

Orange County

In~Home Supportive Services



Public Authority



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PARTNERSHIP FOR SUCCESSFUL PROVIDERS *Training*



RECOGNIZING, PREVENTING, AND REPORTING DEPENDENT ADULT AND ELDER ABUSE & NEGLECT

Working hand in hand with the community to serve IHSS Consumers so they may remain safe and independent in their own home.

Overview



- Abuse
- Dependent Adult and Elder Abuse
 - Physical
 - Sexual
 - Neglect
 - Psychological/Emotional/Verbal
 - Financial
 - Abandonment
 - Isolation
 - Abduction
- About the Abusers
- How Can You Help Prevent Abuse
- Why Victims Fail to Report Abuse
- Orange County Adult Protective Services Facts
- Reporting Abuse

Abuse



Regardless of age, gender, race, ethnicity,
or socio-economic status, **everyone** is
susceptible to violence.

Abuse

“Interpersonal violence is defined as the actual or threatened intentional use of force – physical, sexual, or emotional – against another person, group, or community. It may result in physical injury, psychological harm, or even death.”



Centers for Disease Control and Prevention
Veto Violence
<http://vetoviolence.cdc.gov/basics-violence.html>

Abuse



Types of Violence

1. Child Abuse
2. Intimate Partner Violence
3. Elder Abuse
4. Sexual Violence
5. Youth Violence, Bullying, etc.

The Centers for Disease Control and Prevention states that each year, hundreds of thousand of adults over the age of 60 are abused, neglected, or financially exploited. **In the United States alone, over 500,000 older adults are believed to be abused or neglected each year.** These statistics are likely underestimated because many victims are unable or afraid to tell the police, family, or friends about the violence.

DVD



APS Video Clip:

<https://www.youtube.com/watch?v=wCFIsSS2wkc>

Abuse

Dependent adults, individuals age 18-64 with a physical, mental, or developmental disability, and elders, adults 65 or older, are vulnerable to abuse and most often suffer in silence.

Research indicates that individuals with dementia have an increased risk of being abused.

Most common forms of dependent adult and elder abuse :

- Physical Abuse
- Sexual Abuse
- Neglect and Self-neglect
- Psychological or Emotional Abuse
- Financial Abuse
- Abandonment
- Isolation
- Abduction



Elder Abuse

The number of reports of abuse received by the Orange County Adult Protective Services increased 46% from 2002 to 2012



Physical Abuse

Physical abuse is the act of inflicting physical pain or injury, assaulting or threatening with a weapon, or inappropriate restraint



If you see signs of the following, you must report:

- Fractures, bruises, scratches, burns, swelling, or other injuries
- Injuries that are repeated and unexplained
- An explanation of how the injury occurred that is unrealistic based on the injury
- The Consumer refuses medical attention
- The Consumer demonstrates a dismissive attitude or makes dismissive statements
- The person is inappropriately restrained to his/her bed or wheelchair
- Medications are being denied or the Consumer is being over medicated
- Assistive devices are being withheld

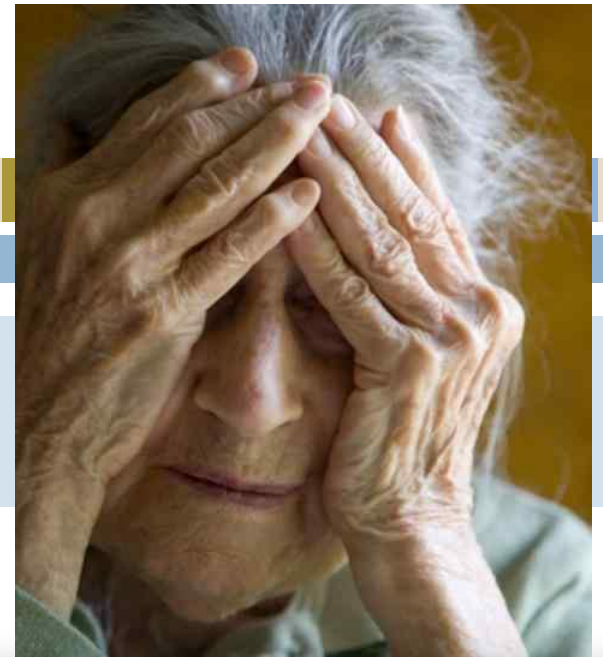


Sexual Abuse

Sexual Abuse is non-consensual sexual contact of any kind

What to look for:

- Unexplained anal or vaginal bleeding
- Torn or bloodied underwear or bruises around the breasts or genitals
- Unexplained genital infections or sexually transmitted diseases



Neglect

Neglect is the failure or refusal of a caregiver or other responsible person to provide for an elder's basic physical, emotional, or social needs, or failure to protect them from harm.



What to look for:

- The individual is most often dirty and smells like urine or feces
- Clothing is torn, soiled, or inappropriate for the current weather
- The individual is malnourished or dehydrated
- Medical conditions are left untreated (pressure “bed” sores)
- Person with dementia is left without supervision
- Person who is bed bound is left unattended
- Individual's home lacks adequate facilities and has safety hazards
- Assistive devices/medical aids are not made available

Self-Neglect

Self-neglect is the failure of a person to perform essential, self-care tasks and that such failure threatens his/her own health or safety



What to look for:

- Consumer does not follow physician directives and/or medication prescription
- A medical condition is left untreated
- The person refuses to eat or drink, causing malnutrition and dehydration
- The person fails to care for him/herself, threatening his/her overall well being
- Person refuses to use assistive devices/medical aids

Psychological/Emotional/Verbal Abuse

Psychological/emotional/verbal abuse is the trauma following exposure to threatening acts or coercive tactics

Although there may be no physical sign of psychological and emotional abuse, the effects are very serious.

Examples of psychological and emotional abuse include but are not limited to:

- Intimidation
- Yelling/screaming
- Threatening
- Humiliation/Embarrassment
- Ridicule
- Controlling behavior
- Social Isolation
- Disregarding or trivializing needs
- Damaging/destroying property



Financial Abuse

Orange County Adult Protective Services reports that financial abuse is the most frequently reported form of abuse.

The California Welfare and Institutions Code (WIC) Section 15610.30 defines “Elder and Dependent Adult Financial Abuse” as the following:

"Financial abuse of an elder or dependent adult occurs when a person or entity does any of the following:

- 1) Takes, secretes, appropriates, or retains real or personal property of an elder or dependent adult to a wrongful use or with intent to defraud, or both.
- 2) Assists in taking, secreting, appropriating, or retaining real or personal property of an elder or dependent adult to a wrongful use or with intent to defraud, or both."

The illegal taking, misuse, or concealment of funds, property, or assets of the dependent adult or elder for the benefit or use of another.

“Red Flags” of Financial Abuse



- The elder or dependent adult's bank activity is not normal
 - The abuser may *encourage* the Consumer to withdraw large sums of money from his or her account
 - The Consumer may make changes to his/her account by jointly adding another person's name (the abuser's)
 - ATM activity is unusual
- The elder or dependent adult may be intimidated or forced to take the abuser to the bank to *assist* them in conducting their banking
- The Consumer is forced to sign documents he/she does not understand
 - The Consumer may execute a Power of Attorney, but does not understand the consequences of their action, and appears confused about the matter
- The abuser may take control of the Consumer's finances

“Red Flags” of Financial Abuse

- Although the Consumer has sufficient, ongoing income
 - The Consumer does not have sufficient funds to buy medication or groceries
 - The Consumer’s bills are not getting paid and checks are being returned due to insufficient funds
- The Consumer complains that their mail is missing or that it is no longer being delivered to their residence
- A normally social, friendly Consumer begins to appear withdrawn or becomes fearful to engage in conversation with bank employees
- The elder or dependent adult may appear frightened or worried



Abandonment

Abandonment is the willful desertion of a vulnerable elder or dependent adult by the caregiver, family, and/or legal guardian and endangering the well being of the elder or dependent adult by no longer providing care or taking responsibility of the individual



Examples of abandonment include but are not limited to the following:

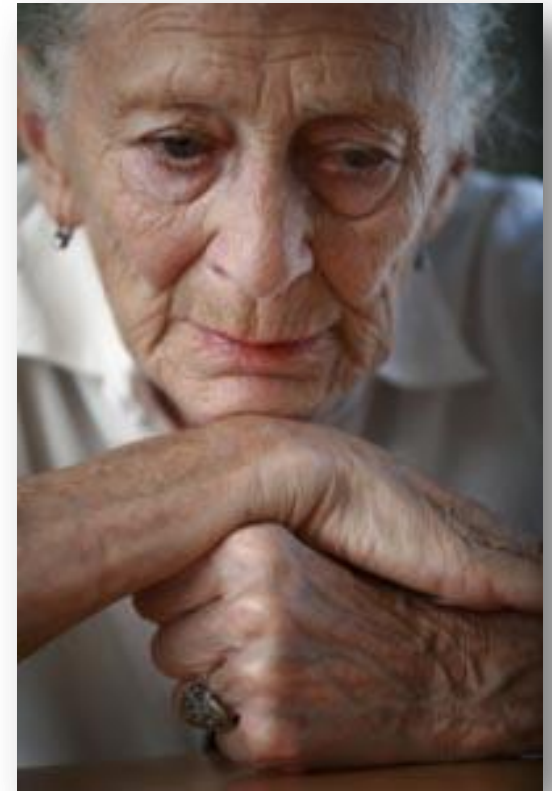
- Desertion of an elder or dependent adult at a hospital, nursing facility, senior center, etc.
- Desertion at public locations such as malls, libraries, parks, etc.
- Desertion of an elder or dependent adult in their own home without required care

Isolation

Isolation is the intentional prevention of social interactions or connectedness of an elder or dependent adult. “The lack of meaningful and sustained contact with either family or the wider community [...]”, (Victor et al., 2000)

What to look for:

- Social isolation
- The withholding of mail, telephone calls, visitors
- Having emotionally distant relationships
- Having a small social network or infrequent contact with his/her network
- A lack of social network diversity and a lack of social support
- Low participation in social activities
- Feelings of loneliness or not belonging



Abduction

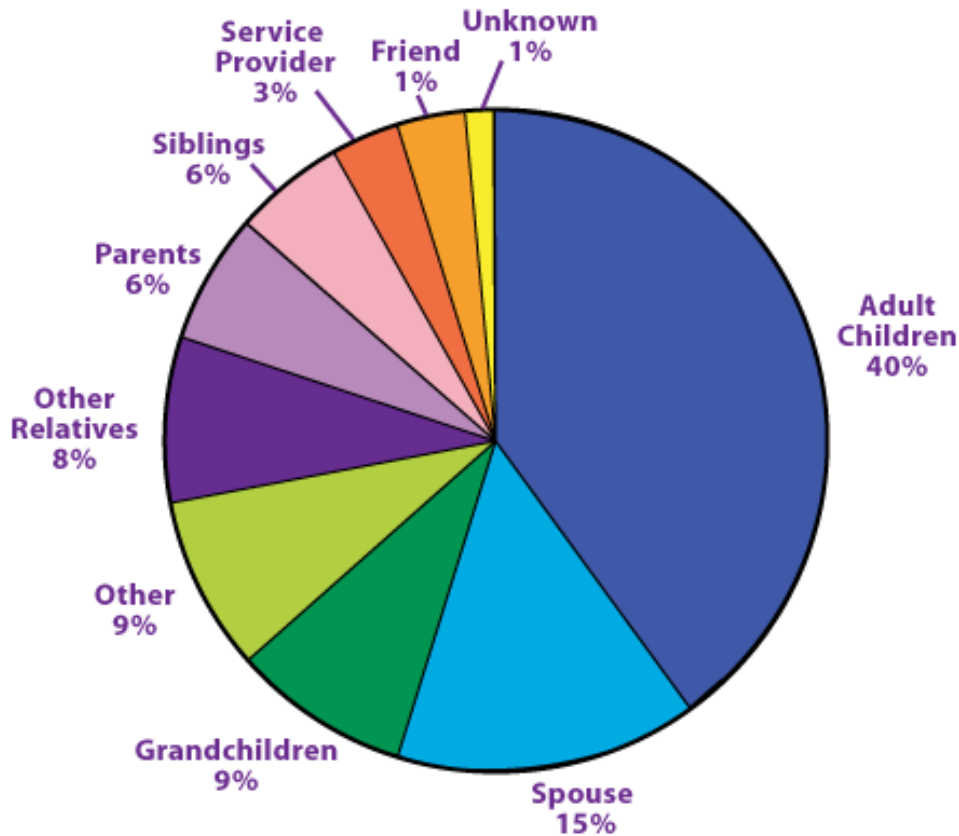
"Abduction" means the removal from this state and the restraint from returning to this state, or the restraint from returning to this state, of any elder or dependent adult who does not have the capacity to consent to the removal from this state and the restraint from returning to this state, or the restraint from returning to this state, as well as the removal from this state or the restraint from returning to this state, of any conservatee without the consent of the conservator or the court. (Welfare and Institutions Code Section 15610.06).

The removal of a dependent adult or elder without his/her consent or the consent of his/her family or legal guardian



About the Abusers

Breakdown of Confirmed Perpetrators



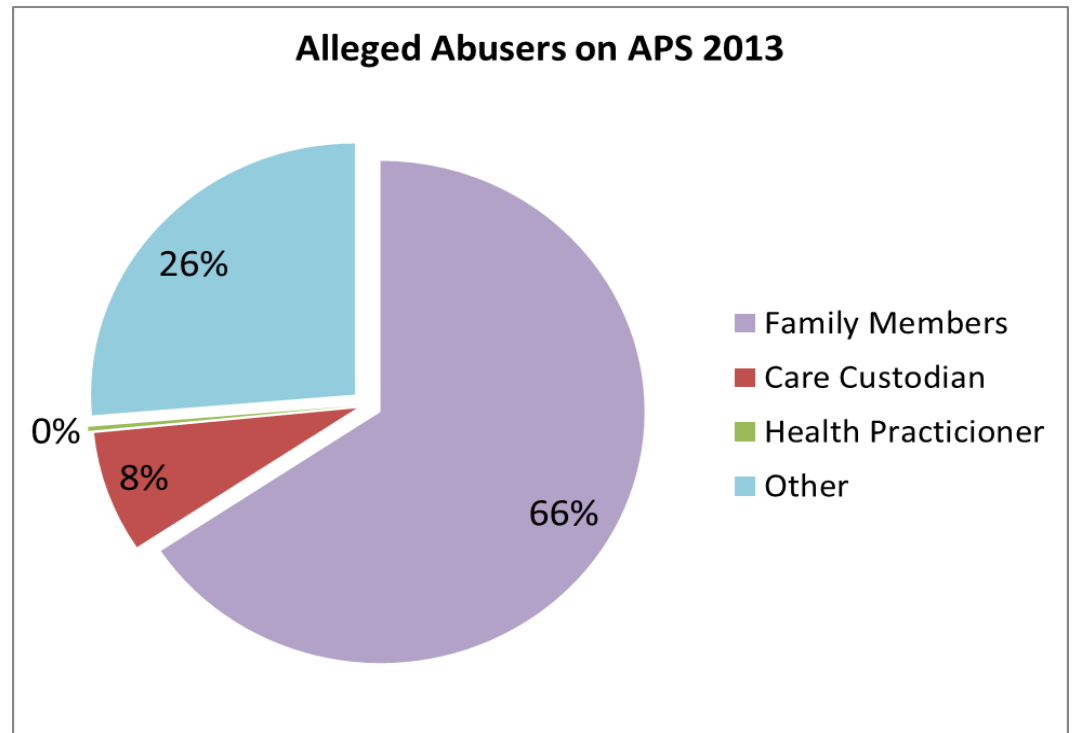
The individuals most likely to abuse elders are individuals the person loves and trusts the most – **their adult children, spouse/partner, and family members**

About the Abusers



Orange County Adult Protective Services Fact Sheet 2013

66% of alleged
abuse was
committed by
family members



About the Abusers



The National Center on Elder Abuse stated that

“Family members who abuse drugs or alcohol, who have a mental/emotional illness, and who feel burdened by their caregiving responsibilities abuse at higher rates than those who do not.”

Caregivers often feel resentment of the burden and responsibility of caring for a family member.

How Can You Help Prevent Abuse

Consideration of the following information can help in the prevention of abuse

Caregiver Support

- Support groups are excellent sources to help relieve caregiver stress, which is one of the greatest causes of abuse
- Help from family and friends (if available)
 - Caregivers need self-care: implement stress-reduction techniques (relaxation exercises), diet and exercise
- Interaction with family and friends

Counseling/Therapy

- Caregiver may need counseling focused on his/her emotional or mental health needs
 - The caregiver is feeling “burned out”, depressed, etc.
 - There may have been past conflict between the caregiver and elder/dependent adult
 - Caregiver may have substance abuse issues

Respite Care

- Programs that provide caregivers respite (rest or relief) are available to caregivers, reducing the stress caregivers experience

How Can You Help Prevent Abuse

Education

- Increased awareness of the characteristics of abuse
- Increased awareness of the prevalence of abusers: their characteristics, relationship with the victim
- Increased awareness of the factors that contribute to caregiver stress and increase the possibility of abuse
- An understanding of the individual's condition, including the symptoms and characteristics, can help the caregiver understand the Consumer's behavior
 - Ex: A consumer who is aggressive, "chooses" to wonder off, refuses to bath/eat, etc. can easily frustrate a caregiver.
 - If the caregiver knows that the Consumer has Alzheimer's and recognizes that those are characteristics of Alzheimer's, the caregiver will understand that the Consumer is not being difficult
- Understanding the side affects of medication
- Understanding social and cultural beliefs: some cultures do not honor the basic right of women, therefore abusers may justify the abuse of a female

Why Victims Fail to Report Abuse



- They may be in denial that someone they love could possibly be abusing them
- They may be fearful of retaliation by the abuser
- They may lack physical and/or cognitive ability to report abuse
- They may not want to get the abuser (who 90% of the time is a family member) in trouble
- They may feel guilty and believe that they are responsible for the abuser's behavior

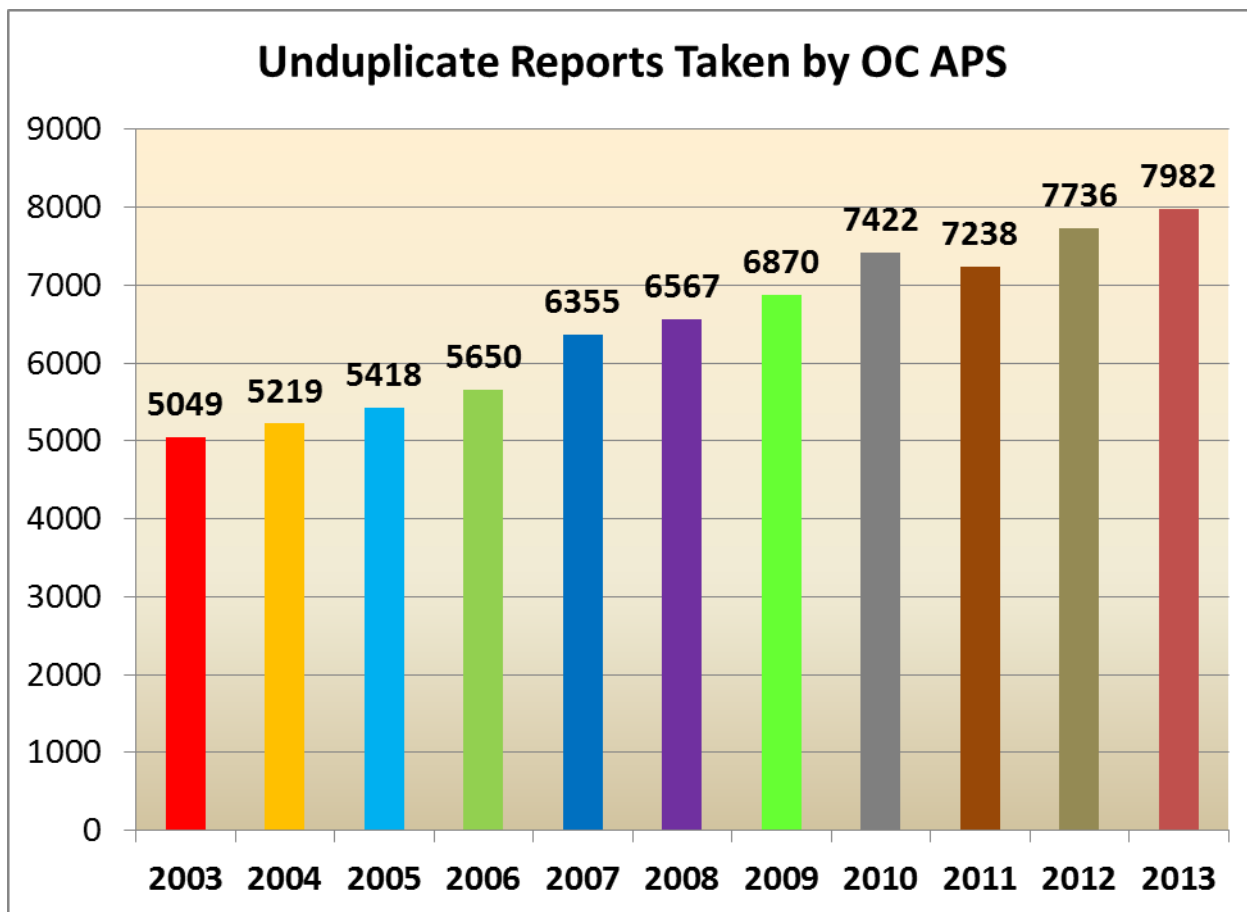


Orange County Adult Protective Services Fact Sheet 2013

The number of reports received by APS increased 58% from 2003 through 2013.

Reports to APS have continued to steadily increase with a 3% increase from 2012; 75% are reports on elders and 25% on dependent adults.

APS Hotline received 17,454 calls in 2013, an 11% increase from 2012 total calls in 2012.



Only
1 in 14

cases of
elder abuse
ever comes
to the
attention of
authorities.



*most elder abuse
goes unreported or
unnoticed.*

**You Must Report
Suspected Abuse**

**Orange County
Adult Protective Services
24-Hour Hotline
800-451-5155**

or

**Call 911
if it's an emergency**

Reporting Abuse

Who are mandated reporters?

Care Custodians [...] persons providing care [...]

Health Practitioners

Officers and Employees of Financial Institutions

As a mandated reporter, you must consider the following:

■ What must be reported

California law requires employees and volunteers who work with elders to report any Abuse the Consumer reports to you or any observed incident that reasonably appears to be physical abuse, abandonment, isolation, financial abuse, neglect or self-neglect of the Consumer

■ When to report

Report the known or suspected incident of abuse by telephone **immediately** to the Orange County Adult Protective Services (APS) 24 hour hotline at **800/451-5155**

The names of reporting parties are confidential and will not be revealed to the victim, their family, or the alleged abuser

Reporting Abuse

- **Benefits of reporting abuse**

The elder or dependent adult will be given options to keep her/him safe from harm

- **If abuse is not reported**

Any mandated reporter who willfully fails to report abuse of an elder or dependent adult, where the abuse results in death or great bodily injury to the victim, may be punished by up to one year in the county jail, and a fine of up to \$5,000.00, or both imprisonment and fine

[W&I code 15630 (h)]

Do not refuse to report abuse because you feel it's none of your business or because you believe it's a family matter – if you suspect or witness abuse, IT IS YOUR BUSINESS !

Note: You must report to APS even if you have already notified your Registry Training Specialist (RTS). Your RTS will also file a report.

Reporting Abuse



Information needed when reporting abuse

- Name, address, telephone number of the elder or dependent adult
 - Their location, if different from their mailing address
- Your name, address, telephone number, place of employment
- Detailed information about the incident(s)/observations, including date, time, place
- Type of abuse: financial, physical, emotional, neglect, self-neglect, etc.
- Information about the *suspected* abuser: name, phone #, address, physical description, relationship to the client
- Name of the person responsible for the person's care
- Name of other individuals who may have knowledge of the abuse
- Any potential danger the APS worker may encounter if and when the elder or dependent adult is visited
 - Abuser, pets, weapons, communicable disease, etc.

Reporting Abuse



“Never, never be afraid to do what’s right, especially if the well-being of a person or animal is at stake. Society’s punishments are small compared to the wounds we inflict on our soul when we look the other way.”

Dr. Martin Luther King Jr.

What would keep you from making a report?

- Fear?
- Intimidation?
- Language Barrier?
- Time?

Resources



Administration On Aging

www.aoa.gov

Centers for Disease Control and Prevention

www.cdcc.gov

National Center on Elder Abuse – Administration On Aging

www.ncea.aoa.gov

Orange County Adult Protective Services

<http://ssa.ocgov.com/abuse/elder>

Senior Advocacy Services

<http://senioradvocacyservices.org/elder-abuse-and-dependant-adult-abuse-what-it>



Thank you for attending

Any Questions ?