

“Know Your Role in Older Adult Protection”
Presented by Susan L Marshall, CPS
Welcome, thanks for joining us

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Objectives

- Recognize signs of each form of elder abuse
- Understand how to report suspicions
- Attain approaches to mitigate risk



Pond5.com

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Why Talk About Elder Abuse



Abuse Ignores Age

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Why Talk About Elder Abuse

One in Ten

Seniors in the U.S. are victims of elder abuse



National Center on Elder Abuse
Lachs, M., & Pillemer, K. (2015). Elder abuse. *New England Journal of Medicine*, 373, 1947-56. doi: 10.1056/NEJMr1404688

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Why Talk About Elder Abuse



Only **one** in **twenty-four** cases of elder abuse are reported

Per World Health Organization
<http://www.who.int/news-room/fact-sheets/detail/elder-abuse>

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Why Talk About Elder Abuse



Only **one** in **forty-five** cases of elder **financial** abuse is reported

Lifespan of Greater Rochester, Inc., Weill Cornell Medical Center of Cornell University & New York City Department of Aging. [2011] Under the Radar: New York state Elder Abuse Prevalence study. New York:Author

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Why Talk About Elder Abuse



Abusers...

- Are both men and women
- Approximately 2/3 are family members (*Domestic Violence*)
- Caregivers in any setting
- History of abuse, alcohol or drug problems, mental illness
- Exerts **control** over victim

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Why Talk About Elder Abuse



ELDER ABUSE ARREST

RICHLAND TWP. DEADLY ELDER ABUSE ARRESTS

ARRESTED

CAREGIVER CHARGED WITH ELDER ABUSE

HELENA CATES

MAE HELEN LITTLE

ERICA MUMFORD

ALLEGATION OF ELDER ABUSE AND NEGLECT

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Forms of Elder Abuse

- Verbal/Emotional/Psychological
- Physical
- Sexual
- Neglect/Abandonment
- Exploitation/Financial/Scams
- Self-Neglect



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Verbal/Emotional/Psychological Abuse

The infliction of mental anguish, pain or distress upon another person by:

Threatening Criticizing Ridiculing Yelling

Humiliating Ignoring

Intimidating Socially Isolating



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Verbal/Emotional/Psychological Abuse

Perpetrators may target a victim's pet(s) as a means to "keep them in line"



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Verbal/Emotional/Psychological Abuse

A victim's demeanor *may* appear:



- Flat affect Listless Apathetic
- Hesitant Evasive Fearful
- Anxious Hostile Suspicious
- Aggressive Uncooperative

Signs of possible Elder Abuse

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Physical Abuse

The use of physical force that causes or may cause non-accidental physical pain, harm or bodily injury by:



- Beating Kicking Punching
- Force feeding Medication misuse
- Shaking Throwing objects
- Unreasonable restraint

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Physical Abuse

Physical injuries may include:



- Odd location and shape
- Multiple injuries
- Various stages of healing
- Suspicious explanation
- Delay seeking care

Signs of possible Elder Abuse

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Sexual Abuse

Any form of sexual contact or exposure without consent by:

- Purposefully hurtful sex
- Rape - sodomy
- Unwanted touching or fondling
- Forced or coerced sexual acts
- Exposure to pornography
- Explicit photographs
- Sexual name calling



Moetlaw.com

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Sexual Abuse

Sexual abuse may include:

- Inappropriate modesty
- Thigh bruising or tenderness
- Discomfort or fear of physical touch
- Newly diagnosed/unexplained STD's including HIV

Signs of possible Elder Abuse



Wix.com

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Neglect Abuse

Denial of care:

- Food, water or shelter
- Medicine - Medical care
- Personal hygiene
- Assistive devices



Sepsis.org

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Neglect Abuse



Isolation:
 Control of time
 Control of contact
 Misinformation tactics
 Control of activity
 False imprisonment

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Neglect Abuse



Abandonment:
Willful unattended care or custody, by an unidentified caregiver who has assumed responsibility when a reasonable person in a like situation would not do so at home or in a public place

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Neglect Abuse



Neglect may include:

- Pitiable immediate living conditions
- Kept from talking with loved ones
- Medications not filled or provided
- Poor hygiene
- Unexpected weight loss
- Lack of food

Signs of possible Elder Abuse

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Exploitation/Financial/Scams

Exploitation of property, resources, assets:

Denying access by stealing or hiding

Improper use of legal documents

Purposeful mismanagement

Deception

Extortion

Fraud

Forging



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Exploitation/Financial/Scams

Financial abuse may include:

- Fear and vague answers about money
- Disparity between assets, appearances and general condition
- Failure to purchase medicine, care, adaptive equipment, basic needs, etc.



Signs of possible Elder Abuse

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Exploitation/Financial/Scams

Scams may include:

- Overdrawn or unusual withdraws
- Increased number of phone calls
- Uncommon delivery of packages
- Excessive "junk" mail
- Unexpected sale of large assets



Signs of possible Elder Abuse

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Exploitation/Financial/Scams

Elder financial abuse and fraud costs older Americans \$63 billion per year



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Self-Neglect

Basic activities of daily living are neglected, threatening safety and personal health:

Hygiene Health Care Finances
 Water Clothing Hoarding
 Bedding Shelter Food
 Surroundings



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Self-Neglect

Self-neglect may include:



- Unexpected, significant weight loss
- Increased number of phone calls
- Refusal to leave home/living space
- Expresses Suicidal thoughts
- Substance abuse

Signs of possible Elder Abuse

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**One case of
elder abuse...
is one case
too many**

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Consequences of Elder Abuse

Financial ruin	300% Higher Risk of Death	Psychological harm
Isolation	Mental anguish	Physical pain
	Intimidation	Malnutrition & dehydration
Avoidable or premature nursing home admission	Injury	Chronic disease complications

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**Where to
Report
Elder Abuse**



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Where to Report Elder Abuse

If you witness a life-threatening situation involving a senior or adult with disabilities,
Dial 9-1-1



Reporting Elder Abuse

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Where to Report Elder Abuse

Reporting to Local Police

- No reporting criteria
- Includes abuse, neglect for those under 60
- Domestic violence



Find your Local Police contact information at
<http://www.policeone.com>

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Where to Report Elder Abuse

Reporting to Adult Protective Services (APS)

Per ORC statute, mandatory reporters **must report** and any other person who has reasonable cause to believe that an adult has suffered abuse, neglect or exploitation may report, or cause a report to be made of such belief to the **county departments of job and family services**

See: Ohio Revised Code Section 5101.63

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Where to Report Elder Abuse

There is APS reporting criteria, including:

- Adult is being abused, neglected or financially exploited
- Must be 60 years of age or older
- Live in a private home, apartment, trailer, or rooming house
- Has a physical or mental impairment inhibiting provision of self-care and protection

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Where to Report Elder Abuse

NEW... <https://aps.jfs.ohio.gov>

An online portal is now available 24 hours a day to report suspected adult abuse, neglect, and exploitation that is **not** an emergency.

Reporting to Adult Protective Services

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Where to Report Elder Abuse

Referral to the Ohio Department of Health

Ensures the quality of care and quality of life of the residents of Nursing Homes and Residential Care Facilities

Complaint Hotline: 1-800-342-0553
The Hotline is answered live from 8:00am to 5:00pm EST



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Where to Report Elder Abuse

Referral to the Long Term Care Ombudsman
Call: 1-800-282-1206 Will act as advocate

Serves anyone receiving long-term care, regardless of age, who is being abused, neglected or financially exploited



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Where to Report Elder Abuse

Senior Medicare Patrol (SMP)
Call: 1-800-488-6070

Serves Medicare beneficiaries in resolving fraud, errors and abuse that has compromised their Medicare information while providing protection, detection and reporting education.



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Where to Report Elder Abuse

Referral to the Office of the Attorney General Elder Justice Unit **Call: 1-800-282-0515**

Online reporting and information available:

- Consumer complaints
- Medicaid fraud
- Patient abuse or neglect
- General information
- Consumer scams



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Where to Report Elder Abuse

Referral to the Ohio Department of Developmental Disabilities (ODDD) **Call:** 1-800-617-6733

Referrals to ODDD requires these criteria:

- Diagnosed with a developmental disability
- From either natural or unnatural causes
- Diagnosed before age of 22



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Where to Report Elder Abuse

Referral to a Domestic Violence Shelter

Call: 1-800-934-9840



Ohio Domestic Violence Network
Email: info@odvn.org

Shelters are not available in every county

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Where to Report Elder Abuse

Connecting to Appropriate Referral Choices...

Emergency = **9-1-1**

Adult Protective Services = (855) 644-6277

Ohio Department of Health = (800) 342-0553

Long Term Care Ombudsman = (800) 282-1206

Senior Medicare Patrol = (800) 488-6070

Attorney General's Elder Justice Unit = (800) 282-0515

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Advocate Resources

NAPSA's what APS reporters need to know...

<https://www.napsa-now.org/get-help/>



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Advocate Resources

The Ohio Coalition for Adult Protective Services (OCAPS)

Regional, peer gatherings of adult protective service workers & community partners to discuss:

- Best Practices
- Collaborative Opportunities
- Difficult Case Discussions
- Trends and Concerns



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OCAPS
Regional Affiliates

- Central
- Northeast
- Northwest
- Southwest
- East Central/Southeast

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Advocate Resources

Attend Professional Conferences
 Provides skill-building sessions
 Enables statewide networking



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Advocate Resources

Ask if your area banks have been trained using...




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Victim Resources

Victim Compensation—financial assistance may be available

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The VINELink system  
<https://www.vinelink.com>



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**Victim Resources**

Legal Aid: Ohio Legal Services  
 ProSeniors: Legal Hotline  
 Senior Medicare Patrol (SMP)  
 Disability Rights Ohio: Best for those under 60



Pinterest.com

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**Victim Resources**



Ohio Department of Commerce  
 Division of Securities  
 Division of Financial Institutions

Ohio Department of Insurance  
 OSHIIP

**Ohio.gov** | Department of Commerce

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**How to Reduce the Risk of Elder Abuse**



Betterhealthwhileaging.net

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Mediate Risk of Elder Abuse

**Social isolation** is the most consistent denominator for older adult maltreatment



Priemerlegal.org

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Mediate Risk of Elder Abuse

Shout it out loud...

*"We can minimize social isolation and dependency!"*



Info.primariyicare.hms.harvard.edu

Wear glasses & hearing aids    Fall Prevention  
Hydration    Exercise    Use Benefits    Nutrition

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Mediate Risk of Elder Abuse

*Encourage...*




Hartheopressistanceorlando.com

*Staying Connected*

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Mediate Risk of Elder Abuse



*Volunteer*



*Celebrate*

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Mediate Risk of Elder Abuse

*Friendly Visiting*



*Raising Grandchildren*

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Mediate Risk of Elder Abuse

*Intergenerational Connections*



*LGBTQ+ Supports*

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Mediate Risk of Elder Abuse



*Laugh Everyday Pursue a Passion  
Learn Something New*

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Mediate Risk of Elder Abuse

**Make Connections to Local Services...**

- Alzheimer's Association
- Area Agencies on Aging
- Senior Centers
- Volunteer Opportunities
- Veterans' Administration



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Mediate Risk of Elder Abuse

**Be an Advocate for Change...**



National Network of State Elder Justice Coalitions  
Ohio's First Elder Justice Center  
Elderjusticecal.org  
Hancock County TRIAD  
Elizabeth.org  
Speak Up Like Beverly Schottenstein  
Sheriffeldman.com

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**Contact Information**

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*“Know Your Role in  
 Older Adult Protection”*

*Presented by Susan L Marshall, CPS*

*Thank you for your time and attention*

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