



INVESTIGATION OF SERIOUS ABUSE AND NEGLECT

The Advocacy Center (AC) is a statewide non-profit agency providing free legal services to senior citizens and persons with disabilities.

What should I do if I suspect abuse or neglect?

If you are aware of a situation involving abuse and/or neglect and you do not believe the situation has been fairly resolved, please contact the Advocacy Center and let us know about it. The telephone number for intake is 504-522-2337 or 1-800-960-7705.

What does the Advocacy Center investigate?

The Investigations Unit of the Advocacy Center investigates allegations of serious abuse and neglect, including suspicious death, when a complaint or a report (such as a newspaper article) triggers our authority to access records or conduct an investigation.

Does the Advocacy Center conduct investigations in both the community and in institutions?

The Advocacy Center investigates serious abuse and/or neglect primarily in institutions including nursing homes, group homes, hospitals, developmental centers, and child residential facilities. On occasion, in a case of serious abuse in the community, the Advocacy Center will also open an investigation.

What can the Investigations Unit of Advocacy Center do?

The Advocacy Center conducts investigations in order to effect systemic change. The Advocacy Center seeks to prevent future harm by working with the facility to change potentially unsafe conditions.

The purpose of the Investigations Unit is not to sue for damages. Nor does the Investigations Unit have the authority to shut a facility down.

Where does the Advocacy Center get the authority to conduct investigations?

The Advocacy Center is the federally mandated Protection and Advocacy System (P&A) for the State of Louisiana. As such, the Advocacy Center has broad federal authority to advocate for the rights of the elderly and individuals with disabilities in Louisiana.

For Assistance: Call TOLL-FREE 1-800-960-7705 (Voice) 1-866-935-7348 (TTY)

To request services in Vietnamese, call 1-800-960-7705, extension 153. Để đòi hỏi những công tác (dịch vụ) bằng tiếng Việt, xin gọi 1-800-960-7705, mở rộng 153.

For information in Spanish, please call 1-800-960-7705, ext. 152. Para información en español por favor llame 1-800-960-7705, ext.152

Write: 1010 Common Street, Suite 2600, New Orleans, LA 70112

Visit our website: www.advocacyla.org

AC has offices in New Orleans, Baton Rouge, Lafayette, and Shreveport