

Reporting Abuse & Neglect of Persons with Disabilities

If you suspect or observe abuse or neglect of a person with a disability, report to the CPPD by calling the 24-hour Hotline:
1-800-426-9009

Deaf or Hard of Hearing callers, please use Video Relay Service (VRS)
or MassRelay at 711



WHAT IS A MANDATED REPORTER?

Mandated Reporters are persons who, as a result of their profession, are more likely to be aware of abuse of individuals with disabilities. Mandated Reporters are required by law to report cases of suspected abuse to the Commission for the Protection of Persons with Disabilities (CPPD) when they have a suspicion that a person with a disability is suffering from a reportable case of abuse or neglect. For suspected abuse of adults with disabilities, mandated reporting is an individual responsibility. It is up to the individual reporter to be certain that a report of suspected abuse or neglect is filed. Mandated Reporters should not rely on others, such as supervisors or administrators to file reports for them. All allegations of abuse or neglect should be reported immediately to CPPD's 24-hour Hotline, regardless of the personal feelings of knowledgeable staff.

WHAT IS REPORTABLE?

The standard for reporting suspected abuse or neglect in Massachusetts is any situation where there is a reasonable suspicion to believe that abuse or neglect exists. Neglect may include patient-on-patient abuse. Reports involving deaths of individuals with disabilities, even if there is no suspicion that the death is the result of abuse, the caregiver agency is required to immediately provide an oral report of said death to CPPD's 24-hour Hotline.

Mandated Reporters are immune from civil or criminal liability as a result of making a report. Non-mandated Reporters are also protected providing the report was made in good faith. Failure to report incidences of suspected abuse and neglect can result in severe consequences for the alleged victim, other potential victims and the mandated reporter. Mandated reporters who fail to file a report are subject to a fine of up to \$1,000.

WHO ARE MANDATED REPORTERS?

- Persons employed by a state agency within the Executive Office of Health and Human Services
- Persons employed by private agencies providing services to persons with disabilities
- Physicians, Dentists, Nurses
- Medical interns
- Hospital personnel engaged in the examination, care or treatment of persons with disabilities
- Medical examiners
- Psychologists
- Chiropractors
- Podiatrists
- Osteopaths
- Public or private school teachers
- Educational administrators
- Guidance or family counselors
- Day care workers
- Probation officers
- Animal control officers
- Social workers
- Foster parents
- Police officers

Commission for the Protection of Persons with Disabilities

300 Granite Street, Suite 404, Braintree, MA 02184

Website: CPPDMass.gov | Phone: 617-727-6465

24-Hour Abuse Reporting Hotline: 1-800-426-9009

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THE COMMISSION FOR THE PROTECTION OF PERSONS WITH DISABILITIES (CPPD)

The Commission for the Protection of Persons with Disabilities (CPPD) is an independent state agency created by legislation in 1987. Massachusetts General Law chapter 19C (M.G.L. c. 19C) established CPPD to protect adults with mental and physical disabilities, between the ages of 18 and 59, from abuse or neglect by their caregiver(s) whether in a private, family, or state care setting. CPPD's enabling statute fills the gap between the child abuse (ages 0-17) and elder abuse (age 60 and over) statutes.

In cases of suspected abuse or neglect of a person with a disability, CPPD:

- Receives and screens reports of suspected abuse and neglect through a 24-Hour Hotline
- Receives and screens reports of all deaths, when an individual has died while in the care of a state or private service provider
- Conducts investigations
- Oversees investigations conducted by other state agencies on CPPD's behalf
- Ensures that appropriate protective services are provided when abuse is substantiated
- Provides training and education
- Provides assistance to callers in clarifying the presence of abuse

WHEN AN INDIVIDUAL REPORTS ABUSE OR NEGLECT

- Be calm and supportive
- Never agree to keep the abuse secret
- Provide a private setting for the individual to disclose the abuse
- Never blame the victim
- Assure the individual that they did the right thing by reporting the abuse
- Do not investigate
- Immediately report the suspected abuse to CPPD
- Maintain confidentiality – only tell who you must
- In an emergency, call 911

CONTACT CPPD

Report suspected abuse against adults with disabilities ages 18-59 by calling CPPD's 24-hour Hotline: 1-800-426-9009 Deaf or Hard of Hearing callers, please use VRS or MassRelay at 711.

Request a Training

Sign up for CPPD's Reporting Abuse and Neglect of Persons with Disabilities Training by visiting cppdmass.gov or call 617-727-6465 to explore other training opportunities.

ADDITIONAL REPORTING HOTLINES

DEPARTMENT OF CHILDREN AND FAMILIES (DCF)

For suspected abuse against children ages 0-17
1-800-792-5200

EXECUTIVE OFFICE OF AGING & INDEPENDENCE (AGE)

For suspected abuse against adults ages 60+
1-800-922-2275

DEPARTMENT OF PUBLIC HEALTH (DPH)

For suspected abuse against all people in long-term care facilities
1-800-462-5540

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