

WHO TO CONTACT WHEN YOU HAVE A CONCERN ABOUT CARE



Evertrust

Disagreements, communication issues, and “home fit” concerns.

APS

Suspected abuse, neglect, self-neglect, or financial exploitation.

911

When someone is in immediate danger or having a medical crisis.



EVERTRUST SENIOR CONNECTIONS

Placement & Advocacy Support

Email us for problems in care, communication, or “home fit”, but no immediate danger:

- Disagreements about care plan or routines
- Staff not listening or following through
- Confusing charges, rules, or paperwork
- Home doesn’t feel like a good match
- Need help talking with the provider

Evertrust provides advocacy and mediation, and helps with planning safe transitions (if needed), which includes:

- Help you organize and list concerns
- Support meetings or calls with the provider
- Sit with you while you call APS, if needed
- Explain next steps and options

Jacob@EvertrustWA.com

ADULT PROTECTIVE SERVICES (APS)

Safety & Protection for Vulnerable Adults

Use APS when you suspect abuse, neglect, self-neglect, or financial exploitation.

You **DO NOT** need proof – concern is enough!

- **Physical abuse** – hitting, rough or forceful care
- **Emotional abuse** – yelling, threats, humiliation
- **Sexual abuse** – any unwanted sexual contact
- **Neglect** – lack of food, hygiene, or needed care
- **Self-neglect** – cannot care for self and unsafe
- **Financial exploitation** – money or property misused

What APS Does:

- Listens to your concern
- Decides whether to investigate
- May talk with adult, family, and staff
- Helps build a safety plan and services
- Can involve law enforcement if needed

(877) 734-6277 (toll-free)

(833) 866-5595 (TTY)

dshs.wa.gov/altsa/reportadultabuse

911 EMERGENCY SERVICES

Police · Fire · Medical

Call 911 immediately if:

- Someone is being hurt right now
- There is a medical crisis or serious injury
- There is active violence or threat
- Someone is in immediate danger

If it feels like a crisis that cannot wait, treat it as an emergency and call 911.

After the emergency, you can contact Evertrust and/or APS for follow-up, advocacy, and safety planning.

Dial 911 from any phone for police, fire, or medical emergencies.

911