



Mandated Reporters: Reporting Abuse and Neglect

All healthcare providers are considered mandated reporters and are required by law to report cases of suspected abuse. If there is a reasonable suspicion of abuse, call one of these agencies to report or for more information.

Age:	0 –18 Years Old	18—59 Years Old	60 +
Population:	Children	Disabled Adults	Elderly
Reporting Agency:	Department of Social Services (DSS)	Disabled Persons Protection Commission (DPPC)	Executive Offices of Elder Affairs (EOEA)
Contact Telephone:	1-800 792-5200	1-800 426-9009 24-hours, 7 days a week	1-800 822-2275
Statute:	51A	19C	19A

In Massachusetts, mandated reporters:

- Are immune from civil or criminal liability as a result of making a report. Non-mandated reporters are also protected providing the report was made in “good faith.”
- Are protected from retaliation and identities will be kept confidential.
- Who fail to file a report are subject to a fine of up to \$1,000.00.