

THE ADVOCATE

Your source of information on all things Long-Term Care

Inside this issue:

Types of Elder Abuse	2
A Conversation About Abuse	3
Red Flags of Abuse	4
LTC Ombudsman Program	5
Word Search	6
Residents' Lane	7

Reporting Elder Abuse



If you or someone you know is the victim of abuse in a nursing home or assisted living facility in Baltimore City, make a report to the Office of Health Care Quality (OHCQ) at (410) 402-8110 and a confidential report to the local Long Term Care Ombudsman Program at (410) 396-3144.



The United Nations General Assembly, in its resolution 66/127 designated June 15 as World Elder Abuse Awareness Day.

According to the United Nations the global population of people aged 60 years and older will reach 1.2 billion in 2025.

As the numbers of the "older" elder population grows, incidences of

World Elder Abuse Awareness Day June 15, 2014

"We owe it to older persons and societies at large to fight ageism in all its forms and enhance the dignity and human rights of older persons everywhere."

UN Secretary-General Ban Ki-moon

abuse is predicted to increase. Physical abuse; neglect; emotional or psychological abuse; financial abuse and exploitation; sexual abuse; and abandonment are examples of the different forms of elder abuse.

world wide effort in support of the United Nation's International Plan of Action on Aging

The day brings global attention to the well being of older persons and places focus on the problem of physical, emotional and financial abuse of the elderly.



The first WEAAD was observed on June

15, 2012 and is a world a

Long Term Care Ombudsman Program's World Elder Abuse Awareness Day Observance June 14, 2014 Mondawmin Mall 10:00 AM—3:00 PM

Please join BCHD Long Term Care Ombudsman Program representatives in observance of World Elder Abuse Awareness Day.

- ◆ Giveaways
- ◆ Long Term Care Information
- ◆ Information for older adults, persons with disabilities & their caregivers
- ◆ SHIP Representatives will be present to answer Medicare Questions

TYPES OF ELDER ABUSE



The Nursing Home Reform Act of 1987 gives residents the right to be free from abuse, neglect and financial exploitation. The Act ensures that residents live in an environment that maintains or enhances their health.

TYPES OF ABUSE

- ◆ **Psychological/Emotional**
Ignoring, cursing, taunting, threatening & threats of withholding necessities from a resident.
- ◆ **Failure to Provide Proper Care**
Substandard care that can result in pressure sores, dehydration or an overall decline in health.
- ◆ **Physical**
Scratching, slapping, hitting, pinching, force feeding or pushing or rough handling during care.
- ◆ **Verbal**
Threats, taunts and rude disrespectful statements.
- ◆ **Sexual**
Pressure to perform sexual acts

ABUSE is an act of causing **intentional** harm or pain. A long-term care facility resident can be abused by a staff person, another resident, intruder or a visitor from the outside community.

and unwelcomed and improper touching.

NEGLECT

Neglect may or may not be intentional. Neglect is the failure to care for a person in a manner which would maintain or enhance their quality of life and health. It also means the failure to react to a situation which may be harmful.

TYPES OF NEGLECT

- ◆ Knowingly allowing improperly trained staff to provide patient care.
- ◆ Ignoring a resident's cry for assistance.
- ◆ Not changing disposable undergarments or inadequate toileting schedules.
- ◆ Inadequate medical record documentation.
- ◆ A nursing assistant not being taught the proper care techniques.

WORLD ELDER ABUSE
AWARENESS DAY 2014



A Conversation About Elder Abuse

What is Elder Abuse? How Do I Report it? How Can I help?

AT:

Oliver Senior Center

1700 N. Gay Street—Baltimore MD 21213

410-396-3861

Monday, June 16, 2014 1:00 p.m. – 2:00 p.m.

Attend informational presentations to learn more about elder abuse.

***Keep in contact and talk
with your older friends,
neighbors, and relatives***



What Can You Do to Prevent Elder Abuse?

Report suspected mistreatment to your local adult protective services agency or law enforcement. Although a situation may have already been investigated, if you believe circumstances are getting worse, continue to report to authorities. *If you believe that an elder is in a life-threatening situation, contact 911 or the local police .*

- ◆ Be aware and alert for the possibility of abuse.
- ◆ Look around and take note of what may be happening with your older/disabled neighbors and acquaintances.

To report abuse in a nursing home contact:

The Office of Health Care Quality: 410-402-8108 - Toll-free 877-402-8219

Baltimore City Long Term Care Ombudsman Program: 410-396-3144

To report elder abuse in a private home:

Baltimore City Adult Protective Services (APS): 410-361-5000

To report elder abuse in an assisted living facility contact:

Baltimore City Adult Protective Services (APS): 410-361-5000

The Office of Health Care Quality: (410) 402-8217 -Toll-free 877-402-8221

Baltimore City Long Term Care Ombudsman Program: 410-396-3144



RED FLAGS OF ABUSE

Does someone you know—a senior or adult with a disability—display any warning signs of mistreatment?



» Neglect

- Lack of basic hygiene, adequate food, or clean and appropriate clothing
- Lack of medical aids (glasses, walker, teeth, hearing aid, medications)
- Person with dementia left unsupervised
- Person confined to bed is left without care
- Home cluttered, filthy, in disrepair, or having fire and safety hazards
- Home without adequate facilities (stove, refrigerator, heat, cooling, working plumbing, and electricity)
- Untreated pressure "bed" sores (pressure ulcers)



» Financial Abuse/Exploitation

- Lack of amenities victim could afford
- Vulnerable elder/adult "voluntarily" giving uncharacteristically excessive financial reimbursement/gifts for needed care and companionship
- Caregiver has control of elder's money but is failing to provide for elder's needs
- Vulnerable elder/adult has signed property transfers (Power of Attorney, new will, etc.) but is unable to comprehend the transaction or what it means



» Psychological/Emotional Abuse

- Unexplained or uncharacteristic changes in behavior, such as withdrawal from normal activities, unexplained changes in alertness, other
- Caregiver isolates elder (doesn't let anyone into the home or speak to the elder)
- Caregiver is verbally aggressive or demeaning, controlling, overly concerned about spending money, or uncaring

» Physical/Sexual Abuse

- Inadequately explained fractures, bruises, welts, cuts, sores or burns
- Unexplained sexually transmitted diseases



If you or someone you know is in a life threatening situation or immediate danger, call 911 or the local police or sheriff.

The Long Term Care Ombudsman Program

The Long Term Care Ombudsman Program advocates for and on behalf of residents of nursing homes and assisted living facilities.

The Ombudsman works to resolve problems and to bring about changes that will improve resident care and their overall quality of life. Trained Ombudsman staff and volunteers visit long term care facilities on a regular basis to monitor conditions and care.

The Ombudsman provides a voice for those unable to speak for themselves, and to empower self advocates with information and resources.

The Ombudsman seeks to find solutions for problems or concerns with the facility, family, guardians or services outside the facility.

Baltimore City's Long Term Care Ombudsman Program's phone number is: (410) 396-3144. Feel free to leave a confidential message after hours.

The State Ombudsman's office (410) 767-1100 can provide contact information for programs in other counties. (Toll Free 1-800-243-3425)

Become a Volunteer Ombudsman

What a Volunteer Ombudsman Does:

- ◆ Visit residents in nursing homes and other long-term care facilities on a regular basis.
- ◆ Listen to residents' concerns and problems while having a friendly visit.
- ◆ Report observations.
- ◆ Support residents' rights, privacy and confidentiality.
- ◆ Refer urgent concerns to local ombudsman program.
- ◆ Provide clerical support.



If you are interested being a Long term Ombudsman Volunteer please call the Long Term Care Ombudsman Program at (410)396-3144. You must be 21 years or older, have available transportation and possess a genuine concern for older adults and persons with disabilities.

ELDER ABUSE WORD SEARCH

Advocate

Caregiver

Depression

Elder Abuse

Emotional Abuse

Financial Abuse

Intentional Harm

Long Term Care

Neglect

Ombudsman

Physical Abuse

Self Neglect

Sexual Abuse

Verbal Abuse

Withdrawal

W	I	T	H	D	R	A	W	A	L	V	S	Z	N	X	M
A	Z	I	S	E	X	U	A	L	A	B	U	S	E	D	D
D	D	E	P	R	E	S	S	I	O	N	B	F	D	Q	O
E	L	D	E	R	A	B	U	S	E	Q	A	H	A	P	E
E	J	G	P	K	Q	X	D	E	T	A	C	O	V	D	A
S	E	L	F	N	E	G	L	E	C	T	U	F	W	U	Y
Y	L	K	S	T	T	C	E	L	G	E	N	D	P	U	Q
F	F	E	S	U	B	A	L	A	I	C	N	A	N	I	F
T	W	B	O	E	R	A	C	M	R	E	T	G	N	O	L
M	R	A	H	L	A	N	O	I	T	N	E	T	N	I	F
P	P	H	Y	S	I	C	A	L	A	B	U	S	E	B	U
E	E	M	O	T	I	O	N	A	L	A	B	U	S	E	M
I	J	Z	V	E	R	B	A	L	A	B	U	S	E	N	E
Z	G	O	C	E	N	A	M	S	D	U	B	M	O	A	Z
S	A	R	E	V	I	G	E	R	A	C	U	S	B	R	T

Residents Lane



Brinton Wood Post-Acute Care Center's unofficial greeter James "Junebug" Summerville can usually be seen sitting near the front door greeting visitors with his radiant smile.

Mr. Summerville grew up in east Baltimore. As a youngster some of his favorite pastimes were playing kickball and shooting marbles in the alley with his best friend. His fond memories of growing up in Baltimore also included, singing on the Charity Baptist Church Choir and dancing up a storm with the ladies on "The Pennsylvania Avenue".

Mr. Summerville often expresses his love of good food and his skill as a good cook. With a big smile he said many a lady friend has complimented him on his cooking skills and his special recipes, especially his scrumptious spaghetti sauce. He appreciates his right as nursing home resident to receive nutritious and tasty meals. Cassius Glover, Brinton Woods's Food Service Manager, said Mr. Summerville compliments his cooking by frequently asking for double portions and an extra side of bread.

Mr. Summerville looks forward to his continued stay at Brinton Wood Post-Acute Care Center which he attributes to his safe, healthy and peaceful life.

Exercise Your *Right* to EXERCISE!



Did you know that nursing home residents have the right to exercise under the 1987 Nursing Home Reform Law? Exercise is widely known to be an effective way to improve one's physical and mental health. Exercise also helps you fight disease, lessen anxiety and depression, improve cognitive ability, and prevent falls by strengthening your muscles.

One local nursing home offers exercise activities twice a day which includes: kick and table ball, "shake a tail feather," bean bag toss, and morning and afternoon stretch.

If an exercise program is not available at your facility talk to the Activity Director about starting one. Remember, exercising is your right! So get moving and participate in an exercise activity today.

BCHD
OFFICE OF AGING & CARE SERVICES
LONG TERM CARE OMBUDSMAN PROGRAM

417 E. Fayette St. 6th Floor
 Baltimore, MD 21202

Phone:
 (410) 396-3144

Fax:
 (410) 539-0978

E-Mail:

LTC.Ombudsman@baltimorecity.gov

Deborah Hamilton, Program Manager
 Mary Anne Brennan, LTC Ombudsman
 Elissa James, LTC Ombudsman

Celebrate the *9TH Annual World Elder Abuse Awareness Day*. Show the world you care about ending elder abuse and neglect by wearing something purple on **June 15, 2014**.

If you don't take a stand, who will?

Stephanie Rawlings-Blake, Mayor City of Baltimore

Dr. Duval-Harvey, Interim Commissioner of Health

BALTIMORE CITY HEALTH DEPARTMENT
OFFICE OF AGING & CARE SERVICES
LONG TERM CARE OMBUDSMAN PROGRAM
417 E. FAYETTE STREET 6TH FL
BALTIMORE, MD 21202