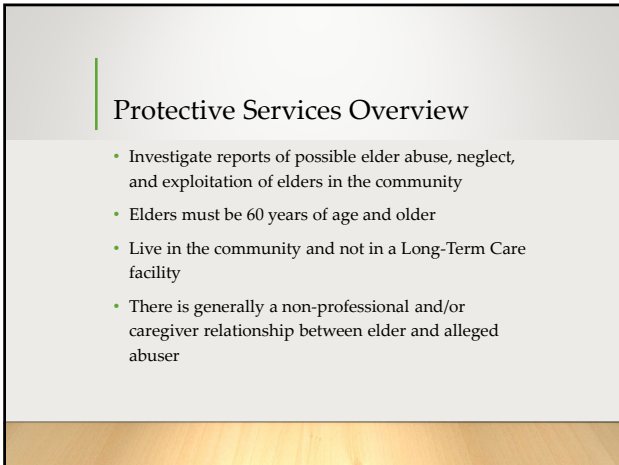




Protective Services
Department

ELDER SERVICES OF CAPE COD & THE ISLANDS

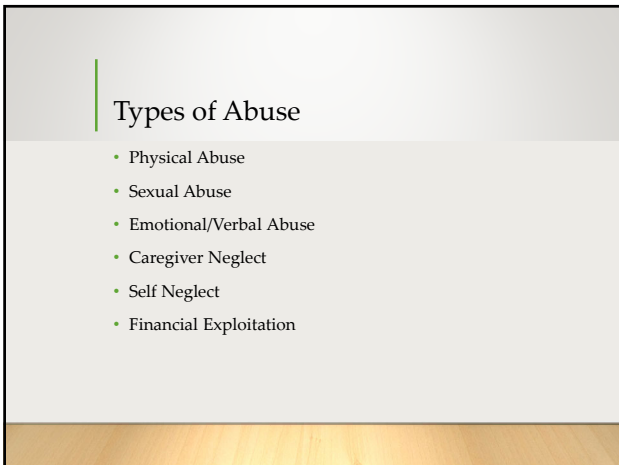
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Protective Services Overview

- Investigate reports of possible elder abuse, neglect, and exploitation of elders in the community
- Elders must be 60 years of age and older
- Live in the community and not in a Long-Term Care facility
- There is generally a non-professional and/or caregiver relationship between elder and alleged abuser

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Types of Abuse

- Physical Abuse
- Sexual Abuse
- Emotional/Verbal Abuse
- Caregiver Neglect
- Self Neglect
- Financial Exploitation

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Physical Abuse

- The intentional infliction of Serious Physical Injury to an Elder; or
- A threat to inflict Serious Physical Injury to an Elder for which the party making the threat possesses the intent and apparent ability to carry out the threat.

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Sexual Abuse

- Sexual assault, rape, sexual misuse, or sexual exploitation of an Elder or threats of Sexual Abuse where the individual has the intent and apparent ability to carry out the threatened Sexual Abuse.

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Emotional Abuse

- Any intentional act or omission, including but not limited to verbal abuse, confinement, isolation, humiliation, intimidation or any other act or omission that results in significant harm to the emotional state of an Elder.

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Caregiver Neglect

- The failure or refusal by a Caretaker to provide one or more of the necessities essential for physical well-being, such as food, clothing, medication, shelter, personal care, and medical care, which has resulted in Serious Physical Injury to an Elder; or that such failure or refusal will immediately result in Serious Physical Injury to an Elder.

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Self Neglect

- The failure, refusal, inability, or resistance of an Elder to provide for himself or herself one or more of the necessities essential for physical or emotional well-being, including but not limited to, food, clothing, shelter, necessary medications, and/or personal care, which has resulted in:
 - (a) Serious Physical Injury or emotional harm; or
 - (b) The risk of imminent Serious Physical Injury or emotional harm.

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Financial Exploitation

- An intentional act or omission by another person, without the consent of the Elder, which causes substantial monetary or property loss to the Elder or substantial monetary or property gain to the other person.
- Financial exploitation may result from consent obtained as a result of misrepresentation, undue influence, coercion or threat of force by the other person.

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Protective Services

- Intake
- Screening
- Investigation
- Ongoing Services

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Intake

- Centralized Intake Unit (CIU) takes reports 24/7 via the Elder Abuse Hotline 1-800-922-2275
- Mandated Reporters must also file a written report (19A) within 48 hours of the verbal report. Mailed in or faxed to PS department 508-394-0998
- Reports of elder abuse may also be filed online at www.mass.gov/report-elder-abuse

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What to Report

- Demographic and contact information for elder
- Contact information for other involved parties
- Current location of Elder and alleged abuser
- Current in-home services, formal or informal supports
- History of abuse, neglect, exploitation
- Overall health and functioning/limitations
- Communication or cognitive barriers
- Worker safety issues (violence, environmental, etc.)

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Screening

- Cases must be screened within 48 hours
- Cases screened in or out based on a reportable condition of abuse, neglect, or exploitation and the level of risk
- Response time - routine, rapid, emergency
- Mandated reporters must be contacted prior to intakes being screened out
- Screen outs are referred for services when appropriate

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Investigation

- PSW has 30 days to conduct the investigation
- Investigation planning with PSS and initial call to reporter
- Unannounced/Announced Initial Home Visits
- Elder's right to refuse to participate
- Elder and collateral interviews
- Consent/Confidentiality/Capacity Issues
- Allegations are substantiated or unsubstantiated

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Decisional Capacity

- An Elder's ability to:
- (a) understand and appreciate the nature and consequences of decisions, including the benefits and risks of and alternatives to any proposed Protective Services; and
- (b) reach an informed decision while free from any apparent duress, intimidation, coercion, use of force, or threat of force by another.

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Conclusion of Investigation

Substantiated Cases

- Refer to District Attorney's office if needed
- Service Plan Created and case placed in Ongoing Services

Unsubstantiated Cases

- No Findings - refer for services if appropriate

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Ongoing Services

Service Plans

- Identify the factors contributing to the abuse, neglect or self-neglect; and,
- Include steps to be taken to remedy the situation
- Are developed in consultation with the elder and/or reflect the elder's needs and wishes as much as possible;
- Are consistent with the elder's capacity to consent;
- Utilize the least restrictive method

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Contact

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