

# REPORTING ELDER ABUSE



Elder and vulnerable adult abuse, neglect, and exploitation are behaviors committed against an elder or vulnerable adult who is unable to protect himself or herself due to a mental or physical impairment or due to advanced age.

- **ABUSE** - harm or threatened physical harm to an adult's health or welfare caused by another person. Abuse may be physical, sexual, or emotional.
- **NEGLECT** - the inability or failure of the adult, or an individual responsible for the care of the elder or vulnerable adult, to provide adequate food, shelter, clothing, medical care, etc.
- **EXPLOITATION** - the misuse of an adult's funds, property, or personal dignity by another person.

**If you suspect elder or vulnerable adult abuse, neglect or exploitation has occurred in:**

- A private residence,
- An unlicensed setting such as an 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,

## **NOTIFY:**

Department of Human Services  
Adult Protective Services  
225 S. Grand River Ave., Suite 501  
Lansing, MI 48909



If the situation is serious, threatening, or dangerous call 911 or local law enforcement for immediate help.



**Hotline: 855-444-3911**



[www.michigan.gov/dhs](http://www.michigan.gov/dhs)



# RESIDENT ABUSE & NEGLECT IN HEALTH CARE FACILITIES

**If you suspect elder or vulnerable adult abuse, neglect or exploitation has occurred in:**

- Nursing Homes
- Hospital Long-Term Care Units
- Homes for the Aged
- County Medical Care Facilities
- Adult Foster Care Facilities
- Assisted Living Facilities

## **NOTIFY:**

**Department of  
Attorney General  
Health Care  
Fraud Division**  
PO Box 30218  
Lansing, MI 48909

**Hotline:** 800-24-ABUSE  
800-242-2873  
**Fax:** 517-241-6515

**Email:** [hcf@michigan.gov](mailto:hcf@michigan.gov)  
[www.michigan.gov/ag](http://www.michigan.gov/ag)

**Michigan Office of  
Services to the Aging**  
611 W. Ottawa  
PO Box 30676  
Lansing, MI 48909

**Phone:** 517-373-8230

Long Term Care  
Ombudsman  
**866-485-9393**

**Department of Licensing  
& Regulatory Affairs  
Bureau of Health  
Care Services  
Long Term Care Division**  
PO Box 30664  
Lansing, MI 48909

**Phone:** 800-882-6006

**Verify the Credentials  
of Licensed Staff**  
[www7.dleg.state.mi.us/free](http://www7.dleg.state.mi.us/free)

**Michigan Protection &  
Advocacy Services, Inc.**  
106 W. Allegan, Suite 300  
Lansing, MI 48933

**Phone:** 517-487-1755  
Developmental  
Disabilities:  
800-288-5923  
Mental Illness:  
800-288-5923

## **How Can I Protect My Loved Ones From Abuse & Neglect?**

- Don't make your visits predictable.
- Visit frequently, and at different times on different days.
- Don't be afraid to ask questions about care.
- Check for bedsores, unexplained bruises, and sensitivity to pain.
- Note the cleanliness of the resident and the facility.
- Check for weight loss and/or dehydration.
- Keep a small journal for notes after visits.
- Report any suspected abuse.



# CRIMINAL ABUSE & NEGLECT

Criminal abuse and neglect falls into four general categories. Here are some examples of each.



Harmful Neglect

A resident of a nursing home or residential care health care facility may be suffering from harmful neglect if they experience:

- Suspicious or questionable injuries or death;
- Unexplained substantial weight loss or severe dehydration;
- Painful bedsores.



Assault & Battery

Assault or battery is committed if an employee of a nursing home or residential health care facility:

- Threatens or strikes a resident.
- Uses unauthorized physical or chemical restraints.



Criminal Sexual Conduct

This occurs when an employee of a residential healthcare facility or nursing home:

- Engages in unlawful sexual contact with a patient.



Embezzlement / Theft

Embezzlement of a resident's funds occurs when a nursing home or residential health care facility employee:

- Wrongfully removes funds from a resident's account;
- Improperly obtains a financial "loan" or "gift" from a resident;
- Employee uses privileged/personal information illegally to obtain credit cards, etc., resulting in identity theft.



# REPORTING CRIMINAL ABUSE OR NEGLECT

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## What should I do if I suspect criminal abuse or neglect?



1. Immediately report the incident, verbally or by letter, to the facility's administrator, director of nursing, charge nurse, social worker, or the facility's designated patient advocate.
2. Immediately report the incident to the Attorney General's office, Department of Licensing and Regulatory Affairs - Bureau of Health Care Services, the Michigan State Police, and/or the local police or sheriff's department.
3. Obtain photographs of the physical injury and make a written statement detailing:

**WHAT** you observed;

**WHEN** you observed it;

**who** was present, and

**ANY**

Other information that may be of assistance to an investigator.

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Noncriminal abuse or neglect to a residential facility resident, or any regulatory/quality of care issue, should be reported to the facility administration and to the Department of Licensing and Regulatory Affairs - Bureau of Health Care Services at **800-882-6006**.

