

New York State Elder Abuse Helpline for Concerned Persons: Guiding Principles

The New York State Elder Abuse Helpline for Concerned Persons (The Helpline) is committed to fostering a safe and supportive environment that empowers Concerned Persons (CPs) to make informed choices about their lives and the lives of Older Adults who are at risk of abuse and neglect. Our guiding principles encompass the following key tenets:

1. **Safety:** We prioritize the physical, emotional, and psychological safety of Concerned Persons recognizing the stress and trauma that they experience as witnesses to, or given their suspicion of, Elder Abuse and Neglect. Our commitment includes providing therapeutic support and resources that promote healing and resilience.
2. **Informed Choice:** We empower CPs to make decisions that affect their lives by providing them with comprehensive and relevant information and resources that relate to their well-being, and the extent to which they wish to respond to the elder abuse situation. We uphold the right of each individual to exercise their agency.
3. **Community:** We see CPs as vital members of the protective landscape against Elder Abuse and Neglect. We believe that our collective support in amplifying their voices and experiences will strengthen community safety and responses.
4. **Building Trust:** We recognize that trust is the foundation of meaningful engagement. We are committed to maintaining confidentiality and creating a judgment-free space where CPs feel safe to share their experiences and concerns.