

# **ACTION PLAN**

## **Recognize Abuse & Exploitation in Elder-Serving Programs**

## Overview

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In this course, you will learn:

- Types of elder abuse and exploitation
- How to recognize the risk factors and warning signs of abuse and exploitation
- How to establish good relationships with and provide appropriate care to the elderly
- How to protect yourself from false allegations of abuse and exploitation
- How to report suspected abuse, neglect, and exploitation

## Lesson 1 – Facts About Abuse

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### Forms of Abuse

Forms of abuse that the elderly may encounter include:

1. Physical abuse
2. Sexual abuse
3. Psychological abuse
4. Neglect
5. Financial exploitation



### Effects of Abuse and Neglect in the Elderly

Write in the missing letters to complete the three incomplete words.

Physical Effects	Psychological Effects
<ul style="list-style-type: none"><li>• Falls</li><li>• Burns</li><li>• Choking</li><li>• Dehy_ _ _ _ _</li><li>• Malnutrition</li><li>• Bedsores</li><li>• Pain</li><li>• Prolonged ill_ _ _ _</li><li>• Disease and infection</li></ul>	<ul style="list-style-type: none"><li>• Fear</li><li>• Aggression</li><li>• Confusion</li><li>• With_ _ _ _ _</li><li>• Death from trauma</li><li>• Fleeing</li></ul>

## Lesson 2 – Interacting



### Risk Factors

Certain risk factors can increase the likelihood that a caregiver will abuse an elderly person or that an elderly person will be abused.

Elderly Person Risk Factors	Caregiver Risk Factors
<ul style="list-style-type: none"> <li>• Lack social support and have few visitors</li> <li>• Are quiet, disoriented, nonverbal, unable to communicate</li> <li>• Have medical conditions that make them uncomfortable</li> <li>• Are unable to control their bowels or bladder</li> <li>• Have medical conditions that are misdiagnosed/under-treated</li> <li>• Have psychiatric illnesses, particularly when untreated</li> <li>• Have behavior problems</li> </ul>	<ul style="list-style-type: none"> <li>• Are experiencing burnout</li> <li>• Have mental health, emotional, or substance abuse problems</li> <li>• Have aggressive, dominant, egotistical, etc. personalities</li> <li>• Are experiencing family or marital conflict</li> <li>• Lack understanding of medical conditions</li> <li>• Have unrealistic expectations about elders' needs/abilities</li> <li>• Have negative attitudes toward elderly people</li> </ul>



### How Does Abuse Happen?

*Fill in the blanks using the words Access, Privacy, and Control.*

- Abusers need \_\_\_\_\_. They don't want to get caught, so they meet with the person when no one else is around to challenge their behaviors or motives.
- Those who abuse elders simply need \_\_\_\_\_ to them.
- Abusers need \_\_\_\_\_, and will work hard to manipulate someone they are trying to exploit.



### Red Flags of Abuse and Exploitation

Red flag behaviors alert us to individuals or circumstances that could indicate danger.

*Make notes about behaviors you would consider red flags of abuse and exploitation.*



## Lesson 3 – Steps to Safety

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### **Establish Good Relationships with Elderly People**

Employees who have good relationships with the elderly are

- more likely to respect them.
- less likely to use excessive control.
- less likely to mistreat them.

*Draw a line to match each action on the left with the example of it.*

<b>Action</b>	<b>Example</b>
Show Respect	Learn about the person's likes and dislikes.
Listen	Repeat words if necessary but don't shout.
Be Heard	Knock before entering.
Let Them Maintain Control	Give the person choices about activities



### **Safety Tips for Caregivers**

*Take notes on any of these caregiving tasks you perform.*

**Personal Care:**

**Transportation:**

**Home/Room Visits:**

## Lesson 4 – Protect Against False Allegations

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There are five things you can do to protect yourself and your fellow staff members or volunteers from false allegations.

*Use these words to fill in the blanks:* **Needs, Watching, Policies, Clear, Participants**

1. Follow organization \_\_\_\_\_
2. Keep boundaries \_\_\_\_\_
3. Provide care appropriate to participant's \_\_\_\_\_
4. Avoid unnecessary time alone with \_\_\_\_\_
5. Imagine someone is \_\_\_\_\_ you.

## Lesson 5 – Responding

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### Take Action

In this lesson, you read a scenario about a woman who suspects that a man is mistreating his father in a nearby apartment.

Following the actions provided in the course, what might this woman do? Which of these steps would she probably not want to do because of safety concerns?

Interrupt behavior: \_\_\_\_\_

Report to supervisor: \_\_\_\_\_

Report to authorities: \_\_\_\_\_

Document what happened: \_\_\_\_\_

Check back: \_\_\_\_\_



- What is your state's Adult Protective Services hotline number?  
\_\_\_\_\_
- What are your state's reporting requirements? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_