



REPORTING ABUSE, NEGLECT AND EXPLOITATION

Required Annually

Illinois Training

Why are we doing this training?

- NEMT services are provided to populations that may be particularly vulnerable
 - Seniors and persons with disabilities are disproportionately affected
- Individuals may be abused by family members service providers, care assistants or even friends, which makes detection difficult.
- Your eyes and ears can provide a separate perspective to help detect and prevent abuse, neglect and exploitation.
- You are required to report any known or suspected abuse, neglect or exploitation.
- This training will increase your awareness of the potential signs and give you a guide for reporting your suspicions.

**We all have a
responsibility to
protect those who
cannot protect
themselves.**



Abuse



Definition

- **Abuse** is any willful or threatened act by anyone which causes or is likely to cause significant impairment to someone's physical, mental or emotional health.
- Abuse includes acts and omissions.



Examples of Physical Abuse

- Rough physical handling, sudden movements or gestures to an individual
- Pushing, pulling, hitting, pinching, slapping or shoving
- Improperly physically restraining
- Over medicating an individual

Types of Abuse

→ Physical Abuse

- Non-accidental use of force that results in bodily injury, pain or impairment

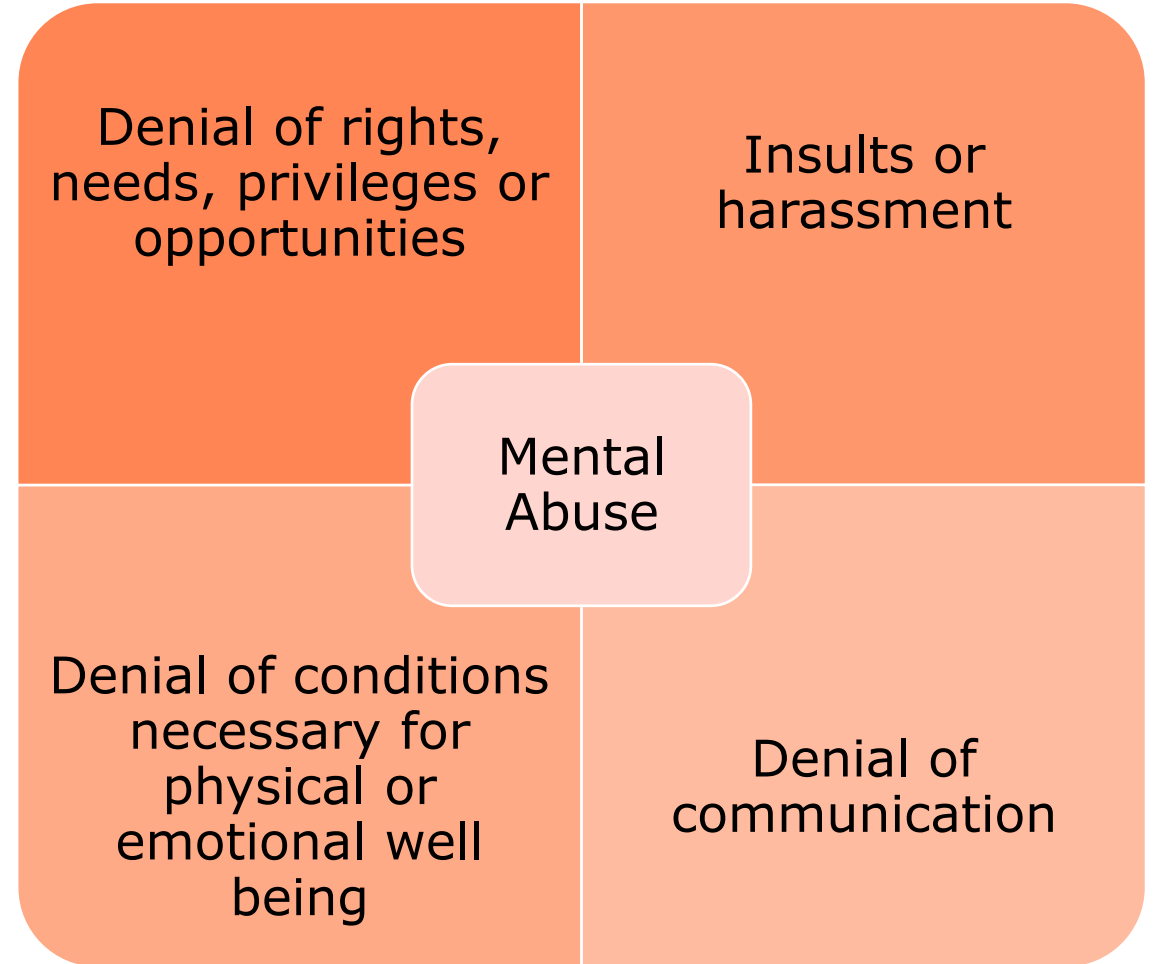
→ Sexual Abuse

- Unwanted touching, fondling, sexual threats, sexually inappropriate remarks, or any other sexual activity with a person who is unable to understand, unwilling to consent, threatened, or physically forced to engaged in any sexual activity

→ Emotional Abuse

- Threats of maltreatment, verbal assaults, harassment, or intimidation
- Includes verbal assault but may be nonverbal as well

Examples of Potential Mental Abuse



Neglect Defined

Neglect can be **PASSIVE** or **INTENTIONAL**

- Failure to provide or willfully withhold necessities of life, such as
 - Food
 - Shelter
 - Clothing
 - Medical Care
- Neglect May Be Caused By
 - Failure to understand needs
 - Lack of awareness of services to help
 - Lack of capacity to provide care
- **Egregious Neglect** – Gross failure to adequately provide for, or calloused indifference to, the health, safety, or medical needs of an individual, and results in an individual's death or other serious deterioration of an individual's physical or mental condition.



Examples of Neglect

Failure to attend to health and personal care responsibilities.

- Washing
- Dressing
- Bodily Functions

Failure to provide sanitary or clean living conditions

- Dirt, fleas or lice on person
- Soiled bedding
- Fecal/Urine smell

Failure to provide safe living conditions

- No heat
- No running water

Confinement

Confinement is retaining or isolating, without legal authority, an individual.

- Confinement does not include restraint or isolation for medical reasons as ordered by a primary care physician

- Examples of confinement
 - Being unattended for long periods or having physical movement unduly restricted
 - Locked or secluded to a room
 - Tied to furniture or bathroom fixture



Willful Deprivation

- Willfully denying medications, medical care, food, shelter therapeutic devices when individual's requires assistance due to age, health or disability.
- Denial exposes person to risk of physical, mental or emotional harm
- Does NOT include situations where individual has capacity to understand the consequences and has expressed an intent to forego the medical care or treatment.

Examples

- Denying food or water causing malnutrition or dehydration
- Allowing untreated medical conditions to exist
- Not providing necessary medications at prescribed times
- Denying physical assistance or medical devices necessary to avoid the increase of physical harm

Self Neglect

An adult's inability to perform essential self-care tasks.

→ How does this happen?

- May be due to physical or mental ability
- May be due to diminished capacity
- Person may not be aware they are performing self-neglect.

→ Examples

- Adult unable to shop, prepare or secure essential food
- Adult unable to recognize need for medical care
- Adult unable to bath, dress or groom themselves



Watch for Warning Signs

More Warning Signs

- Hesitates to talk openly
- Uses power and control over others (belittling or threats)
- Strained or tense relationships with caregiver or family
- Unusual weight loss
- Pressure ulcers or marks
- Bruises
- Poor hygiene



Listen and Be Aware

- Be especially aware of dramatic changes in behavior or personality

- Abused individuals may start to display these behaviors in response to abuse
 - Social individual becomes fearful or withdrawn
 - Calm and open individual shows aggression, anger, agitation or anxiety
 - Usually smiling individual shows signs of depression

- Individual isn't dressed appropriately for the weather

- Individual appears undernourished

- Individual may mention that they have been harmed or are worried about being harmed

Exploitation - Financial

- More than 50% of all reports to Adult Protective Services involve Financial Exploitation

- **Financial Exploitation**
 - Individual's resources are misused, or withheld, by another to the disadvantage of the individual
 - Include situations that result in profit or advantage of the individual misusing or withholding the funds
 - Resources are not limited to money

Examples of Financial Exploitation



Taking money from an individual without permission

Writing checks without authority

Financial Exploitation

Taking food or other items that belong to another individual

Coercing an individual to trade for something he/she does not want

You **MUST** Report Suspicions

It's the law. Report **IMMEDIATELY!**

- Notify the Investigative Agency
- If you are unsure whether individual is being mistreated, we encourage you to voluntarily report the situation.

**If member is at a risk of serious
harm or injury
CALL 911 IMMEDIATELY**



Investigating Agencies

Elder Abuse

Adult Protective Services

1-866-800-1409 (Voice)

1-888-206-1327 (TTY)

Minors

Department of Children and Family Services

1-800-252-2873 (Voice)

1-800-358-5117 (TTY)

Developmental Disabled

Adult Protective Services

Includes mental illness

1-866-800-1409

Domestic Violence

National Domestic Violence Hotline

1-800-799-7233 (SAFE)

You may also contact law enforcement.

Critical Incidents – Identifying and Reporting

A Critical Incident is...

- Any incident involving Abuse, Neglect and/or Exploitation
- Any incident that potentially places an individual at risk or the services at risk, even if it doesn't rise to the level of Abuse, Neglect or Exploitation

Examples of NEMT Critical Incidents

- Slips or falls while transporting
- Any motor vehicle accident
- Physical altercation between passengers
- Medical episode during transport

Report Critical Incidents Immediately!

1. Call Transdev to let us know there was an incident.
2. Complete an Incident Report.
3. Submit Incident Reports to Transdev within 24 hours.

Final Review

What you've learned:

- You know the different types of abuse, neglect and exploitation
- You know to be on the lookout for the warning signs of abuse, neglect and exploitation
- You know how and where to report your suspicions
- Report Critical Incidents Immediately to First Transit
- You know the importance of your voice in detecting and preventing abuse, neglect and exploitation