

Regional Long Term Care Ombudsman Program- *Advocates for Residents in Long Term Care*

The office of the Long Term Care Ombudsman investigates complaints about services in long term care facilities, mediates disputes, offers information/referral about long term care, provides advocacy services, technical assistance, and consultation to senior citizens, public agencies, legislators, and care providers.

North Carolina General Statutes direct the Long Term Care Ombudsman to ensure that long term care residents have full opportunity to exercise their basic rights, which include--civil and religious liberties, the right to independent personal decisions and knowledge of available choices. The Regional Long Term Care Ombudsman provides support and assistance to Local Community Advisory Committees.

Service Area:

Alamance, Caswell, Davidson, Guilford,
Montgomery, Randolph, and Rockingham
Counties



AREA AGENCY ON
AGING

**Piedmont Triad Council of
Governments**

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Piedmont Triad Council of Governments
Area Agency on Aging
**REGIONAL LONG TERM CARE
OMBUDSMAN PROGRAM**

ELDER ABUSE: It's a Shame! It's a Crime!



There's No Excuse for Elder Abuse!

2007

What is Elder Abuse?

Abuse means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish. This includes deprivation by an individual of **goods or services** that are necessary to attain or maintain physical, mental, and psychosocial well-being.

TYPES OF ELDER ABUSE

Physical Abuse - use of physical force that may result in bodily injury, physical pain, or impairment includes hitting, slapping, pinching, and kicking. It also includes controlling behavior through corporal punishment.



Sexual Abuse - non-consensual sexual contact of any kind with an elderly person including coerced nudity, sexual assault/rape, battery, unwanted touching, sodomy, explicit photographing.

Emotional Abuse - infliction of anguish, pain, or distress through verbal or nonverbal acts abuse includes but is not limited to verbal assaults, insults, threats, intimidation, humiliation, and harassment. In addition, treating an older adult like a child; isolating an elderly person from his/her family, friends, or regular activity.

Sometimes it is not so obvious...

Financial/Material Exploitation - illegal or improper use of an elder's funds, property, or assets. Possible Indications of exploitation are substandard care being provided or bills unpaid despite the availability of adequate financial resources, unexplained disappearance of funds or valuable possessions, frequent checks made out to "cash."

Neglect - the refusal or failure to fulfill any part of a person's obligations or duties to an elderly person in his or her care.

Abandonment - the desertion of an elderly person by an individual who has physical custody of the elder or by a person who has assumed responsibility for providing care to the elder.



Unique Characteristics of Elder Abuse...

- When elder abuse occurs, it is rarely an isolated event.
- Victims feel trapped in the situation and do not want to get the abuser in "trouble."
- They have fewer options to leave, and may blame themselves for the situation.
- Abused elderly may be unable to protect themselves.

If you suspect someone you know is at risk for or is the victim of elder abuse contact your local Department of Social Services – Adult Protective Services. All calls to these agencies are kept confidential.



County Adult Protective Services Phone Numbers:

Alamance	336-570-6532
Caswell	336-694-4141
Davidson	336-242-2500
Guilford	336-641-3137
Montgomery	910-576-6531
Randolph	336-315-8028
Rockingham	336-342-1394

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