

“Know Your Role in Older Adult Protection”

Presented by Susan L Marshall, CPS

Welcome, thanks for joining us

1

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2

Objectives

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



3

Why Talk About Elder Abuse



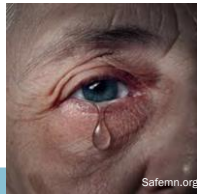
Abuse Ignores Age

4

Why Talk About Elder Abuse

One in Ten

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

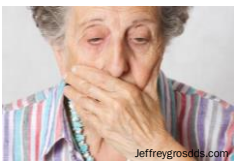


National Center on Elder Abuse

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

5

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>

6

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

7

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

8

Why Talk About Elder Abuse



9

Forms of Elder Abuse

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



10

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



11

Verbal/Emotional/Psychological Abuse

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



12

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

13

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

14

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

15

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

16

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

17

Neglect Abuse



Sepsis.org

Denial of care:

Food, water or shelter

Medicine - Medical care

Personal hygiene

Assistive devices

18

Neglect Abuse

**Isolation:**

- Control of time
- Control of contact
- Misinformation tactics
- Control of activity
- False imprisonment

19

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

20

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

21

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



22

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

23

Exploitation/Financial/Scams

Scams may include:

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



Signs of possible Elder Abuse

24

Exploitation/Financial/Scams

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

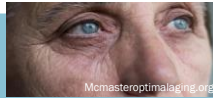


25

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



26

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

27



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

28

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

29

**Where to
Report
Elder Abuse**



30

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

31

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>

32

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

33

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

34

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

35

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



36

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



37

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.



38

Where to Report Elder Abuse

Referral to the Office of the Attorney General

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



39

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



Department of
Developmental Disabilities

40

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

41

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

42

Advocate Resources

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

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



43

Advocate Resources

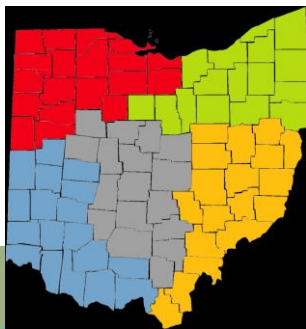
The Ohio Coalition for Adult Protective Services (OCAPS)

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

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



44



OCAPS Regional Affiliates

Central

Northeast

Northwest

Southwest

East Central/Southeast

45

Advocate Resources

Attend Professional Conferences

Provides skill-building sessions

Enables statewide networking



46

Advocate Resources

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



47

Victim Resources

Victim Compensation—financial assistance may be available

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



48

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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

49

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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

50

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## How to Reduce the Risk of Elder Abuse



BetterHealthWriting.net

51

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### Mediate Risk of Elder Abuse

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



Priemerlegal.org

52

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### Mediate Risk of Elder Abuse



Shout it out loud...

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

info.primarycare.hms.harvard.edu

Wear glasses & hearing aids

Fall Prevention

Hydration

Exercise

Use Benefits

Nutrition

53

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### Mediate Risk of Elder Abuse

*Encourage...*



Harvestreestanceorlando.com



Onlok.org

*Staying  
Connected*

54

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Mediate Risk of Elder Abuse



*Celebrate*



*Volunteer*

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Mediate Risk of Elder Abuse

*Friendly Visiting*




*Raising Grandchildren*

56

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Mediate Risk of Elder Abuse

*Intergenerational Connections*

*LGBTQ+ Supports*

57

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### Mediate Risk of Elder Abuse



*Laugh Everyday Pursue a Passion  
Learn Something New*

58

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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



59

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### Mediate Risk of Elder Abuse

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



60

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Contact Information

**Susan L. Marshall**  
 Certified Crime Prevention Specialist  
 Senior Medicare Patrol – Field Associate  
 Ohio Coalition for Adult Protective Services – Consultant  
 Long-term Care Ombudsman Program Director – Retired

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61

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*“Know Your Role in  
 Older Adult Protection”*

*Presented by Susan L Marshall, CPS*

*Thank you for your time and attention*

62

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