



**REPORTING,
RECOGNITION,
AND PREVENTION OF
ABUSE & NEGLECT
(Adults & Children)**

MANDATORY REPORTING

- **Legislation requiring reporting of abuse and neglect:**
 - Act 12 of 1997 Older Adults Protective Services Act, Act 13 of 1997 Mandatory Abuse Reporting
 - Act 70 of 2011 Adult Protective Services Law
 - To comply with 55 Pa. Codes §52.16(a) and §52.17(b)
- **Process:**
 - Report any suspected abuse and neglect to your immediate supervisor who will notify the Director of Operations.
- **What to report:**
 - Details: who, what, when, what was said, what you saw, under what circumstances, etc.
- **What happens:**
 - Director of Operations follows-up with law enforcement and protective services to initiate an investigation

ABUSE AND NEGLECT DEFINITIONS

- **Abuse**: Intentional, non-therapeutic infliction of pain, injury, or any persistent course of conduct intended to produce mental or emotional distress.
- **Neglect**: Failure of caregiver to supply client with necessary food, clothing, shelter, health care or supervision.
- **Caregiver**: Individual or provider responsible for all or some of the care voluntarily or by agreement (relative, friend, or agency employee).
- **Mistreatment**: Treating someone or something roughly, wrongly or badly.
- **Exploitation**: Intimidating or deceiving victim in way that deprives them of money, assets, or property—for benefit of someone other than the victim.

REPORTING ABUSE OR NEGLECT

- **Report:**

- ✓ **Verbal or written statement of abuse or neglect. Includes:**

- What happened
 - To whom it happened
 - When it happened
 - Where it happened
 - Who was the abuser or one responsible for the neglect

- ✓ **Information provided to local welfare agency, police department, county sheriff or licensing agency.**



ELDER ABUSE AND NEGLECT

KEY STATISTICS ON ELDER ABUSE

- Annual statistics show close to 1 in 10 Americans age 60+ (some estimates range as high as 5 million annually) experience some form of elder abuse.
- One study estimates that only 1 in 14 cases of abuse are reported to authorities.
- Abused elders have a 300% higher risk of death than those who haven't been mistreated.
- Knowing and being able to recognize signs of abuse or neglect enables you to protect your client and prevent further harm.

THOSE AT RISK FOR ELDER ABUSE

- **Both sexes equally at risk, primarily those:**
 - ✓ whose illness or dementia is intensified
 - ✓ who live alone with little social support
 - ✓ who are mentally or physically disabled
 - ✓ who were an abusive spouse or parent
 - ✓ who had been verbally/physically abusive.
- **Abusers are both men and women, family members, or caregivers in institutions.**
 - close to 60% are family members
 - two-thirds are adult children or spouses

THE ABUSER—WHO AND WHY?

- Can be any sex, age, race, or socio-economic status.
- Family stressed by caregiving role.
- Spouses—responsible for more than half the reported cases of elder abuse.
- Those with a long history of domestic violence.
- Adult children who may have been mistreated as youngsters by the parent.

CAUSES FOR CAREGIVER ABUSE

- Inability to deal with stress
- Depressed/feeling trapped by caregiver role
- Real or perceived lack of support from other family members
- Caregiver “burnout” making them lash out
- Drug or alcohol abuse
- Financial dependence on client

WARNING SIGNS OF ABUSE

- Unusual or unexplained injuries (cuts, bruises, burns)
- Poor grooming
- Pressure sores or bedsores
- Restricted movement (tied to furniture or locked in room)
- Unexplained weight loss
- Fearful of caregiver
- Withdrawn or change in behavior

FORMS OF ABUSE

- **Elder abuse can be:**

- ✓ **Physical**
- ✓ **Neglect**
- ✓ **Emotional**
- ✓ **Financial**
- ✓ **Sexual**

SIGNS OF PHYSICAL ABUSE

- Bruises, welts, burns, new scars
- Broken bones, sprains, dislocations
- Over- or under-medication
- Broken eyeglasses or frames
- Signs of restraint marks on wrists
- Family member/Caregiver hesitant to leave you alone with client

EVIDENCE OF NEGLECT

- Unusual weight loss, malnutrition, dehydration
- Untreated physical problems such as bedsores
- Unsanitary living conditions—bugs, dirt, soiled linens and clothes
- Inadequate clothing or coverings for weather
- Unsafe living conditions—faulty electrical wiring, insufficient heat or running water, other fire hazards
- Leaving eyeglasses out of reach

SELF-NEGLECT

- **When elderly client threatens his/her own safety or health:**
 - ✓ Refusing needed food, water, clothing, or medication.
 - ✓ Insisting on living alone when it's obviously unsafe for their well-being.

EVIDENCE OF EMOTIONAL ABUSE

- Threatening, insulting or calling client names.
- Making fun of client.
- Ignoring client and subjecting them to “the silent treatment”.
- Mocking client or their values.

SIGNS OF SEXUAL ABUSE

- Bruises around breasts or genitalia
- Unexplained venereal disease, genital infections or penile discharge
- Roughness when bathing client's private body parts
- Unexplained vaginal or anal bleeding
- Torn, stained or bloody underclothing

FINANCIAL/ECONOMIC ABUSE

- Stealing cash or misusing elder's money.
- Refusing to give person their money when they request it.
- Cashing an elderly person's check without permission.
- Stealing clothes, jewelry, or anything the person owns.
- Forcing an elderly person to sell their home.

WAYS TO PREVENT ABUSE

- ✓ Know your client and caregiver(s).
- ✓ Be aware of their surroundings.
- ✓ Listen to them.
- ✓ Report if you believe an abusive act has caused fear or imminent harm.
- ✓ Report if you suspect client has been sexually or physically assaulted.
- ✓ Intervene immediately if client has been harmed or is incapable of self-care.

WHAT IS YOUR ROLE?

- **As mandatory reporter, report within 24 hrs. if you...**
 - Actually see an incident you suspect is abuse or neglect
 - See signs suggesting abuse or neglect may have happened
- **Just give the facts**
 - Don't determine that abuse/neglect occurred
 - Say *"I've noticed these signs"* or *"As evidenced by"...*
- **Verbal/written statement of abuse or neglect stating:**
 - What has happened
 - To whom it happened
 - When it happened
 - Where it happened
 - Who did the abusing or was responsible for the neglect

LEGAL RESPONSIBILITY

- Staff who suspect or have knowledge of abuse or neglect are legally mandated to report it.
- Staff who intentionally fail to report suspected abuse or neglect are guilty of a misdemeanor and liable for damages.
- Those who willingly make false abuse or neglect reports are liable for damages from civil actions brought by those falsely accused.
- Staff reporting abuse or neglect in good faith are immune from criminal or civil liability.

ROLE OF DIRECTOR OF OPERATIONS

- In accordance with Pennsylvania state law, the Director of Operations will immediately submit a verbal report of suspected abuse or neglect to the proper Pennsylvania Mandatory Reporting Agencies.
 - **PA Department of Aging ... 1-717-783-1550**
 - **Office of State Ombudsman ... 717-783-7247**
 - **Area Agency on Aging/Older Adult Protective Services by county**
 - **Police or Local Law Enforcement Agency**



CHILD ABUSE AND NEGLECT

CHILD ABUSE AND NEGLECT

Abuse

- Physical, sexual or emotional harm or risk of harm to a child under age 18 caused by a parent or other person acting as a caregiver for the child.

Neglect

- When parent or caregiver fails to provide a child with proper supervision or adequate food, clothing, shelter, education or medical care when financially able/assisted to do so.

KEY LEGISLATION AFFECTING CHILD ABUSE

- ACT 13 of 1997, Mandatory Abuse Reporting
- Pennsylvania Child Protective Service Law, Title 23 PA CSA Chapter 63
- It's against Pennsylvania law to fail to report suspected child abuse or neglect.
- Any person who knowingly fails to report suspected abuse or neglect according to the law or to comply with provisions of the law, can be charged under disorderly conduct.

PHYSICAL ABUSE

✓ Observable Indicators:

- Unexplained or questionable bruises, welts, lacerations, abrasions, burns or fractures—new or healing—and all reflecting the imprint of the item used to inflict the injury.

✓ Behavioral Indicators:

- Wary of adult contact; uncomfortable with physical contact; complains of soreness or moving uncomfortably; apprehensive when other children cry; extreme behaviors (aggressive, withdrawn, frightened of parents, afraid to go home)

NEGLECT

✓ **Observable Indicators:**

- Consistent hunger, poor hygiene, inappropriate dress; lack of supervision; frequent fatigue or listlessness; unattended medical needs; abandonment

✓ **Behavioral Indicators:**

- Begging, stealing food; noticeably poor hygiene; shunned by peers; clinging behavior; alcohol or drug abuse; delinquency; states having no caregiver

SEXUAL ABUSE

✓ **Observable Indicators:**

- Difficulty walking or sitting; torn, stained or bloody underwear; pain or itching in genital area; bruises or bleeding in external genitalia, vaginal or anal areas; venereal disease especially in pre-teens; inappropriate “child on child” sexual activity or touching

✓ **Behavioral Indicators:**

- Withdrawn, fantasy or infantile behavior; sexually explicit drawings; bizarre, sophisticated, or unusual sexual behavior or knowledge; highly sexualized play; unexplained fear of person or place; poor peer relationships; delinquency or runaway behavior

EMOTIONAL ABUSE

- ✓ **Conducted toward the child by a child's parent or caregiver, contributing to, causing or permitting:**
 - ✓ Significant and/or persistent emotional pain, harm or impairment
 - ✓ Significant vulnerability to or risk of such pain, harm or impairment
 - ✓ Significant exacerbation of a child's existing emotional pain or impairment

HOW / WHEN TO REPORT CHILD ABUSE AND NEGLECT

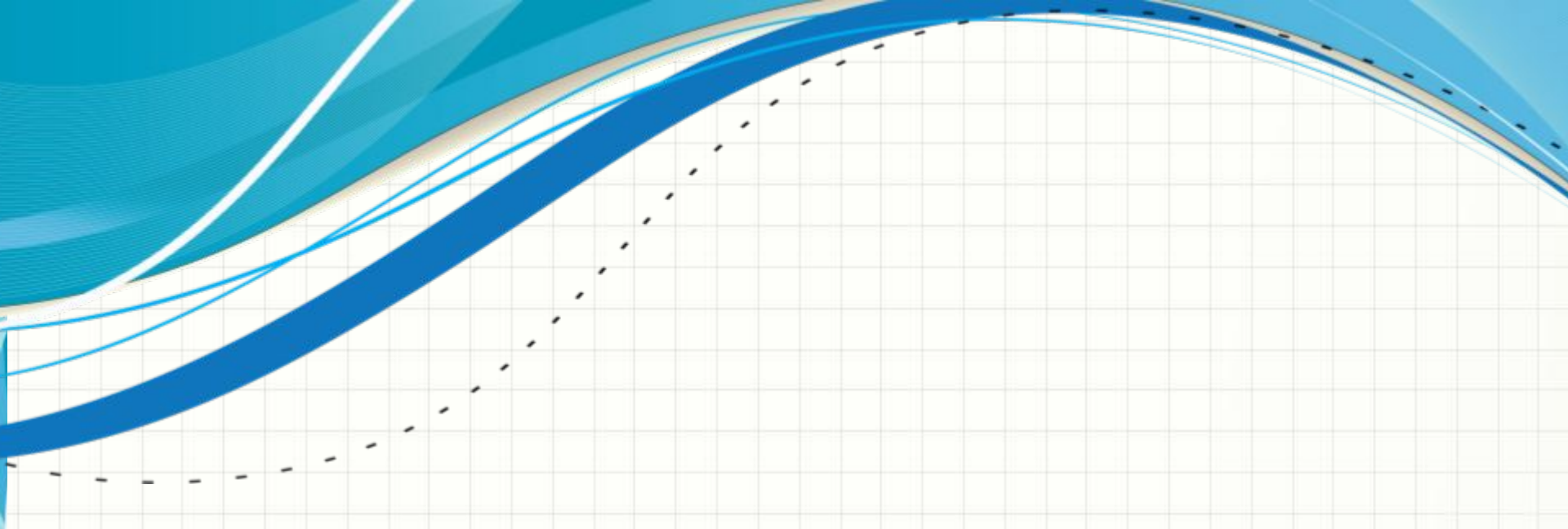
- Always report to your supervisor, Director of Operations first; they will report or help you report to the authorities.
- In Pennsylvania, any person having reasonable cause to believe a child has been subjected to abuse or acts of abuse, should immediately report this information to **ChildLine 1-800-932-0313/ TDD 1-866-872-1677.**
- Includes children in childcare centers, schools, foster homes and residential treatment centers.
- **If child is in immediate danger, call 911 as well as 1-800-932-0313.**
- Caller does not need proof to report an allegation of child abuse and can make report anonymously.

INFORMATION REQUESTED BY HOTLINE INTAKE SPECIALIST

- Trained ChildLine intake specialists will request the following to determine most appropriate course of action:
 - **Who:** Child and parent/caregiver's name, age and address; name of alleged perpetrator and relationship to child.
 - **What:** Type and frequency of alleged abuse/neglect; current or previous injuries to child; and what caused your concern.
 - **When:** When alleged abuse/neglect occurred and when you learned of it.
 - **Where:** Where incident occurred; where child is now; and whether alleged perpetrator has access to the child.
 - **How:** How urgent is need for intervention; and whether there's likelihood of imminent danger for the child.

DO CALLERS HAVE IMMUNITY FROM CIVIL OR CRIMINAL LIABILITY?

- Any person who, in good faith, makes a report of child abuse or neglect or testifies in a child abuse hearing resulting from such a report, is immune from any criminal or civil liability as a result of such action.
- Calls can be placed anonymously to hotline.



QUESTIONS?