

## Who can make a referral to BAPS?

**ANYONE** can make a referral to BAPS; however, Public Law 31-278 requires certain professionals to report alleged abuse or neglect as follow:

**Mandated Reporters:** Any person who in the course of their employment, occupation, or professional practice, has actual knowledge of or reason to believe an elderly or adult with a disability is suffering from or has died as a result of abuse. It includes, but is not limited to physicians, medical interns, medical examiners, nurses, chiropractors, hospital personnel engaged in the admission, examination, care or treatment of persons, social workers, employees of nursing homes, senior citizen centers and adult day care facilities, police officers, probation officers, employees of homemaker and home health service agencies, emergency medical service (EMS) providers, non-emergency medical transport providers, medical and allied health care providers, banking or financial institution personnel, pension providers, and practicum students in the field of health and human services.

### Failure to Report

Any person required by law to report suspected abuse of an elderly or adult with a disability who fails to report shall be liable for a fine of not more than \$500 for a first offense. For any subsequent offenses, the person shall be guilty of a misdemeanor.

**When in doubt.. Report!**  
*Protehi I Mañaina-ta*

TO HELP **STOP** ABUSE AGAINST  
OUR ELDERLY AND ADULTS  
WITH A DISABILITY, CALL THE

**BUREAU OF ADULT PROTECTIVE  
SERVICES, DIVISION OF SENIOR  
CITIZENS, DPHSS**

**Weekdays, 8am to 5pm**

Phone: (671) 735-7415/7421

Fax: (671) 735 - 7416

**Evenings, Weekends, and Holidays:**

Contact the 24-Hour Crisis Intervention

Hotline

Phone: (671)632-8853

**Location:**

130 University Drive, Suite 8,  
University Castle Mall, Mangilao

**Mailing Address:**

123 Chalan Kareta

Mangilao, Guam 96913-6304

**Website:** <https://dphss.guam.gov>

**Email:** [APSGUAM@dphss.guam.gov](mailto:APSGUAM@dphss.guam.gov)

This brochure is supported by the Administration for Community Living (ACL) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award with 100% funded by ACL/HHS, Grant No. 2101GUOAEA. The contents do not necessarily represent the view of ACL or the U.S. Government.

**DIVISION OF SENIOR CITIZENS**  
Department of Public Health and Social Services  
**GOVERNMENT OF GUAM**



## Who can receive services from the Bureau of Adult Protective Services? (BAPS)

BAPS serves two specific clients: elders (age 60 years and older) and adults with a disability (age 18 years and older)

### **BAPS is mandated to:**

Receive and investigate all referrals of alleged abuse against an elderly (Age 60 years and older)

Provide protective care and services when necessary.

Provide a 24-Hour Crisis Intervention Hotline.

Provide education and outreach to professionals and to the community regarding abuse, neglect and exploitation of the elderly and adults with a disability.

### **“I’m afraid someone will find out I made a report.”**

Public Law 31-278 requires confidentiality of all records, which includes protection of the identity of any person making a report to BAPS, unless as ordered by a court of law. You do not have to give your name.

**All reports are confidential.**

## What types of abuse can be reported to BAPS?

**Abandonment** is the willful leaving or desertion by a caregiver.

**Emotional or Psychological Abuse** such as verbal assaults, insults, threats, intimidation, humiliation, harassment, and isolation, which provokes fear, agitation, confusion, or severe depression

### **Financial or Property**

**Exploitation** is the illegal or improper use of money, property or resources for monetary or personal benefit, profit or gain. It includes theft, misappropriation, concealment, misuse or fraudulent deprivation of money or property.

**Neglect** is the failure of a caregiver to provide for the physical, mental, emotional, health and well-being of a person.

**Physical Abuse** such as beating, slapping, kicking, biting, choking, burning, or unreasonable restraint or confinement resulting in physical injury.

## What types of abuse can be reported to BAPS? (continued)

**Self-Neglect** is the failure to care for himself or herself, which poses an imminent risk of serious physical harm or death.

**Sexual Abuse** includes any form of non-consensual sexual contact, rape, sodomy, sexual coercion, sexually explicit photographing, sexual harassment, involuntary exposure to sexually explicit material or language, and as defined in the penal code of Guam.

### **What information do I need to provide when I make a referral?**

Name, address, and approximate age of the elderly or adult with a disability.

Information regarding the abuse.

The name of the person’s caregiver, if any, and any medical care required or being provided.

Name of the person or persons responsible for the abuse.

Any other information which may help with the investigation.