

## **Help to Stop Neglect, Abuse, and Exploitation**

**Statewide Reporting  
1-844-277-9300**

**Monday- Friday 8:00 am - 5:00 pm**

This number will automatically connect you to  
Adult Protective Services Agency

**Note: this is not a 24- hour number.  
After regular business hours and  
weekends emergencies should be  
called to "911"**

Online Reporting is Available 24/7

Please visit:  
[www.aps.mt.gov](http://www.aps.mt.gov)

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Adult Protective Services  
Senior and Long Term Care Division  
P.O. Box 4210  
Helena, MT 59604



**Learn the signs of abuse,  
neglect and exploitation to help  
protect the vulnerable citizens  
of Montana**

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## What is Adult Protective Services?

Adult Protective Services are provided to person's age 60 years or older, or to physically or mentally disabled adults and adults with intellectual disabilities age 18 and older who are at risk of abuse, sexual abuse, neglect, or exploitation.

The primary responsibility for Adult Protective Services (APS) includes receiving reports; conducting investigations; and making referrals for services with local and state agencies.

## What should I report as abuse?

*Abuse* is the infliction of physical or mental injury or the deprivation of food, shelter, clothing or services necessary to maintain the physical or mental health of a vulnerable adult without lawful authority

## What should I report as neglect?

*Neglect* is the failure of a person who has legal responsibility; a contractual obligation or has voluntarily assumed responsibility to care for a vulnerable adult, to provide food shelter, clothing, or services necessary to maintain the physical or mental health of a vulnerable adult.

## What should I report as financial exploitation?

*Financial exploitation* occurs when a person misuses or takes the money or property of a vulnerable adult for his/her own personal benefit. This frequently occurs without the explicit knowledge or consent of a senior or disabled adult, depriving him/her of vital financial resources of his/her own personal needs.

### Possible indicators of abuse:

- Cuts, lacerations, puncture wounds, bruises, welts, or discoloration of the skin, as well as any injury which has not been properly cared for (injuries are sometimes hidden on areas of the body normally covered by clothing)
- absence of hair and/or hemorrhagin below the scalp
- dehydration and/or malnourished without illness related cause

### Possible indicators of abuse by the caregiver:

- the individual may not be allowed to speak for him or herself, or see others, without the presence of the caregiver (suspected abuser)
- Social isolation or restriction or activities of the older adult by caregiver
- Attitudes of indifference or anger toward the dependent person or the obvious absence for assistance
- Aggressive behavior (threats, insults, harassment) by the caregiver toward the elder
- Caregiver has problems with alcohol or drugs
- Inappropriate displays of affection by the caregiver; flirtations coyness etc. as possible indicators of inappropriate sexual relationships

### Possible indicators of neglect:

- Dirt, fecal/urine smell or other health and safety hazards in the individuals living environment
- Rashes, sores, or lice on individual, and/or has an untreated medical condition
- Individual is malnourished or dehydrated

### Possible indicators of financial exploitation:

- The vulnerable adult has signed property transfers (power of attorney, new will, etc.) when unable to comprehend the transaction
- the vulnerable adult "voluntarily" giving inappropriate financial reimbursement for needed care and companionship.
- Caregiver has control of vulnerable adult's money but is failing to provide for vulnerable adult's needs, and "living off" vulnerable adult

### Where do I report incidents of abuse, neglect, or exploitation?

If the person resides in an assisted living facility or a long term care facility, the incident should be reported to Adult Protective Services and the Long-Term Care Ombudsman Program. If the person is in imminent danger, the incident should be reported immediately to local law enforcement

\*These are only some possible indicators of abuse, these lists do not cover all indicators of abuse.