

## ABUSE, NEGLECT, & EXPLOITATION

Illinois Department on Aging  
Additional Training Webinar

Welcome to the Illinois Department on Aging additional training webinar series on Abuse, Neglect, and Exploitation.

This series has been developed for employees of agencies contracted with the State of Illinois to deliver Community Care Services to learn about Abuse, Neglect or Exploitation.

## OPPORTUNITY TO LEARN

### Today's Goals

- Understand the different types of abuse
- Identify how boundaries and demeanor affect your work
- Discuss: Accepting a gift from a participant, Receiving help and/or a loan from a participant, Handling a participant's money, Banking and/or financial advice to a participant
- Learn about attitude, stress, and burnout in the work place, and how to combat these to help prevent abuse.
- Define the role of a mandated reporter.
- Discuss when to contact a supervisor & when to contact APS

# **ADULT PROTECTIVE SERVICES (APS)**

## **YOU ARE A MANDATED REPORTER**

You may see situations that make you suspect abuse by a family member or another paid caregiver.

If you suspect:

- **physical, emotional, or sexual abuse**
- **financial exploitation**
- **neglect (passive, willful, or self)**

**call** the 24-hour **APS Hotline: 1-866-800-1409, 1-888-206-1327 (TTY).**

For more information regarding your role as a mandated reporter:

[https://www.Illinois.gov/aging/ProtectionAdvocacy/Documents/APS\\_ProKnow\\_Web.pdf](https://www.Illinois.gov/aging/ProtectionAdvocacy/Documents/APS_ProKnow_Web.pdf)

## TYPES OF ABUSE

- **Physical Abuse** – Causing the infliction of physical pain or injury.
- **Sexual Abuse** – Touching, fondling, or any other sexual activity, when the person is unable to understand, unwilling to consent, threatened or physically forced to engage in the sexual behavior.
- **Emotional Abuse** – Verbal assaults, threats of abuse, harassment, or intimidation so as to compel the person to engage in conduct from which (s)he has the right to abstain or to refrain from conduct which the older person has a right to engage.
- **Confinement** - Restraining or isolating a person for other than medical reasons.

## NEGLECT

- **Willful neglect– intentional** failure by a caregiver to meet the physical, social, and/or emotional needs of an older person. The needed assistance may be, but is not limited to medication, medical care, supervision, food, therapeutic device, or other physical assistance.
- **Passive neglect – unintentional** failure by a caregiver to meet the physical, social, and/or emotional needs of an older person. This failure is often because of caregiver overload or misunderstanding of appropriate caregiving strategies or failure to understand the purpose of care.
- **Self-Neglect** – the inability, due to physical or mental impairment or diminished capacity, to perform essential self-care. This would include an elder's inability to maintain his or her basic daily necessities such as food, clothing, shelter, or medical care, or to manage his or her financial affairs.

<http://faculty.webster.edu/woolfm/abuse.html>; <http://elder.findlaw.com/elder-abuse/elder-self-neglect.html>

## FINANCIAL EXPLOITATION

**Adult Protective Services defines Financial Exploitation** as the misuse or withholding of an adult's resources by another to the disadvantage of the adult person, or for the profit or advantage of someone else.

**Which means: Financial Exploitation** is using resources (money, LINK, personal belongings, etc.) of a participant for your own advantage or profit.

What is Financial Exploitation?

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***Which means: Financial Exploitation*** is using resources (money, LINK, personal

belongings, etc.) of a participant for your own advantage or profit.

Quiz: Participant gives debit/credit card to in-home worker to grocery shop. The in-home worker purchases all items for the participant and realizes that he/she forgot a few items when shopping for themselves. It's only three items. What should you do?

- A. Purchase items and pay the participant back
- B. Purchase items and do not tell the participant and plan to bring money tomorrow
- C. Purchase items and do not tell the participant, you get their mail and they would never see their bank statement

D. Do not purchase the items, buy them on your own time with your own money

Answer D



# CONSEQUENCES

What can happen TO YOU if ANE is proven?

## PERSONAL CONSEQUENCES

- Fired from current position
- Unable to work as a Homecare Aide, in other State Waiver Programs, or in other Healthcare related jobs.
- Added to Adult Protective Services Registry.
- Damaged personal and professional reputation.



If you are found to have participated in ANE of a participant, you could face several serious consequences—beginning with being fired.

Also, your Illinois Department of Public Health worker registry may be red flagged making you unemployable for jobs in this field.

You may be entered into the APS registry database which would disqualify you from certain employment opportunities.

Your personal reputation will be damaged as someone who took advantage of a senior citizen. And, you will need to explain this dismissal during future job interviews.

## LEGAL CONSEQUENCES

- Arrested and Charged
  - In Illinois, a Senior victim automatically increases the crime to a **FELONY**



If criminal charges are brought against you, you will be arrested and charged with a felony.

In Illinois when the victim of financial exploitation is an elderly person, the charge automatically becomes a felony with a possible jail sentence of 1-15 years and fines up to \$25,000.

# **FINANCIAL EXPLOITATION**

# BOUNDARIES

Boundaries are lines that can be real or imaginary, which set limits or have consequences for being crossed.

For example, there are boundaries on property, sports fields, and even in relationships.

Boundaries in relationships are usually set up for safe interaction.

REMEMBER!



In a work relationship, these are called professional boundaries.

In your job as an HCA—you are the professional in the relationship with the participant.

You are responsible for maintaining the boundaries and providing professional service.

## **BOUNDARIES SHOULD HELP YOU**

- Establish limits that allow for safe connections between yourself and the participant.
- Focus on your job responsibilities and provide helpful and appropriate services.
- Communicate to the participant your role in maintaining his/her health and independence.

## **USE BOUNDARIES TO AVOID**

- Too much sharing about yourself shifts the focus from the participant, which can confuse the roles of the relationship.
- Temptation to run the person's life or solve his/her problems. They must make their own decisions.
- Unnecessary conflict over values, lifestyle, choices, or feelings that may be different than yours.<sup>(Wolf, 2008)</sup>

Remember that your relationship with the participant is professional not social.

Becoming “close with” or “family to” the participant leads to extra stress on your role in providing care. It may also lead you to act in ways that you normally would not in a professional situation.

(Uwosh.edu)





## **ACCEPTING GIFTS**

Next, let's take a look at how boundaries apply to accepting gifts from participants.

## WHEN WOULD IT BE O.K. TO ACCEPT A GIFT FROM A PARTICIPANT?



- You or your child's wedding
- A birthday
- A religious ceremony (Baptism, etc.)
- A major holiday (Christmas)
- Other



As a regular visitor to a participant's home, an instance may come up when you are offered a present.

When would it be ok to accept a gift from a participant?

<Pause>



WHEN WOULD IT BE O.K. TO ACCEPT A GIFT  
FROM A CCP PARTICIPANT?

- You or your child's wedding
- A birthday
- A religious ceremony (Baptism, etc.)
- A major holiday (Christmas)
- Other

The answer is: NEVER>



Giving or receiving gifts blurs the line between a personal relationship and a professional one.

Accepting a gift from a participant can be interpreted as fraud or theft by another person, a family member, or even the participant at a later time.

**Inappropriate!**

Follow your agency's policy and/or protocol on gifts.

**To protect yourself, always report offers of gifts to your supervisor.**



## BUT, WHAT IF...

- The person insists!
- I am being rude by refusing!
- The person is hurt or upset with me.
- The person becomes angry.
- It will make the person happy if I accept!
- It only cost \_\_\_\_\_. (\$2, etc.)
- The person considers me family.



But, what if...

Here are some circumstances that may make it seem OK to accept a gift—however, the answer is still NO.

If it makes you feel awkward or uncomfortable to refuse the gift:

First: Explain that there are rules about receiving gifts from participants that you HAVE to FOLLOW—or risk losing your job. But, thank them for thinking of you!! Be kind, but firm!

Second: If you are pressed –and it makes sense with the type of gift, you may consider accepting if you explain to the person that you will take the gift to the agency to share with everyone.

Third: If they become hurt, upset, angry, insistent—and won't give up—get your supervisor on the phone. Have the Supervisor explain the policy and that you must refuse the gift. Let the Agency be the “Bad Guy” so that the person is not angry with you, personally.

Also, keep in mind that

Even if the person really, really wants you to have a gift from them and it may not cost much, they are low asset, vulnerable adults and giving something to you may be causing a real hardship.

Let's look at the last bullet point "the person consider me family." Your sense of boundaries should alert you that this is inappropriate—remember to remain professional.

## **FAVORS AND LOANS**

Stepping outside of your assigned duties or asking to borrow money are examples of exploitation.



## Inappropriate!

- As a Homecare Aide, you have a specific agreement which outlines the tasks you are to complete.
- You should not be completing tasks that are outside the approved Plan of Care.



This would include additional chores around the house or running extra errands for the participant. They should not offer you extra money or gifts for extra work and you should never ask for or accept extra money or gifts/favors for doing extra work.

You also cannot recommend your family or friends to do projects, chores, or jobs for a participant.

For example:

You should not offer to babysit “on the side” for a participant’s grandchild. You should not recommend your cousin to do work on a participant’s car. Instances such as these can lead to liability issues and/or accusations of exploitation..

**NEVER** BORROW MONEY OR ACCEPT AN OFFER OF A LOAN FROM A PARTICIPANT.

**Inappropriate!**

- You might have every intention of paying it back in full, but then something happens and you are unable to.
- A participant may change his/her mind or become confused over the details of even a very straight forward agreement.
  - signed repayment notes or I.O.U.s do not make any difference!
- A family member may interpret any loan as theft or fraud and “turn you in” to your employer, Adult Protective Services, or call the police.



Never borrow money or accept an offer of a loan from a participant

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## **PERSONAL PROPERTY**

Financial exploitation extends to the use or misuse of a participant's personal property.

THE PERSONAL BELONGINGS  
OF A PARTICIPANT AND/OR  
THE FAMILY ARE OFF LIMITS.

- It is **not ok** to borrow something from a participant's home—even with the intention of returning it.
- It is **not ok** to take something that you know is never used.




It is **not ok** to borrow something from a participant's home—even with the intention of returning it.

For example: “borrowing” a piece of jewelry for one night and bringing it back

It is **not ok** to take something that you know is never used.

house.



**NEVER, UNDER ANY CIRCUMSTANCES, TAKE A PARTICIPANT'S MEDICATION.**

This could be considered BOTH financial exploitation and willful deprivation!

Quiz: In-Home care worker recently had surgery and has a RX for hydrocodone and is in severe pain. The in-home worker forgot their RX and is at the participant's home where they see the participant also has a RX for hydrocodone. What should you do?

- A. Ask the participant if you can take one and you will return two or more pills to them the next day
- B. Take one without the participant's knowledge and plan to return the pill tomorrow
- C. Call your supervisor and alert them to the situation and that you would like to leave

**Never**, under any circumstances, take a participant's medication.

This could be considered BOTH financial exploitation and willful deprivation.

Willful deprivation is the failure of a caregiver to provide a person with their necessities—in this instance, you would be depriving them of the medication that the individual needs.

- It is best practice not to buy items from participants or their family.
- You should not sell items to participants or their family.
- Even if everyone agrees to what seems like a fair price, the participant may change his/her mind or become confused over the details of an agreement.
- A family member may feel that you are not compensating appropriately.



It is best practice not to buy items from participants or their family. You should not sell items to participants or their family.

Even if everyone agrees to what seems like a fair price. The participant may change his/her mind or become confused over the details of an agreement.

A family member may feel that you are not compensating appropriately.

In addition...

Even though a participant may have a car or kitchen table or bedroom set that you could really use and you are willing to pay for—the type of professional caregiving relationship that you have with the individual could make him or her feel obligated or even forced to make the deal with you—which is financial exploitation.

## **HANDLING MONEY**

It is very important to follow policy and accurately document each and every time you handle a participant's money.



- Your agency has a policy regarding handling money and receipts for trips to the grocery store or other errands.
- There should always be documentation that is signed by both the HCA and the participant, which details all money used—cash, debit card, LINK, check, etc.



In order to protect yourself from any allegations of mishandling a participant's money, follow proper procedure.

- Obviously it is never ok to take the participant's money for your personal use or even to "add on" a couple items for yourself when at the store.
- You should not do any personal shopping, even when using your own money. Work time is to be focused on the participant.



Remember your professional boundaries while performing outside of the home tasks, too!

## **BANKING/PAYING BILLS**

It is never your responsibility to assist a participant with banking or paying bills.

- TELL YOUR SUPERVISOR if the participant has any concerns with banking, insurance, financial or legal documents, etc.
- Your supervisor will contact the participant's Care Coordinator.



Some areas of the state have the Money Management Program to help with these needs. If that is not available, most banks will provide assistance with setting up direct payments.

- It is okay to drive a participant to an ATM or banking facility as long as it is part of the Plan of Care.
- It is okay for you to open, sort, or read mail when the participant asks—and it is on the Plan of Care—BUT it is not okay to give advice or tell them how to respond.



Do not cross your professional boundaries by getting involved with a participant's personal finances.

# **ABUSE & NEGLECT**

# **PHYSICAL ABUSE**

## Causing the infliction of physical pain or injury to an adult

- Pushing, Shoving, Grabbing, Shaking
- Handling Roughly, Force Feeding, Scratching, Pinching, Poking
- Choking, Slapping, Punching, Hitting, Kicking, Cutting, Beating, Burning





- Remember frustration with someone is never a reason to push or hurry him/her along. Anger is no excuse to lash out. If a participant is striking out at you, leave immediately and contact your supervisor. Do not retaliate.



Quiz: If a participant shoves you out of anger and frustration, what should you do?

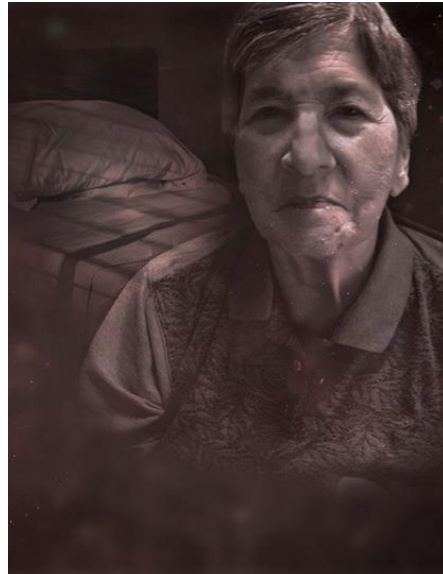
- A. Shove the participant back
- B. Physically restrain the participant
- C. Leave and call your supervisor

Answer C

# **SEXUAL ABUSE**

When the adult is unable to understand, unwilling to consent, or threatened/physically forced to engage in:

- Sexual activity or assault
- Touching abuser sexually
- Viewing of pornographic or sexual activities/materials
- Unwanted sexual attention



Quiz: The in-home worker arrives at the participant's home and the client's son is nude when leaving the client's bedroom. The in-home worker walks into the bedroom and finds the client extremely distraught and half dressed. What should you do?

- Contact your supervisor
- Contact, your supervisor, law enforcement and make an Adult Protective Services Report
- Get participant dressed and speak to the participant about not allowing the son in her bedroom any longer.

Answer B

# **EMOTIONAL ABUSE**

## Using verbal assaults, threats of abuse, harassment, or intimidation

- Use of harsh tone, swearing, insulting, humiliating, calling names, treating as a child, interrupting, overcritical
- Threatening with violence (against participant, participant's loved ones, or even pets), institutionalization, guardianship, abandonment, eviction.



- “If you don’t like how I do things, then I won’t be your Caregiver anymore, and you will end up in a nursing home.”

- Talking of victim as a burden, talking of victim’s death.

- Threatening to release personal/private information about a participant (such as medical or financial information or documents).



Quiz: Your participant constantly complains about the way you clean the home and cook. How do you react?

- A. Tell the participant if it weren't for you, the participant would be in a long-term care facility.
- B. Tell the participant that they would be alone and not have any visitors if it weren't for you coming to their home.
- C. Ask them politely not to speak that way to you and alert your supervisor to this situation.

Answer C

**CONFINEMENT**

## Restraining or isolating an older person for other than medical reasons.

- Tied to furniture, gagged, locked in a room, not permitted to leave the house, phone purposefully placed out of reach, not periodically checked on

- Overmedication could also be a form of confinement or physical abuse. Remember as a HCA, you should never administer medications, instead contact your supervisor if they are asking for medication or call 911 in case of emergency.





**NEGLECT**

**NEGLECT  
INCLUDES:**

Living in grossly unsanitary conditions.

Suffering from an untreated illness, disease or injury.

Suffering from malnutrition that without an intervention the adult's physical or mental health is likely to be severely affected.

Creating a hazardous situation that will likely cause serious harm to the adult or others or cause substantial damage to or loss of assets.

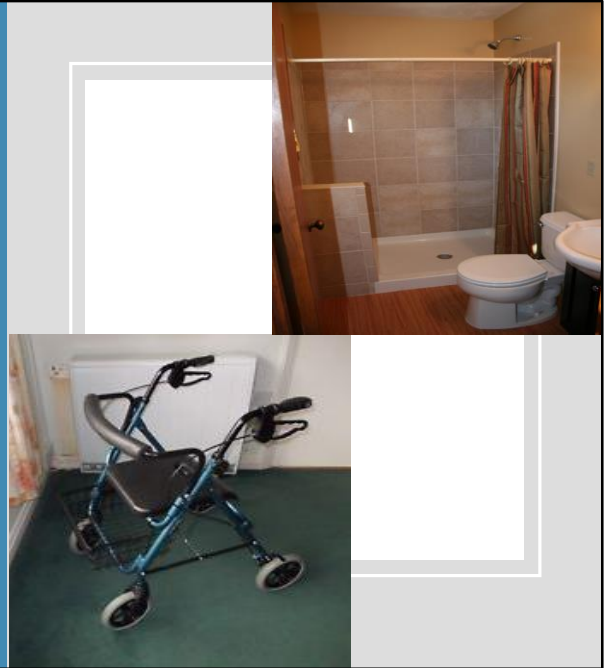
[http://www.vchreact.ca/read\\_selfneglect.htm](http://www.vchreact.ca/read_selfneglect.htm)

**WILLFUL NEGLECT**

## **Willful Neglect – Intentional**

failure by a caregiver to meet the physical, social, and/or emotional needs of an older person. The needed assistance may be, but is not limited to medication, medical care, supervision, food, therapeutic device, or other physical assistance. **(this may often be a “punishment” for behaviors)**

<http://faculty.webster.edu/woolfm/abuse.html>;  
<http://elder.findlaw.com/elder-abuse/elder-self-neglect.html>



Taking away a participant’s transfer device or access to the bathroom because they keep having accidents.

**PASSIVE NEGLECT**

**Passive Neglect – Unintentional** failure by a caregiver to meet the physical, social, and/or emotional needs of an older person. This failure is often because of caregiver overload or misunderstanding of appropriate caregiving strategies or failure to understand the purpose of care (**lack of experience, information, or ability**).

<http://faculty.webster.edu/woolfm/abuse.html>;  
<http://elder.findlaw.com/elder-abuse/elder-self-neglect.html>



Regularly missing doctor's appointments or failing to remind them to take medications.

This could be a household who has always had trouble keeping their water or electric on due to finances. It is a hazardous situation for the senior to be living in, but the family is not doing so on purpose.

**SELF NEGLECT**

**Self-Neglect** – the inability, due to physical or mental impairment or diminished capacity, to perform essential self-care. This would include an elder's inability to maintain his or her basic daily necessities such as food, clothing, shelter, or medical care, or to manage his or her financial affairs.

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This is not the same as an individual whose lifestyle choices differ from ours (ie. one who prefers to live in a hoarding situation or a person who chooses not to take their own medications to prolong their life)



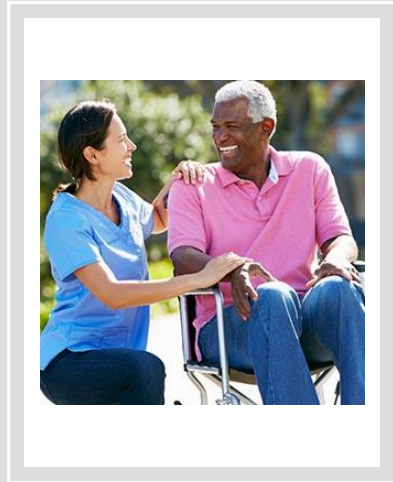


**PREVENTING  
ABUSE & NEGLECT**

**FOLLOW THE PLAN OF CARE**

## **THE PLAN OF CARE WAS DEVELOPED TO MEET THE NEEDS OF THE PARTICIPANT**

- If you do not follow the details of the Person-Centered Plan of Care (PCPOC), this can be considered Neglect.
- If the participant (ptc.) does not agree with a decision made on the PCPOC, they need to contact the CCU to discuss. (example - They do not want bathing, or they feel they have too few hours)
- If you do not feel the PCPOC can be safely followed (example - The ptc. is a total lift), contact your supervisor who must contact the CCU to discuss safety concerns.





## OCCASIONAL EXCEPTIONS

- The ptc. may not wish for certain tasks to be completed (example - No housekeeping this week because of a headache). That is OK, but it needs to be documented and if it happens consistently, the CCU will need to be contacted by your supervisor to discuss changing the PCPOC.
- The ptc. may require a task or more time than is listed on the PCPOC (example - You are about to leave for the day, when your ptc. soils himself. Bathing is not on the PCPOC, but he has been sick with the flu and would like your help). That is OK, but it needs to be documented and if it happens consistently, the CCU will need to be contacted by your supervisor to discuss changing the PCPOC.

**THE PLAN OF CARE WAS DEVELOPED TO MEET THE NEEDS OF THE PARTICIPANT**

\* Do not leave the participant in a dangerous situation, for example the participant has severe dementia with wandering and the family has not returned for the day when it is time for you to leave. Stay with the participant & contact your supervisor for guidance/help.

\* Not showing up for work can be looked at the same way. The Plan of Care will not be followed if you are not there.



Quiz: Your participant has refused assistance with bathing for the last three weeks. How do you react?

- A. Explain that it is on the PCPOC and they are required to have bathing.
- B. Sign off as though you have helped them complete the bathing task, because they seem clean enough to you.
- C. Encourage them to let you assist with this task. If they still refuse, make sure it is documented and speak with your supervisor.

Answer C

# **PROFESSIONAL DEMEANOR**

- Demeanor includes appearance, tone and volume of voice, speech patterns, body language, etc. Your professional demeanor affects how others perceive you.
- Participants may be frightened or confused by loud voices or fast talk.
- Stay away from discussion of politics or religion.
- Pay attention to your body language and facial expressions.

(Uwosh, 2010)



# **STRESS AND BURNOUT**



Providing regular care to at-risk seniors can be very rewarding. However, the day-to-day responsibilities and sometimes demanding work can end up taking a toll on both your body and your mind causing stress and burnout. People who are "burned out" may experience fatigue, stress, anxiety, and depression. It's not always possible to avoid the situations that can cause stress; as a result, you can begin to feel overwhelmed and unable to cope. When ignored, stress can lead to irritability that may lead to abuse and neglect.

(DHS.state.il.us)



**ATTITUDE**

# Attitude

The attitude that you bring to work each day directly impacts the individuals that you support and your job performance.

Your attitude can contribute to creating a trust-producing, healthy, engaging environment or can contribute to creating a negative, hostile, fearful, destructive environment.

(DHS.state.il.us)



## Attitude

Time for some Self Reflection or Group Discussion

Think about things that affect your attitude.

Think about how your attitude makes you feel.

Think about things you can do to improve your attitude.



**COMBATting  
STRESS AND BURNOUT**

- Recognize and accept your potential for stress and burnout.
- Develop new tools for coping.
- Remember to lighten up and accentuate the positive.
- Stay healthy by eating right and getting plenty of exercise and sleep. Stop Smoking.
- Accept that there are events you cannot control.
- Accept your feelings.

(DHS.state.il.us)



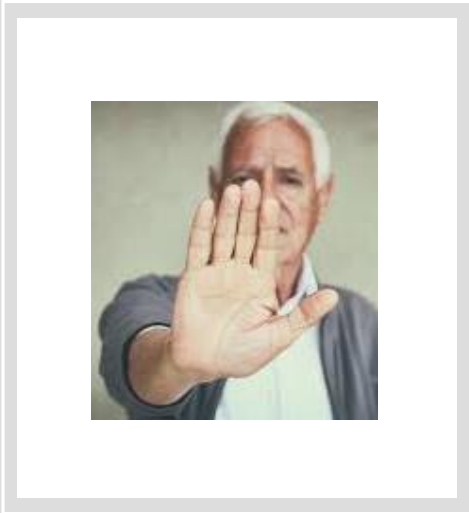


- Find someone you trust -- such as a friend, co-worker, or neighbor -- to talk to about your feelings and frustrations.
- Set aside time for yourself, even if it's just an hour or two. This should happen regularly in small ways, and occasionally in a big way.
- Talk to a professional. Such as a therapist, social worker, or a clergy member.

(DHS.state.il.us)

**PREVENTION OF  
ABUSE & NEGLECT**





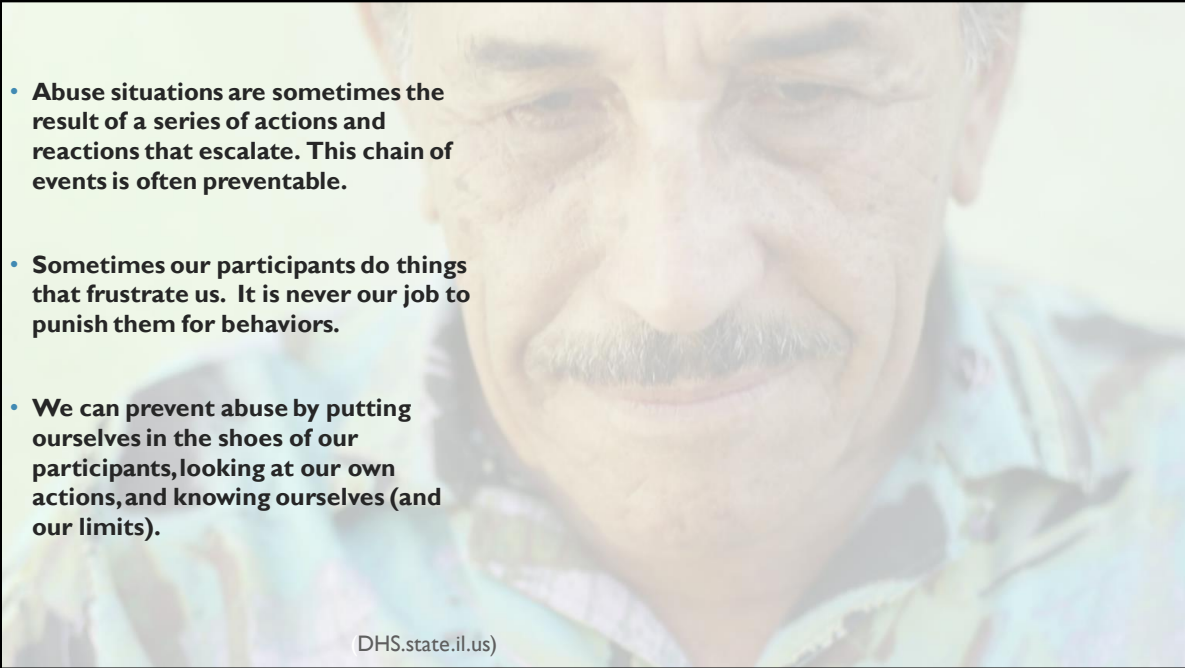
## Thought Stopping

In order to diffuse a situation, you can engage in a four-step process called "thought stopping."

### **The four steps are:**

- Stop!
- Think!
- Relax!
- Reconsider! Assess the situation and determine the best way to Diffuse

(DHS.state.il.us)

- 
- **Abuse situations are sometimes the result of a series of actions and reactions that escalate. This chain of events is often preventable.**
  - **Sometimes our participants do things that frustrate us. It is never our job to punish them for behaviors.**
  - **We can prevent abuse by putting ourselves in the shoes of our participants, looking at our own actions, and knowing ourselves (and our limits).**

(DHS.state.il.us)

## How to Respond to Frustrating Situations

- If a participant does not want to do something at that moment, try to approach him or her at a later time, or even the next scheduled work day.
- Step into the world/reality of the participant (It is difficult to always have to rely on others for assistance, knowing that your physical and mental health are declining).
- Remember that sometimes a participant will be rude or hateful to you because they are at a bad place in their life, depressed, or angry with the world. It may have nothing to do with you. Do not take criticisms personally.
- Do not respond to anger with anger.
- When you are at your limit with a participant, call your supervisor to see if a coworker can come help you or take over.
- Take a breath, step away, and find ways to calm yourself.
- Change your tone of voice.
- Change the surroundings.
- Play calming music.
- Don't engage in a power struggle with the person.

(DHS.state.il.us)

## Ask Yourself these Tough Questions

- Do you feel so tired and stressed that you cannot meet the needs of the participant?
- Do you sometimes feel that you must yell or be rough to accomplish a task?
- Do you find it difficult to manage your anger?

**REMEMBER**



## **It's Not Your Job to Punish or Control**

- **Punishment or control leads to a power struggle**
- **Everyone loses in a power struggle!**
- **The person is humiliated, fearful and hurt**
- **Other people become afraid**
- **You may lose control !**
- **The environment becomes a negative, hostile, and fearful place for everyone!**

(DHS.state.il.us)

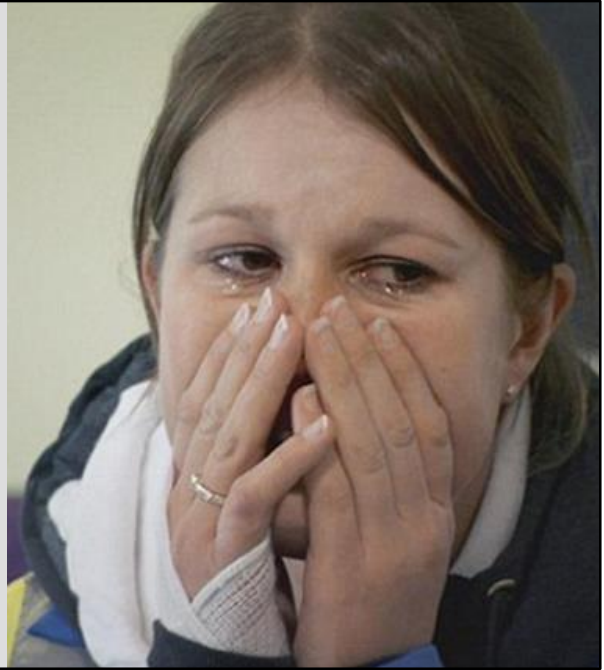
I've come to the frightening conclusion that I am the decisive element in a (participant's) life. It is my personal approach that creates the climate. It is my daily mood that makes the weather. I possess a tremendous power to make a (participant's) life miserable or joyous. I can be a tool of torture or an instrument of inspiration. I can humiliate or humor, hurt or heal. In all situations, it is my response that decides if a crisis will be escalated or de-escalated and a (participant) humanized or de-humanized.

Haim Ginott  
(DHS.state.il.us)



**REMEMBER TO CONTACT  
YOUR SUPERVISOR...**

- if you **EVER** feel that you may do something on the job which could get you into trouble because of
  - **Stress!**
  - **Money!**
  - **Family!**
  - **Personal Issues!**





# **ADULT PROTECTIVE SERVICES (APS)**

## **YOU ARE A MANDATED REPORTER**

You may see situations that make you suspect abuse by a family member or another paid caregiver.

If you suspect:

- **physical, emotional, or sexual abuse**
- **financial exploitation**
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**call** the 24-hour **APS Hotline: 1-866-800-1409, 1-888-206-1327 (TTY).**

For more information regarding your role as a mandated reporter:

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THANK YOU!

Please know, your job is an important one. We want you to show consideration and respect while providing appropriate services. Use what you have learned today to improve the quality care that you give our participants.

## REFERENCES

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