This Resource Guide was created by the Elder & Dependent Adult Abuse Prevention Council of Santa Barbara County in association with the Central Coast Commission for Senior Citizens, Area Agency on Aging.
Recognizing the Signs...

**Emotional Abuse**
- Threatening, belittling, or controlling caregiver behavior that you witness
- Caregiver isolates elder: refusing to allow access to visitors, mail phone, etc.
- Uncharacteristic behavior such as withdrawal or changes in alertness.

**Sexual Abuse**
- Bruises around breasts or genitals
- Unexplained sexually transmitted diseases or unexplained vaginal or anal bleeding
- Torn, stained, or blood underclothing

**Neglect by Caregivers or Self-Neglect**
- Unusual weight loss, malnutrition, dehydration
- Untreated physical problems, such as bed sores
- Unsanitary living conditions: dirt, bugs, soiled bedding and clothes
- Poor hygiene, lack of clean or appropriate clothing
- Unsafe living conditions (no heat or running water, faulty electrical wiring, fire hazards)
- Desertion of the elder at a public place

**Financial Exploitation**
- Significant or unauthorized withdrawals from the elder’s accounts
- Sudden changes in the elder’s financial condition
- Items or cash missing from the household
- Suspicious changes in wills, power or attorney, titles, and policies
- Addition of names to the elder’s signature card
- Unpaid bills or lack of medical care, although the elder has enough money to pay for them
- Financial activity the elder couldn’t have done, such as ATM withdrawals by a bedridden account holder
- Unnecessary services, goods, or subscriptions
- Unusual change in spending habits

**Scams**
- Constant phone calls from various phone numbers
- Elder/adult suddenly wiring money
- Large accumulation of lottery mail
- Elder/adult secretive about a relationship with someone they have not met in person

**Physical Abuse**
- Signs of being restrained, such as rope marks on wrists
- Unexplained signs of injury such as bruises, welts, scars, broken bones or sprains
- Over or under medication
- Broken eyeglasses or frame
- Caregiver’s refusal to allow you to see the person alone
- Report of drug overdose or apparent failure to take medication regularly
- Physical or chemical restraints for caregiver’s convenience
General Information

- Senior Connection, a senior information & assistance service 1-805-928-2552
- District Attorney Elder Abuse Unit/Fraud Hotline 805-568-2442 In Spanish 805-346-7454
- Santa Barbara County DA Victim-Witness Assistance Program
  - Santa Barbara 805-568-2400
  - Santa Maria 805-346-7529
  - Lompoc 805-737-7910
- Public Guardian 805-568-2790
- Long Term Care Ombudsman 805-922-1236
- Alzheimer’s Association 1-800-272-3900
- Adult Protective Services 1-844-751-6729
  - Santa Barbara 805-681-4550
  - Santa Maria 805-346-8303
  - Lompoc/Santa Ynez 808-737-6020
- To report suspected elder/dependent adult abuse 844-751-6729

Legal Assistance

- Legal Aid Foundation of Santa Barbara County
  - Santa Maria 805-922-9909
  - Santa Barbara 805-963-6754
  - Lompoc 805-736-6582
- Lawyer Referral Service 805-569-9400
- California Rural Legal Assistance 805-922-4563

Domestic Violence

- Domestic Violence Solutions for Santa Barbara County
  - Santa Barbara 805-964-5245
  - Santa Maria 805-925-2160
  - Santa Ynez 805-686-4390
  - Lompoc 805-736-0965

Mental Wellness

- Family Services Agency of Santa Barbara County
  - Santa Maria 805-928-1707
  - Santa Barbara 805-965-1001
  - Lompoc 805-735-4376
- Center for Successful Aging - Senior Peer Counseling 805-898-8080
- Pacific Pride Foundation Countywide 805-963-3636
- Tribal Health Clinic, Santa Ynez 805-688-7070

Veteran Services

- Veterans Service Office, County of Santa Barbara
  - South County 805-681-4500
  - North County 805-354-6000
- V.A. Caregiver Support Line 855-260-3274
Financial Fraud and Exploitation

**Credit Card Fraud**

If you are a victim of identity theft, or you want to avoid becoming a victim of identity theft, call these agencies to freeze new accounts being opened in your name. Also, for disputes regarding your credit record.

Experian: www.experian.com 888-397-3742
Equifax: www.equifax.com 800-525-6285
TransUnion: www.transunion.com 800-680-7289

Free Annual Credit Report: Request a free credit report: www.annualcreditreport.com 877-322-8228

**Mail Fraud**


Opt-out from unsolicited mail, pre-approved credit card and insurance offers: 888-567-8688

Direct Marketing Association Inc. Remove name from mailing & emailing list: www.dmachoice.org

**Telephone Fraud**

Federal Trade Commission (FTC) Telemarketing fraud/identity theft 877-382-4357

Do Not Call Registry Stop telemarketers from calling you: www.donotcall.gov 888-382-1222

**Internet Crime/Spam**

Internet Crime Complaint Center www.ic3.gov

**Broker/Investment Fraud**

California Department of Business Oversight Seniors Against Investment Fraud (SAIF) 866-275-2677

Concerns about brokers, investment advisers financial planners, mortgage lenders and bill payers: www.corp.ca.gov

Financial Industry Regulatory Authority (FINRA) BrokerCheck Check the background of a broker or brokerage: 800-289-9999

**Consumer Issues**

California Department of Consumer Affairs Check licenses for doctors, nurses and other healthcare professionals: www.dca.ca.gov 800-952-5210

California Department of Insurance Insurance concerns: www.insurance.ca.gov 800-927-4357

California Department of Real Estate Real estate concerns: www.dre.ca.gov 213-620-2072

California Public Utilities Commission Utility complaints: www.cpuc.ca.gov/puc 800-649-7570

Contractors State License Board Concerns regarding licensed and unlicensed contractors: www.cslb.ca.gov 800-321-2752

Dial 911 to report elder abuse or neglect to the Police NOW if the abuse is immediate and life-threatening.

Elder Abuse Hotline at 805-568-2442 to report allegations of abuse when you are unsure on where to call.

Adult Protective Services, County of Santa Barbara, 844-751-6729 if you suspect elder abuse in the community.

Long Term Care Ombudsman 805-922-1236 report suspected abuse occurring at board and care homes, nursing homes, and assisted living facilities. Statewide Ombudsman after hours crisis line: 800-231-4024.

Resources...

Social Security Administration
- www:socialsecurity.gov Fraud Hotline: 800-269-0271

Medicare or Medi-Cal Fraud
- California Attorney General Bureau of Medi-Cal Fraud & Elder Abuse: 800-722-0432
  On-line Complaint form: www.age.ca.gov/bmfea
- California Health Advocates: www.cahealthadvocates.org
  Health Insurance Counseling and Advocacy Program (HICAP)
  Medicare and healthcare counseling: 800-434-0222 or 805-928-5663
- Department of Health Services for Medi-Cal fraud: 800-822-6222
- U.S. Health & Human Services TIPS Hotline to report Medicare fraud: 800-447-8477
- Ageless Alliance: http://agelessalliance.org
  (Uniting against elder abuse through awareness, support and community engagement)

Reporting...
Protecting Yourself...

Do:

• Stay Active with your local senior center. It can be a valuable source of information.
• Plan for your care as you age. Identify reliable people who can provide assistance if needed.
• Review your finances regularly. Be extremely cautious when selecting “trustworthy” individuals to help manage your affairs when needed.
• Participate in community activities. Volunteering is a great way to have contact with others and make friends.
• Keep your power of attorney for finance and health care in order and select trustworthy person(s).

Don’t:

• Don’t put off preparing your future physical and financial needs.
• Don’t accept personal care from anyone in exchange for property or assets without a lawyer or other trusted advocate to witness the transaction.
• Don’t allow others to keep details of your finances from you.
• Don’t give out personal or financial information to people you don’t know, especially over the phone.
• Don’t sign legal documents that you do not understand.

The mission of the Elder & Dependent Adult Abuse Prevention Council of Santa Barbara County is to prevent elder and dependent adult abuse and to develop a comprehensive and collaborative community response to abuse in Santa Barbara County.