

Do you suspect elder abuse? Report it!



24/7



If you suspect abuse, neglect, or exploitation of anyone, you can file a Report of Need (RON). Please note: Philadelphia Corporation For Aging can only investigate if the individual is over 60 and physically in Philadelphia. Reports made on individuals who do not meet these criteria will be referred to the appropriate agency.

Common signs of abuse include injuries, changes in physical appearance, behavioral changes, and unusual financial activity.

- A report of need can be made to PCA 24 hours a day, 7 days a week at 215-765-9040.
- Reports can be anonymous, and reporter information is always kept confidential.
- Abuse, neglect or exploitation can be self-reported. Reports of abuse or abandonment can also be made behalf of any person.
- A report can be made regardless of where the individual is residing, including nursing home, hospital or other care facility.
- Reporters have legal protection from retaliation, discrimination, and prosecution.

A report is made over the phone:

- Callers should provide as much information about the individual as possible, including address, date of birth, details of their situation, and physical and mental state. However, all of this information is not required to complete a report.
- Due to confidentiality, once a report is submitted, no one, including the reporter, will be able to receive follow-up information, such as status or outcome. If additional information is to be shared, a new report can be made.
- A report of need does not trigger an automatic investigation. The complaint must first be reviewed to determine if an investigation is warranted.