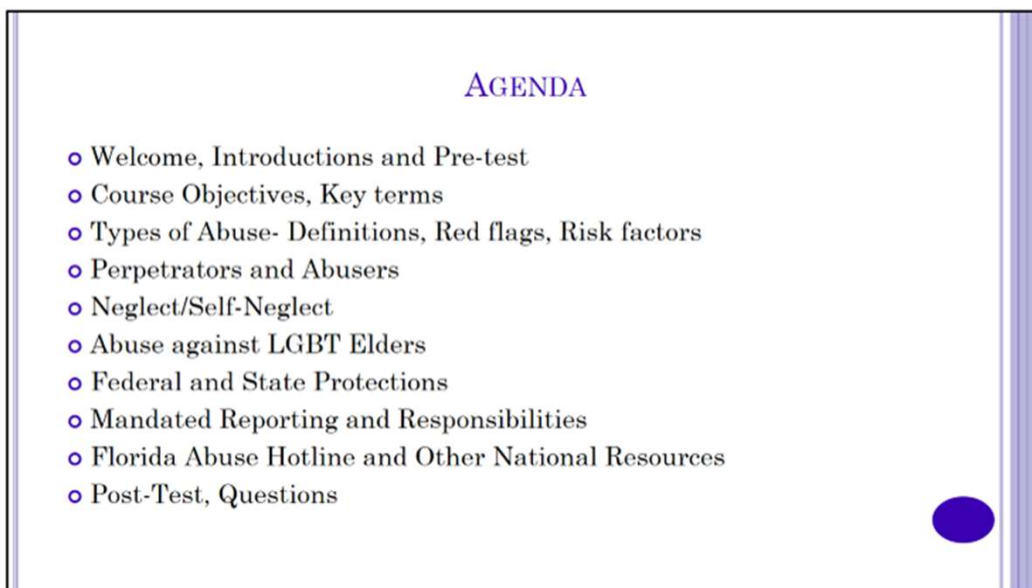


The Florida Association of Area Agencies on Aging (F4A) is comprised of 11 separate non-profit organizations. Each agency covers a specific geographic region. All of Florida's Area Agencies on Aging (AAA) have the mission of helping older adults and persons with disabilities live with independence and dignity. As an association the AAA's collectively address issues around advocacy, policy, training, leadership and innovative programming.

The AAA's in Florida decided that as community leaders in the field of aging, it was important to combine our knowledge and expertise and to develop a comprehensive training on Elder Abuse, Neglect and Exploitation that we can bring to our providers and the community at large.




Our goal with this training is not only to bring you critical information about elder abuse but also to provide you with the tools so that


- You know what to look for
- You know what your responsibilities are
- You know what steps you might take towards preventing elder abuse

Depending on the state you live in, properly reporting elder abuse can have legal implications on you as a professional and as a community member.

COURSE OBJECTIVES

- Define and identify types of elder abuse and neglect
 - Bring awareness to the prevalence of elder abuse, neglect and exploitation in our communities
 - Identify the where, when and who of elder abuse, neglect and exploitation
 - Recognize red flags and indicators of abuse and neglect
- 

COURSE OBJECTIVES- (CONTINUED)

- Review the current laws and protective measures in place
 - Find resources in your community
 - Understand mandatory reporting requirements- Know your responsibility!
 - Improve communication between reporters and the Abuse Hotline
- 

KEY TERMS

- Elder abuse: An intentional act or failure to act by a caregiver or “trusted” individual that causes or creates a risk of harm to an older adult.
- Vulnerable adult: A person who is unable to protect themselves due to a disability/infirmity.
- Polyvictimization: When an older adult is impacted by multiple forms of abuse, neglect or exploitation.
- Capacity to consent: An individual has sufficient understanding to make and communicate responsible decisions regarding their self and their property.

It’s important to take the time to go over the key terms and definitions of each form of abuse and neglect, “having a uniform definition or understanding of what something is enhances our ability as individuals to identify and report accurately but it also supports the ability of larger bodies to research and collect accurate data about incidences which ultimately inform prevention and intervention efforts.” (CDC)

Federal definitions of elder abuse first appeared in the 1987 Amendments to the Older Americans Act as guidelines. Abuse is defined depending on the states statutes and regulations so definitions of the key terms discussed throughout this presentation can vary from agency to agency and state to state. The definitions outlined in this training follow Florida Statutes on elder abuse.

Older adults is defined as someone who is 60 and older. Elder Abuse includes both acts and omissions and can happen anywhere. **Elder Abuse** is a complex and often hidden issue. Abuse can be broken down into different forms that have overlapping red flags and impacts. Also, because of the commonly close relationship between the victim and perpetrator, abuse is not always so easily recognized.

Vulnerable adults can be considered vulnerable due to infirmities that come with the natural aging process. Persons 18 and older who are limited in their ability to perform normal daily activities and self-care due to a mental, emotional, physical or developmental impairment are also considered vulnerable adults under this definition.

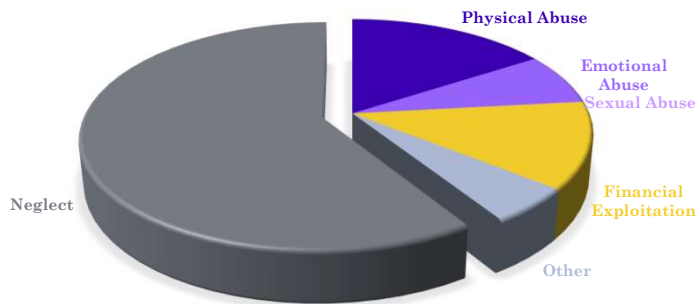
Polyvictimization cases are commonly reported.

A vulnerable adult who has **capacity to consent** has the understanding and the ability to decide whether or not they wish to accept protective services. A family member or caregiver may not like or agree with their decisions but they have the right to make those choices. An example of this would be someone who makes “unnecessary” purchases or goes on expensive trips when the family thinks the money should be saved or spent otherwise.

Note: Ageism is not a form of abuse. Ageism is the discrimination of an individual or group of individuals based on their age. In Florida older adults are protected from Age Discrimination under the Florida Civil Rights Act.

TYPES OF ABUSE

- Physical
- Emotional
- Psychological
- Sexual
- Neglect
- Financial



Source: Statistic Brain Research Institute

There are 6 frequently recognized types of elder abuse: **Physical, emotional, psychological, sexual, financial and neglect**. There are over 2 million older adults abused annually (*2,150,000*) with neglect making up over half of all elder abuse (*58.5%*). We will go into each of the different forms of abuse in more depth throughout the training.

It's important to note that these numbers don't even fully represent the number of older adults that are abused and neglected, since most incidents go unreported.

Approximately 1 in 10 Americans aged 60 and older have experienced some form of elder abuse. Yet only 1 out of every 14 cases of abuse is actually reported to authorities.

Florida's older adult population is growing at an unprecedented rate. With this increase we will likely see an increase in the occurrence of all forms of abuse, neglect and exploitation.

Physical-15.7%
Emotional- 7.3%
Sexual-0.04%
Financial- 12.3%
Other- 5.1%

WHY DOES MOST ELDER ABUSE GO UNREPORTED?



[Nebari] © 123rf.com.

- Embarrassed
- Fearful
- Lack of clarity on abuse



Why does elder abuse go unreported?

- Embarrassed- the nature of abuse is oftentimes humiliating. Especially when you consider many of these victims were once independent individuals and are now reliant on others for basic needs. Another major source of embarrassment can be if the abuse is being carried out by a family member, especially an adult child.
- Fearful –Many times the older adult is afraid that Adult Protective Services (APS) will take them away (this is FALSE!) or that the family will make them live in a nursing home
- Lack of Clarity- The signs of abuse are not always clear and easy to identify. For example physical vs emotional abuse. The abuse can be difficult to identify for the victim as well as for professionals in the field who are interacting with these older adults.
- Many cases of abuse go unreported because older adults are afraid of retaliation or they may lack the physical or cognitive ability to effectively communicate or report the abuse.
- In some cases it is a choice between whether to tell someone they are being hurt and have the perpetrator, who the older adult depends on or cares deeply for, face legal consequences or continue being hurt in order to protect that person, and themselves. If they are depending on the abuser for their basic needs, even if it is just for a place to live, who will take care of them?

GROUP ACTIVITY

Identifying types of Abuse

- Physical
- Emotional
- Psychological
- Sexual
- Neglect
- Financial



Would you report this? Why/why not? Gather the : Who, What, When, Where and Why

➤ *Donna Scenario*

- *Financial abuse and psychological/emotional abuse*
- *Report both grandson and girlfriend as perpetrators*

➤ *Kevin Scenario*

- *Neglect*
- *Report all adult family members living in the household*

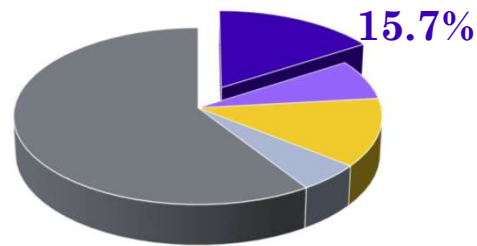
➤ *Sarah Scenario*

- *Neglect and physical abuse*
- *Report to Long-Term Ombudsman*
- *An Ombudsman is an official who is appointed to investigate individuals' complaints of abuse, neglect or exploitation in long-term care facilities. We will go into the State's Long-Term Ombudsman Program and the role of Ombudsman in more depth later in the training.*

Now that we've reviewed some scenarios, let's now move on to discuss the different types of abuse in more detail.

PHYSICAL ABUSE

- Intentional use of physical force which results in illness, physical pain, functional impairment or bodily injury.
- Includes: hitting, kicking, pushing, slapping, choking, pinching, burning and restraint.



Other less recognized examples include: force feeding, inappropriate use of drugs, broken eye glasses/frames.

For older adults the consequences of physical abuse are particularly “medically” serious, their bones are more brittle and their bodies in general don’t heal as quickly. Even a relatively minor injury can cause serious and permanent damage, or even death.

RED FLAGS OF PHYSICAL ABUSE

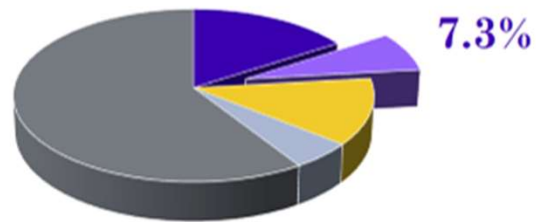
- Bruises
- Pressure marks
- Broken bones
- Open wounds, cuts, abrasions
- Burns
- Overdose



Emotional red flags of an older adult who is being physically abused include: being withdrawn, fearful, lying or frequently changing stories about the source of injuries and marks.

EMOTIONAL OR PSYCHOLOGICAL ABUSE

- Verbal or non-verbal behaviors that inflict anguish, mental pain, fear or distress on an older adult.
- Includes: calling names or insults, threatening, isolation, giving the “silent treatment”, destroying property and control.



Emotional and psychological abuse usually have overlapping impacts and indicators. Emotional and psychological abuse are also frequently found in cases of physical and sexual abuse. These behaviors have the intention of humiliating or controlling the older adult. Control and power is often asserted by threatening (ie. Placing in a nursing home, Won't let family or friends visit) or refusing or limiting access to things such as transportation, telephone, money, etc

RED FLAGS OF EMOTIONAL OR PSYCHOLOGICAL ABUSE

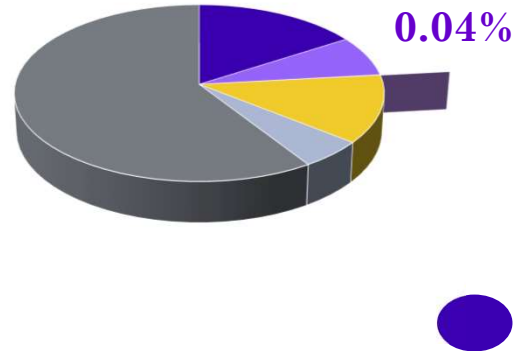
- Being suddenly or extremely withdrawn, non-communicative, non-responsive
- Unusual depression
- Sudden change in alertness
- Strained/tense relationships
- Frequent arguments between caregiver and older adult
- Disappearing from contact with neighbors, friends or family



Unusual behavior -such as sucking, biting or rocking, that is usually attributed to dementia, can be a sign of emotional or psychological abuse

SEXUAL ABUSE

- Forced or unwanted sexual interaction of any kind with an older adult.
- Includes: sexual contact either directly or through/above clothing, penetration or non-contact acts such as sexual harassment, coerced nudity and sexually explicit images.



This involves non-consensual acts as well as sexual contact with an older adult who is physically/mentally unable to give consent.

Sexually explicit images includes taking photographs, revealing yourself to an older adult or forcing an older adult to view pornography.

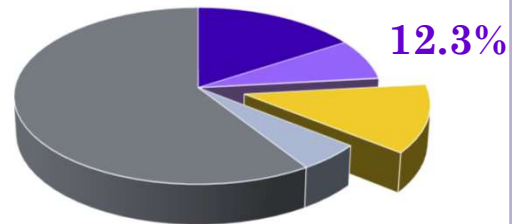
The percent of reported cases for sexual abuse is very low, however due to the nature of the abuse it is most likely that the majority of sexual abuse against older adults goes unreported.

RED FLAGS OF SEXUAL ABUSE

- Bruising around the breasts or genital area
- Torn, stained, bloody under clothing
- Unexplained STDs or infections
- Unexplained vaginal or anal bleeding

FINANCIAL ABUSE/EXPLOITATION

- Illegally or improperly using an older adults money, benefits, belongings, property or assets for the benefit of someone other than the older adult.
- Includes: Unauthorized withdrawals of money from an older adults account, unauthorized credit card use, changing a will without permission, provision of unnecessary services, disappearance of valuable possessions and forged signatures.



Financial abuse is self-reported at a higher rate than emotional, physical and sexual abuse or neglect.

RED FLAGS OF FINANCIAL ABUSE/EXPLOITATION

- Sudden change in financial situation
- A sudden large withdrawal of money
- Sudden change of bank



There is a difference between financial exploitation as a form of abuse and financial exploitation as a criminal act or “scam”.

FINANCIAL EXPLOITATION – ELDER ABUSE VS CRIMINAL ACTIVITY

Exploitation as a form of Elder Abuse

- Reported to APS
- Perpetrator always has some prior relationship with the adult.

Exploitation as a form of Criminal Activity (Scams)

- Reported to Law Enforcement
- Perpetrator is a stranger

Examples:

- Advance Fee Scams
- Granny Scam
- Pigeon Drop
- Home Repair
- Investment Scams

Financial Exploitation as a form of abuse is committed by a person who is in a position of trust and confidence with the older adult. This person either knows or should know that the older adult lacks the capacity to consent. In an institutional setting this can be a facility employee (93% of the time) and in the home setting a adult child (44% of the time), other family member, neighbor or friend. Criminal activity is perpetrated by a stranger.

Reporting lines are different.

Examples of common scams committed by strangers are:

- **Advance Fee Scams:** As with the lottery scam, victims are asked to put up money in order to collect a larger sum of money, or to provide a “good faith” deposit on a loan.
- **Granny scams:** Someone pretends to be a relative (generally grandson/daughter) who is in trouble overseas and needs money sent right away.
- **Pigeon Drop:** A con artist approaches the victim and tells them about a large sum of money he has found. He needs their money to secure the cash, and they’ll get a cut in return. Often, a second player, pretending not to know the first one, comes in as a “lawyer” or “banker” who confirms the story. They may actually show the victim some cash.
- **Home Repair:** Scammer makes unsolicited repairs and then demands cash or claims to have made repairs when none were done.
- **Investment Scams:** Many seniors are conned into participating in investment strategies that were nothing more than “ponzi” or pyramid schemes. High pressure sales pitches to invest in products such as titanium futures or currency markets lure consumers with the promise of guaranteed returns. In some cases, even a legitimate investment, such as an annuity, is sold to a senior for whom the product is entirely inappropriate.

OLDER ADULT RISK FACTORS FOR BEING ABUSED AND NEGLECTED

- Social isolation
- Mental impairment
- Conflict and strained family relationships
- Dependence



[Konstantin Sutyagin] © 123rf.com.



Elder abuse can happen anywhere and impacts older adults across all income levels, cultures and races. Based on available research women and “older elders are more likely to be victimized”. Approximately 67% of older adult victims are female and the median age of victims is 77.9 years old. (Statistic Brain Research Institute). Older adults may be isolated because of physical or mental limitations or simply through the loss of family members and friends due to death or geographical distance. Dementia or Alzheimer’s disease put individuals at a greater risk. In fact nearly half of individuals with dementia experienced some form of abuse or neglect. Unable to care for themselves and therefore dependent on the abuser for care. Studies show that older adults who have been abused have a 300% higher risk of death than an older adult who has not been abused.

WHO ARE THE PERPETRATORS/ABUSERS?

- Abusers can be either male or female
- Family Members
- Spouse/Partner
- Caregivers (family, paid staff or volunteers)
- Person in position of trust and authority

Source: Statistic Brain Research Institute



Although abusers can be male or female, studies show that perpetrators are more commonly male. It is most common that a family member is perpetrating the abuse (with reports as high as 90%). In 66% of elder abuse and neglect incidents the perpetrator is an adult child or spouse. Approximately 36% of nursing homes have been in violation of elder abuse laws.

RISK FACTORS FOR ABUSING AN OLDER ADULT

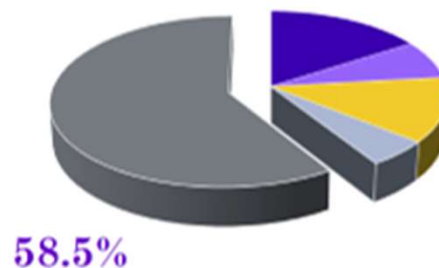
- Drugs and alcohol
- Stress
- Financial/marital/medical issues
- Low/ineffective coping skills
- Lack of training in caregiving
- Depression
- Lack of social support and resources
- High emotional/financial dependence on the older adult

These are risk factors that have been identified by research done by the CDC's Violence Prevention Division. These factors are raised to get individuals thinking and observing while interacting with family and caretakers. The goal is to stop abuse from happening. Critical to prevention is that individuals understand and are able to identify these indicators or red flags.

Be aware of the environment and relationships when engaging with clients who are older adults, there may be an opportunity for you to educate or offer additional resources/referrals to

NEGLECT

- The refusal or failure to fulfill any part of a person's obligation or duties to an older adult's basic needs.
- Includes deprivation of food, water, shelter, clothing, hygiene, and essential medical care or medical aids.



There are two forms of neglect- neglect by others and self-neglect. Neglect can include the intentional failure to fulfill financial needs by someone who has the fiduciary responsibility to provide care for the older adult (ie pay for home care services). As discussed earlier, neglect is the most common form of abuse among older adults.

RED FLAGS OF NEGLECT

- Dehydrated
- Malnourished/hungry/unusual weight loss
- Untreated bedsores
- Poor personal hygiene
- Untreated health issues
- Inappropriate living conditions
- Lack of medical aids

Untreated health issues have to be intentionally ignored or unaddressed to be considered neglect. Inappropriate living conditions include things like no heat or running water, soiled bedding, lice, urine smell on person and inadequate clothing. Lack of medical aids include someone who is in need of but does not have a walker/cane, hearing aids, glasses, medications, etc. This significantly limits their daily functioning and can be potentially life threatening.

SELF-NEGLECT

- The behavior of an older adult that threatens their own health or safety.



[Shofei] © 123rf.com.

This involves older adults who fail to meet their own essential physical, psychological or social needs to the point that it threatens their health, safety and well-being. This behavior is usually manifested through a refusal or failure to provide themselves with adequate food, water, clothing, shelter, personal hygiene, medication and safety precautions. This is intentional behavior and does not include those that have a lack of resources or knowledge and excludes a situation where a mentally incompetent older adult (who understands the consequences of their decisions) makes a conscious and voluntary choice to engage in acts that threaten their health or safety.

RED FLAGS OF SELF-NEGLECT

- Dehydrated
- Malnourished/hungry/unusual weight loss
- Poor personal hygiene
- Untreated health issues
- Inappropriate or inadequate living conditions
- Inadequate or inappropriate clothing or medical aids

The signs of self-neglect are very similar to neglect. The main difference is they are self-imposed. Hoarding is a common behavior of self-neglect.

CHARACTERISTICS OF INDIVIDUALS WHO NEGLECT THEMSELVES

- Live alone
- Depression
- Alcohol/Drug Problems



[Nataliya Litova] © 123rf.com.

Studies shows that women tend to self-neglect more frequently than men.

LESBIAN, GAY, BISEXUAL & TRANSGENDER (LGBT) OLDER ADULT ABUSE

- Additional Vulnerabilities
 - Abuse Includes: denial of visits from family or friends, refusal of same-sex partners to room together, refusal to involve family of choice in medical decision making despite legal directive in place, exclusion from social activities, refusal to provide proper medical care.
- 68% have experienced verbal insults
 - 43% have experienced physical violence
 - 20% have experienced having their property damage or destroyed
 - 19% have been physically assaulted
 - 14% have been threatened with a weapon
 - 11% have been sexually assaulted

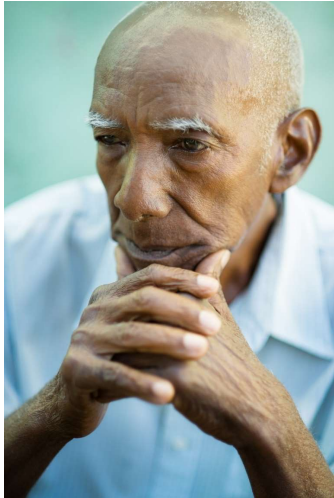
Sources: Services and Advocacy for Gay, Lesbian, Bisexual & Transgender Elders
National Resource Center on LGBT Aging

As with all elder abuse, LGBT elder abuse can be physical, emotional, psychological, sexual, financial or neglect and can take place in any setting. However, LGBT older adults have additional vulnerabilities due to their sexual orientation and/or gender identity.

82% of LGBT older adults report having been victimized at least once and 64% report experiencing victimization at least 3 times in their life.

Research indicates that LGBT elder abuse is most often perpetuated by family members, friends or in long-term care settings. Yet LGBT elders are less likely to report which makes statistics on abuse for the LGBT older adult community particularly hard to capture. In addition to under-reporting for reasons already discussed in this training, LGBT older adults have the added under-reporting issues of not wanting to self-identify as LGBT due to social stigma and fear of further discrimination and abuse based on their sexual orientation and gender identity.

RISK FACTORS AND IMPACTS OF ABUSE ON LGBT OLDER ADULTS



[Diego Cervo] © 123rf.com.

- Withdraw
- Feelings of loneliness
- Social isolation
- Lack of support network



Fear of homophobia and transphobia often keep LGBT elders from seeking help and services.

- Homophobia is a dislike or prejudice against someone because of their sexual orientation. Homophobia is often translated into observable critical, hostile or even violent behavior.
- Transphobia is a dislike or prejudice against someone because of their gender identity. Gender identity meaning, for example, someone who was assigned the sex of a female at birth but identifies as a male. Like homophobia, transphobia is often translated into observable critical, hostile or even violent behavior.

Hostility from residents and staff may cause LGBT older adults to withdraw or be excluded from social activities, compounding social isolation.

Frequently hostility is an issue faced by LGBT elders and manifested through acts like: refusal to use preferred name or pronoun, refusal to be admitted into a facility based on sexual orientation or gender identity.

Social Isolation is a big risk factor for LGBT elders.

LGBT older adults are less likely to have children and more likely to be single in their later years. Their support networks might be smaller and therefore less available when incidents of abuse occur.

Being a man is an additional risk factor for physical abuse, gay men are physically attacked 3 times more than gay women

ABUSE VS DISCRIMINATION

Abuse

- Physical Assault
- Denial of personal care services
- Threats to be “outed”
- Denial of visitors

Discrimination

- Refusal to allow same-sex couples to share rooms
- Refusal to place a transgender elder in a ward that matches their gender identity
- Keeping partners from participation in medical decision making
- Being prevented from dressing according to their gender identity
- Refused admission

On the abuse side these are examples of physical abuse, neglect and psychological/emotional abuse. It's important to differentiate between abuse and discrimination because many states or territories do not have measures in place to fully protect LGBT older adults from discrimination based on their sexual orientation or gender identity.

MANDATED REPORTERS

- Who are mandated reporters in the state of Florida?

Everyone

- Your job is NOT to PROVE it

Everyone in the state of Florida is a mandated reporter. Unfortunately most cases of elder abuse go undetected or unreported, please do not assume that someone else already has or will report it. You do not have to be able to prove that abuse occurred, you just have to report it. The local Adult Protective Services agency is the principal agency responsible for investigating reports as well as providing treatment and protective services. In Florida the Department of Children and Families (DCF) holds that role.

FEDERAL AND STATE PROTECTIONS

- Resources, laws and regulations vary greatly from state to state
- National Center on Elder Abuse
www.ncea.acl.gov/resources/state.html
- National Adult Protective Services Association
www.napsa-now.org/get-help/help-in-your-area
- Long term Care Ombudsman Program
www.theconsumervoice.org/get_help

Chapter 415- “Adult Protective Services” provides state definitions related to abuse, neglect and exploitation and establishes that everyone in the state of Florida is a mandated reporter.

Most states do have penalties for those who victimize older adults.

Regulations and laws are constantly changing. For example- It is becoming more common that law enforcement officers and prosecutors are being trained on elder abuse and prosecution of abusers. In fact, as of 2016 in the state of Florida basic requirement training for certified law enforcement officers must include elder abuse prevention training.

If you are interested in finding information on the resources outside of the state of Florida the National Center on Elder Abuse has an interactive user friendly map which will provide you with phone numbers, law and regulation, state agencies and additional information for each state.

The National Adult Protective Services Association is another resource that has an interactive map providing phone numbers and a direct link to online forms for each state.

The Administration on Aging Long Term Care Ombudsman Program began, as a demonstration program, in 1972. This is a federally funded program with the mission to protect the rights of long-term care facility residents. Their role is to resolve issues of individual residents and to advocate for changes at the local, state and national levels that will improve residents’ care and quality of life. Ombudsman serve residents through complaint processing, referrals and other activities such as assisting with access to administrative or legal resources for resolution of issues around power of attorney, guardianship, etc. The Ombudsman programs now operate in all states. Each state has an Office of the State Long-Term Care Ombudsman, headed by a full-time state ombudsman.

The National Consumer Voice for Quality Long-term Care has an interactive map as well to help identify and contact your state and territory Ombudsman.

The Long Term Care Ombudsman Program is under the umbrella of the work of the Department of Elder Affairs. The DOEA also administers education and outreach programs- they do not take reports or investigate.

The Long-term Care Ombudsman does not replace reporting to Adult Protective Services but they are responsible for reporting.

FLORIDA STATUTE CHAPTER 825

“Abuse, Neglect and Exploitation of Elderly Persons and Disabled Adults”

Chapter 825- “Abuse, Neglect and Exploitation of Elderly Persons and Disabled Adults” describes the penalties for abuse, neglect and exploitation. In the state of Florida these are felony charges.

WHAT SHOULD YOU DO?

- Look for Signs
- Emergency- call 911
- Report to APS
- Follow internal guidelines



[Chaiyon Srchiangha] © 123rf.com.

ALWAYS listen to older adults and others who tell you about a case of abuse or suspicion of abuse. As a professional working with older adults you should also be on the lookout for red flags, as discussed throughout this training

If the situation is an emergency, meaning an older adult is facing an immediate threat to their life that could result in death or serious harm, call 911.

If it is a non-emergency situation you can report the incident through the Adult Protective Services abuse hotline. The Department of Children and Families is the designated Adult Protective Services agency in Florida.

Reporting can be done via phone, online or fax. Gather as much information as possible to provide a complete report.

Many agencies/employers have internal reporting guidelines as well, review your policies to determine how to report incidents of suspected abuse to your supervisor.

QUESTIONS TO ASK

- Do you feel safe? Is anyone hurting you or scaring you?
- Is anyone asking you to do things that you don't understand or that make you uncomfortable?
- Has anyone taken things that belong to you without your approval?
- Do you rely on anyone for help? What kind of help? Does that person ever fail to help you meet your needs?
- Do you regularly see friends and family? When is the last time you saw them?
- Are you concerned about your finances?

Source: National Center on Elder Abuse Overview (2013)

If you are unsure if a case of abuse may be happening, here are some examples of additional questions you can ask to the older adult.

Make sure that you are able to safely and privately ask any questions to the adult. Their responses may be impacted by fear of the abuser overhearing.

FLORIDA ABUSE HOTLINE

- Phone:
 - 1-800-96-ABUSE (1-800-962-2873)- OPTION 2

- Online:
 - <https://reportabuse.dcf.state.fl.us/account-manager/guest-information/>

- Fax:
 - 1-800-914-0004



When calling into the hotline select “Option 2” from the auto prompt to report abuse, neglect or exploitation of an older adult.

The hotline is available 24 hours a day 365 days a year.

All calls are confidential and you will be notified on the call whether the information you have provided is being accepted as a report. Even if you are not sure, make the call.

Be prepared to provide a description of the incident- information that will be asked includes who was involved (name, DOB/age, race, gender, relationship of the alleged perpetrator), what happened, where it happened, why it happened, any injuries.

DCF investigates the reports taken through the hotline. An investigator will respond within 24 hours of an accepted report, if it is an urgent situation the investigator can respond within 16 hours.

The role of the investigator is :

To conduct an on site investigation of the report of alleged abuse, neglect (including self-neglect), or exploitation.


To determine if there is an immediate risk of the victim and provision of necessary emergency services.

To evaluate the need for ongoing protective supervision and provide those ongoing protective services if needed.

Do not use online reporting in a situation that requires immediate EMERGENCY attention- those immediately life-threatening calls should be placed to 911.

Note: Although this training is focused on older adults it is important to know that DCF investigates all reports for adults 18 and older.

OTHER RESOURCES

- Florida
 - Elder Helpline: 1-800-963-5337
 - Long-term Care Ombudsman Program 1-888-831-0404
 - Statewide Senior Legal Helpline: 1-888-895-7873
- 

WHAT ELSE CAN YOU DO?

- Prevention
- Training and Education

Our main goal is prevention, to stop elder abuse from happening in the first place. One of the most critical pieces to preventing elder abuse is educating seniors, professionals, caregivers and the general public about elder abuse.

A study by the CDC found that one area of insufficient training is with medical providers. Although older adults often end up needing to see a doctor as a result of abuse, doctors reports only make up about 2% of elder abuse reports.

Studies have also shown that educational programs directed at older adults tends to be more effective if they are incorporated into broader topics such as aging or healthcare.

Another critical piece to prevention is being able to identify environments that have a potential to become abusive. We discussed some of these factors in covering perpetrator risk factors.

Elder Abuse Awareness and Prevention Post test

1.The definition of abuse is uniform across all states:

- A. True
- B. False

2.The most common form of elder abuse is:

- A. Physical
- B. Emotional/Psychological
- C. Financial
- D. Neglect

3.Abuse frequently goes unreported because:

- A. They are afraid
- B. They are embarrassed
- C. There is a lack of clarity
- D. All of the Above

4.Which of the following are categorized as emotional or psychological abuse:

- A. Name calling
- B. Silent Treatment
- C. Isolation
- D. All of the Above

5.Financial Abuse includes (circle all that apply):

- A. Scams against the elderly
- B. Pickpocketing an older adult
- C. Unauthorized credit card use by known and trusted person

Please turn over page to continue

Elder Abuse Awareness and Prevention Post test

6.The most common perpetrators of abuse are:

- A. Family members
- B. Paid caregivers
- C. Nursing home staff
- D. Strangers

7.Statistically perpetrators are more commonly:

- A. Male
- B. Female

8.There must be a pattern of neglect present for it to considered abusive neglect:

- A. True
- B. False

9.LGBT elders are at risk for abuse because:

- A. They may have limited support networks
- B. Homophobia and transphobia
- C. Social Isolation
- D. All of the above

10.Mandated reporters in Florida include (circle all that apply):

- A. You
- B. Medical/healthcare professionals
- C. State and government employees