

# ELDER ABUSE

# SEE IT

# DOCUMENT & REPORT IT

## TASK FORCE

More than 73,000 older adults in Michigan are victims of elder abuse. They experience abuse, neglect and exploitation.

The symptoms and treatment of elder abuse are complex and demand a concerted effort to tackle this often unrecognized and unreported social problem.

That's why we brought together dozens of different organizations to work collaboratively to tackle the challenge.

## ABUSE

Harm or threatened harm to an adult's health or welfare caused by another person.

## NEGLECT

The inability or failure to provide adequate food, shelter, clothing, medical care, etc.

## EXPLOITATION

The misuse of an adult's funds, property or personal dignity (e.g., humiliation, objectification, degradation, dehumanization) by another person.

Take photographs and written notes on: what you observed, when you observed it, who was present, and any further information that may be of assistance.

Immediately report incidents in licensed settings to the administrator, the director of nursing or charge nurse (in a nursing home), or director of resident care (in a home for the aged or adult foster care) of the facility.

Immediately report applicable situations to Adult Protective Services; the State Police and/or the local police; Attorney General Health Care Fraud Division; Long Term Care Ombudsman; and the Department of Insurance and Financial Services.

## PHYSICAL SIGNS

of Elder Abuse/Neglect/Exploitation



Dehydration or unusual weight loss



Missing medication or medical assistive devices



Unexplained injuries or sores



Unsanitary living conditions or poor hygiene



Unattended medical needs or missed appointments

## EMOTIONAL/BEHAVIORAL SIGNS

of Elder Abuse/Neglect/Exploitation



Unusual changes in behavior or sleep patterns



Withdrawal from normal activities



Isolation from friends or family



Increased anxiety or fear



Hesitation to speak in presence of "caregiver"

## FINANCIAL SIGNS

of Elder Abuse/Neglect/Exploitation



Unpaid bills (elder adult receives foreclosure warnings, electricity is shut off)



Unusual changes in spending patterns (increases in ATM withdrawals, checks made out to cash or written out of order)



Missing household items (cherished heirlooms, expensive tools, or other valuable items)



Unexpected changes in wills or property deeds (property deeded/will changed to benefit "new friend")



Purchase of large items the elder adult does not use (vehicles when the adult does not drive, timeshare purchases when adult is homebound)

| AGENCY                                         | CONTACT                                                                                               | INFORMATION                                                                                                             |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Adult Protective Services                      | 855-444-3911<br>mi.gov/mdhhs                                                                          | 24-hour crisis intervention for vulnerable adults.                                                                      |
| Attorney General Consumer Protection           | 877-765-8388<br>mi.gov/agcomplaints                                                                   | Report consumer complaints (e.g., scams, identity theft).                                                               |
| Attorney General Financial Crimes              | 517-335-7560<br>mi.gov/elderabuse                                                                     | Report if someone is taking money or assets from a vulnerable adult not in a licensed residential care facility.        |
| Attorney General Health Care Fraud             | 800-24-ABUSE (800-242-2873)<br>mi.gov/elderabuse                                                      | Report financial or physical abuse or neglect of residents in licensed residential care facilities.                     |
| Attorney General Public Administration         | 517-335-4004<br>mi.gov/elderabuse                                                                     | Concerns about a Public Administrator's handling of estate assets of individuals who die without a will or known heirs. |
| Counsel and Advocacy Law Line (CALL)           | 888-783-8190                                                                                          | Attorney-staffed telephone advice, brief service, and referrals for seniors (60+) and low income people.                |
| Department of Insurance and Financial Services | 877-999-6442<br>mi.gov/difs                                                                           | Investigate consumer complaints against insurance, banking, credit union, mortgage and other financial products.        |
| LARA Bureau of Community and Health Systems    | <b>Nursing homes:</b><br>800-882-6006<br><b>Adult foster care/homes for the aged:</b><br>866-856-0126 | Report abuse or neglect concerns in licensed facilities.                                                                |
| LARA Bureau of Professional Licensing          | 517-241-0199<br>mi.gov/lara                                                                           | Report complaints and allegations against licensed care professionals (doctors, dentists, nurses, etc.)                 |
| Michigan Long Term Care Ombudsman              | 866-485-9393<br>mltcop@meji.org                                                                       | Concerns about your rights, care, or services in a nursing home, home for aged or adult foster care.                    |

No Excuse for Elder Abuse slogan used with permission from NLSM- Elder Law and Advocacy Center.

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## REPORT ABUSE, NEGLECT

### EXPLOITATION

Notify the Michigan Department of Health and Human Services Adult Protective Services (mi.gov/protectiveservices) at 855-444-3911, if you suspect abuse, neglect or exploitation occurred in:

- A private residence;
- An unlicensed setting (i.e., assisted living facility);
- An adult foster care home;
- A home for the aged; or
- A nursing home where the suspected perpetrator is not an employee of the facility or the resident is on leave from the nursing home.

### REPORT ELDER ABUSE IN A NURSING HOME

To report abuse in a nursing home, contact the Attorney General's Health Care Fraud Division on its statewide hotline, 800-24-ABUSE (800-242-2873), by email (hcf@michigan.gov) or through the online complaint form (mi.gov/agcomplaints).

Michigan Attorney General  
Health Care Fraud Division  
P.O. Box 30218  
Lansing, MI 48909



# NO EXCUSE FOR ELDER ABUSE.



## ELDER ABUSE TASK FORCE

**800-24-ABUSE (22873)**  
**mi.gov/elderabuse**

**REPORT ABUSE:**  
**855-444-3911**