

# 5 Things everyone can do to prevent elder abuse:

**Listen:** Listen to older adults and their caregivers to understand their challenges and provide support.  
Resource: Caregiver Support Group (BOAD program)

**Educate:** Educate yourself and those you know about the signs of abuse and how to get help.  
Resource: National Center on Elder Abuse (NCEA.ACL.gov); National Consumer Voice for Quality Long-Term Care (theconsumervoice.org)

**Report:** Report suspected abuse or neglect as soon as possible.  
Resource: See back panel for reporting resources

**Build:** Help build a community that fosters social connections and supports for older adults.  
Resource: BOAD, Senior Centers

**Reach out:** Reach out to professional services for support when needed.  
Resource: BOAD Resource Guide; BOAD Information & Assistance

## Adult Protective Services

If you suspect an older adult in the community is the victim of abuse, contact:

Department of Social Services  
1232 Tech Court, Westminster, MD 21157  
410-386-3434



## Carroll County Office

If you suspect a resident of a nursing home or assisted living facility is the victim abuse or neglect, contact:

10 Distillery Drive, Suite 101  
Westminster MD 21157  
410-386-3810 or 410-386-3817

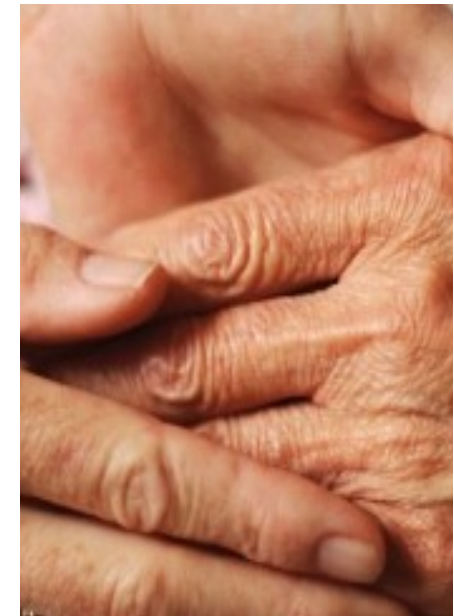
### To report scams and fraud, contact:

- Carroll County State's Attorney SCAM HOT-LINE: 443-340-5649
- Elder Abuse Fraud Hotline: (833) 372-8311 or (833) FRAUD-11
- Federal Trade Commission (FTC): ReportFraud.ftc.gov or 1-877-FTC-HELP
- Report COVID-19 related scams to the National Center for Disaster Fraud (866) 720-5721

The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact The Department of Citizen Services, 410.386.3600 or 1.888.302.8978 or MD Relay 7-1-1/1.800.735.2258 or email [ada@carrollcountymd.gov](mailto:ada@carrollcountymd.gov) as soon as possible but no later than 72 hours before the scheduled event.

## Elder Abuse:

It is Preventable and Everyone Has a Role to Play!



Identify Prevent Report

**WHAT:** Elder abuse is the deliberate mistreatment or harming of an older person.

**WHERE:** It can occur in community or institutional settings, like nursing homes or assisted living facilities.

**WHO:** Abusers can be:

- Family members or other known and trusted individuals
- Paid caregivers
- Strangers offering unsolicited services
- Scammers posing as representatives of government agencies or vendors you know and trust

**HOW:** Abuse can take the following forms:

- Physical: includes hitting, scratching, force-feeding or rough handling when providing care
- Verbal: includes yelling, scolding, ignoring, ridiculing, cursing
- Emotional/Psychological: includes threats of punishment, intimidation, and taking, using, or sharing photographs or recordings that would demean or humiliate
- Sexual: includes any non-consensual sexual contact
- Financial: includes stealing or using someone's property without permission; threatening or coercing someone to give money

**Neglect** is the failure to provide goods and services that are necessary to avoid physical harm, pain, mental anguish or emotional distress. Neglect may be intentional or unintentional. Examples include:

- Incorrect body positioning - leads to limb contractures and skin breakdown
- Lack of assistance with toileting or changing of disposable briefs – causes incontinence, indignity of sitting in urine and feces, increased falls and agitation, skin breakdown
- Lack of assistance with eating and drinking - leads to malnutrition and dehydration
- Lack of assistance with walking – leads to lack of mobility and falls
- Lack of bathing or personal care – leads to indignity, poor hygiene and skin breakdown
- Lack of assistance with participating in activities of interest – leads to withdrawal and isolation
- Ignoring call bells or cries for help

**WHY:** Elder abuse can occur when social supports that keep us connected are not in place as we age. Risk factors that increase the likelihood of someone experiencing abuse include:

- Social isolation
- Lack of access to support services and community resources
- Physical and/or cognitive deficits that create a need for assistance with daily activities

## Signs of Elder Abuse

### Emotional & Behavioral Signs

- Increased fear or anxiety
- Isolation from friends or family
- Unusual changes in behavior or sleep
- Withdrawal from normal activities

### Physical Signs

- Dehydration or unusual weight loss
- Missing daily living aids (glasses, walker, or medication)
- Unexplained injuries, bruises, cuts, or sores
- Unsanitary living conditions and poor hygiene
- Unattended medical needs
- Torn, stained, or bloody underclothing
- Sexually transmitted diseases without clear explanation

### Financial Signs

- Fraudulent signatures on financial documents
- Unpaid bills
- Unusual or sudden changes in spending patterns, wills, or other financial documents