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Administrative Manual

Section: Policy

Policy Number: 3.03

**ADULT ABUSE, NEGLECT, EXPLOITATION OR ENDANGERMENT**

**Objective:** To provide guidelines for Covenant HealthCare System employees at the time that they identify or suspect adult abuse, neglect, exploitation or endangerment, in accordance with the mission, vision, and values of the organization, and the standards of professional, accrediting, and regulatory agencies.

**Scope:** All staff of Covenant HealthCare System.

**Policy:** Adult Protective Services, (APS) as required by Act No. 519, Public Act of 1982, requires certain professionals and other employees in the fields of health care, mental health, social work, law enforcement, education and other human services to report suspected cases of adult abuse, neglect, exploitation or endangerment to the Department of Social Services. Adult abuse/neglect includes non-accidental physical or mental injury, exploitation, neglect or endangerment of a vulnerable adult.

When there is a suspicion of adult abuse or neglect, the Health Care Professional will immediately file a report to Adult Protective Services (APS), a part of the Michigan Department of Human Services (DHS).

Social Worker(s) will be available to assist with reporting abuse or neglect and will follow up with assigned APS worker.

* Mandated APS reporting is initiated for the following situations:
  + **Types of Abuse**
    - Abuse: Any harm or threatened harm to an adult’s health or welfare caused by another person. This includes non-accidental physical injury, mental injury, sexual abuse, or maltreatment.
    - Neglect: Any harm to an adult’s health or welfare caused by the conduct of a person responsible for the adult care. This includes failure to provide adequate food, clothing, shelter or medical care. Self-neglect is also included.
    - Exploitation: Any action which involves the misuse of an adult funds, property, or personal dignity by another person.
    - Endangerment: A life-threatening situation caused by the inability of the person whose life is threatened to respond.
    - Vulnerable: A condition in which an adult is unable to protect him/herself from harm, described above, because of a physical or mental impairment or because of advanced age (over 65).

**Approval:**

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Beth Charlton – Vice President Patient Services/CNO Date

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Daniel George – Executive Vice President/Operations Date

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James Hines, MD – Chief of Staff Date

**Resources for Survivors of Abuse/Neglect and Violence**

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| **Service** | **Phone number** | **Program Name** | **Other Information** |
| Abuse 24 hr. Reporting  ADULT ABUSE/NEGLECT | Phone: 855-444-3911  Fax: 616-977-1158 | Adult Protective Services, Dept. of Human Services ~~of~~ Centralized Intake | Call to report abuse or get help 24 hours a day |
| Abuse 24 hr. Reporting  CHILD ABUSE/NEGLECT | Phone: 855-444-3911  Fax: 616-977-1158 | Child Protective Services, Dept. of Human Services Centralized Intake | Call to report abuse or get help 24 hours a day |
| Child Sexual Abuse  Assessment & Referral | 752-7226 | Children’s Advocacy Center | Help and referrals when sexual abuse is suspected. |
| Counseling –  For Sexual Assault or Crisis Intervention | 790-9118 | Child and Family Services of Saginaw County | Open weekdays; call for appointment and information |
| Counseling –  Mental health | 797-3559 | Mental Health Access Line - Multiple counseling agencies available | Ask your social worker for “Mental Health Services in the Tri-Cities” list |
| Crime victims  Assistance | 790-5561 | Saginaw County Victim Assistance Coordinator | Advocacy for victims of a crime - may include rights or compensation |
| Domestic Violence  Services and Shelter | 755-0411 | Underground Railroad | 24 hour access. Also provides group, advocacy, individual consultation (free) |
| Legal Aide –  Saginaw | 755-4465 | Legal Services of Eastern Michigan | Provides legal advice or assistance for low to no cost |
| Legal Hotline for Senior Citizens | 1-800-347-5297 | Legal Services of Eastern Michigan | Provides legal advice or assistance for low to no cost |
| Runaway Shelter – Saginaw | 753-3431 | Innerlink – Runaway Shelter | Help for runaways 24 hours/day |
| Runaway Shelter –  Bay City | 895-5563 | Cory Place | Help for runaways 24 hours/day |
| Suicide Hotline | 792-9732 | Crisis Services of Saginaw Co. Mental Health | Call for help 24 hours a day or go to the nearest Emergency Room |

**Advocacy for Victims of Abuse or Mistreatment**

If you are abused, you have the right to report and expect an investigation of abuse or neglect committed against you or someone you know. Similarly, if you feel you have been abused, neglected or mistreated while in a licensed or certified facility or program you have rights to be protected and have your complaint investigated. This information is being provided to you to help know where you can go to file a complaint or get help to investigate abuse or mistreatment.

**IF YOU ARE CONCERNED ABOUT… …THEN CALL THE NUMBER BELOW**

* **CHILD OR ADULT ABUSE BY FAMILY OR CAREGIVER**
  + ***Child or Adult Protective Services***
    - Call: 1-855-444-3911
* **PROBLEM WITH COMMUNITY MENTAL HEALTH SERVICES**
  + ***Office of Recipient Rights:*** 
    - In Saginaw, call: 797-3452
    - State Office of RR: 1-800-854-9090
* **MISTREATMENT IN ADULT FOSTER CARE, CHILD FOSTER CARE, ASSISTED LIVING** 
  + ***Bureau of Family Services Complaint Hot Line***
    - Statewide (toll-free): 1-866-856-0126
* **MISTREATMENT IN LICENSED FACILITY INCLUDING EXTENDED CARE FACILITY, HOSPITAL, HOSPICE PROGRAM, DIALYSIS PROGRAM, FREE-STANDING SURGICAL CENTER, COUNTY MEDICAL CARE FACILITY OR PSYCHIATRIC HOSPITAL**
  + ***Consumer and Industry Services Complaint Hot Line***
    - Statewide (toll-free): 1-800-882-6006
* **MISTREATMENT OR COMPLAINT REGARDING NURSING HOME (EXT. CARE FACILITY)**
  + ***Michigan Ombudsman’s Office (also known as “Citizens for Better Care”)***
    - In Saginaw area: 746-9216
    - Statewide (toll-free): 1-800-292-7852
* **ELDER ABUSE, EXPLOITATION AND MEDICAID FRAUD**
  + ***Michigan Department of Attorney General***
    - Statewide (toll-free): 1-800-242-2873
* **ABUSE/ MISTREATMENT OF PERSON WITH DISABILITIES**
  + ***Michigan Protection and Advocacy Services***
    - Statewide (toll-free):1-800-288-5923

**HOW TO FILE A COMPLAINT:**

Contact the appropriate organization and be specific as possible about the time, place, names, witnesses and actions of the abuser. You should file a complaint in writing whenever possible and keep a copy for your files. If you’re not sure who to call, most Investigative Programs will refer you to the appropriate program if they feel you need a different organization than their service. If you have questions or need help, ask your social worker or call an advocacy program such as “Michigan Protection and Advocacy Service” (above).