



Adult Abuse and Neglect Hotline

**1-800-392-0210**

Make a difference. **Make the call.**

## What is Elder Abuse and Neglect

Abuse – Willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish

- Something one does intentionally, or through carelessness, that injures the resident

Neglect – Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness

- Something one intentionally, or through carelessness, does not do that should be done, that harms the resident

## Resident's Rights

All residents living in a long-term care community have the right to be free from abuse, neglect, mistreatment, and restraint. This includes:

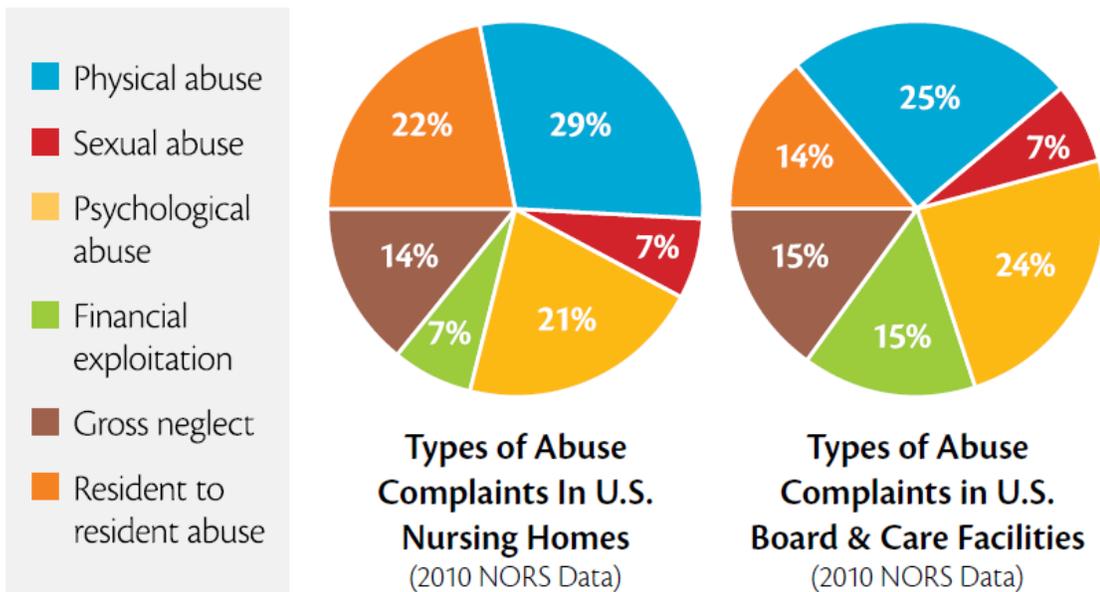
- No verbal sexual, physical, or mental abuse
- *Examples: Staff or another resident hitting the resident, staff yelling at a resident or using derogatory terms when speaking with you, or staff threatening a resident*
- No mistreatment or neglect  
*Example: Neglect is failure to provide services to a resident when it could result in danger to them. Denying access to a physician or emergency services when requested*
- No chemical or physical restraints without a doctor's order for a set period of time  
*Example: A resident has been diagnosed with dementia and exhibits challenging behaviors to staff. Instead of looking for ways to address the challenging behaviors, medication is given*

## Statistics<sup>1</sup>

Nearly 1 in 10 homes had violations of that caused residents serious harm, serious injury, or placed them in jeopardy of death during the years of 1999 – 2001.

In a study of 2,000 interviews of nursing home residents, 44% said they had been abused and 95% said they have been neglected or seen another resident neglected.

### *What Types of Abuse Are Occurring?*



### What to Report

The residents (or the reporter) should be prepared to answer the following questions to the best of his or her ability:

- The alleged victim's name, address, telephone number, sex, age and general condition
- The alleged abuser's name, address, sex, age, relationship to victim and condition
- The circumstances which lead the reporter to believe that the older person is being abused, neglected or financially exploited, with as much specificity as possible

<sup>1</sup> National Center on Elder Abuse. Abuse of Residents of Long Term Care Facilities

- Whether the alleged victim is in immediate danger, the best time to contact the alleged victim, if he or she knows of the report, and if there is any danger to the worker going out to investigate
- The name, daytime telephone number, and relationship of the reporter to the alleged victim
- The names of others with information about the situation
- If the reporter is not a required reporter, whether he or she is willing to be contacted again
- Any other relevant information

### **What Happens Next**

If the alleged victim lives in a long-term care community, the department's Division of Regulation and Licensure staff conducts an investigation. Complaint investigations are handled in accordance with state statute. Reports or complaints are generally initiated within 24 hours.

