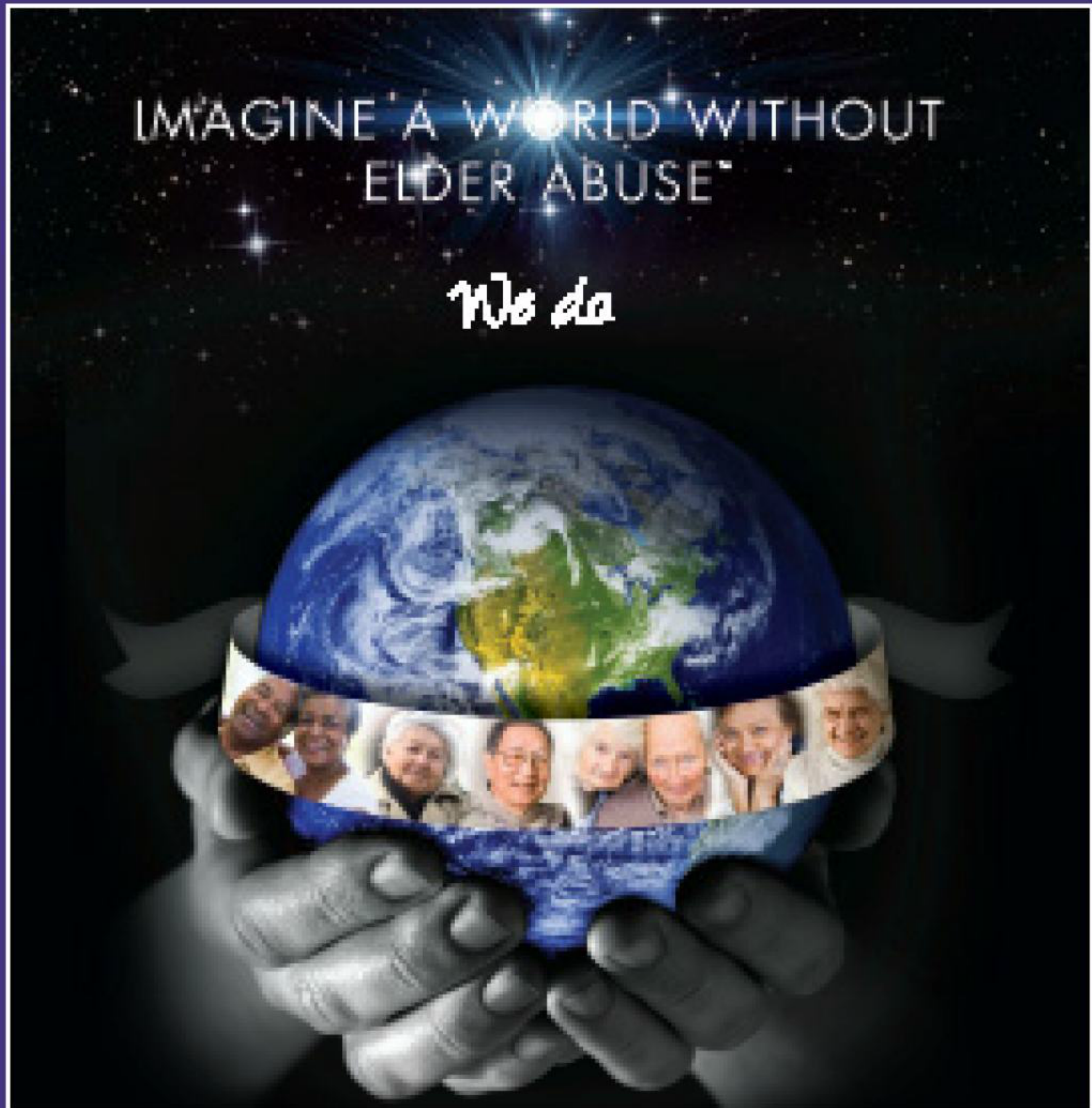


# Elder Justice & Advocacy



## Elder Abuse Protection Toolkit



# Resources

## Questions to Ask

## The Red Flags

## Get the Facts

Elder abuse can occur anywhere. It can occur in a person's home and in Long Term Care Residential facilities. Elder abuse affects elders of all socio-economic groups, cultures, and races. Data shows that elders are most often abused by family members or a person in a position of trust. Most victims know their abuser. Elders who have the highest risk of abuse are women, "older elders", and individuals with dementia. During the 2013 legislative session, the Alabama Legislature passed an elder abuse bill that strengthened the penalties for elder abuse, neglect and financial exploitation. The bill was signed into law in 2013 as Act #2013-307, the Protecting Alabama's Elders Act. Below are definitions from the Act and other relevant Code of Alabama sections.

### Definitions

#### Emotional Abuse

The intentional or reckless infliction of emotional or mental anguish or the use of a physical or chemical restraint, medication, or isolation as punishment or as a substitute for treatment or care of any elderly person.

#### Financial Exploitation

The use of deception, intimidation, undue influence, force, or threat of force to obtain or exert unauthorized control over an elderly person's property with the intent to deprive the elderly person of his or her property or the breach of a fiduciary duty to an elderly person by the person's guardian, conservator, or agent under a power of attorney which results in an unauthorized appropriation, sale, or transfer of the elderly person's property.

### **TO REPORT ELDER ABUSE**

**Alabama Department of Human Resources Adult Protective Services**

**Adult Abuse Hotline**

**1-800-458-7214**

**[aps@dhr.alabama.gov](mailto:aps@dhr.alabama.gov)**

# Power of Attorney

## Financial Scam Quiz

### Know the Four

Elders are the #1 target for financial scams. Scam operators use four primary methods to target elders - the mail, the telephone, in-person, and the Internet. Scam operators use high-pressure sale pitches, scare tactics, and false claims to deceive you and take your money.

- 1. THROUGH THE MAIL** – Sweepstakes/International Lotteries, Fake Checks
  - Letters that say you have won millions. The fake company may even send you a check to cover the taxes and fees.
  - You must Western Union the money to an international address.
  - Don't do it! This is a scam and it is illegal for U.S. residents to participate in any type of foreign lottery or sweepstakes.
- 2. OVER THE TELEPHONE** – Telemarketing is big business. Most telemarketers are legitimate. But remember, their primary goal is to make a sale. Beware of people who call you on the telephone and:
  - Will not send information to you in the mail.
  - Insist you must make a decision that day.
  - Try to obtain your personal information.
  - Use high-pressured sales pitches and scare tactics.
  - Do not encourage you to share information with someone you trust.
- 3. IN PERSON** – Elders are twice as likely to fall for a scam in person. Be very careful who you let into your home. The



**STOP  
Elder  
Abuse**

### **ADDITIONAL REPORTING**

#### **Alabama Department of Public Health**

**ABUSE IN A NURSING HOME: 1-800-356-9596**  
**ABUSE IN AN ASSISTED LIVING: 1-866-873-0366**

#### **Alabama Attorney General's Office Consumer Protection**

**SCAMS: 1-800-392-5658**



# Get the Facts

Elder abuse can occur anywhere. It can occur in a person's home and in Long Term Care Residential facilities. Elder abuse affects elders of all socio-economic groups, cultures, and races. Data shows that elders are most often abused by family members or a person in a position of trust. Most victims know their abuser. Elders who have the highest risk of abuse are women, "older elders", and individuals with dementia. During the 2013 legislative session, the Alabama Legislature passed an elder abuse bill that strengthened the penalties for elder abuse, neglect and financial exploitation. The bill was signed into law in 2013 as Act #2013-307, the Protecting Alabama's Elders Act. Below are definitions from the Act and other relevant Code of Alabama sections.

## Definitions

<a href="#">Emotional Abuse</a>	The intentional or reckless infliction of emotional or mental anguish or the use of a physical or chemical restraint, medication, or isolation as punishment or as a substitute for treatment or care of any elderly person.
<a href="#">Financial Exploitation</a>	The use of deception, intimidation, undue influence, force, or threat of force to obtain or exert unauthorized control over an elderly person's property with the intent to deprive the elderly person of his or her property or the breach of a fiduciary duty to an elderly person by the person's guardian, conservator, or agent under a power of attorney which results in an unauthorized appropriation, sale, or transfer of the elderly person's property.
<a href="#">Neglect</a>	The failure of a caregiver to provide food, shelter, clothing, medical services, medication, or health care for an elderly person.
<a href="#">Physical Abuse</a>	The intentional use of physical pain, injury, or the willful deprivation by a caregiver or other person of services necessary to maintain mental and physical health. Examples: assault involving physical injury or serious physical injury which may be evident by hitting, striking, cutting, burning, pushing or shoving, excessively restraining, and physical punishment.
<a href="#">Sexual Offenses</a>	Any conduct that is a crime as defined in Sections 13A-6-60 to 13A-6-70, inclusive. (Which may include rape, sodomy, or sexual abuse by forcible compulsion or incapacity of the victim.)

*Please see back side for definitions from Alabama's Adult Protective Services Act of 1976.*

# Get the Facts (cont'd)

## Definitions from the Alabama Adult Protective Services Act of 1976

<u>Abuse</u>	The infliction of physical pain, injury, or the willful deprivation by a caregiver or other person of services necessary to maintain mental and physical health.
<u>Emotional Abuse</u>	The willful or reckless infliction of emotional or mental anguish or the use of a physical or chemical restraint, medication, or isolation as punishment or as a substitute for treatment or care of any protected person.
<u>Exploitation</u>	The expenditure, diminution, or use of the property, assets, or resources of a protected person without the express voluntary consent of that person or his or her legally authorized representative.
<u>Neglect</u>	The failure of a caregiver to provide food, shelter, clothing, medical services, or health care for the person unable to care for himself or herself; or the failure of the person to provide these basic needs for himself or herself when the failure is a result of the person's mental or physical inability.
<u>Sexual Abuse</u>	Any conduct that is a crime as defined in Sections 13A-6-60 to 13A-6-70, inclusive. (Which may include rape, sodomy, or sexual abuse by forcible compulsion or incapacity of the victim or indecent exposure.)

### Additional Information:

Other acts of abuse or exploitation may come within other provisions of law, such as: sexually explicit photographing, theft by deception, forgery of documents, sexual servitude, etc.



# The Red Flags

## Emotional Abuse

- 🚩 Unexplained or uncharacteristic changes in behavior, such as withdrawal from normal activities, unexplained changes in alertness
- 🚩 Social isolation
- 🚩 Caregiver is verbally aggressive or demeaning, controlling, overly concerned about spending money, or uncaring

## Exploitation

- 🚩 Lack of amenities person can afford
- 🚩 Elder giving excessive financial reimbursement/gifts for needed care and companionship
- 🚩 Caregiver has control of elder's finances but fails to provide for elder's needs
- 🚩 Elder has signed property transfers (Power of Attorney, new will, etc.) but is unable to comprehend the transaction or what it means.

## Neglect

- 🚩 Lack of basic hygiene, adequate food, or clean and appropriate clothing
- 🚩 Lack of medical aids (glasses, walker, dentures, hearing aid, medications)
- 🚩 Person with dementia left unsupervised
- 🚩 Person confined to a bed left without care
- 🚩 Home cluttered, filthy, in state of disrepair, or fire and safety hazards
- 🚩 Home without adequate facilities (stove, refrigerator, heating, cooling, working plumbing, and electricity)
- 🚩 Untreated pressure "bed" sores (pressure ulcers)

## Physical/Sexual Abuse

- 🚩 Unexplained fractures, bruises, welts, cuts, sores, burns, torn or bloody undergarments



# Questions to Ask

Elder abuse is any form of mistreatment that results in harm or loss to an older person. Elder abuse can happen to anyone. It is important to learn how to identify elder abuse and report it. Ask yourself these important questions to identify if you or someone you know is a victim of abuse.

## Emotional Abuse

Is someone physically restraining or overmedicating you or another elder as punishment or as a substitute for treatment or care?

YES  NO

Is someone causing you or another elder emotional distress by name-calling, threats or insults?

YES  NO

Is someone giving you the “the silent treatment” by ignoring your comments and opinions or discussing you and your care as though you are not present?

YES  NO

Is someone isolating you or another elder from family, friends, or regular activities?

YES  NO

## Financial Exploitation

Has your money or that of another elder been taken or used inappropriately without appropriate consent?

YES  NO

Have you or another elder signed a power of attorney, will, or other legal document that you think is not in your or the other elder’s best interest?

YES  NO

Has your money been used to make purchases without your consent?

YES  NO

Have you noticed checks, jewelry or other valuables missing from your possession?

YES  NO

Have you noticed unusual activity in your bank account(s) that you did not authorize?

YES  NO

**(More questions on back)**

# Questions to Ask (cont'd)

## Neglect

Do you or another elder routinely lack enough food to eat and liquids to drink?

YES  NO

Do you believe the place you or another elder lives in unsafe or unsanitary?

YES  NO

Are you or another elder left in soiled clothing for long periods of time?

YES  NO

Do you or another elder have untreated medical conditions or injuries?

YES  NO

Is your caregiver failing to provide you or another elder with food, clothing, medicine, medical care, or other needs?

YES  NO

Have you or another elder been left alone for long periods of time without needed supervision, treatment, or care?

YES  NO

## Physical Abuse

Has your caregiver or another elder withheld services needed for your mental or physical health?

YES  NO

Have you or another elder been hit, slapped, kicked, or physically harmed?

YES  NO

## Sexual Abuse

Has anyone touched you or another elder in a sexual or inappropriate way without your permission?

YES  NO

**To report elder abuse, call 1-800-458-7214. The hotline is available 24 hours, 7 days a week. The hotline is operated by the Department of Human Resources (DHR) Adult Protective Services Division. You may leave a message during high volume call times or after normal business hours. You can report elder abuse anonymously. If you have an emergency, call 911 or your local law enforcement agency.**

**If you feel that you are being abused or neglected but are scared to report it, ask to see someone you trust. Tell them what's going on and they can report it. You have a right to be protected and free from abuse, neglect and exploitation.**





# Resources

## [Area Agency on Aging](#)

Toll Free 1-800-243-5463

Serves as the focal point on aging to coordinate public and private resources to help foster the independence and enhance the quality of life for seniors.

[www.alabamaageline.gov](http://www.alabamaageline.gov)

## [Alabama Disability Advocacy Program \(ADAP\)](#)

Toll Free 1-800-826-1675

Provides quality, legally based advocacy services to Alabamians with disabilities in order to protect, promote and expand their rights.

[www.adap.net](http://www.adap.net)

## [Attorney General's Office - Consumer Protection Victim Assistance](#)

Toll Free 1-800-392-5658

Serves as legal counsel to Alabama's state agencies, departments, and officers.

Toll Free 1-800-626-7676

[www.ago.state.al.us](http://www.ago.state.al.us)

## [Alabama Better Business Bureau](#)

Toll Free 1-800-824-5274

Offers a variety of consumer services, including consumer education materials; business reports; mediation and arbitration services; information about charities and organizations that are seeking public donations.

[www.bbb.org](http://www.bbb.org)

## [Alabama Department of Human Resources \(Adult Abuse Hotline\)](#)

Toll Free 1-800-458-7214

Protects elderly and disabled adults from abuse, neglect, and exploitation and prevents unnecessary institutionalization.

[www.dhr.alabama.gov](http://www.dhr.alabama.gov)

## [Alabama Department of Insurance](#)

334-269-3550

Regulates the insurance industry, providing consumer protection, promoting market stability, and enforcing fire safety standards and laws.

[www.aldoi.gov](http://www.aldoi.gov)

## [Alabama Department of Public Health Nursing Home Complaint](#)

Toll Free 1-800-356-9596

### [Assisted Living Complaint](#)

Toll Free 1-866-873-0366

Provides caring, high quality, and professional services for the improvement and protection of the public's health.

[www.adph.org](http://www.adph.org)

## [Alabama Department of Mental Health](#)

Toll Free 1-800-367-0955

Serves Alabamians with intellectual disabilities, mental illnesses, and substance use disorders.

[www.mh.alabama.gov](http://www.mh.alabama.gov)

## [Alabama District Attorneys Association \(ADAA\)](#)

[www.AlabamaProsecutor.com](http://www.AlabamaProsecutor.com)

This resource provides a link to your local District Attorney's office where you will find their detailed contact information, as well as a list of victim services and resources. Click the link entitled 'DA Listing'.

## [Alabama Securities Commission](#)

Toll Free 1-800-222-1253

Provides for licensing and regulation of securities broker-dealers, agents, investment advisers, investment adviser representatives, and financial planners.

[www.asc.state.al.us](http://www.asc.state.al.us)

## [Alabama Suicide Prevention Hotline](#)

Toll Free 1-800-273-8255

Provides confidential suicide prevention to anyone in suicidal crisis or emotional distress.

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

**(More resources on back)**

# Resources (cont'd)

## [U.S. Federal Trade Commission \(FTC\)](#)

Provides consumer protection related to abusive lending, truth in lending, credit cards, identity theft, franchises, businesses, telemarketing, funerals, and cemeteries.

[www.ftc.gov](http://www.ftc.gov)

1-877-FTC-HELP  
Toll Free 1-877-382-4357

## [“Do Not Call” Registry](#)

Register phone numbers to reduce telemarketing.

[www.donotcall.gov](http://www.donotcall.gov)

Toll Free 1-888-382-1222  
TTY 1-866-290-4236

## [U.S. Postal Service \(USPS\) Inspector General](#)

Investigates identity theft involving the U.S. mail: if mail was stolen, mailing address was fraudulently changed, or mail was used in an identity theft scheme.

[www.usps.gov](http://www.usps.gov)

Toll Free 1-800-654-8896

## [National Center on Elder Abuse \(NCEA\) Eldercare Locator Service](#)

Provides information and links to services on crimes against the elderly, including financial exploitation.

[www.elderabusecenter.org](http://www.elderabusecenter.org) OR [www.eldercare.gov](http://www.eldercare.gov)

(800) 677-1116

## [National Center for Victims of Crime](#)

Provides national advocacy for victims of all crimes.

[www.ncvc.org](http://www.ncvc.org)

Toll Free 1-800-394-2255

## [National Foundation for Credit Counseling](#)

Assists with credit problems and creditors.

[www.nfcc.org](http://www.nfcc.org)

Toll Free 1-800-388-2227

## [Senior Legal Assistance Program](#)

Provides a statewide system of legal professionals who provide services for older adults when personal legal problems.

[www.alabamaageline.gov](http://www.alabamaageline.gov)

Toll Free 1-800-243-5463

## [Legal Services Alabama](#)

Statewide, non-profit organization that provides free legal aid and assistance to educate and empower Alabama's low-income population.

[www.legalservicesalabama.org](http://www.legalservicesalabama.org)

Toll Free 1-866-456-4995  
1-334-262-8326

## [Housing and Urban Development \(HUD\)](#)

Provides strong, sustainable, inclusive communities and quality, affordable homes for all Americans

[www.hud.gov](http://www.hud.gov)

Toll Free 1-800-225-5342  
TTY 1-800-877-8339

## [Alabama Department of Senior Services \(ADSS\)](#)

Provides a wide array of services and programs to seniors and persons with a disability of any age.

[www.AlabamaAgeline.gov](http://www.AlabamaAgeline.gov)

Toll Free 1-877-425-2243