

## Office of Protection and Advocacy

### State of CT Abuse Investigation Division

Effective March 17, 2017, the Protection and Advocacy Abuse Investigation Division has been relocated to the Department of Developmental Services and the telephone number for making reports of suspected abuse or neglect has been changed to **1-844-878-8923**.

If you would like to report a situation in which abuse or neglect is suspected concerning an individual with an intellectual disability between the ages of 18 and 59, please call **1-844-878-8923**. Calls are fielded by the Abuse Investigation Division during normal business hours Monday through Friday. If you receive a message at that number please leave your name and a telephone number where you can be reached and an Investigator will contact you as soon as one becomes available to field your call.

If you are calling to report a death resulting from alleged abuse or neglect, please use the same contact number 1-844-878-8923 and indicate in your message that you are calling to report a such suspicious death. Please note that there is a weekend call back system for responding to death reports. If you are leaving a message after hours please make sure we have contact phone number for where you are currently as well as where you can be reached during the next business day.

Investigations concerning reports of alleged abuse or neglect of adults (ages 18-59) with intellectual disability. Various professionals and service system workers are listed in the C.G.S. 46a-11b as "mandatory reporters" (e.g., people who must report suspected abuse and neglect). Most reports involving clients of the intellectual disability service system are directly investigated by the service agencies, with P&A monitoring the internal investigation. P&A conducts primary investigations for allegations involving people living at home, or otherwise outside the scope of the intellectual disability service system. When necessary to assure the safety of an individual with intellectual disability, protective services may be requested from the Department of Developmental Services.

<http://www.ct.gov/opapd/cwp/view.asp?a=1755&Q=427534&opapdNav=|49796|>

## Residents of Long-Term Care Facilities

Pursuant to Sec. [17b-407](#) of the Connecticut General Statutes, any physician or surgeon licensed under the provisions of chapter 370, any resident physician or intern in any hospital in this state, any registered nurse, licensed practical nurse, medical examiner, dentist, optometrist, chiropractor, podiatrist, social worker, clergyman, police officer, pharmacist, physical therapist, long-term care facility administrator, nurse's aide or orderly in a long-term care facility, any person paid for caring for a patient in a long-term care facility, any staff person employed by a long-term care facility and any person who is a sexual assault counselor or a battered women's counselor as defined in section [52-146k](#) who has reasonable cause to suspect or believe that a resident in a long-term care facility has been abused, neglected, exploited or abandoned, or is in a condition that is the result of such abuse, neglect, exploitation or abandonment, shall within five calendar days report such information or cause a report to be made in any reasonable manner to the **Commissioner of Social Services** pursuant to chapter [319dd](#). Any person required to report under the provision who fails to make such report within the prescribed time period shall be fined not more than five hundred dollars.

## The Elderly

Pursuant to Section [17b-451](#) of the Connecticut General Statutes, any physician or surgeon licensed under the provisions of chapter 370, any resident physician or intern in any hospital in this state, any registered nurse, any nursing home administrator, nurse's aide or orderly in a nursing home facility, any person paid for caring for a patient in a nursing home facility, any staff person employed by a nursing home facility, any patients' advocate and any licensed practical nurse, medical examiner, dentist, optometrist, chiropractor, podiatrist, social worker, clergyman, police officer, pharmacist, psychologist or physical therapist, who has reasonable cause to suspect or believe that any elderly person has been abused, neglected, exploited or abandoned, or is in a condition which is the result of such abuse, neglect, exploitation or abandonment, or who is in need of protective services, shall within five calendar days report such information or cause a report to be made in any reasonable manner to the **Commissioner of Social Services** or to the person or persons designated by the commissioner to receive such reports. Any person required to report who fails to make such report shall be fined not more than five hundred dollars.

To make a report, call Protective Services for the Elderly at the Department of Social Services during business hours at the toll-free line: **1-888-385-4225**. After business hours or on weekends or state holidays, please call Infoline at **2-1-1**. If you are calling from outside Connecticut, call Infoline 24/7 at **1-800-203-1234**.

An optional [Report Form \(W-675\)](http://www.ct.gov/dss/lib/dss/pdfs/w-410.pdf) <http://www.ct.gov/dss/lib/dss/pdfs/w-410.pdf> is also available. Please FAX the W-675 form to 860-424-5091. However, telephone reports are preferred.