

# FAQ – IDENTIFYING AND REPORTING MISTREATMENT



You have a right to feel safe and to be treated with dignity and respect. If you feel mistreated, or are concerned about someone you know, we can help.

**Call or text 911 if you, or someone you know, is in immediate danger.**

## WHO SHOULD REPORT?

Everyone! Under Rhode Island law, anyone who knows about, or suspects mistreatment must make a report. Reports can be anonymous.

## WHAT SHOULD I REPORT?

**Any risk to a person's health and safety should be reported. The person responsible may be a provider, a family member, a friend, or another person in the community.**

- **Physical Abuse** - purposely causing pain or injury, or inappropriate use of restraints
- **Sexual Abuse** - unwanted sexual contact or touching
- **Emotional Abuse** - purposely causing emotional harm (name calling, threatening, or yelling)
- **Neglect** - lack of needed care, poor supervision, isolation, or abandonment by caregiver
- **Self-Neglect** - failure of a person to provide themselves with necessary things to stay safe and healthy
- **Exploitation** - improper use of a person's money or property by someone else

If you are unsure about reporting a concern, please call us for support!

## WHAT ARE THE SIGNS?

- Unexplained cuts, bruises, or other injuries
- Verbally aggressive or demeaning caregiver
- Fear or withdrawal to caregiver
- Poor hygiene or bed sores
- Lack of proper food or medical care
- Unpaid bills or unknown expenses
- Unexplained sexually transmitted infection(s)
- Lack of proper supervision
- Isolation or confinement

## WHEN SHOULD I REPORT A CONCERN?

As soon as possible!

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## HOW DO I REPORT?

The State has several resources to help when you suspect abuse, neglect, or exploitation. All can be reached using RI Relay (TTY 711).

If the concern involves an individual...	Who to contact	How to contact
Age 0-18 <b>OR</b> Age 18-21 in DCYF custody	DCYF Child Protective Services <a href="http://dcyf.ri.gov/services/child-protective-services">dcyf.ri.gov/services/child-protective-services</a>	 24/7 Hotline: 1-800-RI-CHILD (1-800-742-4453)
Age 18-59 with a disability <b>OR</b> Any age with a developmental disability*	BHDDH Office of Quality Assurance <a href="http://bhddh.ri.gov/quality-management-report-suspected-abuse/report-suspected-abuse">bhddh.ri.gov/quality-management-report-suspected-abuse/report-suspected-abuse</a>	 24/7 Hotline: 401-462-2629
Age 60+	OHA Adult Protective Services <a href="http://oha.ri.gov/what-we-do/protect/elder-protective-services">oha.ri.gov/what-we-do/protect/elder-protective-services</a>	 24/7 Hotline 401-462-0555  Report Online: <a href="http://oha.ri.gov/report-elder-abuse">oha.ri.gov/report-elder-abuse</a>
Any age involving a nursing home, assisted living, hospice, or home care provider	RI Department of Health <a href="http://health.ri.gov/complaints/">health.ri.gov/complaints/</a> <b>AND</b> Alliance for Better Long Term Care <a href="http://alliancebltc.org/ombudsman-program/overview/">alliancebltc.org/ombudsman-program/overview/</a>	 Phone: M-F 8:30am-4:30pm 401-222-5200 After Hours: 401-276-8046  Report Online: <a href="http://health.ri.gov/complaints/">health.ri.gov/complaints/</a>  Phone: M-F 9:00am-5:00pm 401-785-3340

\*If the person is under 18, a report should also be made to Child Protective Services. If the person is age 60 or over, a report should also be made to Adult Protective Services.