



What is Elder Abuse?

Any action or lack of action that causes harm to an older person from someone where there is a relationship of trust. This typically involves family members or paid caregivers

Potential Indicators of Abuse

- Verbally aggressive behavior towards senior from family member or caregiving (shouting).
- Sudden change in paying for prescriptions (prescriptions unpaid, items for someone else added to bill, senior appears confused about bills).
- Sudden change in ordering medications (not filed or refilled in timely manner, lack of required health aids, multiple prescriptions from different sources, refusal of needed medications).
- Decline in seniors' appearance (appears dehydrated, malnourished, poor hygiene).
- Change in standard of living (unkempt or dirty clothing, inappropriate dress for climate).
- Rough handling of senior from family member or caregiver (senior is pushed, shoved, slapped; presence of bruises, abrasions or sores).

Risk Factors

- Evidence of physical and or cognitive frailty.
- Evidence of substance abuse/addictions in senior and/or caregiver.
- Evidence of mental health concerns in senior/caregiver.
- Senior is over age 75 and living alone in the community.
- Follow your company's policies and procedures regarding suspected client abuse.

ACTIONS

- Speak to senior privately, ensuring confidentiality.
- Ask senior what they would like to do and provide reassurance and support.
- Respect seniors wishes; if they do not want to talk about it - don't persist.
- Keep information pamphlets on hand regarding abuse and local resources.
- Follow your company's policies and procedures regarding suspected client abuse.

QUESTIONING TIPS

- Start with non-threatening questions: "I've noticed that there have been several changes with your medications recently." "Would you like some help with...?" "How is everything at home?"
- Keep questions simple and direct.
- Avoid putting down the abuser.
- Allow the senior time to respond. Refrain from jumping to conclusions before all the facts are known.

Where to Get Help

Call the **Seniors Safety Line (1-866-299-1011)** for information about help that is available in your community.

Call Senior Crime Stoppers: 1-888--222-TIPS (8477).
For a non-competent senior, call the police or the Office of the Public Guardian and Trustee: 1-800-366-0335

