

SOME COMMON SIGNS OF ADULT ABUSE, NEGLECT AND EXPLOITATION

- Burns, welts, scratches, bruises, cuts
- Fractures, dislocations, sprains
- Striking or hitting the adult
- Threatening or belittling the adult
- Genital injury or presence of sexually transmitted disease
- Untreated medical conditions
- Malnourishment or dehydration
- Rodent or bug infestations
- Lack of necessary medication or medical devices such as a walker or dentures
- Soiled or inadequate clothing



- No heat, running water or electricity in the home
- Depleted financial accounts
- Personal belongings or valuables that disappear
- Misuse of the adult's credit or debit card
- New credit cards taken out in the adult's name
- Sudden change to a will or other financial documents

Abuse Hurts at Any Age



Adult Protective Services

APS Hotline (888) 832-3858

Complete an online report at:
dars.virginia.gov/aps/APSreport.htm



WHAT YOU NEED TO KNOW



Adult Protective Services

WHO IS MANDATED TO REPORT?

Any person licensed, certified, or registered by health regulatory boards listed in § 54.1-2503, except persons licensed by the Board of Veterinary Medicine.

This includes:

- Physicians, Nurses, Physician Assistants, and Certified Nurse Aides
- Licensed Professional Counselors
- Dentists and Dental Hygienists
- Nursing Home and Assisted Living Facility Administrators
- Respiratory Therapists
- Optometrists
- Pharmacists and Technicians
- Physical and Occupational Therapists
- Psychologists
- Social Workers
- Behavior Analysts



As well as:

- Mental health services providers as defined in § 54.1-2400.1
- Certified emergency medical services (EMS) personnel unless EMS immediately reports the suspected maltreatment to the attending physician at the hospital where the adult was transported
- A guardian or conservator of an adult
- A person employed by or contracted with a public or private agency or facility and working with adults in an administrative, supportive or direct care capacity
- A person providing full, intermittent or occasional care to an adult for compensation, including but not limited to companion, chore, homemaker and personal care workers
- Law-enforcement officers

WHAT RIGHTS DO MANDATED REPORTERS HAVE?

- Immunity from civil and criminal liability unless the reporter acted in bad faith or with a malicious purpose.
- The right to have his/her identity remain confidential unless consent to reveal his/her identity is given or unless the court orders that the reporter's identity be revealed.
- The right to written notification when the investigation has been completed.



WHAT ARE MANDATED REPORTERS REQUIRED TO REPORT?

Mandated reporters are required to report suspected abuse, neglect or exploitation of adults age 60 or older or incapacitated adults ages 18-59.

WHAT INFORMATION SHOULD MANDATED REPORTERS PROVIDE?

Reporters should provide the name, age and address or location of the person who is suspected of being maltreated and as much information about the situation as possible.

WHAT IS THE TIMEFRAME FOR MAKING REPORTS?

"Immediately" as required by Virginia law § 63.2-1606.

IS THERE A PENALTY FOR FAILURE TO REPORT?

Yes, up to \$500 for the first failure to report and up to \$1,000 for subsequent failures.

WHERE DOES A MANDATED REPORTER MAKE A REPORT?

- Contact the local department of social services dss.virginia.gov
- Call the toll-free, 24-hour APS hotline 888-832-3858
- Make an online report at dars.virginia.gov/aps/APSreport.htm

ARE THERE OTHER RESPONSIBILITIES FOR MANDATED REPORTERS?

To provide records and information related to any report of abuse, neglect or exploitation to the APS worker regardless of who made the report.

IS THERE TRAINING FOR MANDATED REPORTERS?

Yes, there is a free e-learning module for mandated reporters at dars.virginia.gov/aps/AdultProtServ.htm.

