

Elder Abuse/Dependant Adult Abuse

326.1 PURPOSE AND SCOPE

The purpose of this protocol is to develop a coordinated response system, for handling incidents of abuse and/or neglect regarding elder and dependent adults. The protocol establishes uniform guidelines which conform to the requirements as outlined by Penal Code § 368 and Welfare and Institutions Code § 15600 et al.

The California Legislature enacted recent laws to require elderly and dependent adult care custodians, health practitioners, APS staff, law enforcement, and other designated agencies to report and to investigate incidents of abuse/neglect. The categories of abuse and neglect that must be reported by mandated parties now include: physical, sexual, financial, isolation, abandonment, abduction, neglect, mental suffering, and self-neglect.

Included in this Protocol are the following:

- Reporting Law Summary Definitions
- Responsibilities of Adult Protective Services
- Responsibilities of Ombudsman Office
- Responsibilities of Law Enforcement Agencies
- Responsibilities of the District Attorney
- Addendums specific to reporting law requirements

326.1.1 REPORTING LAW SUMMARY

The present law requires certain individuals to report known or suspected cases of abuse or neglect of elder and dependent adults, to an Adult Protective Services (CAPS) agency or to local Law Enforcement Agencies (LEA) by telephone immediately, or as soon as practically possible, and in writing within two working days. Cases involving long-term care facilities are reported to the long-term care Ombudsman or LEA.

326.1.2 DEFINITIONS OF ELDER AND DEPENDENT ADULTS

- (a) **Elder**-Is defined as any person residing in the state, 65 years of age or older. (Welfare and Institutions Code § 15610.27)
- (b) **Dependent Adult**-Means any person residing in this state, between ages 18-64, who has physical or mental limitations, which restrict his or her ability to carry out normal activities or to protect his or her rights. This includes persons who have physical or developmental disabilities or whose physical or mental abilities have diminished because of age. This includes individuals admitted to a 24-hour health facility. (Welfare and Institutions Code § 15610.23)
- (c) Definitions of elder and dependent adult abuse include:

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1. Abuse of an elder or dependent adult means physical abuse, neglect, financial abuse, abandonment, isolation, abduction or other treatment with resulting physical harm or pain or mental suffering, or the deprivation by a care custodian of goods and services which are necessary to avoid physical harm or mental suffering. (Welfare and Institutions Code § 15610.07)
2. Reports of known or suspected physical abuse, abandonment, isolation, financial abuse and neglect are mandatory. Emotional abuse may be reported. Physical abuse includes: assault, battery, assault with a deadly weapon, prolonged or continual deprivation of food and water, sexual assault, unreasonable physical constraint, rape, incest, sodomy, oral copulation, penetration of a genital or anal opening by a foreign object. Physical abuse also includes the use of physical or chemical restraint or the use of psychotropic medication for punishment, or for a purpose or period not authorized by a physician. (Welfare and Institutions Code §§ 15630 & 15610.63)

326.1.3 MANDATED REPORTING PARTIES

Any care custodian or health practitioner who has care, custody, or control of, or who stands in a position of trust with an Elder or Dependent Adult is required to report reasonable suspicion of abuse or neglect. For complete list of care custodian and health practitioners. (Welfare and Institutions Code §§ 15610.17 & 15610.37)

326.2 APS PROGRAM

APS is required to receive and to respond to alleged reports of all elderly and dependent adults anywhere other than in long term care facilities and to cross report such allegations to law enforcement.

For allegations occurring in a state mental health hospital or developmental center, reports are made to the appropriate State agencies or law enforcement. For allegations occurring in a long term care facility, reports are made to the local Ombudsman or LEA.

Elder and dependent adult abuse is considered criminal conduct. Requests for law enforcement assistance from APS usually pertain to crimes against persons or against property. Local law enforcement jurisdiction is determined by the location of the crime.

Within the rules of confidentiality, APS can share information with local law enforcement jurisdictions as part of the investigative efforts. Information and records may also be disclosed in the context of a Multi-Disciplinary Team (MDT) if it is relevant to the prevention, identification or treatment of abuse of the elder or dependent adult. APS has established and maintains a MDT to review cases and the information obtained is maintained in a manner that ensures the maximum protection of privacy and confidentiality rights. (Welfare and Institutions Code § 15633)

326.2.1 PROCESSING CROSS REPORTS

- (a) As the designated agency to handle reports of abuse or neglect, APS is available to:

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1. Receive all reports of alleged elder or dependent adult abuse in locations other than long-term care settings, which are referred to either the Ombudsman or LEA.
- (b) For purposes of cross reporting, APS will:
 1. Immediately, or as soon as possible, report by telephone or fax to the appropriate law enforcement agency when there is reason to suspect that any known or suspected instance of criminal activity has occurred related to elder and dependent adult abuse. Reports of financial abuse to law enforcement shall be made after the initial investigation determines reasonable suspicion of criminal activity.
 2. Send a SOC 341 written report to the appropriate law enforcement agency within two working days of receipt by APS from a mandated reporter.

326.2.2 APS RESPONSE/INVESTIGATION

- (a) APS will provide the following investigative services:
 1. Provide investigation and needs assessment on all assigned reports of abuse or neglect involving elderly (age 65 and above) or dependent adults (age 18-64), unless another agency with jurisdiction is involved.
 2. APS (or designated staff) will provide emergency response 24 hours per day in cases of imminent risk to a victim.
 3. Report other potential victims if criminal activity is suspected.
 4. Request law enforcement if an urgent response is indicated to facilitate: access residence or for safety purposes.
 5. Provide protective emergency shelter and in-home protection in all cases where protective custody would be appropriate.
 6. Assist LEA and the DA for development of prosecution. The law enforcement is the usual source of information for the DA. APS can release information to that is relevant to the criminal prosecution of elder and dependent adult abuse. Such information includes the identities and addresses of the Victim, the perpetrator and the witnesses, but not the reporter. The reporter may be identified as a witness. Information about the Victim's status as a recipient of aid or services can not be disclosed.
 7. Provide tangible needs and services as available.

326.2.3 ON-GOING SERVICES

- (a) APS may provide follow up activities such as:

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1. Assess for continued need for temporary protective services such as emergency shelter and in-home assistance, as available.
2. Evaluation of alternative options to assist the victim, e.g. probate conservator: Development of a case plan to alleviate risk to elder/dependent adults. Provide case management services to elder/dependent adults.

326.2.4 TRAINING

(a) APS will assist in the provision of training in areas such as:

1. In-service to LEA regarding the APS program and mandated reporting law. Risk factors regarding elder and dependent adult abuse and neglect and the Adult Services Resource Guide

326.3 OMBUDSMAN/ADVOCATE

All alleged or suspected abuse occurring in long-term care facilities must be reported to either the Ombudsman office or local law enforcement. The Ombudsman program is required to receive and respond to alleged or suspected abuse reports of all persons living in nursing homes and in residential care facilities ("long-term care facilities") and to cross report such allegations to the respective licensing agency and to the Attorney General's Medi-Cal Abuse Investigation Bureau.

Requests for law enforcement assistance from the Ombudsman office would pertain to crimes against residents of long-term care facilities, person or property. The purpose of such requests would be to provide substantiating documentation and evidence for future Agency investigations and/or prosecution.

326.3.1 PROCESSING CROSS REPORTS

As one of two designated agencies to handle reports of abuse and neglect in long-term care facilities (LEA being the other designated agency), the Ombudsman office is available to:

- (a) Receive all alleged or suspected reports of abuse in long-term care facilities. Cross report as mandated by law to the designated agencies.
- (b) Receive any abuse reports investigated by LEA in long-term care facilities.
- (c) Refer all alleged or suspected abuse reports occurring outside a long-term care setting to APS.

326.3.2 OMBUDSMAN INVESTIGATIONS

- (a) Provide investigation of all reports of abuse or neglect involving residents of long-term care facilities.
- (b) Request law enforcement support in those cases where the safety and/or quality of care of the resident are in question.

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- (c) Provide investigative findings to the designated agencies required to perform independent investigations.
- (d) Assist with LEA and the DA in the development of a prosecution within the parameters of the law and the Program's resident "consent" and "expressed wish" regulations.
- (e) Refer all alleged or suspected reports of abuse of a long-term care resident occurring outside of the facility to APS.

326.3.3 ON-GOING SERVICES

- (a) Ombudsman will provide follow up services, as needed:
 - 1. Monitor residents' condition and care.
 - 2. Assist, within the parameters of the law, with a change of placement for the resident by providing evaluation information and suggestions of alternative facilities, referring resident/family members to appropriate agencies; providing facility monitoring information and licensing and complaint history as required by law.
 - 3. Collaborate with LEA to ensure the safety and peace of mind of residents involved in alleged or suspected abuse incidents.
 - 4. Provide In-Service training to facility staff regarding the definition of abuse and reporting requirements.

326.3.4 TRAINING

- (a) Ombudsman will provide training in areas such as:
 - 1. In-service to LEA regarding the Ombudsman program and mandated reporting law.
 - 2. Risk factors regarding elder and dependent adult residents of long-term care facilities.
 - 3. Resident's rights to confidentiality, privacy and freedom from retaliation.
 - 4. Communication skills and techniques specific to long-term care residents.

326.4 LEA PROGRAM

326.4.1 PROCESSING/CROSS REPORTING

- (a) Investigate report of abuse or neglect received from APS/Ombudsman.
- (b) Report as soon as possible, to APS/Ombudsman every report received from the community of suspected criminal activity of abuse or neglect of an elderly or dependent adult.
- (c) Complete and submit sac 341 to APS/Ombudsman within two working days.

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- (d) LEA will retain copies of cross-reports received from APS according to LEA purge criteria.

326.4.2 LEA RESPONSE/INVESTIGATIONS

- (a) Develop a response plan with appropriate agencies.
- (b) Assist APS/Ombudsman staff, as needed, in cases involving potentially dangerous situations.
- (c) Assist APS/Ombudsman staff to gain access if there is probable cause to suspect the victim's life is endangered as permitted by law.
- (d) LEA may be called upon to place a victim in custody according to Welfare and Institutions Code § 5150 criteria. Investigate all incidents in which a criminal violation is suspected.
- (e) Investigative follow-up as necessary will be initiated by the assigned investigator to APS/Ombudsman.
- (f) Share information as permitted by law, regarding the abuse investigation and disposition with APS/Ombudsman.

326.4.3 ON-GOING SERVICES

- (a) Continued support/coordination in the development of a prosecution for the DA.
- (b) LEA will participate in a mandated Multi-Disciplinary team to review information and records that are relevant to the prevention, identification, or treatment of abuse of elders or dependent adults. The information obtained is maintained in a manner that ensures the maximum protection of privacy and confidentiality rights.
- (c) Assist victims with referrals to appropriate services.

326.4.4 TRAINING

Collaborate with APS/Ombudsman/DA on Elder and Dependent Adult Abuse Training for all LEA personnel.

326.5 DISTRICT ATTORNEY

- (a) All District Attorney staff will remain respectful and sensitive to the special needs facing elderly victims.
- (b) Designate one Assistant District Attorney who has special training in the investigation of fiscal and physical elder abuse and neglect, to handle elder abuse prosecution cause. This attorney will be the contact person in the DA's Office for all agency questions regarding elder abuse issues.
- (c) Designate one Assistant District Attorney who has special training in the prosecutions of sexual assault cases to handle elder sexual assault prosecutions.

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- (d) Designate one DA Inspector who has special training in the investigation of fiscal and physical elder abuse and neglect, to assist in the investigation and preparation of elder abuse cases for criminal prosecutions.
- (e) Train designated Assistant District Attorneys and Inspector in interviewing the elderly, addressing medical problems, and analyzing financial issues regarding the elderly.
- (f) Assist LEA/APS/Ombudsman in on-going criminal investigations in an advisory capacity.
- (g) File and zealously prosecute all cases involving the elderly, which can be proved beyond a reasonable doubt.
- (h) Determine whether a physical elder abuse case is a felony or a misdemeanor by applying current law. File all applicable sentencing enhancements.
- (i) Oppose own recognizance releases to protect vulnerable victims and other members of the community who may be at risk if the perpetrator is released from custody. Oppose all bail reduction requests by opposing counsel.
- (j) Inform all involved agencies of status of all filed and "no filed" criminal cases.
- (k) Inform victim, or their representative, of case status and communicate all felony plea bargain offers to the victim or their representative.
- (l) Assist all victims in preparing victim impact statements during sentencing hearings.
- (m) Assist in facilitating court orders to make restitution to the victim.
- (n) Request stay away orders during all phases of the criminal proceedings, including any probation period.

326.5.1 ON-GOING SERVICES

- (a) Assist in the development of a public access hot-line. APS/County already has a phone number that is always toll-free within the County. 800 phone number to be considered.
- (b) Participate in Multi-Disciplinary team to assist in the prevention, identification, or treatment of abuse of elders or dependent adults. Information and records obtained shall be maintained to ensure the maximum protection of privacy and confidentiality rights. Because there is no current provision that allows the DA to use information obtained in a MDT, APS/Ombudsman/LEA can make direct contact with the DA to provide information to develop a case for prosecution.
- (c) Participate in the conceptualization and drafting of emergency legislation as necessary. The District Attorney will assist in presenting any proposed legislation to the California District Attorney's Office or other special interest groups.
- (d) Provide victim assistance to all elderly victims of violent crimes and sexual assaults.

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326.5.2 TRAINING

- (a) Conduct in-house training for all prosecutors on interviewing of elderly victims and prosecution issues and techniques.
- (b) Conduct community trainings: targeting businesses and organizations that rely on patronage from the elderly, as well as major financial institutions.
- (c) Collaborate with LEA/APS/Ombudsman in conducting elder abuse training of patrol officers and investigators.
- (d) Assist in the coordination of public awareness projects.

326.6 ADDENDUMS

326.6.1 ADDENDUM #1 - HIGHLIGHTS

- (a) A report is required when a mandated person who, in his or her professional capacity, or within the scope of his or her employment, has observed or has knowledge of an incident that reasonably appears to be physical abuse, abandonment, isolation, financial abuse, or neglect, or is told by an elder or dependent adult that he or she has experienced behavior constituting physical abuse, abandonment, isolation, financial abuse, or neglect, or reasonably suspects abuse. (Welfare and Institutions Code § 15630)
- (b) The known or suspected instance of abuse shall be reported by telephone immediately, or as soon as practically possible, and by written report (SOC 341-Report of Suspected Dependent Adult Elder Abuse form) sent within two working days. (Welfare and Institutions Code § 15630)
- (c) Reports are made to APS or law enforcement, except for incidents occurring in long-term care facilities which are reported to the long-term care ombudsman. The adult protective services agency shall not accept the report by telephone but shall forward any written report received to the long-term care ombudsman. (Welfare and Institutions Code § 15640)
- (d) A mutual agreement can be made as to who will report when two or more people have joint knowledge of elder or dependent adult abuse. However, the other persons are still required to report if the designated person fails to do so. (Welfare and Institutions Code § 15630)
- (e) As a prerequisite to employment, any mandated reporter who enters employment on or after January 1, 1995, shall sign a statement 'acknowledging his/her reporting responsibilities, and this statement shall be retained by the employer. (Welfare and Institutions Code § 15659)
- (f) The identity of persons who report shall be kept confidential and disclosed only when persons reporting waive confidentiality, by court order, or between adult protective

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services agencies, law enforcement agencies, long-term care ombudsman programs, licensing agencies, or the Bureau of Medi-Cal Fraud. (Welfare and Institutions Code § 15633.5)

- (g) Reports of suspected elder or dependent adult abuse and information contained therein shall be confidential and may only be disclosed as permitted in § 15633.5 of the Welfare and Institutions Code (see § f above). Any violation of confidentiality is a misdemeanor punishable by not more than six months in the county jail, or by a fine of five hundred dollars (\$500), or by both that fine and imprisonment. (Welfare and Institutions Code § 15633)
- (h) Persons mandated to report are immune from civil or criminal liability as a result of reporting unless it can be proved that a false report was knowingly made. (Welfare and Institutions Code § 15634)
- (i) Any mandated person who knowingly fails to report as required is guilty of a misdemeanor with a fine of up to one thousand dollars (\$1000) and/or imprisonment up to 6 months. (Welfare and Institutions Code §15630)
- (j) Any mandated reporter who willfully fails to report physical abuse, abandonment, isolation, financial abuse, or neglect of an elder or dependent adult, where that abuse results in death or great bodily injury, is punishable by not more than one year in a county jailer by a fine of not more than five thousand dollars (\$5,000) or by both that fine and imprisonment." (Welfare and Institutions Code § 15630)
- (k) In any court hearing, neither the physician/patient privilege nor the psychotherapist/patient privilege applies to information required to be reported under the provisions of the reporting law. (Welfare and Institutions Code § 15637)
- (l) An elder or dependent adult abuse victim may refuse or withdraw consent at any time to an APS investigation. Exceptions may apply if a violation of the Penal Code is alleged, or the victim is too incapacitated to give consent and requires conservatorship. (Welfare and Institutions Code § 15636)
- (m) A mandated reporter who is a physician and surgeon, a registered nurse, or a psychotherapist, as defined in § 1010 of the Evidence Code, shall not be required to report, pursuant to paragraph (l), an incident where all of the following conditions exist: (Welfare and Institutions Code §15630)
 - 1. The mandated reporter has been told by an elder or dependent adult that he or she has experienced behavior constituting physical abuse, abandonment, isolation, financial abuse, or neglect.
 - 2. The mandated reporter is not aware of any independent evidence that corroborates the statement that the abuse has occurred.

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3. The elder or dependent adult has been diagnosed with a mental illness or dementia, or is the subject of a court-ordered conservatorship because of a mental illness or dementia.
4. In the exercise of clinical judgment, the physician and surgeon, the registered nurse, or the psychotherapist, as defined in § 1010 of the Evidence Code, reasonably believes that the abuse did not occur.

326.6.2 ADDENDUM #2 - MANDATED REPORTERS

§ 15640 of the Welfare and Institutions Code reads as follows:

- (a) 15640 Abuse instances requiring reports:
 1. Referring agencies.
 2. Known or suspected criminal activity.
 3. Abuse by licensed health practitioners.
 4. Abuse at long-term care facilities.
 5. Neglect.

An adult protective services agency shall immediately, or as soon as practically possible, report by telephone to the law enforcement agency having jurisdiction over the case any known or suspected instance of criminal activity, and to any public agency given responsibility for investigation in that jurisdiction of cases of elder and dependent adult abuse, every known or suspected instance of abuse pursuant to Welfare and Institutions Code § 15630 of an elder or dependent adult.

A county adult protective services agency shall also send a written report thereof within two working days of receiving the information concerning the incident to each agency to which it is required to make a telephone report under this subdivision

Prior to making any cross-report of allegations of financial abuse to law enforcement agencies, an adult protective services agency shall first determine whether there is reasonable suspicion of any criminal activity.

- (a) If an adult protective services agency receives a report of abuse alleged to have occurred in a long-term care facility, that adult protective services agency shall immediately inform the person asking the report that he or she is required to make the report to the long-term care ombudsman program or to a local law enforcement agency. The adult protective services agency shall not accept the report by telephone but shall forward any written report received to the long-term care ombudsman.
- (b) If an adult protective services agency or local law enforcement agency or ombudsman program receiving a report of known or suspected elder or dependent adult abuse determines, pursuant to its investigation, that the abuse is being committed by a health practitioner licensed under Division 2 (commencing with § 500) of the Business and

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Professions Code, or any related initiative act, or by a person purporting to be a licensee, the adult protective services agency or local law enforcement agency or ombudsman program shall immediately, or as soon as practically possible report this information to the appropriate licensing agency. The licensing agency shall investigate the report in light of the potential for physical harm. The transmittal of information to the appropriate licensing agency shall not relieve the adult protective services agency or local law enforcement agency or ombudsman program of the responsibility to continue its own investigation as required under applicable provisions of law. The information reported pursuant to this paragraph shall remain confidential and shall not be disclosed.

- (c) A local law enforcement agency shall immediately, or as soon as practically possible, report by telephone to the long-term care ombudsman program when the abuse is alleged to have occurred in a long-term care facility or to the county adult protective services agency when it is alleged to have occurred anywhere else, and to the agency given responsibility for the investigation of cases of elder and dependent adult abuse every known or suspected instance of abuse of an elder or dependent adult. A local law enforcement agency shall also send a written report thereof within two working days of receiving the information concerning the incident to any agency to which it is required to make a telephone report under this subdivision.
- (d) A long-term care ombudsman coordinator may report the instance of abuse to the county adult protective services agency or to the local law enforcement agency for assistance in the investigation of the abuse if the victim gives his or her consent. A long-term care ombudsman program and the Licensing and Certification Division of the State Department of Health Services shall immediately report by telephone and in writing within two working days to the bureau any instance of neglect occurring in a health care facility, that has seriously harmed any patient or reasonably appears to present a serious threat to the health or physical well-being of a patient in that facility. If a victim or potential victim of the neglect withholds consent to being identified in that report, the report shall contain circumstantial information about the neglect but shall not identify that victim or potential victim and the bureau and the reporting agency shall maintain the confidentiality of the report until the report becomes a matter of public record.
- (e) When a county adult protective services agency, long-term care ombudsman program, or a local law enforcement agency receives a report of abuse, neglect, or abandonment of an elder or dependent adult alleged to have occurred in a long-term care facility, that county adult protective services agency, long-term care ombudsman coordinator, or local law enforcement agency, shall report the incident to the licensing agency by telephone as soon as possible.

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- (f) County adult protective services agencies, long-term care ombudsman programs, and local law enforcement agencies shall report the results of their investigations of referrals or reports of abuse to the respective referring or reporting agencies.

326.6.3 CARE CUSTODIAN

"Care custodian" means an administrator or an employee of any of the following public or private facilities or agencies, or persons providing care or services for elders or dependent adults, including members of the support staff and maintenance staff: (Welfare and Institutions Code § 15610.17)

- (a) Twenty-four hour health facilities, as defined in §§ 1250, 1250.2, and 1250.3 of the Health and Safety Code.
- (b) Clinics.
- (c) Home health agencies.
- (d) Agencies providing publicly funded in-home supportive services, nutrition services, or other home and community-based support services. Adult day health care centers and adult day care.
- (e) Secondary schools that serve 18 to 22 year old dependent adults and post secondary educational institutions that serve dependent adults or elders. Independent living centers. Camps.
- (f) Alzheimer's Disease day care resource centers.
- (g) Community care facilities, as defined in § 11502 of the Health and Safety Code, and residential care facilities for the elderly, as defined in § 1156.2 of the Health and Safety Code.
- (h) Respite care facilities.
- (i) Foster homes.
- (j) Vocational rehabilitation facilities and work activity centers.
- (k) Designated area agencies on aging.
- (l) Regional centers for persons with developmental disabilities.
- (m) State Department of Social Services and State Department of Health Services licensing divisions.
- (n) County welfare departments.
- (o) Offices of patients' rights advocates and clients' rights advocates, including attorneys.
- (p) The office of the long-term care Ombudsman.
- (q) Offices of public conservators, public guardians, and court investigators.

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- (r) Any protection or advocacy agency or entity that is designated by the Governor to fulfill the requirements and assurances of the following:
 - 1. The federal Developmental Disability Assistance and Bill of Rights Act, as amended, contained in Chapter 75 (commencing with § 6000) of Title 42 of the United States Code, for protection and advocacy of the rights of persons with developmental disabilities.
 - 2. The Protection and Advocacy for the Mentally Ill Individuals Act of 1986, as amended, contained in Chapter 114 (commencing with § 10801) of Title 42 of the United States Code, for the protection advocacy of the rights of persons with mental illnesses.
- (s) Any other protective, public, sectarian, mental health, or private assistance or advocacy agency or person providing health services or social services to elders or dependent adults.

326.6.4 HEALTH PRACTITIONER

"Health practitioner", means a physician, surgeon, psychiatrist, psychologist, dentist, resident, intern, podiatrist, chiropractor, licensed nurse, dental hygienist, licensed clinical social worker, or intern, marriage, family and child counselor, or any other person who is currently licensed under Division 2 (commencing with § 500) of the Business and Professions Code, any emergency medical technician I or II, paramedic, a person certified pursuant to Division 2.5 (commencing with § 1797) of the Health and Safety Code, a psychological assistant registered pursuant to § 2913 of the Business and Professions Code, a marriage, family, and child counselor trainee, as defined in subdivision (c) of § 4980.03 of the Business and Professions Code, or an unlicensed marriage, family, and child counselor intern registered under § 4980.44 of the Business and Professions Code, state or county public health or social service employee who treats an elder or a dependent adult for any condition, a coroner; or a religious practitioner who diagnoses, examines or treats elders or dependent adults; (Welfare and Institutions Code § 15610.37)

326.6.5 PHONE NUMBERS/CONTACT PERSONS

- (a) For reports of abuse or neglect call APS toll-free at 866-580-HELP (4357).
- (b) Other agency contact persons and alternates include:
 - 1. Santa Cruz PD Investigations 420-5820/Sgt's Ofc 831.420-5960/Watch Commander 831.420-5858
 - 2. Scotts Valley PD, business 831.440-5670
 - (a) Investigations Supervisor 440-5654
 - (b) Adult Crime Investigator 440-5655
 - 3. Capitola PD Investigations 475-4242
 - 4. Watsonville PD Investigations 831.768-3300

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5. Santa Cruz County Sheriff Investigation Division Persons Crime Sgt. 454-2311/
Records Division 831.454-2242/ Jail 831.454-2420/ Juv. Hall 831.454-3800
6. District Attorney's Office/ Superior Court 831.420-2200
 - (a) General Felony Supervisor 454-2400
 - (b) Sexual Assault Team Supervisor 454-2400
7. Adult Protective Services 831. 454-4101/ Child Protective Services
831.454-4222
 - (a) APS Supervisor 454-4720
 - (b) APS Program Manager 454-4999
 - (c) Ombudsman Program Coordinator 429-1913
 - (d) Agency Director 429-1913
8. University of California at Santa Cruz Police Dept. Investigations 459-2889
9. California State Parks Supervising Ranger/Public Safety Officer 335-3453