

## Abuse, Neglect and Exploitation

**It is your right to be free of abuse, neglect and exploitation. Types of abuse, neglect and exploitation include:**

- **Physical abuse:** use of force to threaten or physically injure
- **Neglect:** a caregiver's failure or refusal to provide for a vulnerable person's safety, physical, or emotional needs
- **Emotional abuse:** verbal attacks, threats, rejection, isolation, or belittling acts that cause or could cause mental anguish, pain, or distress
- **Financial abuse/exploitation:** theft, fraud, misuse or neglect of authority, and use of undue influence to gain control over money or property

**If you think you may be suffering from abuse, neglect or exploitation, call us: 1-800-889-2047**

## Do you believe you have been abused, neglected or exploited?

You can make a report to Adult Protective Services (APS).  
**PLEASE NOTE:** APS does **not** provide emergency services. If you are in a life-threatening situation or need immediate help, **call 911.**

**You can make a report to APS in the following ways:**

1. **Make an Online Report:**  
<https://fw1.harmonyis.net/VTDAILLiveIntake/>
2. **Telephone Toll-Free:** 1-800-564-1612
3. **Email:** [APS@vermont.gov](mailto:APS@vermont.gov)
4. **Fax:** 802-241-0342
5. **Mail:** Adult Protective Services Intake, HC 2 South, 280 State Drive, Waterbury, VT 05671-2020

**The Vermont Long-Term Care Ombudsman Project**



**A Project of Vermont Legal Aid**