

Guma Serenidad is NOT a homeless shelter or shelter for individuals requiring nursing, medical, or hospice services.

Housing/Shelter

Alee Women's Shelter (671) 635-1444

Guma San Jose Homeless Shelter
(671) 637-1307

Guam Behavioral Health and Wellness
Center (671) 647-5440

Guam Housing and Urban Renewal
Authority (671) 477-9851

Office of Homelessness and Poverty
Prevention (671) 475-2081

Salvation Army (671) 477-9872

WestCare Pacific Islands - Veterans
(671) 472-0218

Hospitals

Guam Memorial Hospital (671) 647-2330

Guam Regional Medical City (671) 645-5500

Guam Police Department

Agat (671) 472-8915/6

Dededo (671) 632-9808

Sinajana (671) 475-8541

Tamuning/Tumon (671) 649-6330

IN EMERGENCIES, CALL 911!

**If experiencing suicidal thoughts or
emotional distress, call/text 988**

24-Hour Crisis

Intervention Hotline:

Phone: (671) 632 - 8853

Fax: (671) 632-8877

Division of Senior Citizens
130 University Drive, Suite 8
University Castle Mall,
Mangilao Guam 96913

Email:

APSGUAM@dphss.guam.gov

<https://dphss.guam.gov>

DIVISION OF SENIOR CITIZENS

Department of Public Health and Social Services

GOVERNMENT OF GUAM

Guma Serenidad

**24-Hour Protective
Services Shelter for
Elderly and Adults with
Disabilities**



Guma Serenidad is a shelter established in 1991 to provide a safe haven for the elderly and individuals with a disability who are victims of abuse and are in **immediate or imminent danger**.

Types of Abuse

Abandonment is the willful desertion by a caregiver.

Emotional/Psychological Abuse includes verbal insults, threats, humiliation, etc. which provokes emotional distress (fear, agitation, etc.)

Financial/Property Exploitation is the improper or illegal use of money/other resources for personal benefit (theft, misuse, fraudulent deprivation of money, etc.)

Neglect is the failure of a designated caregiver to provide for the health/well-being of a person.

Physical Abuse includes beating, choking, unreasonable confinement resulting in physical injury, etc.

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

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

Services Provided

***Victims' consent is needed before service is provided. If the client(s) are unable to provide consent, guardians' consent or a court order is needed.

- **Temporary protective shelter for victims of adult/elder abuse in immediate or imminent danger**



- **A 24/7 Crisis Intervention Hotline to receive and respond to referrals of abuse against an elder or an adult with a disability on evenings, weekends, and holidays**



- Case management
- Connection to services

To access services, call the Crisis Intervention Hotline at (671) 632-8853 from 4:30PM to 8AM.

The Crisis Intervention Hotline provides a 24 hours a day, 7 days a week telephone service to respond to crisis calls about allegations of abuse or neglect against the elderly or adult with a disability.



These calls are directed to an on-duty Social Worker to investigate the allegations.



Upon determination that physical or sexual abuse or serious neglect has occurred and the individual is in imminent danger, they are referred to the shelter.



In other types of abuse, case management services are provided.