

AGENCY

CONTACT

INFORMATION

Adult Protective Services

855-444-3911
mi.gov/mdhhs

24-hour crisis intervention for vulnerable adults

Attorney General Consumer Protection

877-765-9388
mi.gov/agcomplaints

Report consumer complaints (e.g. scams, identity theft)

Attorney General Financial Crimes

517-335-7560
mi.gov/elderabuse

Report if someone is taking money or assets from a vulnerable adult not in a licensed residential care facility

Attorney General Health Care Fraud

800-24-ABUSE
(800-242-2873)
mi.gov/elderabuse

Report financial or physical abuse or neglect of residents in licensed residential care facilities.

Attorney General Public Administration

517-335-4004
mi.gov/elderabuse

Concerns about a Public Administrator's handling of estate assets of individuals who die without a will or known heirs.

Counsel and Advocacy Law Line (CALL)

888-783-8190

Attorney-staffed telephone advice, brief service, and referrals for seniors (60+) and low income people.

Department of Insurance and Financial Services

877-999-6442
mi.gov/difs

Investigate consumer complaints against insurance, banking, credit union, mortgage and other financial products.

LARA Bureau of Community and Health Systems

Nursing Homes:
800-882-6006
Adult foster care/
Homes for the aged:
866-856-0126

Report abuse or neglect concerns in licensed facilities.

LARA Bureau of Professional Licensing

517-241-0199
mi.gov/lara

Report complaints and allegations against licensed care professionals (doctors, dentists, nurses, etc.)

Michigan Long Term Care Ombudsman

866-485-9393
mtcop@meji.org

Concerns about your rights, care, or services in a nursing home, home for aged or adult foster care.

The Power to Prevent Elder Abuse



is in
your
hands!

More than 73,000 older adults in Michigan are victims of elder abuse. They experience abuse, neglect and exploitation.

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ABUSE - Harm or threatened harm to an adult's health or welfare caused by another person.

NEGLECT - The inability or failure to provide adequate food, shelter, clothing, medical care, etc.

EXPLOITATION - The misuse of an adult's funds, property or personal dignity (e.g., humiliation, objectification, degradation, dehumanization) by another person.

WARNING SIGNS TO LOOK FOR

Neglect/Physical/Sexual Abuse

- Lack of basic hygiene, food, or clean and appropriate clothing
- Lack of medical aids (glasses, walker, teeth, hearing aid, medications)
- Person with dementia left unsupervised
- Person confined to bed is left without care
- Home without adequate facilities (stove, fridge, heat, air conditioning, plumbing, electric, etc.)
- Untreated pressure "bed" sores (pressure ulcers)
- Dehydration or unusual weight loss
- Unexplained injuries or sores
- Unsanitary living conditions
- Unattended medical needs or missed appointments
- Unexplained sexually transmitted diseases



Financial Abuse/Exploitation

- Unpaid bills (elder adult receives foreclosure warnings, electricity is shut off) and has adequate income to prevent these actions
- Caregiver has control of elder's money, but fails to provide for elder's needs
- Unusual changes in spending patterns (increases in ATM withdrawals, checks made out to cash or written out of order)
- Missing household items (cherished heirlooms, expensive tools, or other valuable items)
- Unexpected changes in wills or property deeds (property deeded/will changed to benefit "new friend")
- Purchase of large items the elder adult does not use (vehicles when the adult does not drive, timeshare purchases when adult is homebound)
- Vulnerable elder/adult "voluntarily" giving uncharacteristically excessive financial reimbursement/gifts for needed care and companionship

Psychological/Emotional Abuse

- Unexplained or uncharacteristic changes in behavior, such as withdrawal from normal activities, unexplained changes in alertness, not communicating as usual
- Changes in sleep patterns
- Caregiver isolates elder (doesn't let anyone into the home or speak to the elder)
- Caregiver is verbally aggressive or demeaning, controlling, overly concerned about spending money, or uncaring

WHAT IF I SUSPECT ABUSE?

Document & Report It

Take photographs and written notes on: what you observed, when you observed it, who was present, and any further information that may be of assistance. Immediately report incidents in licensed settings to the administrator, the director of nursing or charge nurse (in a nursing home), or director of resident care (in a home for the aged or adult foster care) of the facility. Immediately report applicable situations to Adult Protective Services; the State Police and/or the local police; Attorney General Health Care Fraud Division; Long Term Care Ombudsman; and the Department of Insurance and Financial Services.

Older persons can reduce the risk of elder abuse by making sure their financial, medical, legal, and other affairs are in order. They must also be empowered to recognize signs of elder abuse and, most importantly, speak out.



HOST A FREE WORKSHOP

Livingston County Catholic Charities Senior Services Department offers a free workshop for older adults, caregivers, volunteers, and professionals to help identify risk factors.

Contact Beth Newman, Senior Community Liaison at 517-545-5944 or beth@LivingstonCC.org.