending on the service. Call for details.
The Center	Advocacy for LGBTQ community	702-733-9800 x 102 24-Hour Toll-Free Crisis Hotline: (833) 740-0500 24-Hour Local Crisis Hotline: (702) 745-4600 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 8:00-5:00

Hospitals/Medical Care

Name of Organization	Purpose	Phone Number/hours
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	702-835-9700 6900 N. Durango Drive, Las Vegas, 24 hours a day/7-days a week
Desert Springs Hospital	Medical care	702-369-7772 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	Various clinics throughout the state of Nevada. Call for information regarding clinics and appointments: 1-800-787-2568 Virtual appointment hours 7:30 a.m. to 4:30 p.m. Monday – Friday https://www.nevadahealthcenters.org/virtualcare/
Northern Nevada Medical Center	Medical care	775-331-7000 2375 E. Prater Way, Sparks 24 hours a day/7-days a week
Renown Hospital	Medical care	775-982-4100 1155 Mill Street, Reno 24 hours a day/7-days a week
Saint Mary's Hospital	Medical care	775-770-3000 235 W. 6th Street, Reno 24 hours a day/7-days a week
Senior Bridges Program	Psychiatric program for seniors age 55+	(775) 331-7000 2385 E. Prater Way, Sparks Call for appointment
Spring Valley Hospital	Medical care	(702) 853-3000 5400 S Rainbow Blvd, Las Vegas, NV 89118 24 hours a day/7-days a week
Summerlin Hospital	Medical care	(702) 233-7000 657 N Town Center Dr, Las Vegas, NV 89144 24 hours a day/7-days a week
University Medical Center	24 hours a day/7-days a week Quick Care Locations	702-383-2000 University Medical Center 1800 W. Charleston Blvd. Las Vegas, NV 89102
Valley Hospital	Medical care	702-388-4000 620 Shadow Lane, Las Vegas 24 hours a day/7-days a week
Veterans Administration Medical Center	Medical care	775-786-7200 (North) 975 Kirman Ave., Reno 702-791-9050 (South) 4461 East Charleston Boulevard Community Resource & Referral Center (CRRC) Las Vegas, NV 89104-5537 24 hours a day/7-days a week
WestCare, Inc.	Acute Detox and Mental Health Stabilization Facility	(702) 385-2090 1711 Whitney Mesa Dr. Henderson, NV 89014 24 hours a day/7-days a week

Transportation

Name of Organization	Purpose	Phone Number/hours
Access to Healthcare Free Rides	Transit	775-284-1886 (Washoe Co.) 1-844-469-4933 (Outside Washoe Co.) 4001 S. Virginia Street, Reno
Amador Stage Lines	Public transit	775-324-4444 635 Ferrari McLeod Blvd, Reno
Artie J. Cannon Helping Hands of Henderson	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.	702-616-6554
Greyhound Bus	Public transit	775-322-2970 155 Stevenson, Reno
Helping Hands of Vegas Valley	Transportation for seniors 60+ for medical appointments, grocery shopping, and running errands—transportation provided by volunteers who also provide support and companionship.	(702) 616-4328
James Seastrand Helping Hands of North Las Vegas	Transportation for seniors 60+ for medical appointments, grocery shopping, and prescription pickup-Friendly visitation and telephone reassurance.	702-649-7853 3640 N. 5th Street #130, North Las Vegas
JAC Assist (Jump Around Carson)	Door-to-door service for seniors with a doctor's note	(775) 841-7433 Carson City
Lend a Hand Boulder City	Provides escorted transportation for Boulder City residents to medical appointments, grocery shopping, banking, etc.	702-294-2363 801 Adams Blvd Cottage 3, Boulder City, NV 89005
MTM	With Medicaid certification	1-844-879-7341 (North)

Rides for Veterans	Veterans only	Benefits: 1-800-827-1000 Health Care: 1-877-222-VETS (8387) Veterans Crisis Line: 1-800-273-8255 Press 1
Regional Transportation Center Bus 4th Street Station	Transit	775-348-7433 4th and Center Streets, Reno
Regional Transportation Center Access	Door-to-door ADA (Americans with Disabilities Act) transportation	(775) 348-0414
Regional Transportation Services of Southern NV	Transit	600 S Grand Central Pkwy #350, Las Vegas, NV 89106 Flexible Demand Response (FDR) 702-828-7433 Paratransit 702-228-4800 Silver Star (702) 228-7433 1-800-228-3911 OR (702) 676-1834 (TDD)
RSVP Rural, Carson City	Accepts donations	(775) 687-4680 Carson City

Legal Services

Name of Organization	Purpose	Phone Number/hours
Clark County Family Law/Self-Help Center	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.	702-455-1500 601 N Pecos Rd, Las Vegas, NV 89155 M-F 8:00- 4:00
Legal Aid Center of Southern Nevada, Inc.	Legal Services	(702) 386-1070 TDD: (702) 386-1059 725 E Charleston Blvd, Las Vegas, NV 89104 M-F 8:00- 4:00

Nevada Disability Advocacy and Law Center	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.	Phone: 702-257-8150 (South) Toll-Free: 1-888-349-3843 Nevada Relay: 711 Phone: 775-333-7878 (North) Toll-Free: 1-800-992-5715 Nevada Relay: 711 Phone: 775-777-1590 (Elko) Toll-Free: 1-800-992-5715 Nevada Relay: 711
Nevada Legal Services	Public and subsidized housing matters—tax matters—government programs—healthcare—tenant’s rights	(702) 386-0404 701 E. Bridger Ave., Suite 400 Las Vegas, NV 89101 M-Th 8-4, F 8-12 (775) 753-5880 285 10th St. Elko, NV 89801 M-Th 8-4, Fri 8-12 (775) 284-3491 449 South Virginia Street, 3rd Floor Reno, NV 89501 M-Th 8-4, F 8-12 (775) 463-1222 720 S. Main St., Unit A Yerington, NV 89447 M-Th 9-5, Fri 9-1
Northern Nevada Legal Aid	Legal Services for Washoe County residents.	(775) 329-2727 1155 E Ninth Street Reno, Nevada 89512 Monday – Friday 9 AM – 5 PM Closed on weekends
Southern Nevada Senior Law Program	Legal Services for Clark County residents	(702) 229-6596 7690 W Sahara Ave, Las Vegas, NV 89117 M-F 8:00-5:00
Volunteer Attorneys for Rural Nevadans	Legal Services for those living in all counties in NV except Washoe and Clark	(775) 883-8278 toll-free (866) 448-8276 412 W. John Street, Suite C, Carson City, NV 89703 M-F 8:00-5:00

Domestic Violence/Sexual Assault Service Providers

County	Agency	Phone
Carson	Advocates to End Domestic Violence	(775) 883-7654
Clark	Asian American Advocacy Clinic	702-825-1422
	Bamboo Bridges	(725) 222-0041
	Bridge Counseling Associates	702-474-6450
	Embracing Project	(702) 463-6929
	Family and Child Treatment of Southern NV	(702) 258-5855
	Gay and Lesbian Community Center of Southern Nevada or 'The Center'	(702) 733-9800
	Gender Justice Nevada	(702) 324-1271
	Immigrant Home Foundation	(702) 889-4431
	Nevada Coalition to End Domestic and Sexual Violence	775-828-1115
	Signs of Hope	(702) 385-2153
	S.A.F.E. House	(702) 451-4203
	Safe Nest	(702) 257-3800
	Shade Tree	855-385-0072
	Women's Development Center	702-796-3007
WestCare Arizona	928-763-1945	
White Pine	Victim Witness Services	775-289-3410
Washoe	Awaken	775-393-9183
	Crisis Intervention Services	(530) 546-0952
	Crisis Support Services of Nevada	775-784-8090
	Domestic Violence Resource Center	775-329-4150
	Nevada Urban Indians	775-788-7600
	Pyramid Lake Paiute Tribe	775-574-1000
	Safe Embrace	775-322-3466
	Step2, Inc.	775-787-9411
	Tru Vista Foundation	775-337-5760
	Tu Casa Latina	(775) 432-9929
	University of Nevada Reno- La Clinica	775-682-8684
	Inter-Tribal Council of Nevada	775-355-0600
Women and Children's Center of the Sierra	(775) 825-7395	

	Community Chest	(775) 847-9311
	Consolidated Agencies of Human Services	(775) 945-2471
Storey	Domestic Violence Intervention	(775) 423-1313
Mineral	Family Support Council of Douglas County	(775) 782-8692
Churchill	Nevada Outreach Training Organization dba No To Abuse	775-751-1118
Douglas	Winnemucca Domestic Violence Services	(775) 625-1313
Nye		
Humboldt		

Emergency Shelter and Transitional Housing

County	Organization	Phone
Clark	24 Hour Wet Shelter/Behavioral Crisis	702-474-6450 930 North 4th Street, Las Vegas 24 hours a day/7-days a week
	Basic Needs	702-293-3320 Senior Center of Boulder City: 813 Arizona St. Meals & activities
	Catholic Charities (shelter services for men)	702-385-2662 1511 Las Vegas Blvd N. Las Vegas M-F 7:30 am-4:00 pm
	Community Shelter	702-387-2282 1501 Las Vegas Blvd North, LV Open 3pm-6am
	Crisis Hotline/Domestic Violence Shelter	702-646-4981 24 hours a day/7-days a week hotline
	Crisis Shelter	702-564-3227 921 American Pacific Dr, Suite 300 Henderson, NV 89014
	Emergency Services Shelter	702-385-2662 1501 Las Vegas Blvd North, Las Vegas, NV 89101
	Emergency Shelter	702-382-1766 480 W. Bonanza Rd, Las Vegas 8am-5pm (M-F)
	Safe Haven for Women	702-385-2020 5659 Duncan Dr. Las Vegas M-F 9:00-5:00
Douglas	Abbey's Crossing Confidential Shelter	775-782-8692 1516 US Hwy 395, Suite E, Gardnerville, NV 89410 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 9:00-5:00
Lyon	Domestic Violence Shelter	775-847-9311 415 US Hwy 95A S. Building D Fernley, NV 89408 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 924 5th St, Hawthorne, NV 89415 24 hours a day/7-days a week
Washoe	Volunteers of America Community Shelter	(775) 329-4141 1800 Threlkel Street, Reno, NV
	Gospel Mission- Reno	(775) 323-0386 (business hours) (775) 329-0485 (24 hours) 2115 Timber Way Reno, NV 89512
	Emergency/Residential Program	(775) 328-2700 350 S. Center Street Reno, NV 89501
	TADS (Temporary Assistance for Displaced Seniors)	Contact Washoe County Senior Services (775) 328-2575 1155 E. 9th Street Reno, NV 89512 M-F 8:00- 5:00
Nye	No to Abuse Domestic Violence Shelter	775-751-1118 621 S Blagg Rd, Pahrump, NV 89048
	No to Abuse Domestic Violence Shelter	(775) 482-3016 1120 Globe Mallow Lane P.O. Box 566 Tonopah, NV 89049