



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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Background Information on Elder Abuse

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 changes in behavior
- 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

List of Terms and their Definitions

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.

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
EPS	Elder 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

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 the 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:

- | | |
|---|--|
| <input type="checkbox"/> False imprisonment | <input type="checkbox"/> Identity theft |
| <input type="checkbox"/> Embezzlement | <input type="checkbox"/> Deceptive Trade |
| <input type="checkbox"/> Extortion | <input type="checkbox"/> Fraud (mortgage, tax, etc.) |
| <input type="checkbox"/> Forgery | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Assault/Battery | <input type="checkbox"/> Drug Diversion |
| <input type="checkbox"/> Manslaughter | <input type="checkbox"/> Human Trafficking |

Civil Legal Remedies

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

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) 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 M-F 8:30 am-5:00 pm
Aging and Disability Services Division	Elder Protective Services, Long-Term Care Ombudsman	775-687-4210- Carson 775-687-0800- Reno 702-486-6930- Clark 888-729-0571- Rural Areas of NV M-F 8:00 am-5:00 pm After hours, call Crisis Call Center 775-221-7620
Bureau of Health Care Quality and Compliance (BHCQC)	Licensing and regulatory entity for facilities	775-684-1030 (North) 702-486-6515 (South) M-F 8:00 am- 5:00 pm
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.	702-202-4190
Eldercare Locator	Resource referrals	775-684-1000 M-F 8:00 am-5:00 pm
Inter-Tribal Council of Nevada	Advocacy, Tribal resource referrals	775-355-0600 680 Greenbrae, Suite 265, Sparks M-F 8:00 am-5:00 pm
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 am-5:00 pm
Nevada Aging and Disability Resource Center	Information, access to healthcare network, options counseling	877-861-1893 M-F 8:00 am -5:00 pm

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

		<p>702-323-1961 Martin Luther King, 1799 Mount Mariah Dr., Las Vegas, NV 89106</p> <p>800-787-2569 Henderson, 98 E. Lake Mead, STE 103, Henderson, NV 89015</p> <p>702-214-5948 North Las Vegas, 2225 Civic Center Dr. #224, N. Las Vegas, NV 89030</p>
Northern Nevada Medical Center	Medical care	<p>775-331-7000 2375 E. Prater Way, Sparks 24 hours a day/7 days a week</p>
Renown Hospital	Medical care	<p>775-982-4100 1155 Mill Street, Reno 24 hours a day/7 days a week</p>
Saint Mary's Hospital	Medical care	<p>775-770-3000 235 W. 6th Street, Reno 24 hours a day/7 days a week</p>
Senior Bridges Program	Psychiatric program for seniors age 55+	<p>866-531-0695 2385 E. Prater Way, Sparks Call for appointment</p>
Spring Valley Hospital	Medical care	<p>702-853-3276 5400 S. Rainbow Blvd., Las Vegas 24 hours a day/7 days a week</p>
Summerlin Hospital	Medical care	<p>702-233-7540 657 Town Center Drive, Las Vegas 24 hours a day/7 days a week</p>
University Medical Center	<p>24 hours a day/7 days a week Quick Care Locations</p>	<p>702-383-2565 Enterprise, 1700 Wheeler Park, LV</p> <p>702-383-6240 61 Nellis Blvd., Las Vegas</p> <p>702-383-3850 Peccole Ranch, 9320 W. Sahara Avenue, Las Vegas</p> <p>702-383-3800 Rancho, 4231 N. Rancho Dr., Las Vegas</p> <p>702-383-3645 Spring Valley, 4180 S. Rainbow #810, Las Vegas</p>

		702-383-3750 Summerlin, 2031 N. Buffalo Drive, Las Vegas 702-383-6210 Sunset, 525 Marks Street, Hender- son
Valley Hospital	Medical care	702-388-4665 620 Shadow Lane, Las Vegas 24 hours a day/7 days a week
Veterans Administration Medi- cal Center	Medical care	775-786-7200 (North) 975 Kirman Ave., Reno 702-791-9000 (South) 1501 Arville St., Las Vega 24 hours a day/7 days a week
WestCare, Inc.	Acute Detox and Mental Health Stabiliza- tion Facility	702-383-4044 5659 West Duncan Dr., Las Vegas 24 hours a day/7 days a week
Transportation		
Access to Healthcare Free Rides	Transit	844-469-4932 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 ap- pointments, grocery shopping, and a va- riety of errands for seniors 60+ who re- side in Henderson. Transportation pro- vided by volunteers. Telephone reassur- ance 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 medi- cal appointments, grocery shopping, and running errands—transportation provid- ed by volunteers who also provide sup- port and companionship.	702-633-7264 2320 Paseo Del Prado, Suite B204, Las Vegas
James Seastrand Helping Hands of North Las Vegas	Transportation for seniors 60+ for medi- cal appointments, grocery shopping, and prescription pickup-Friendly visitation and telephone reassurance.	702-649-7853 3640 N. 5 th 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 400 Utah Street, Boulder City
MTM	With Medicaid certification	844-879-7341 (North)
Rides for Veterans	Veterans only	775-829-5660 Reno
Regional Transportation Center Bus 4 th Street Station	Transit	775-348-7433 4 th and Center Streets, Reno
Regional Transportation Center Access	Door-to-door ADA (Americans with Disabilities Act) transportation	775-348-5438
Regional Transportation Services of Southern NV	Transit	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
Legal Services		
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 North Pecos, Las Vegas M-F 8:00 am- 4:00 pm
Legal Aid Center of Southern Nevada, Inc.	Legal Services	702-386-1080 or 800-522-1070 725 E. Charleston Blvd, Las Vegas 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.	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

Nevada Legal Services	Public and subsidized housing matters— tax matters—government programs— healthcare—tenant’s rights	702-386-0404 530 S. 6 th Street, Las Vegas M-F 8:30 am -5:00 pm 775-753-5880 380 Court St., Suite D, Elko M-F 8:00 am- 4:00 pm 775-284-3491 204 Marsh Ave., Suite 101, Reno M-F 8:30 am- 5:00 pm 2621 Northgate Lane, Carson City Tues and Thurs 8:30-5:00
Southern Nevada Senior Law Program	Legal Services for Clark County residents	702-229-6596 411 E. Bonneville Ave, Las Vegas M-F 8:0am -5:00 pm
Volunteer Attorneys for Rural Nevadans	Legal Services for those living in all counties in NV except Washoe and Clark	775-883-8278 904 N. Nevada Street, Carson City M-F 8:00 am-5:00 pm
Washoe Legal Services	Legal Services for Washoe County residents.	775-329-2727 299 S. Arlington Ave, Reno M-F 9:00 am- 5:00 pm

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
Clark	Bamboo Bridges	702-527-2533
Clark	Bridge Counseling Associates	702-474-6450
Clark	Embracing Project	702-994-0585
Clark	Family and Child Treatment of Southern NV	702-455-3642
Clark	Gay and Lesbian Community Center of Southern Nevada or ‘The Center’	702-733-9800
Clark	Gender Justice Nevada	702-810-4159
Clark	Hermandad Mexicana Transnacional	702-598-0052
Clark	Nevada Coalition to End Domestic and Sexual Violence	775-828-1115
Clark	Rape Crisis Center	702-385-2153
Clark	S.A.F.E. House	702-451-4203

Clark	Safe Nest	702-866-0133
Clark	Shade Tree	702-385-0072
Clark	Women's Development Center	702-796-7770
Clark	WestCare Arizona	928-763-8809
White Pine	Victim Witness Services	775-289-3410
Washoe	Awaken	775-393-9183
Washoe	Committee to Aid Abused Women	775-847-9311
Washoe	Crisis Call Center	775-784-8085
Washoe	Nevada Urban Indians	775-788-7600
Washoe	Pyramid Lake Paiute Tribe	775-575-9444
Washoe	Safe Embrace	775-473-6425
Washoe	Step2, Inc.	775-787-9411
Washoe	Tru Vista Foundation	775-337-5760
Washoe	Tu Casa Latina	775-432-9929
Washoe	University of Nevada Reno- La Clinica	775-682-8684
Washoe	Inter-Tribal Council of Nevada	775-355-0600 x 4
Washoe	Women and Children's Center of the Si- erra	775-825-7006
Washoe	Tahoe Safe Alliance	775-298-0161
Storey	Community Chest	775-847-0414
Mineral	Consolidated Agencies of Human Ser- vices	775-945-2471
Churchill	Domestic Violence Intervention	775-423-1313
Douglas	Family Support Council of Douglas Coun- ty	775-782-8692
Lyon	Lyon County A.L.I.V.E.	775-463-4009
Nye	Nevada Outreach Training Organization dba No To Abuse	775-751-1118
Humboldt	Winnemucca Domestic Violence Services	775-625-1313

Emergency Shelter and Transitional Housing

County	Organization	Phone
Clark	24 Hour Wet Shelter/Behavioral Crisis	702-383-4044 930 North 4 th Street, Las Vegas 24 hours a day/7 days a week
Clark	Basic Needs	702-345-5116 355 W. Mesquite Blvd, Mesquite M-TH 8:00 am-3:00 pm Fridays 8:00 am-12:00 noon

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 5 th 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