

# SAFETY

## DOMESTIC ABUSE TOWARDS SENIORS, CHILDREN, AND DISABLED CHILDREN AND ADULTS

### ***SITUATION: THERE IS SUPICION OF ABUSE TOWARDS AN ELDERLY/DISABLED INDIVIDUAL***

#### **Department of Social Services – Adult Services**

Concerned that an older adult or an adult with disabilities is being exploited, abused or neglected? **Please call 704-336-CARE (2273) immediately.** The caller's information is kept confidential.

### ***SITUATION: A NURSING HOME ASSITED LIVING FACILITY, OR FAMILY CARE HOME FACILITY IS MISTREATING A LOVED ONE AND NOT PROVIDING NECESSARY CARE AND SERVICES***

The **Monitoring Unit** Responds to complaints and monitors licensed Assisted Living Facilities and Family Care Homes to ensure their compliance with state regulations in meeting the needs of residents:

#### **Office Locations:**

DSS Main Office  
Wallace H. Kuralt Centre  
301 Billingsley Road  
Charlotte, NC 28211

West Charlotte Location  
Community Resource Center  
3205 Freedom Drive  
Charlotte, NC 28208

**Hours: Mon-Fri 8AM - 5 PM**

Contact:  
Customer Connection  
**704-336-3000**

**SITUATION: A FAMILY MEMBER, TEACHER, NEIGHBOR, FRIEND  
SUSPECTS A CHILD IS BEING ABUSED**

**Mecklenburg County Child Fatality Prevention and Protection Team**

24-Hour Child Abuse and Neglect HOTLINE:

**980-314-HELPS**

**(980-314-3577)**

**Mecklenburg County- Child Protective Services**

Investigators must respond to the reports of abuse/neglect/dependency within timeframes ranging from immediate up to 72 hours depending on the allegations.

**980-314-HELPS (980-314-3577)**

**SITUATION: AN INDIVIDUAL/CHILD HAS BEEN THE VICTIM OF A SEX  
ASSAULT**

**CALL 911 IMMEDIATELY.** Follow all instructions. **If your child has been sexually abused, call 911.** Do not wait. Do not bathe the child or change his/her clothes. If the suspect is a relative contact the department of Social Service at **704-336-2273**, in addition to the Police.

Contact CMPD for more information on keeping you and your family safe.

<https://charlottenc.gov/cmpd/safety> or email them at [crimepreventionunit@cmpd.org](mailto:crimepreventionunit@cmpd.org)

**Charlotte-Mecklenburg Police Department**

601 East Trade Street

Charlotte, North Carolina 28202

- **Still need help? Dial 2-1-1 or 1-888-892-1192 to speak to a call specialist 24/7/365.**