

Abuse, Neglect, and Exploitation

Helping Restore Ability |

Course Description

- In this course we will go over what abuse, neglect, and exploitation look like and how to address these issues
- Instructors- Donna Wallace, Beth Hines
- Trainings- Once a month (email updates will be sent out with specific date and times.)
- Based on our policies and procedures manual

Instructor Contact Information



Donna Wallace
Beth Hines

Office Phone:
817-635-6033

Office Hours:
Mon-Thurs. 8-5
Friday 8-4

Email:
dwallace@hratexas.org
ehines@hratexas.org

Supervisor Contact Information



Abby Starling

Office Phone:

817-635-6038

Work Cell:

817-564-1489

Hours:

Mon-Thurs. 8-5

Friday 8-4

Email:

astarling@hratexas.org

Required Trainings



- <https://learningportal.dfps.state.tx.us/course/index.php?categoryid=22>
- This link is for the Texas health and Human Services Commission online training on abuse neglect and exploitation. This is required of all attendants to **complete within 2 weeks of orientation**
- **Send completion of course to supervisor so it can be put in your file.**

To access online training manually-

1. <https://learningportal.dfps.state.tx.us>
2. Select "Health and Human Services Commission Courses"
3. Select "ANE Competency Training and Exam (online)"
4. Register as a user to take the course, "create new account"
5. You must receive a score of at least 80% for completion of the quiz



Materials

Books

- HRA Policies/Procedures Handbook

Websites

- [https://www.tcsheriff.org/images/victim-services/docs/crimes against disabled and elderly.pdf](https://www.tcsheriff.org/images/victim-services/docs/crimes%20against%20disabled%20and%20elderly.pdf)
- [https://ncea.acl.gov/NCEA/media/docs/Abuse-of-Adults-with-a-Disability-\(2012\).pdf](https://ncea.acl.gov/NCEA/media/docs/Abuse-of-Adults-with-a-Disability-(2012).pdf)
- <https://www.helpguide.org/articles/abuse/elder-abuse-and-neglect.htm>

Videos

- <https://www.youtube.com/watch?v=OEGhbbpel30>

Course Objectives

Course Objectives	Skills Developed
1-What is abuse?	Know what abuse/elderly abuse looks like
2-Signs of abuse	Be able to identify signs of abuse
3-What is Neglect?	Know what neglect means
4-What is exploitation?	Know what exploitation looks like
5-Our responsibility	Know your responsibility if suspected neglect, exploitation or abuse occur

Section 1- Abuse

Elder and disabled abuse is the mistreatment of a disabled/elder person by someone who has a relationship with them and is involved in their care.

- Elderly and disabled persons are more vulnerable to become victims of abuse because of their dependence on others for care.

According to the NCEA (National Center on Elderly Abuse), "30% of adults with disabilities, who used PAS for support of activities of daily living, reported one or more types of mistreatment (i.e. physical abuse, verbal abuse, financial abuse) by their primary provider."

It's our job to begin changing this heartbreaking statistic!



What makes this abuse so complex?

- Some diseases and chronic illnesses can mask/mimic the visible signs of abuse
 - e.g., certain medications, diseases causing easy bruising
- No single characteristic identifies an abuser
- Abuse is often subtle, especially when it is pre-meditated.
- Abuse can also be spontaneous
- Often the victims and abusers will attempt to hide the abuse



Types of abuse

- Physical abuse- Non-accidental use of bodily force that results in physical pain, injury, or death
 - e.g., physical restraining, force-feeding, hitting, shaking, kicking, etc.
- Emotional abuse- Treatment in a way that causes psychological pain or distress
 - e.g., intimidation by yelling or threats, withholding attention, isolating client from the outside world, humiliation or ridicule, etc.
- Sexual abuse- any sexual contact without consent or sexual activities with someone who is unable to give consent
- Abandonment- deserting of a person in a public place or other location with no intention of returning for them or finding alternative care

Why does abuse happen? (contributing factors)

- Mental illness
- Drug addiction
- Alcoholism
- Financial stress
- Caregiver stress
- Lack of proper caregiver skills/training
- Family history of violence

If you ever feel as though the situation is becoming too stressful, contact your supervisor immediately so proper arrangements of care can be made.

Section 2- Signs of abuse

- Sudden changes in the individual (depression, withdrawn)
- Fear or agitation
- Physical signs may include
 - Bruising, welts (commonly on back/stomach areas), broken bones, rope marks, vaginal, anal bleeding
 - Underclothes are torn, stained/bloody



<https://www.youtube.com/watch?v=OEGhbbpel30>

Section 3- Neglect

- Neglect is when the person who assumes responsibility for providing necessary care (attendant) to a client, refuses or otherwise fails to do so.
 - e.g., Task list- cleaning, grooming, meal preparation, medication assistance, etc. ; failing to do these tasks for your client knowingly is neglecting your obligation as their caregiver.
- Self-neglect is when the person taking care of themselves does so in a way that jeopardizes health and well-being



Signs of Neglect



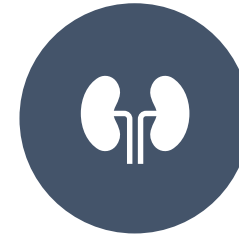
UNTREATED
BEDSORES



UNSANITARY LIVING
CONDITIONS



FLEAS, BEDBUGS,
LICE



FECAL/URINE
ODORS



POOR HYGIENE



DEHYDRATIONS



UNSAFE LIVING
CONDITIONS

Section 4- Exploitation

- Exploitation is when someone who has a relationship with the client (caregiver, family member) misuses the person's resources for person or monetary benefits.
 - e.g., taking/misusing clients personal checks, credit cards, ATM cards, social security card, food stamps etc., theft of jewelry, property, money



Signs of Exploitation



UNEXPLAINED/SUDDEN
INABILITY TO PAY BILLS



OVERDUE RENT



UTILITIES TURNED OFF



DISAPPEARANCE OF
PERSONAL PROPERTY



CHANGES IN WILL,
POWER OF ATTORNEY
OR PAYEE



CLIENT SIGNING PAPERS
THEY DON'T
UNDERSTAND



EXCESSIVE PAYMENT
FOR CARE/SERVICES



UNHEALTHY
RELATIONSHIP

Our Responsibility

- It is **mandatory** for us, as an agency, to report all concerns of suspected abuse, neglect and exploitation according to Texas guidelines
- It is *your responsibility* as a caregiver to report suspected abuse, neglect or exploitation **within 24 hr. of discovering**
 - Immediately to Abby Sterling (817-635-6038)
 - Texas Department of Family and Protective Services (TDFPS) at **(1-800-252-5400)** or at their secure website (www.dfps.state.tx.us/Contact_Us/report_abuse.asp)
 - Texas Department of Aging and Disability Services (DADS) at **(1-800-458-9858)**

Questions?



HELPING RESTORE ABILITY
A Non Profit Serving Texans with Disabilities