



## REPORT ELDER ABUSE

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](mailto:hcf@michigan.gov)) or through the online complaint form ([mi.gov/agcomplaints](http://mi.gov/agcomplaints)).

## ABUSE, NEGLECT AND EXPLOITATION

Notify the Michigan Department of Health and Human Services Adult Protective Services 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 the nursing home.

## ELDER ABUSE 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.

## MEMBERS

Attorney General Dana Nessel  
AARP - Michigan  
Adult Protective Services  
Alzheimer's Association - Greater Michigan Chapter  
Area Agency on Aging  
Eaton County Probate Court  
EHM Senior Solutions  
Elder Law of Michigan  
Executive Office of the Governor  
Health Care Association of Michigan  
LeadingAge Michigan  
Michigan Aging and Adult Services Agency  
Michigan Assisted Living Association

## SEE IT

### 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.

Michigan Association of Chiefs of Police  
Michigan Bankers Association  
Michigan Center-Assisted Living  
Michigan Commission of Law Enforcement Standards  
Michigan Department of Civil Rights  
Michigan Department of Health and Human Services  
Michigan Department of Insurance and Financial Services  
Michigan Department of Licensing and Regulatory Affairs  
Michigan Elder Justice Initiative  
Michigan Elder Justice Coordinating Council  
Michigan Legislature  
Michigan Long-Term Care Ombudsman Program  
Michigan Probate Judges Association

## DOCUMENT, REPORT IT

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 the nursing home to the administrator, the director of nursing or the charge nurse of the health care 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.

Michigan Protection & Advocacy Service  
Michigan Sheriffs' Association  
Michigan State Police  
Michigan Supreme Court  
National Association of Social Workers - Michigan  
Prosecuting Attorneys Association of Michigan  
State Bar of Michigan  
State Court Administrator's Office  
St. Clair County Probate Court  
United States Congress  
U.S. Postal Inspector  
Wayne County Prosecutor's Office  
Wayne State University

AGENCY	CONTACT	INFORMATION
Adult Protective Services	855-444-3911 mi.gov/mdhhs	24-hour crisis intervention for vulnerable adults.
Attorney General Consumer Protection	877-765-8388 mi.gov/agcomplaints	Report consumer complaints (e.g., scams, identity theft).
Attorney General Financial Crimes	517-335-7560 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) mi.gov/elderabuse	Report financial or physical abuse or neglect of residents in licensed residential care facilities.
Attorney General Public Administration	517-335-7627 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 mi.gov/difs	Investigate consumer complaints against insurance, banking, credit union, mortgage and other financial products.
LARA Bureau of Community and Health Services	800-882-6006 mi.gov/lara	Report abuse or neglect related to quality-of-care concerns in licensed nursing homes.
LARA Board of Professional Licensing	517-241-0199 mi.gov/lara	Report complaints and allegations against licensed care professionals (doctors, dentists, nurses, etc.)
Michigan Long-Term Care Ombudsman	866-485-9393 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.

**To Report:**  
**855-444-3911**  
mi.gov/protectiveservices

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

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

800-24-ABUSE (22873)  
hcf@michigan.gov



**NO EXCUSE  
FOR ELDER  
ABUSE.**



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