

Call GLSS Information & Referral at
781-599-0110

To speak confidentially with one of our
clinicians or advocates:

- AARP Money Management Program
781-599-0110 Ext. 6654
- Domestic Violence Counselor
781-599-0110 Ext. 6596
- Mental Health Counselors
781-599-0110 Ext 6633 or Ext 6597
- Housing Advocate
781-599-0110 Ext. 6537
- Long-Term Care Ombudsman
781-599-0110 Ext. 6548

To report elder abuse or neglect, call:

- Executive Office of Aging & Independence
24-Hour Elder Abuse Hotline
1-800-922-2275

Other Resources

- Samaritans 24-Hour Telephone
Befriending Hotline
617-247-0220 (Boston Area)
1-877-870-4673 (Toll Free)
- Domestic Violence Hotline
1-877-785-2020

Elder Protective Services, the Ombudsman Program,
and the AARP Money Management Program are
free services funded by the Older Americans Act.
These programs are state and federally mandated and
administered through the Massachusetts Executive
Office of Aging & Independence.

The Family Abuse Program is partially supported by
MOVA through the 1984 VOCA grant from the Office
of Victims of Crime, Office of Justice programs and the
U.S. Department of Justice.

Services available through GLSS:

- **Information and referral.** With one phone call,
you can find the answers to many questions.
- **Help in your home.** Help with personal care,
chores, and more...to help you maintain your
independence.
- **Meals.** Tasty, nutritious, affordable. Served at a
number of “community cafés” or delivered by
Meals on Wheels.
- **Transportation.** We help you find and navigate
the options in your community, so you can safely
get to the places you need to go.
- **Counseling and support.** We’re here to lend an
ear and offer some advice and support in a safe,
judgement-free setting.
- **Protection for elders.** We investigate and intervene
in instances of elder abuse and neglect. GLSS also
regularly visits every area nursing and rest home to
protect patients’ rights.
- **Healthy living programs.** We offer a variety
of programs to help you feel better and stay
connected.

**One number for everything:
Call GLSS at 781-599-0110**

We’ll listen. We’ll help.

For more information about aging services in Massachusetts,
call 1-800-243-4636 or visit www.massoptions.org

Clinical and Protective Services Programs



Caring for the safety and well-being of older adults

*Do you need someone on your side?
Someone to work with you to help you
feel safe again? Someone to talk to?*

Serving Lynn, Lynnfield, Nahant, Saugus, and Swampscott



Whether you live at home, with a relative or friend, or are seeking permanent, affordable housing, we are your advocate. Our Clinical and Protective Services programs work together to ensure the safety and well-being of older adults.

If you feel unsafe or are afraid...

Elder abuse and neglect happen all too often. But we're doing something about these problems. Our Protective Services team investigates reports of elder abuse, caregiver neglect, and self-neglect and intervenes when possible to offer older adults a choice to live in safe, supportive environments, with access to the help and services they need.

In addition to fulfilling our state mandate to ensure the safety and well-being of adults age 60 and older in our area, we also offer several unique, award-winning programs that make a real difference in the lives of the vulnerable elders we serve.

If you are a person age 50 or older who has experienced abuse...

You don't have to go it alone. Our program is for older adults who live throughout the North Shore and are victims of abuse by an intimate partner, spouse, or family member. We offer one-on-one and group counseling, education, support, legal assistance, safe short-term emergency shelter, and referrals to services that can help you live independently.

If clutter, pets, or other possessions have become a problem...

Has your home become unsafe or unhealthy because of too many possessions? Our caring, compassionate counselors can help you take steps—at your own pace—to feel better about your home and yourself. Our program also offers one-on-one and family counseling, mediation, and referrals to services and resources that can help.

If you need someone to talk to...

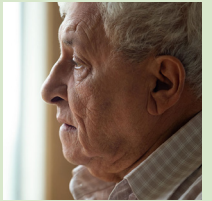
Depression and anxiety are common, treatable conditions that affect many adults dealing with the sometimes difficult changes and challenges that occur as part of aging. Our licensed counselors will meet with you confidentially and help you develop a plan to feel better. We also offer family counseling; guidance related to issues of substance abuse and addiction; and referrals to other services that can improve quality of life.

If you need help keeping or finding good housing you can afford...

Each year our housing advocate finds safe, affordable housing for elders, including many who have lost their homes. We help relocate elders who have been displaced or are looking for permanent housing, and we work to resolve landlord-tenant conflicts.

What is elder abuse?

Elder abuse refers to intentional or neglectful acts by a caregiver or trusted individual that lead to, or may lead to, the harm of a vulnerable person age 60 and older. It takes many forms:



- Physical (including domestic violence)
- Financial exploitation
- Caregiver neglect or abandonment
- Emotional, psychological, or verbal
- Sexual
- Self-neglect

What are the warning signs?

An elder:

- Seems isolated or withdrawn
- Experiences unusual weight loss
- Has sudden change in financial situation
- Has bedsores, unattended medical needs, or poor hygiene
- Has bruises, pressure marks, broken bones, abrasions, and/or burns
- Seems fearful or confused

A caregiver's behavior towards a senior is belittling, threatening, or overly controlling.