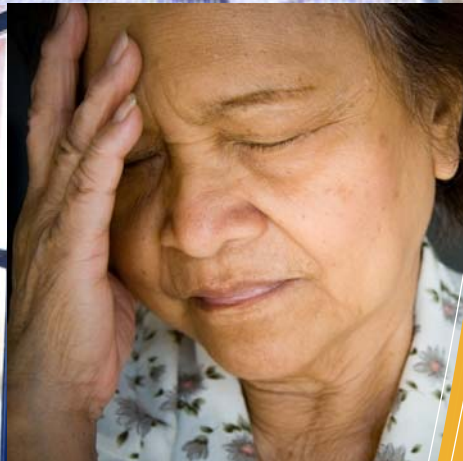


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YWCA San Gabriel Valley

PREVENTING ELDER ABUSE – A TOOLKIT



This project was funded in part by the YWCA Mid-Peninsula Donor Advised Fund, through the Women's Foundation of California

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The “Preventing Elder Abuse Toolkit” is intended to increase the public’s knowledge and awareness of elder abuse.

This awareness will enhance seniors’ quality of life by promoting safe home environments and care-giving relationships that will decrease the incidence of abuse.



ELDER ABUSE SCREENING TEST

This screening test can be used to identify people at risk of elder abuse and who may need help from Adult Protective Services.

1. Are you afraid of someone?
2. Is someone making you feel unsafe?
3. Do you feel lonely?
4. Have you been hurt by someone?
5. Are you being forced to do things you do not want to do?
6. Do you help someone financially?
7. Are you signing forms you do not understand?
8. Do you trust your family members or caregiver?

**If you suspect risk of abuse, please call
911 or the Elder Abuse Hotline at 1-877-477-3646.**



Recognizing Abuse ¹

California law states that abuse, neglect, or exploitation of an elder (person aged 65 or older) or dependent adult (person with a physical or mental health disability aged 18-64) is a crime. Adult Protective Service (APS) agencies in each county are assigned in investigating reports of abuse or self-neglect of any elderly person or dependent adult regardless of income. Suspected incidences of abuse or self-neglect can be made by any person by contacting your local police department or in LA County by contacting **1-877-477-3646**.

Who can become a victim? ¹

Abuse can happen to anyone, whether it is a man or woman, rich or poor, healthy or ill, and to all cultural or ethnic groups. Although elderly persons who are dependent in assistance with activities of daily living are most likely to be abused, healthy and active seniors can also become victims of abuse.

Who is an abuser? ²

Abusers are often trusted family members, caregivers, or friends. Although the person caring for the elderly person may have the best of intentions in providing care, factors such as stress, personal issues, financial problems, or substance abuse can lead to abusive behavior. Caregiving can cause stress, feelings of anger, resentment, or frustration which can lead to abuse or neglect.

1. California Department of Justice's Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with the AARP. "[A Citizen's Guide to Preventing & Reporting Elder Abuse.](#)" Office of the Attorney General California Department of Justice. Page 2. Retrieved on 20 September 2010. <http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf>

2. National Center on Elder Abuse. [Preventing Elder Abuse by Family Caregivers](#). San Francisco: Institute on Aging, 2002.

The 2004 Survey of State Adult Protective Services: Abuse of Adults 60 Years of Age and Older ³

Key Points on Alleged Perpetrators of Victims Aged 60+ (p. 6)

- States reported that 52.7% of alleged perpetrators of abuse were female (11 states).
- Over three-fourths (75.1%) of alleged perpetrators were under the age of 60 (7 states).
- The most common relationships of victims to alleged perpetrators were adult child (32.6%) and other family member (21.5%) (11 states).
- Twenty-one states (40.4%) maintain an abuse registry or database of alleged perpetrators, while 31 (59.6%) do not.

Substantiated Reports, Victims Aged 60+ (p. 6)

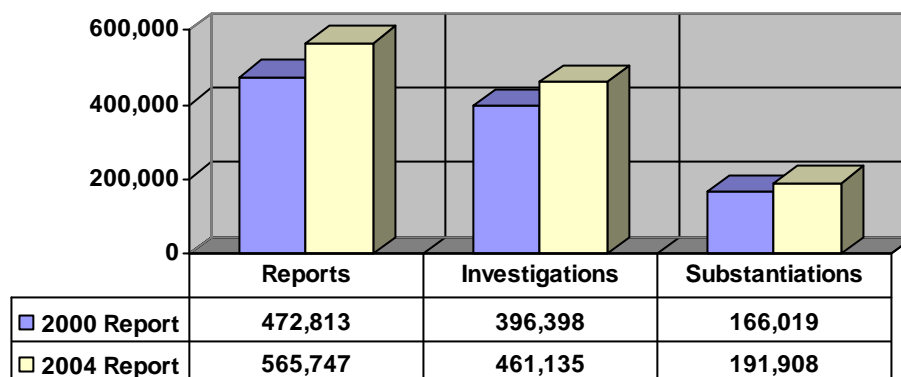
- States reported that 65.7% of elder abuse victims were female (15 states).
- Of the victims aged 60+, 42.8% were 80 years of age and older (20 states).
- The majority of victims were Caucasian (77.1%) (13 states).
- The vast majority (89.3%) of elder abuse reports occurred in domestic settings (13 states).

Investigated and Substantiated Reports (p. 12-13)

There were a total of 461,135 investigations for adults of all ages in the 2004 study, representing a 16.3% increase from the 2000 Survey when states reported 396,398 investigations. Forty-nine states provided the total number of investigations, the same number of states as 2000.

For the 2004 study, 191,908 reports of abuse were substantiated for victims of all ages. This compares to 166,019 substantiated reports in 2000. Of the 42 states that could provide both the number of reports investigated and substantiated, the substantiation rate was 46.2%. This percentage is very similar to the 48.5% substantiation rate from the 2000 Survey. The median substantiation rate of individual states was 35.1%. Figure 1 summarizes the differences in total reports received, investigated, and substantiated in the 2004 and 2000 studies.

Figure 1. Comparison of Total APS Reports, 2004 and 2000 Surveys (All Ages)



3. The National Committee for the Prevention of Elder Abuse and The National Adult Protective Services Association. The 2004 Survey of State Adult Protective Services: Abuse of Adults 60 years of Age and Older. Pages 6, 12-13. Retrieved on 8 September 2010. <http://www.ncea.aoa.gov/ncearoot/main_site/pdf/2-14-06%20final%2060+report.pdf>

SITUATION – Maria is a 79 year old Hispanic female who lives alone in a mobile home that poses a health hazard due to clutter. Maria has difficulty walking due to low circulation in her legs. Maria has no family who may be able to provide her with any assistance. Maria was referred to Adult Protective Services (APS) for self-neglect requiring an APS social worker to visit Maria in her home. The APS social worker developed a care plan with Maria which addressed her needs.

CARE PLAN – Maria was assisted in obtaining:

- home making services from the Los Angeles County In-Home Supportive Services (IHSS) program. IHSS awarded Maria 100 hours of homemaking services a month
- a walker, cane, toilet seat riser and shower chair that would improve mobility and safety while showering and toileting
- an amplified phone that would improve communication with emergency response services in the event of an emergency
- home delivery meal services that would improve access to nutritious meals
- a microwave oven that would enable proper heating of nutritious meals
- assistance with enrollment into ACCESS Para-transit services; this will enable access to county-wide transportation services.

Maria was able to achieve independence and self sufficiency by increasing housing unit cleanliness and safety, mobility, access to nutritious meals, improved ability to communicate by telephone, county-wide transportation services improving access to medical services, and increased safety while toileting and bathing.

Physical abuse is the intentional use of physical force that may result in bodily injury, discomfort, pain, or impairment. ¹

**If you suspect physical abuse call
911 or the Elder Abuse Hotline at 1-877-477-3646**

Visible Signs:

- Bruising
- Scarring
- Fractures
- Cuts near neck and wrist area
- Black eyes
- Cowering
- Bleeding scalp
- Scratches



Behavioral Warning Signs:

- Withdrawn
- Confused
- Depressed
- Angry
- Frightened
- Feelings of helplessness
- Anxiety



1. California Department of Justice's Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with the AARP. "[A Citizen's Guide to Preventing & Reporting Elder Abuse.](http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf)" Office of the Attorney General California Department of Justice. Pages 3-4. Retrieved on 20 September 2010. <http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf>

Emotional or psychological abuse is the infliction of pain or distress through verbal or nonverbal acts by child, spouse, friend, or caregiver. ¹ The elderly should not blame themselves for the emotionally abusive behavior of others.

**If observed please call
the Elder Abuse Hotline at 1-877-477-3646**

Visible Signs:

- Verbal assaults
- Threats
- Intimidation
- Lacking emotional support
- Yelling
- Swearing
- Humiliating remarks
- Disrespect
- Harassment
- Isolation
- Controlling activities



Behavioral Warning Signs:

- Depression
- Withdrawal
- Fearful
- Nervous
- Extreme weight loss
- Cowering



1. California Department of Justice's Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with the AARP. "A Citizen's Guide to Preventing & Reporting Elder Abuse." Office of the Attorney General California Department of Justice. Pages 3-4. Retrieved on 20 September 2010. <http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf>

Mismanaging or theft of resources of an elderly or disabled person for personal or monetary gain. ¹

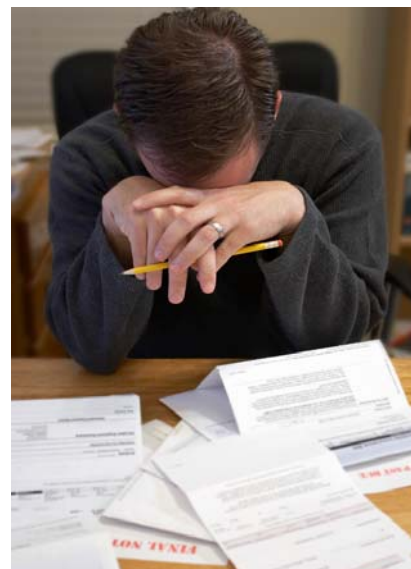
**If suspected please call
the Elder Abuse Hotline at 1-877-477-3646**

Visible Signs:

- Unpaid bills
- Threatening to withhold money by caregiver
- Unexplained withdrawal of financial resources
- Lack of necessities such as clothing, food, or personal items
- Forced signatures of financial documents
- Limited access to financial accounts

Behavioral Warning Signs:

- Nervous
- Fearful
- Depression
- Angry
- Feelings of helplessness
- Disoriented
- Confusion



1. California Department of Justice's Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with the AARP. "A Citizen's Guide to Preventing & Reporting Elder Abuse." Office of the Attorney General California Department of Justice. Pages 5-6. Retrieved on 20 September 2010. <http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf>

Non-consensual sexual contact with an elderly or disabled person or with a person that is not capable of giving consent. ¹

**If suspected, please call
911 and the Elder Abuse Hotline at 1-877-477-3646**

Visible Signs:

- Reports unwanted touching
- Reporting of sexual assault or battery
- Rape
- Sodomy
- Explicit photographs

Behavioral Warning Signs:

- Soreness or bleeding in genital area
- Sudden change in behavior
- Wanting to be isolated
- Fearful
- Depression
- Feelings of helplessness
- Anxiety



3. The National Committee for the Prevention of Elder Abuse and The National Adult Protective Services Association. The 2004 Survey of State Adult Protective Services: Abuse of Adults 60 years of Age and Older. Page 30. Retrieved on 8 September 2010. < http://www.ncea.aoa.gov/ncearoot/main_site/pdf/2-14-06%20final%2060+report.pdf>

Neglect is the failure of a person with the responsibility to oversee the basic needs, comforts, financial or personal services required to provide adequate care for an elderly person.³

Self-neglect is the inability by an elderly person without a caregiver to independently and adequately perform activities of daily living thereby negatively impacting personal safety or independence.

**If either neglect or self-neglect is observed, please call
1-877-477-3646.**

Visible Signs:

- Untreated medical conditions
- Malnourished
- Dehydration
- Poor personal hygiene
- Torn or dirty clothing
- Health or safety hazards in home
- Poor cleanliness of housing unit



Behavioral Warning Signs:

- Memory loss
- Disoriented
- Depression
- Confusion
- Issues with hoarding
- Isolated

3. The National Committee for the Prevention of Elder Abuse and The National Adult Protective Services Association. The 2004 Survey of State Adult Protective Services: Abuse of Adults 60 years of Age and Older. Pages 9-10. Retrieved on 8 September 2010. < http://www.ncea.aoa.gov/ncearoot/main_site/pdf/2-14-06%20final%2060+report.pdf>

There are many elderly people who need help with daily activities and receive caregiver assistance from family members or friends. Although many caregivers provide excellent services the reports of abuse from caregivers is on the rise.

Who is a caregiver?



A caregiver could be a person paid to provide assistance with daily activities or family member or friend who volunteers to assist with bathing, dressing, preparing meals, and shopping.

What are the potential behavioral signs in abusive caregivers? ⁴

- History of violence, aggressive, or verbally abusive
- Feels there is lack of support from others
- Has low self-esteem
- Caregiving performed due to sense of pressure or duty
- History of poor relationship with elderly person
- History of emotional or mental issues (anxiety or severe depression)
- Views care-giving as a burden
- Reports chronic fatigue or “burn out”
- History of drug or alcohol abuse by caregiver

4. National Center on Elder Abuse. [A Fact Sheet on Caregiver Stress and Elder Abuse](http://www.ncea.aoa.gov/NCEARoot/Main_Site/pdf/family/fact_sheet.pdf). Retrieved on 20 September 2010. <http://www.ncea.aoa.gov/NCEARoot/Main_Site/pdf/family/fact_sheet.pdf>

Caregiver abuse can be identified as: ¹

- 1. Failing to assist in maintaining personal hygiene on an older adult.**
- 2. Failing to provide medical assistance to address physical or mental health needs.**
- 3. Failing to protect an older adult from health or safety hazards.**



1. California Department of Justice's Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with the AARP. "[A Citizen's Guide to Preventing & Reporting Elder Abuse.](http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf)" Office of the Attorney General California Department of Justice. Page 3. Retrieved on 20 September 2010. <http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf>

Cultural values dictate roles and responsibilities, decision-making, and how to address issues particularly within a family. Victims may fear what will happen to them if they report abuse for a variety of reasons including worrying about whether they may be forced into a nursing home, feelings of shame, or may fear retaliation.

How can cultural values impact the reporting of elder abuse?

- **Shame**
 - **Blame themselves for abuse, belief they are contributing to abuse**
- **Reliance on self to resolve issues**
- **Cultural role of female within family unit**
- **Reluctant to report family member**
 - **Perceived loss of independence**
 - **Fear of abandonment**
- **Uncertainty of legal system**
 - **Fear of deportation**
 - **Distrust of authority figures**
- **Psychologically or economically dependent**
 - **Lack of external supports**
 - **Socially isolated**
- **Non-native speaker of English language**
 - **Unaware of community resources increases independence and isolation**
- **Types of abuse viewed differently**
 - **Emotional vs. Physical Abuse**
 - **Abuse accepted form of expression and observed as**

Social workers, professional service providers, caregivers, family members, or friends should make an effort to address cultural factors that may impact the disclosure of abuse by the elderly person.

- **Responding to the abuse**
 - **Reassure elderly person that they are not at fault**
 - **Ensure safety**
 - **Do not discuss issue with abuse**
- **Be respectful**
 - **Address elderly person as Mr./Mrs./Ms. last name**
 - **Be sensitive to culture, customs, language and religion**
 - **Speak in native language, when possible**
- **Provide written materials in native language**
- **Be patient, speak calmly and reassuring**
- **Acknowledge thoughts and feelings**
- **Do not tower over victim, sit or stand to be at eye level**
- **Give enough personal space as not to threaten elderly person**



When the abuse is caused by a family member the elder will find it more difficult to report.

The blame is oftentimes shifted to oneself which lead them to believe that if they were a better spouse, parent, or recipient of care then the abuse would not happen.

Assessment Tool:

**Elder Abuse Screening Test
(Page 3)**

Process in reporting elder abuse...⁵

1. Make referral to abuse hotline, identity not revealed to victim.
2. If emergency, report immediately forwarded to police or emergency medical staff. If there is no immediate danger, may take 3-10 business days for contact by APS social worker.
3. APS social worker will interview victim alone, while family members or suspected abuser is interviewed separately.
4. If criminal act was committed, then report will be filed with police department by APS.
5. APS will work with family to eliminate the abuse, if desired by victim.
6. APS will link victim with community services that will enable elderly person to live self sufficiently and ensure safety as outlined in a care plan identifying goals and services. Victims of abuse, neglect, or exploitation may also receive short-term services such as emergency shelter, home repair, transportation, home health services, etc.
7. If legally incompetent, APS will make referral to Public Guardian to determine conservatorship.
8. When care plan goals have been achieved, APS social worker will close case.

5. National Center on Elder Abuse. [How the APS System Works](http://www.ncea.aoa.gov/ncearoot/main_site/find_help/aps/how_aps_works.aspx). Retrieved on 20 September 2010.
<http://www.ncea.aoa.gov/ncearoot/main_site/find_help/aps/how_aps_works.aspx>

CALL

In Los Angeles County

1-877-477-3646

or

**Local Police
Department**

or

211



**Adult Protective Services (APS)
can not force assistance unless
victim is under
conservatorship**

**APS can not force an elderly
person into a nursing home**

**APS will only discuss victim's
case to other agencies
involved in providing services
to victim**

Mandated Reporters

**LA County APS
Intake Fax:**

(213) 738-6485

**To obtain the Report of Suspected
Dependent Adult/Elder Abuse ⁶ please
log onto the
State of CA Adult Protective Services
website located on page 20**

6. California Department of Social Services. Adult Protective Services (APS). 2007. Retrieved on 23 September 2010.
<<http://www.cdss.ca.gov/agedblinddisabled/PG1298.htm>>

The International Network for the Prevention of Elder Abuse has proposed to increase the awareness of elder abuse and has completed the Elder Abuse Awareness Community Toolkit.⁷ The toolkit provides various projects which aim at increasing knowledge and awareness of elder abuse and include:

- Plan a walk to raise awareness
- Support a Declaration or Proclamation
- Public Service Announcement
- World Elder Abuse Awareness Award
- Social networking to raise awareness
- Host a lecture, debate or presentation



7. Susskind, Susan, et al. "Elder Abuse Awareness Community Toolkit." The International Network for the Prevention of Elder Abuse. Retrieved on 8 September 2010. <http://www.inpea.net/images/INPEA_TOOLKIT_2010update.pdf>

GOVERNMENT AGENCIES:¹

LA County Community and Senior Services

3333 Wilshire Blvd., Suite 400
 Los Angeles, CA 90010
 Telephone: (888) 202-4248
 (General Information, toll-free in LA & vicinity)

LA COUNTY 24 Hour Abuse Referral Hotline

Phone: (877) 477-3646
 Direct/Collect: (626) 579-6905
 Intake Fax: (213) 738-6485
 Website:
http://dpss.lacounty.gov/new_portal/dpss_elder_services.cfm

Los Angeles County Office of Ombudsman

The LA County Office of Ombudsman takes reports of suspected abuse or neglect that may have occurred to an elderly person residing in a long-term facility (skilled nursing, assisted living, residential care, adult day health).

510 S. Vermont Avenue, Ste. 215
 Los Angeles, CA 90020
 Phone: (213) 738-2003
 Inquiries: (800) 801-0030
 Fax: (213) 637-8662

COMMUNITY AGENCIES:¹

211 LA County

Website: www.211losangeles.org

Alzheimer's Association of Los Angeles

5900 Wilshire Boulevard, Suite #1100
 Los Angeles, CA 90036
 (323) 938-3379

Mary S. Easton Center for Alzheimer's Disease

Research at UCLA
 10911 Weyburn Avenue, Suite 200
 Los Angeles, CA 90095-7226
 Phone: (310) 794-3665
 Fax: (310) 794-3148

Los Angeles Caregiver Resource Center

LACRC's mission is to help families and communities master the challenges of caring for adults with brain impairing conditions, such as Alzheimer's disease, stroke, Parkinson's and traumatic brain injury.

Administrative Office
 3715 McClintock Avenue
 Los Angeles, CA 90089
 Phone: 1-(800) 540-4442 (CA only)
 Phone: 1-(213) 821-7777
 FAX: (213) 740-1871
 Email: lacrc@usc.edu

YWCA San Gabriel Valley

Senior Services and Domestic Violence Services
 943 N. Grand Avenue
 Covina, CA 91724
 Phone: (626) 960-2995
 Fax: (626) 814-0447
 Website: www.ywcasgv.org

We offer urgent case management services that link seniors to community services that will enable them to live independently and self-sufficiently. Our agency also provides seniors in crisis emergency home delivery meals and group dining meals.

1. California Department of Justice's Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with the AARP. "A Citizen's Guide to Preventing & Reporting Elder Abuse." Office of the Attorney General California Department of Justice. Page 24. Retrieved on 20 September 2010.
 <http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf>

LOCAL POLICE DEPARTMENTS:

Alhambra Police Department

211 S. 1st Street
Alhambra, Ca 91801
(626) 570-5168

Altadena Police and Sheriff's Station

780 E. Altadena Drive
Altadena CA 91001
(626) 798-1131

Arcadia Police Department

250 W. Huntington Drive
Arcadia, CA 91007
(626) 574-5123

Azusa Police Department

725 N. Alameda Avenue
Azusa, CA 91702
(626) 812-3200

Baldwin Park Police Department

14403 Pacific Avenue
Baldwin Park, CA 91706
(626) 960-4011

Claremont Police Department

570 W. Bonita Avenue
Claremont, CA 91711
(909) 399-5411

Covina Police Department

444 N. Citrus Avenue
Covina, CA 91723
(626) 858-4413

Diamond Bar/Walnut Sheriff's Department

21695 E. Valley Boulevard
Walnut, CA 91789
(909) 595-2264 or (626) 913-1715

Duarte Public Safety Sheriff's Department

1042 Huntington Drive
Duarte, CA 91010
(626) 357-7938

LOCAL POLICE DEPARTMENTS:

Glendora Police Department

150 S. Glendora Avenue
Glendora, CA 91741
(626) 914-8250

El Monte Police Department

11333 Valley Boulevard
El Monte, CA 91731
(626) 580-2100

Hacienda Heights Sheriff's Department

150 N. Hudson Avenue
City of Industry, CA 91744
(626) 330-3322

La Puente Sheriff's Department

150 N. Hudson Avenue
City of Industry, CA 91744
(626) 330-3322

La Verne Police Department

2061 3rd Street
La Verne, CA 91750
(909) 596-1913

Monrovia Police Department

140 E. Lime Avenue
Monrovia, CA 91016
(626) 256-8000

Monterey Park Police Department

320 W. Newmark Ave
Monterey Park, CA 91754
(626) 307-1211

Pasadena Police Department

207 N. Garfield Avenue
Pasadena, CA 91101
(626) 744-4501

Pomona Police Department

490 W. Mission Boulevard
Pomona, CA 91766
(909) 622-1241

LOCAL POLICE DEPARTMENTS:

Rosemead Sheriff's Department

8838 Las Tunas Drive
Temple City, CA 91780
(626) 285-7171

San Dimas Sheriff's Department

270 S. Walnut Ave
San Dimas, CA 91773
(909) 450-2700

San Gabriel Police Department

625 S. Del Mar Avenue
San Gabriel, CA 91776
(626) 308-2828

San Marino Police Department

2200 Huntington Drive
San Marino, CA 91108
(626) 300-0720

Sierra Madre Police Department

242 W. Sierra Madre Boulevard
Sierra Madre, CA 91024
(626) 355-1414

Temple City Sheriff's Department

8838 Las Tunas Drive
Temple City, CA 91780
(626) 285-7171

Walnut/Diamond Bar Sheriff's Department

21695 E. Valley Boulevard
Walnut, CA 91789
(626) 913-1715 or (909) 595-2264

West Covina Police Department

1444 W. Garvey Avenue South
West Covina, CA 91790
(626) 939-8500

Whittier Police Department

7315 Painter Avenue
Whittier, CA 90602
(562) 945-8250

ONLINE RESOURCES:¹

211 LA County

Website: www.211losangeles.org

Alzheimer's Association

Website: www.alz.org

AARP

Website: www.AARP.org

California Advocates for Nursing Home Reform

Website: www.canhr.org

California Department of Aging

Website: www.aging.ca.gov

California Department of Justice

Bureau of Medi-Cal Fraud and Elder Abuse
Website: www.ag.ca.gov/bmfea/

Eldercare Locator

Website: www.eldercare.gov

Los Angeles Caregiver Resource Center

Website: <http://lacrc.usc.edu/ShowPage.php?PageID=1>

Los Angeles County Community and Senior Services (APS)

Website: www.css.lacounty.gov/aps.aspx

National Family Caregivers' Association

Website: www.nfcacares.org

State of CA Adult Protective Services (APS)

Website:
www.cdss.ca.gov/agedblinddisabled/Pg1298.htm

YWCA San Gabriel Valley

Website: www.ywcasgv.org

1. California Department of Justice's Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with the AARP. "A Citizen's Guide to Preventing & Reporting Elder Abuse." Office of the Attorney General California Department of Justice. Pages 35-36. Retrieved on 20 September 2010.
<http://www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf>

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