

What CONCERNED PERSONS Need to Know About the Helpline

CONFIDENTIAL SUPPORT, INFORMATION, AND GUIDANCE

FOR FAMILY, FRIENDS, NEIGHBORS

OF MISTREATED, OLDER NEW YORK STATE RESIDENTS

Helpline Call Center: 844-746-6905

The **Elder Abuse Helpline for Concerned Persons** of the New York City Elder Abuse Center at Weill Cornell Medicine provides confidential and free support, information, guidance, and referrals to the family, friends, and neighbors of mistreated older adults, 60 and over, who live in New York State. Concerned Persons live anywhere in the world.

The Helpline assists Concerned Persons who are themselves distressed and affected by the elder abuse situation, perhaps fearful and unsure of what to do. The Helpline works to decrease the Concerned Person's own anxiety and distress, while providing support, information, guidance, and referrals without expectation or judgment. It is staffed by experienced professionals in elder abuse prevention and intervention. The Helpline is a non-emergency service. In emergencies, Concerned Persons call 911.

Eligibility

Concerned Persons, 18 years of age and older, are eligible for Helpline services. Concerned Persons live anywhere in the world. The older adult victims they are concerned about live in New York State.

Hours

Operators at the Helpline Call Center take information from a Concerned Person from Sunday-Saturday, any time of the day or night. Experienced Helpline professionals then contact and assist the Concerned Person during regular work hours: Monday-Friday, 9:00am-5:00pm (ET).

The Elder Abuse Helpline for Concerned Persons was launched in New York City in 2017 by the New York City Elder Abuse Center (NYCEAC), Division of Geriatrics and Palliative Medicine, Weill Cornell Medicine. Grant funding was awarded to NYCEAC by the **New York State Office of Victim Services**, Grant No. 2018-VA-GX-0047, Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. This material does not necessarily reflect the opinion of the funder. In September 2021, the Helpline expanded to all of New York State in partnership with the **Upstate Elder Abuse Center at Lifespan**, Rochester, N.Y., sub-contractor on this grant.